

California Community Colleges  
Guided Pathways  
Scale of Adoption Assessment (SOAA)  
Frequently Asked Questions

Version 1.1

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## General Questions

### What is the Scale of Adoption Assessment (SOAA)?

The Scale of Adoption Assessment (SOAA) is the second version of the statewide Guided Pathways assessment planning tool used by the California Community Colleges and was adopted by the system in Spring 2019. The SOAA is an assessment tool designed by the Community College Research Center (CCRC) from Columbia University Teachers College; the tool itself is designed to help stakeholders at the college assess and address how far along they are in adopting essential guided pathways practices at scale. These essential practices were identified as being high-impact, evidence-based practices from research conducted by CCRC and discussed in *Redesigning America's Community Colleges: A Clearer Path to Student Success* (Bailey, Smith Jaggars, & Jenkins, 2015).

### How is the SOAA organized?

The SOAA tool organizes assessment of these essential practices based upon the four pillars of Guided Pathways: (1) Clarify the Path: Mapping Pathways to Student End Goals; (2) Enter the Path: Helping Students Choose and Enter a Program Pathway; (3) Stay on the Path: Keeping Students on the Path; and (4) Ensure Learning: Ensuring that Students Are Learning. Furthermore, each of these pillar areas also includes a series of equity considerations to help spark dialogue and help keep an equity focus in these guided pathways efforts.

For each essential practice area, stakeholders are provided a description of what guided pathways essential practice area entails, and then they are asked to report on the scale of adoption of this practice at their college, including their current progress to date and next steps they are undertaking to moving this essential practice to scale.

### Why was the SOAA selected? Why did we change assessment tools?

Prior to the adoption of the current SOAA tool, the system had been using a locally developed 14-element Guided Pathways Self-Assessment Tool which had been designed to support colleges and districts as they were learning about the Guided Pathways framework. This prior tool had been helpful in starting conversations and promoting systemwide learning about Guided Pathway during the initial inquiry phase of these efforts.

In Spring 2019, the Chancellor's Office leadership team decided to shift to using the national Scale of Adoption Assessment tool for several reasons:

- The tool itself will help provide insights that support learning at the local college-/district-level, statewide-level, and also contribute to national discourse and learning.
- While equity is inherent in much of the guided pathways framework, there was an opportunity in working directly with the Community College Research Center (CCRC) to help equity and the equity focus in this work to be even more explicit. In working with CCRC, we were able to design and integrate equity considerations to help frame the practices and work to ensure that we are not only creating guided pathways and supports to success for certain groups of students, but for all students whom we serve.
- The SOAA provides a means for benchmarking and understanding the progress made by our institutions and our state relative to common trends across the nation. This allows for dialogue and learning to share on local, statewide, and national levels to promote deeper learning and successful implementation of evidence-based strategies to improve student success and address equity gaps.

## What are the benefits to a college or district for using the SOAA tool?

The primary purpose of the SOAA is for colleges to be able to reflect on their guided pathways journey and progress to date, and use it as a tool for meaningful strategic planning as they move forward to meeting their Vision for Success goals for student success and equity.

The SOAA itself can serve as an institutional artifact and communication tool which documents both completed efforts and intended next steps. Colleges which utilize the SOAA to have robust discussions often find that carefully reviewing the essential practices and collectively filling out and/or providing feedback to the SOAA is extremely beneficial for their college community. Utilizing the SOAA tool to structure intentional dialogues and planning helps to support a larger sense of understanding for current progress to date and promotes a collective vision for the work ahead.

By creating and documenting progress and next steps through the SOAA tool, college and district team members can use this artifact to communicate with stakeholders and constituency groups at various points throughout their guided pathways efforts.

## What is system's purpose for and benefit of adopting the SOAA tool?

By selecting the SOAA tool, the Chancellor's Office will be able to better understand the collective guided pathways journey that is taking place across all of the institutions in our system and allow for greater assessment and insight into how the system can better design and allocate resources.

In addition to helping inform professional development and support resources needed, utilizing information shared by the colleges in the SOAA tool will help to communicate to key external stakeholders--the legislature, funders, and community partners--about how this journey is developing and evolving as colleges and districts move forward with this work.

