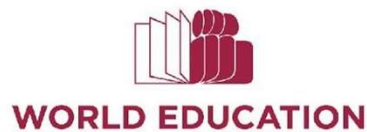




# Designing Comprehensive Student Support Services (Part 1)

May 3, 2022, 10 -11 a.m.  
Washington, DC

Sandy Goodman  
Director, National College  
Transition Network



# National College Transition Network

Technical assistance and professional development services to community college, adult education, & workforce systems.



[collegetransition.org](http://collegetransition.org)

# [www.Menti.com](http://www.Menti.com) Code = 1455 3629



Our program has a staff who provides Navigation, Coaching, Student Support Advising

Yes

No

Not Sure

Submit

Our program has a staff who provides Navigation, Coaching, Student Support, Advising

Be sure to click "Submit" when you're done answering the question.

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The presenter has changed slide.

Cancel

Go to slide



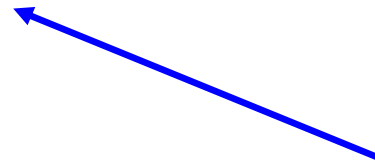
Our program has a staff who provides  
Navigation, Coaching, Student Support  
Advising

Yes

No

Not Sure

Submit



When you get this message  
click "Go to Slide"

# Who's Here?



## Who's Here?

I am a Navigator/Coach/Student Support Advisor

I am a Teacher

I am an Administrator

I am in a position not listed here

**Submit**

# What's in a Name?

A Navigator is an education and career specialist who assists, coaches, and empowers students to develop and pursue postsecondary, career pathway goals and employment.



Skill Up Washington

# What's in a Name?

Coordination of transition services that includes a continuum of personal and instructional strategies, collaborative support to enhance the awareness of and access to community resources that supports individual career and educational goals.



# What's in a Name?

Navigators are non-academic advisors who support students during every step of their postsecondary education. Navigators connect students to educational and personal supports to eliminate barriers to program completion.





# What Words Come to Mind?



What words come to mind about the Navigator role? Write up to 4 words in SEPARATE boxes.

Enter a word	25
Enter another word	25
Enter another word	25
Enter another word	25

You can submit multiple answers

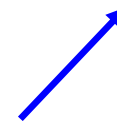
**Submit**

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The presenter has changed slide.

Cancel

**Go to slide**



Don't forget this

# Direct Student Support

- ▶ Provide support & referrals to address challenges to participation and persistence.
- ▶ Help students develop education and career goals and action plans.
- ▶ Document students' progress towards goals.
- ▶ Provide workshops to supplement and support instruction.
- ▶ Foster students' college and career readiness & employability skills.



# Direct Student Support



Direct Student Support - prioritize the activities

Provide support & referrals to address challenges



Help develop education and career goals and action plans



Document students' progress towards goals



Provide workshops to supplement academic instruction.



Foster students' college and career readiness & employability skills



Submit

Choose whether each of the functions is a Lower or Higher priority or somewhere in between.

Don't forget to hit "Submit"



# Collaboration & Coordination

- ▶ Work with teachers to develop contextualized lessons/integrated curriculum.
- ▶ Establish a process for sharing information relevant to students' progress.
- ▶ Establish relationships with key staff in community organizations (human service agencies, etc.)
- ▶ Coordinate with Career Centers and other workforce partners.
- ▶ Coordinate with postsecondary education and training providers.



# Administration

- ▶ Assist with intake and assessment
- ▶ Follow up on student attendance weekly
- ▶ Follow up with exited students to document outcomes
- ▶ Log reasons for exit, stop out, leave of absence.
- ▶ Maintain community resource bulletin board, binder, or website to share with students and staff.



# Variables in Navigator Program Design

## Program Design

- Student Goals
- Targeted Outcomes
- Orientation & Onboarding Needs
- Duration and Intensity
- Education & Training
- Employment

## Students/ Case Loads

- How many students?
- Which students?
- High-touch needs?

## FTE

- How many hours?
- What proportion of time allocated to Navigation?.

## Partners & Resources

- Staff
- Postsecondary Ed partners
- Career Center partners
- Case managers
- Employment Specialists

# Knowledge, Skills, Attributes

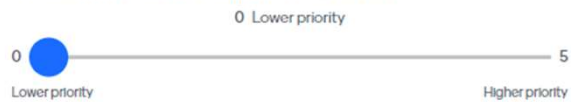
- ▶ Ability to work with people from many backgrounds
- ▶ Knowledge of community resources and supports
- ▶ Career coaching experience
- ▶ Ability to use technology/digital skills
- ▶ Creative problem-solving
- ▶ Empathetic, compassionate, caring
- ▶ Resourceful, flexible, self-motivated



