



INSTITUTE *for* EVIDENCE-BASED CHANGE  
Informing Decisions · Improving Practice · Increasing Student Success

## Caring Campus Staff and Guided Pathways

The Institute for Evidence-Based Change's *Caring Campus Staff* initiative provides support for Guided Pathways implementation by including staff in student success efforts. In fact, staff can support each of the Guided Pathways pillars.

### **Pillar One: Clarify the Path**

Staff can help to reduce barriers, ensuring the process for applying, enrolling, and persisting is clear, free of jargon, and easily understood by all students. This is especially true for first time in college students and students receiving financial aid.

### **Pillar Two: Enter the Path**

The first contact with the college is often with a staff member in a department such as student supports or registrar, or even as a grounds staff who sees a hesitant potential student walking across the campus. Staff are early problem-solvers helping new students navigate registration, financial aid options, buying books and supplies, and figuring out where their class is being held.

### **Pillar Three: Stay on the Path**

Students leave or stop out for myriad reasons. But research shows that non-academic reasons are front-and-center for many of them. Staff can make the difference, ensuring students return by creating a sense of connectedness and awareness and knowledge of options.

### **Pillar Four: Ensure Learning**

Completing a student's education plans goes beyond the classroom. It requires a team approach with support from all departments and divisions. Staff can help ensure learning by removing non-academic obstacles to student success.

### **FOUR PILLARS OF GUIDED PATHWAYS**