## How do we submit the SOAA?

The SOAA is to be submitted to the state utilizing the NOVA reporting system. More information on the NOVA system can be found in a latter section of the document (titled "NOVA/SOAA Template Questions") and in the various support resources (PowerPoint slides and webinar recordings) created to accompany the SOAA. These materials can be found on the CCCC Guided Pathways website (<https://www.cccco.edu/College-Professionals/Guided-Pathways>) and the CCCC Vision Resource Center website (<https://visionresourcecenter.cccco.edu/>).

## Are there changes regarding what colleges are being asked to report on from the previous SOAA submission cycle (from Spring 2019) on NOVA?

Yes--there are a few new areas that have been added to the SOAA and NOVA system as an update from the Spring 2019 SOAA process. These new features/sections include:

- Ability to indicate that the college is experiencing challenges or barriers in working to scale essential guided pathways practices, and extra support may be needed.
- Two new question sections on student engagement and course alignment (based on requirements for legislative reporting)
- Inclusion of a success story/stories area, where college teams can share successes they are experiencing on their campus. This area is intended to promote sharing within the system and provides the opportunity for colleges to learn from one another.
- Document submittal portal for the college's prior April 2019 SOAA document, as a PDF, into the NOVA system.

## Timeline Questions/Concerns

### When is the next date that the SOAA needs to be submitted?

The SOAA will need to be submitted using NOVA (the California Community Colleges reporting platform) by March 1, 2020. The SOAA will be submitted annually by March 1 in NOVA through 2022.

### Why is the deadline March 1st, 2020?

The initial deadline for submittal was September 30, 2019. The Chancellor's Office received feedback that this deadline was challenging for most colleges, so it was moved to March 1, 2020 after consulting with and receiving recommendations from the Guided Pathways Advisory Committee (GPAC).

Notification of the change was sent out in early August 2019 following the GPAC recommendation via a number of official CCC listservs and in other communications. These communications occurred throughout summer into early fall with the new timeline. As the information will be used to inform the Guided Pathways report to the legislature (due July 1, 2020), this new March 1st deadline was selected to allow the California Community Colleges Chancellor's Office sufficient time to also meet the legislative report due date for the system.

### What happens if a college cannot submit their SOAA on time?

### Can a college/district request a deadline extension?

If a college anticipates needing more time to finalize its SOAA and submit it through the NOVA system, we encourage the GP lead from the college to contact the Chancellor's Office via the [GuidedPathwaysinfo@cccco.edu](mailto:GuidedPathwaysinfo@cccco.edu) email address and provide the concerns/issues and the estimated submission date. The Chancellor's Office will consider the request based upon the expressed concerns/issue.

Colleges who may need to request an extension should contact the Chancellor's Office (via the [GuidedPathwaysinfo@cccco.edu](mailto:GuidedPathwaysinfo@cccco.edu) email address) as early as they become aware of issues that may impact this submission deadline (e.g., participatory governance timelines/processes).



## When is the final date that colleges can spend their Guided Pathways funds?

The final allocation of all Guided Pathways funds will be made July 2021, and ***all funds must be fully expended by June 30, 2022.***

## Can Guided Pathways funds be carried over?

Yes. If a college hasn't spent its annual allocation of Guided Pathways funds by the end of a fiscal year, it may carry-over the funds into the next year(s). All funds must be spent by the final deadline date of June 30, 2022.

## Progress Reporting

### What happens if a college does not meet their anticipated progress goals by the timeline listed in the SOAA?

The purpose of the SOAA is for colleges to engage in campus-wide discussion around prior progress and strategic planning for the future. While the Chancellor's Office (CO) will use it to aggregate state-wide progress, there are no negative consequences to missing a timeline or goal that was outlined in a college's SOAA document. Guided Pathways work is an iterative process, involving planning, analyzing, reflection and revision of plans, and we encourage colleges and districts to utilize this tool and process to be one that will be meaningful to a college's institutional stakeholders.

### How much information should be included in the progress and next steps fields for the SOAA? What is expected?

Colleges will want to include enough details for them to create an archive (or artifact) so that GP teams, Academic Senate, President's Cabinet, or other shared governance groups have enough information to holistically review progress and adapt strategy moving forward. This may include summary of disaggregated data findings, new structures being launched, and/ or specific metrics being targeted, in order to allow next year's team to identify if changes worked, if a second iteration is needed, or if the college team had met its identified goals.