# Knowledge, Skills, Attributes

Knowledge, Skills, Attributes - prioritize the KSAs

Sensitive to people from many backgrounds



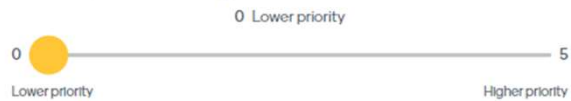
Knowledge of resources



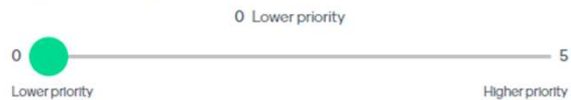
Digital skills



Creative problem-solving



Empathetic, compassionate



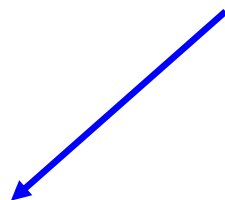
Resourceful, flexible, self-motivated



**Submit**

Choose whether each of the KSAs is a Lower or Higher priority or somewhere in between.

Don't forget to hit "Submit"





# Multi-disciplinary

- ▶ Academic Advising
- ▶ Career Development Counseling
- ▶ Social Work & Case Management
- ▶ Workforce Development
- ▶ Coaching



# Building Networks of Support

<http://www.211.org/>

**2-1-1**

Get Connected. Get Help.™

Get Help

Partner with Us

## Help starts here

211 connects you to expert, caring help.  
Every call is completely confidential.



**Call 211 for help**

Can't call us? [Find a local 211](#)



# Online Course: Finding True North



Online registration  
unavailable

**FINDING TRUE NORTH - ROLE OF  
THE NAVIGATOR**

Free

<https://elearning-worlded.coursestorm.com/course/finding-true-north-role-of-the-navigator>

This course identifies the types of sunni

# Other Resources



Annual  
Conference

College & Career  
Readiness

LEARN MORE

Career  
Pathways

Leadership  
Development

Student  
Supports

Client  
Services



## Advising Students with Foreign Degrees



This guide helps you ask the right questions when working with students with foreign credentials.

[See the guide](#)

## Tech Tools for Navigators and Coaches



[Read the Series](#)

## Personal and Workplace Success Skills Library



Resources to help you integrate personal and workplace success skills into your program.

[View the library](#)



# Afternoon Session

Join at 2:00 PM today for Part 2.

Strategies for designing a Navigator program for maximum impact.



**2A. Designing Pathways  
to Opportunity:  
Comprehensive  
Student Supports  
(Part 1 of 2)**

**Handout(s) and Link(s)**



WORLD EDUCATION



## Career Navigator – Sample Job Description

### GENERAL RESPONSIBILITIES:

The role of the Career Navigator is to work with teachers to assist learners in setting education and career goals and making progress towards achieving them. The Career Navigator is responsible for building a network of community social services, career centers, career pathways and transition to college programs through which students can pursue their educational and career goals. Close communication and coordination between Navigator, Coordinator, and Teachers is essential.

### ESSENTIAL DUTIES:

#### Direct Student Support

- Meet with students individually and in groups to provide support and referrals to resources to help address barriers to attendance and daily life challenges that interfere with progress towards their goals.
- Provide the information, support, and guidance to help students identify and achieve their short- and intermediate-term education, employment, and career goals.
- Follow up and document students' progress towards goals at scheduled intervals, and between scheduled check-ins, engage in ongoing communication with teachers to monitor students' progress.
- Present and/or coordinate workshops on a variety of topics that supplement and support instructional curriculum.
- Foster students' college and career readiness skills, accountability, self-advocacy, self-awareness, and effective use of resources.

#### Collaboration and Coordination

- Work with Program Coordinator and teachers to develop contextualized lessons/integrated curriculum to teach education and career planning and job search skills, learn about postsecondary education and training programs, and explore community resources in the context of reading, writing, math, language instruction.
- Establish a process for routinely sharing non-confidential case notes relevant to students' progress.
- Establish relationships with key staff in relevant community services including: health, mental health, housing, education and training, libraries, food pantries, shelters, childcare, legal assistance, and transportation.
- Establish a strong relationship with Career Centers, accompany interested students to career center orientations, and help students register for job search assistance.



- Coordinate with workforce partners to offer workshops on job search skills. Coordinate with transition to college partners to offer workshops on college knowledge - enrollment, placement testing, financial aid, etc.

