

Learning and Connecting

Ask-Connect: Supporting Student's Curiosity by Being Curious About Students

Facilitator's Guide

About this workshop series

CCRC created this workshop as a part of [a series of workshops on guided pathways and the Ask-Connect-Inspire-Plan framework](#). These workshops are based on our research and experience working with colleges across the country implementing [guided pathways](#). Our research has included small and large colleges, rural and urban colleges, and colleges at different stages of the planning and implementation processes.

Tailoring this workshop to your college will help create meaningful opportunities to engage different audiences at your college. To that end, we include a few national data points and provide instructions for how to add in your college's data to the slides to help make the case for change. We also encourage you to put the speaker notes in the slide deck into your own words and to bring in college-specific examples when possible.


The activities in this workshop can also be tailored to your institution. We have provided five vignettes about different students' experiences; you can tailor these to your institution as well.

You know your institution best, and we hope that these materials provide a template and framework for creating new understandings about the student experience and how to help students into programs of study.

About the Ask-Connect workshop

This workshop focuses on "Ask-Connect," which is part of the [Ask-Connect-Inspire-Plan](#) framework. Asking and Connecting happen when students feel they are a valued part of the college community. Students are connected when multiple people at the school take an interest in their lives in and outside of school and ask how they're doing and what they need. This workshop will define Ask-Connect and provide guidance for workshop participants about what Asking and Connecting practices could look like for your college. Below we provide details about the materials included in this workshop curriculum. Everything that you need to lead this workshop is included, and instructions for customizing the materials are detailed in the slides.

Workshop components

1. **Workshop PowerPoint** (titled CCRC Workshop_Ask-Connect_PPT)
 - This is the PowerPoint you will present during the workshop. It includes instructions about how to prepare for and present the customizable workshop content. This requires you to prepare data from your college, so be sure to budget preparation time to work on that.
 2. **Customizable one-pager** (titled CCRC Workshop_Ask-Connect_one-pager to share)
 - This document is intended to be shared with your workshop attendees prior to the workshop and includes information about the workshop pre-readings and content. Please include your college logo and customize the content on this one-pager prior to sharing it. You can include more or less detail depending on what would be most beneficial to your audience. You can also adjust the
- 

timing of the Workshop Agenda depending on your audience's previous experience with guided pathways and the Ask-Connect-Inspire-Plan framework.

3. **Workshop activities** (titled CCRC Workshop_Ask-Connect_Activities)

- These are the activities that your workshop participants will complete during and after the workshop. We recommend that you send them the Word document ahead of time or give them a print-out. These activities are products that your team can return to and keep working with as you start to implement Ask-Connect on your campus.

Preparing for the workshop

Decide on the purpose, timing, and audience for the workshop

Once you have familiarized yourself with the content of the workshop, we recommend spending some time thinking about the optimal context for delivering it at your institution. For example, would the workshop have a greater impact if it were delivered during an all-staff day at the beginning of the semester, as part of an existing professional development series, or as a standalone event? We also encourage you to deliver this workshop to a variety of different stakeholders, including faculty, deans and department chairs, and additional individuals or groups of people on your campus who play a role in teaching and learning or advising and career counseling.

There are five vignettes in the workshop that involve reading written scenarios on specific student and college experiences and responding to them in a group. If you have a larger group, you may want to divide participants into small groups, so we would encourage you to decide ahead of time how you want to create the groups. More information about forming the activities can be found in the speaker notes of the PowerPoint slides.

Send out the one-pager with pre-readings to recruit your workshop participants

Find the document titled "CCRC Workshop_Ask-Connect_one-pager to share" in the workshop packet and customize it to recruit participants to attend your workshop. You can use this resource to ensure participants understand what this workshop covers, to establish how this workshop's content connects with other projects and strategies taking place at your college, and to share the pre-readings.

- Note: Colleges in our pilot program had success with making the workshop mandatory for their intended audience.

We suggest you send this one-pager out one to two weeks in advance of the workshop, as it includes three short pre-readings: 1) a CCRC research brief that outlines the ACIP framework, 2) an article outlining two evidence-based frameworks on early student engagement from CCRC and the Institute for Evidence Based Change (IEBC), and 3) an article that provides suggestions for practices to implement that support student relationships at your institution. PDF copies of these articles are included in the workshop materials, but for your convenience, here are the links to these pre-readings:

- [Research Evidence on Community College Ask-Connect-Inspire-Plan Onboarding Practices](#) (by Hana Lahr and Davis Jenkins)
- [Engage New Students Early Or Lose Them: Here's How to Do It](#) (by Hana Lahr, Davis Jenkins, and Brad Phillips)
- [The Power of Relationships in Undergraduate Education](#) (by Steven Mintz)

Prepare data and content for inclusion in the workshop PowerPoint and activities

In the PowerPoint, we provide several spaces for you to include your college's data to help make the case for reimagining program onboarding and implementing Ask-Connect practices. To customize the data slides, it may be beneficial to have a representative from institutional research work on these slides in collaboration with the presenter(s). We recommend you prepare this data in advance of the workshop (e.g., two weeks ahead of time or longer depending on the availability of your IR staff) to ensure you are able to draw clear connections between the data and the workshop narrative.

For more guidance on facilitating and preparing for the workshop, please see the "Guide Slides" throughout the PowerPoint, as well as the speaker notes in the PowerPoint.

- Guide slides: The guide slides ("hidden" slides in presenter view) have extra instructions for the section they precede and the main point that you want to weave throughout your presentation. They are kept from being shown while presenting as they are meant only for the facilitator's reference.
- Speaker notes: The speaker notes contain information about the data and college-specific information you need to add to the PowerPoint, an outline of the key points to make while speaking (if significantly more elaborate than the information present on the slide), and other instructions to ensure a smooth presentation.

The attached workshop activities can—but don't have to—be tailored to your college's context and service population. The information in each vignette can be changed to provide a more accurate picture of your college. Each student's program choice, demographic information, and other aspects of their experience can be altered to align more with student populations and experiences at your college.

Questions, comments, or concerns?

If you have any questions, comments, or concerns as you prepare to present this workshop, please reach out to Hana Lahr, senior research associate and program lead, at lahr@tc.columbia.edu.