Please note that there are, however, character limits for the text entry fields within the NOVA system. Colleges are provided with information on the maximum character restrictions both in the NOVA system as well as the updated Microsoft Word version of the SOAA template which has recently been sent out to the field (as of November 21, 2019). This template will also be available on the CCCCO Guided Pathways website (<https://www.cccco.edu/College-Professionals/Guided-Pathways>) and the CCCCO Vision Resource Center website (<https://visionresourcecenter.cccco.edu/>).

### Are there ways to reduce the amount of time it takes to complete the SOAA?

The SOAA is a tool to benchmark and document your campus-wide guided pathways work. Completing the SOAA in a meaningful way **will take time**, but only because it is intended to help college stakeholders track their progress and future direction for the work. College stakeholders have found that the more meaningful they made the process, they found themselves better able to document and improve upon their successes.

Colleges have identified strategies for streamlining the SOAA documentation and consultation process. For instance, several colleges have made guided pathways a standing agenda item on their governance and operational committee meetings, which leads to regular dialogue and updates to the SOAA through the calendar year. Other ways to more effectively build the SOAA reflection and visioning process into the fabric of the institution are through strategic and integrated planning efforts. Institutions may already have existing planning schedules and spaces throughout the year that they can incorporate discussion and alignment of the SOAA into these holistic planning convenings.

### **If a college team filled out and submitted an SOAA in Spring 2019, can they submit this same version for the March 1, 2020 deadline?**

College teams *are allowed* to resubmit their Spring 2019 SOAA. However, every college has likely made significant progress on many essential practices which would be beneficial to include in an updated version of their SOAA. The goal is to document these progress points and reflect on the future goals the college has for the rest of Spring 2020 and the 2020-2021 academic year.

Please note that there have been several small additions to the SOAA tool and NOVA system which would be helpful to fill out and utilize, including a space for challenges and barriers the college and/or district face in moving to scale essential practices, two sets of questions on student engagement and course alignment efforts (required per legislative inquiry), and an optional section to share success stories of exemplary work happening at the college. As such, college teams will need to review these sections and add in their desired and required responses before submitting their SOAA using NOVA.

## Participatory Governance and Approvals

### Who is required to approve of the college's SOAA for submission? Why has their approval been required?

There are two individuals who need to approve the college's SOAA prior to official submission of the document through the NOVA report: the college's Academic Senate President and the College President.

These two approvals ensure effective participating and collegial consultation have taken place college-wide in completing the SOAA. They are symbolic of participation, communication and institutional commitment to the SOAA process and plan. In the same way that the accreditation report requires broad participation across the institution, the signatures on the SOAA ensure that there was sufficient opportunity for broad input.

### Why have colleges been encouraged to take their SOAA through shared governance?

As guided pathways is a holistic redesign effort, participatory governance is a key tool to build institution-wide communication and validation necessary for sustainable change. Throughout this process, it is not only crucial to keep stakeholders informed of current or completed work efforts, but it is important to solicit feedback and engagement from the college's faculty, classified professionals, administrators, and students to assist in the redesign process.

Additionally, there are core pieces of the guided pathways essential practices which fall under the purview of faculty (i.e., as defined in Title 5 regulations under the "10+1") and operational departments which need to be consulted and brought in to help lead redesign efforts where appropriate. Keeping institutional stakeholders (including Academic Senate, Classified Senate, student government, and others) informed and consulted throughout the process is important to help ensure the transparency of this work and ensure these efforts are wide-reaching and positively impactful for the college community.

### For multi-college districts, does the District Chancellor have to approve the SOAA to submit it to the Chancellor's Office?

The Chancellor's Office does not require district chancellor approval to submit the SOAA. The only two approvals required to submit the SOAA to the Chancellor's Office: the college Academic Senate President and the College President.

While the Chancellor's Office does not necessarily require additional approvals, college teams are encouraged to follow locally-set guidelines, processes, and consultation practices for their

college and district. This may include bringing forth the SOAA through full shared governance processes for formal local approval of the SOAA document or, at least, as an informational item to the local shared governance committees and/or the district Board of Trustees meeting. College teams are encouraged to consult their local processes and establish a communication and/or presentation timeline for these college and district conversations.