#### **Administration/Other**

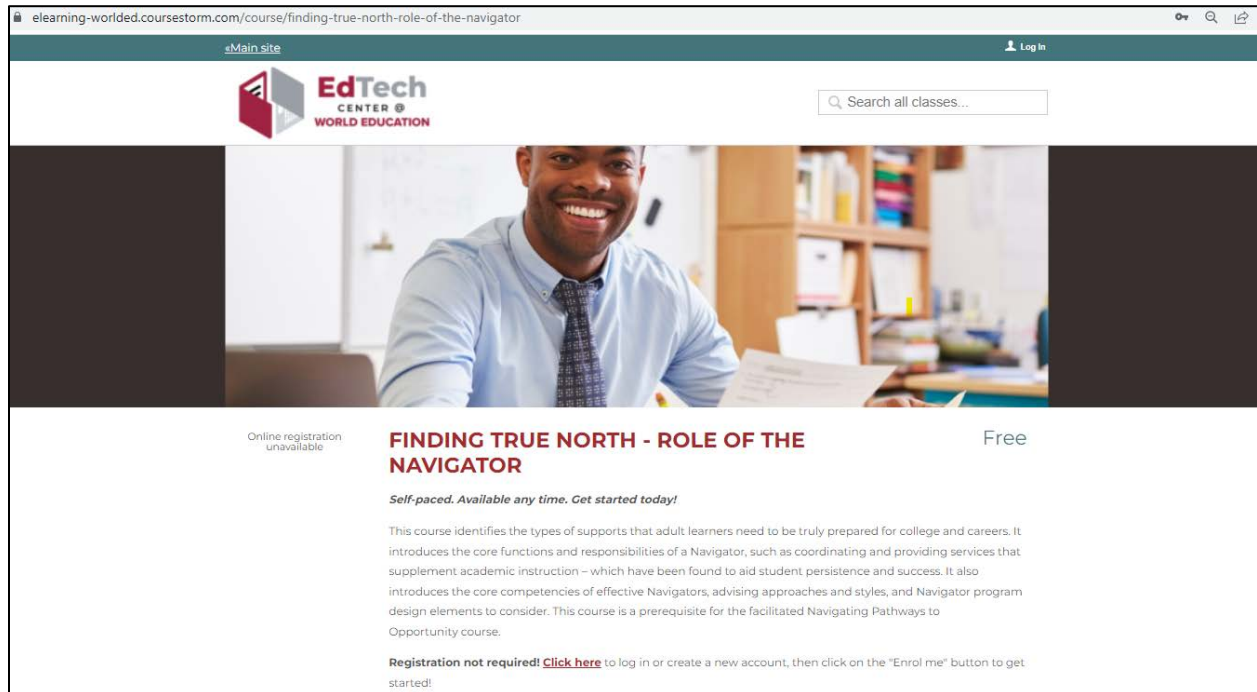
- Assist with intake and assessment
- Follow up on student attendance weekly
- Follow up with exited students to document outcomes
- Log reasons for exit, stop out, leave of absence.
- Maintain a community resource bulletin board, binder, or website to share with students and staff.

#### **JOB KNOWLEDGE, SKILLS & ABILITIES:**

- Ability to work effectively and sensitively with people of diverse cultural, economic, and educational backgrounds and English language proficiencies.
- Thorough knowledge of one or more sectors: community social services, job training resources, career centers, community college programs, local labor market and job search resources.
- Demonstrated ability to set goals and develop action plans with identified barriers and steps to overcome them and reach goals.
- Excellent oral and written communication skills, including presentation skills.
- Proficiency with word processing, spreadsheets, Office and Google suite of tools.
- Able to be self-directed, manage time effectively, and juggle multiple responsibilities and demands.
- Ability to collaborate with teachers and team members
- Bilingual (language priorities based on student populations)

# FINDING TRUE NORTH - ROLE OF THE NAVIGATOR

<https://elearning-worlded.coursestorm.com/course/finding-true-north-role-of-the-navigator>



The screenshot shows a web browser window with the URL [elearning-worlded.coursestorm.com/course/finding-true-north-role-of-the-navigator](https://elearning-worlded.coursestorm.com/course/finding-true-north-role-of-the-navigator). The page features the EdTech Center logo (World Education) and a search bar. A large image of a smiling man in a light blue shirt and tie is shown. Below the image, the course title "FINDING TRUE NORTH - ROLE OF THE NAVIGATOR" is displayed in bold red text. To the left of the title, it says "Online registration unavailable". To the right, it says "Free". Below the title, there is a sub-heading "Self-paced. Available any time. Get started today!" and a paragraph of text describing the course content. At the bottom, it states "Registration not required! Click here to log in or create a new account, then click on the 'Enrol me' button to get started!"

Online registration unavailable

## FINDING TRUE NORTH - ROLE OF THE NAVIGATOR

Free

*Self-paced. Available any time. Get started today!*

This course identifies the types of supports that adult learners need to be truly prepared for college and careers. It introduces the core functions and responsibilities of a Navigator, such as coordinating and providing services that supplement academic instruction – which have been found to aid student persistence and success. It also introduces the core competencies of effective Navigators, advising approaches and styles, and Navigator program design elements to consider. This course is a prerequisite for the facilitated Navigating Pathways to Opportunity course.

**Registration not required!** [Click here](#) to log in or create a new account, then click on the "Enrol me" button to get started!