One growing approach to creating a student-centered support ecosystem is the **Student Success Team**, defined as a cross-divisional team of college professionals who collaboratively engage in cohort case management to support groups of students from entry to completion, with a focus on equitable outcomes. This brief provides highlights from Phase Two's work, "Student Success Teams: An Implementation Guide for Community Colleges," which was developed based on learnings from community colleges in California and across the nation.

> " You probably don't even know how much it means to us students. To have someone who cares. … It's like a lifeline when everything else feels like chaos. I think, oh, they say I can do it. So I think, maybe I can.

—Student

> " No one knows everything but together we know a lot.

—Adapted from Margaret Wheatley and The National Equity Project

STRATEGIES

1. Consider types of cohort-based Student Success Teams

Based on conversations with practitioners at nine colleges, Phase Two Advisors identified the following three types of team designs that focus on supporting groups of students:

Back-end coordinating helps to streamline and improve programming and policies. Students do not always kn1.e knHy <</MCID lw1.23.90.007 Tw k33.90.007(d)-1.2 (o)-207(2.8(1.)Tj-3.4 (2 a)

2. Developyour Student Success Team and take action

Recognizing the iterative nature of designing and implementing Student Success Teams, it is important to root teams in your colleges' definition of equity and learnings from the student experience. The most

Senior leaders

o Set a clear vision for teams that includes the purpose for student success and a model for those leading from the middle to focus their work

o Bridge the cross-divisional nature of Student Success Teams by coordinating and communicating to ensure consistent messaging.

o Provide support and resources including verbal support, securing funds or personnel for implementation, and advocating to leaders to garner necessary resources