## Does the SOAA require a Board President signature or Board of Trustees approval?

The Chancellor's Office does not require a college or district's local Board of Trustees approval to submit the SOAA. The only two approvals required to submit the SOAA to the Chancellor's Office: the college Academic Senate President and the College President.

While the Chancellor's Office does not necessarily require additional approvals, college teams are encouraged to follow locally-set guidelines, processes, and consultation practices for their college and district. This may include bringing forth the SOAA through full shared governance processes for formal local approval of the SOAA document or, at least, as an informational item to the local shared governance committees and/or the district Board of Trustees meeting. College teams are encouraged to consult their local processes and establish a communication and/or presentation timeline for these college and district conversations.

## Does the local Board of Trustees need to approve the SOAA first? Or the College President and the Academic Senate President?

For colleges wanting to take their SOAA through full shared governance processes (including Board of Trustees meetings) for review and/or approval, it is recommended that they follow their own local established procedures. In many cases, this would indicate that the Academic Senate (including the Academic Senate President) and the College President would review the SOAA document and provide tentative local approval before bringing it forward to the local Board of Trustees. Following this Board of Trustees discussion (for either local board approval or as an informational item, depending on the local process), the College President and Academic Senate President would then be able to formally approve the SOAA in the NOVA system. Again, colleges are expected to follow their local processes for completing and approving the SOAA.

## Equity Considerations

### What are the SOAA “Equity Considerations”?

The Chancellor’s Office had the opportunity to work with the Community College Research Center (CCRC), the creators of the SOAA tool, to bring equity more explicitly to the forefront of the California Community Colleges’ guided pathways efforts. CCRC worked with the Chancellor’s Office to design a series of discussion questions, paired with each guided pathway pillar area, to help practitioners and teams throughout the system to understand how equity is related to and a goal of their guided pathways efforts. These purposefully and meaningful conversation starters are titled “Equity Considerations” in the SOAA.

### How should equity be incorporated in the SOAA? Will there be an equity narrative required for any/all the sections?

While there is no separate section to respond directly to the equity consideration items, colleges are encouraged to reflect upon these considerations and consider integrating an equity-focused frame (e.g., reflecting on current equity gaps, planning equity-oriented interventions, or discussing progress towards reaching equitable outcomes) into their responses.

In addition to reflecting on how equity relates to the essential guided pathways practices, the SOAA NOVA module also includes a section to share college success stories. College teams may use this success story section to reflect on purposeful work they have done to address equity gaps at their institution, or even what they have done to further promote equity-mindedness and student-centered mindsets and practices across their campus community.

### Are colleges required to report on disaggregated data for their SOAA?

There are no specific fields in the SOAA module that request disaggregated data. However, if a college wishes to provide this information, it may use the appropriate open text fields within the practices or the success story area to provide this information.

## Guided Pathways/SOAA NOVA Module Questions

### What is NOVA?

The NOVA reporting system is the online, digital submission platform for plans and reports for the California Community Colleges.

### How does an individual get access to NOVA?

Individuals can request access to the CCC NOVA system by visiting the NOVA “Request Access” website at the following link: <https://nova.cccco.edu/help?requestAccess=true>

Requestors are prompted for their name and email address (please note that you will need to use your institutional “.edu” email address). Additionally, the requestor will need to select which program they are requesting access for (in this case, it would be the “Guided Pathways” program). There is an additional section to include a message along with the request, allowing the requestor to provide information on their role and why they are requesting this access.

### For NOVA users with existing accounts, how do they get assistance with login issues or password resets?

For NOVA-related login issues or needed password resets, please contact NOVA support using the following email address:

### Is there a Chancellor’s Office contact for questions or issues related to the Guided Pathways NOVA module?

Yes--Thomas Ponik, Education Services Analyst, is the best contact for issues related to the Guided Pathways NOVA module. He can assist with issues related to filling out the module and/or setting up contacts for additional college team members or the approvers if needed.

Thomas Ponik can be reached via email ([tponik@cccco.edu](mailto:tponik@cccco.edu)) or phone (916-323-6877).

