Slide 1

NALP 2023 Annual Education Conference

Beyond Collaboration: Designing a Wrap Around Student Success Model

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Slide 2

A wrap-around student success model provides a comprehensive, holistic, proactive approach to serving students. It is a whole building enterprise which enables us to connect the dots quickly and easily on issues impacting individual students, as well as our framework for providing student services.

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Slide 3

Perspectives in the Room Today

Years of career services experience?

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Slide 4

Make Up of the Wrap-Around Model

- Beyond departments meeting to announce their plans
- Requires planning, preparation, and innovation from team members of various departments
- Consider the following:
  - What are the departments that your office already interacts with?
  - What are the departments impacting the student experiences?
  - Are your responses for the last two questions the same?

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Benefits of the Wrap Around Model

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- Successful Messaging: Chaos vs. Order
- Proactivity: Issues and challenges that flare up in one department often have their roots elsewhere
- Student Success: The commonly desired element for every law student is to be successful in every facet of law school. But if a student lacks success in one key area, other areas could suffer, and their performance outcomes could be diminished
- Whole-School Approach to Professional Identity Formation

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Challenges of the Wrap Around Model

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One Voice, One Tone?

- Challenges to speak and act as one to go "beyond collaboration"
  - Expectations of students – concierge or self-service?
  - Unique identities as discrete offices
  - Leadership styles and reporting structures
  - Staff "experience continuum" and institutional memory
  - Divergent service delivery expectations and track record & reputation
  - Integration of new challenges & reshuffling priorities
  - Other challenges?

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Seeking Common Ground

- Service philosophy
- Driven by mission and strategic plan
- Efficiency to meet expectations
- "Within standard deviation from norm" of professionalism, formality
- Manage expectations for resolution and response time and method
- Provide resources to build self-reliance

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FOCAL POINT: STUDENT SUCCESS

- Reference points: strategic plans, mission & vision of law school
- Critical intersections of academic and student affairs advising
- Centralized or decentralized intake and response, quality control, evaluation
- Student intervention and feedback models
- Tracking, measurement and assessment of outcomes
- Method to resolve internal "disputes"

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Panel Discussion & Audience Reaction

- What are contemporary trends shaping us all to be proactive or reactive?
- How does confidentiality and disclosure affect efficiency in a wrap-around model?
  - If we are functioning "as one" – what are mechanisms to share "need to know" information, respecting privacy – and in support of the student?
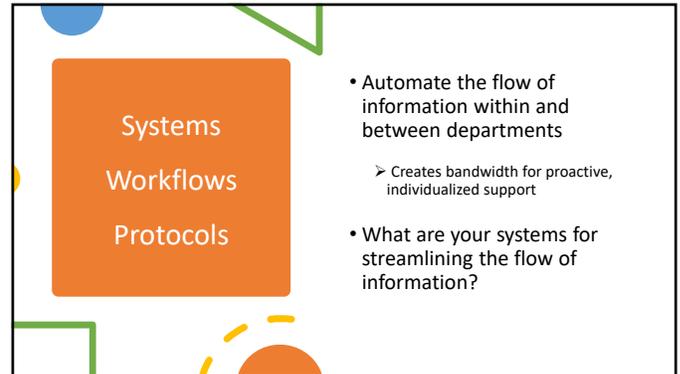
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Who Defines Success?

- How do we assess success, and is it measurable?
- Who are the stakeholders?
- Is the definition of success based on internal or external factors? Both?
- Should services be sequenced for students?
- What are significant issues C&PD offices are aware of that affect student success?
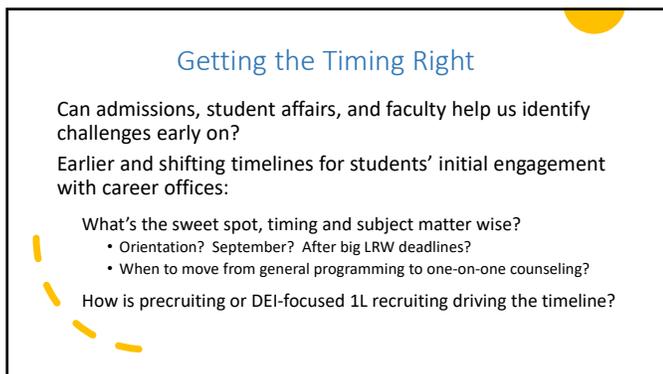

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Implementing the Wrap Around Model

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Systems

Workflows

Protocols

- Automate the flow of information within and between departments
  - ➢ Creates bandwidth for proactive, individualized support
- What are your systems for streamlining the flow of information?

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Getting the Timing Right

Can admissions, student affairs, and faculty help us identify challenges early on?

Earlier and shifting timelines for students' initial engagement with career offices:

What's the sweet spot, timing and subject matter wise?
- Orientation? September? After big LRW deadlines?
- When to move from general programming to one-on-one counseling?

How is precruiting or DEI-focused 1L recruiting driving the timeline?

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Intersection of Career & Bar Issues

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- Bar passage directly impacts employment outcomes

- Failure to address character and fitness issues early on in law school can delay admission and jeopardize job security

- Help students identify bar application issues as early as possible
  - Know who manages the process at your school and the key deadlines
  - 3L exit survey may be too late

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Where Does PIF Fit In? Big Picture, Big Topic!

- How involved is your office in the law school plan to develop, implement, and oversee PIF?
  - Designated leader for PIF "master plan"
  - One unit among several exploring PIF and determining roles
  - So far, CPD's role is uncertain.
- What do you believe CPD's role should be?

- How do you foresee PIF will affect the CPD service model at your school?

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Thank you for coming!

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