## How is the Guided Pathways NOVA module organized and what is included in each section?

The Guided Pathways NOVA module is split into the following sections:

- **Details:** Includes information on the Guided Pathways framework and the purpose of and directions on how to use the SOAA tool. There is also a section labeled “Assurances” which includes confirmation regarding that the college’s Guided Pathways NOVA module “Project Director” has read and adheres to [Guided Pathways Legislation and Goals](#) and that they are familiar with the CCC [Student Success Metrics](#).
- **Contacts:** This section allows an individual to be identified as the main contact/GP NOVA module “Project Director.” This main person also has the ability to add additional contacts for module access and contact information for the two required approvers: The College President and Academic Senate President.
- **Student Success Metrics:** This section provides information regarding efforts to align Guided Pathways with the CCC Student Success Metrics (SSM). Those accessing the NOVA module will also be prompted to agree to utilizing and sharing SSM data with their campus stakeholders as part of the Guided Pathways process moving forward.
- **Pillar Areas:** Information related to the specific pillar area--descriptions and equity considerations--is included in each section. Colleges are prompted to reflect on their self-assessment of scaling of that practice at their college, progress to date, next steps towards implementation, related timelines, challenges or barriers being faced, and needed supports.
  - **Pillar 1. Clarify the Path:** Information and responses related to “Mapping Pathways to Student End Goals” and the five essential practices in this area (a-e).
  - **Pillar 2. Get on the Path:** Information and responses related to “Helping Students Choose and Enter a Program Pathway” and the six essential practices in this area (a-f).
  - **Pillar 3. Stay on the Path:** Information and responses related to “Keeping Students on the Path” and the five essential practices in this area (a-e).
  - **Pillar 4. Ensure Learning:** Information and responses related to “Keeping Students on the Path” and the seven essential practices in this area (a-g).
- **Student Engagement & Support:** This section includes two pieces--Student Engagement and Course Alignment related to Guided Pathways occurring at the institution. This section was added based on legislative reporting requirements.
- **Prior Documents:** This section is where the college’s prior April 2019 SOAA PDF is to be uploaded.
- **Success Story [OPTIONAL]:** Area for the college to share information related to one or more success stories they have been achieving at their institution. There are prompts to title the story, provide contact information, describe the challenge, a narrative of what happened, outcomes, and how the outcomes relate to the Vision for Success Goals.
- **Preview and Submit:** This area provides an overview of all entered responses provided in the module for review and a submittal button to press once all entries have been finalized.



## Does the Guided Pathways NOVA module include a save button?

All entries within the system will be autosaved as the template is being filled out. To ensure that the entry was saved before exiting the browser window or tab, individuals who are providing responses to the items in the NOVA system may want to simply double-check that this information is saved by navigating to another page in the module before exiting the module.

An additional word of caution for colleges who allow multiple users with form entry access into their NOVA Guided Pathways program module: there is a possibility that if more than one user is logged into the system at the same time then there is a chance of one module editor saving over another's work. Therefore, colleges are encouraged to keep the number of NOVA users with direct edit access to a minimum, if possible, or create a work strategy and communication plan that will ensure that multiple users are not logged in and filling out the same workspace at the same time.

## Does the Guided Pathways NOVA module require that all information be entered and submitted at one time or entered sequentially?

No--the information is automatically saved as it is being entered and there is the capability to skip sections or navigate through different tabs while editing responses in the module. Additionally, all fields remain editable until the SOAA is submitted using the "Submit" button.

## Are there required sections to fill out on the Guided Pathways/SOAA NOVA module?

Yes--these sections and questions are indicated with a red asterisk in the module and blank required text entry fields are additionally highlighted with a red bar that appears on the left-hand side of the text entry box.

Prior to filling in any information, sections will be denoted as "Incomplete" in red text in the Workflow tabs for the module. As information is filled out for these sections, sections which are completed will be indicated as such.

## How are users alerted that they have missed a section before they try and submit?

The module is set up with several required fields, denoted by a red asterisk in the module and blank required text entry fields are additionally highlighted with a red bar that appears on the left-hand side of the text entry box.

Prior to filling in any information, sections will be denoted as “Incomplete” in red text in the Workflow tabs for the module. As information is filled out for these sections, sections which are completed will be indicated as such.

Lastly, the document will not be able to be submitted before these incomplete sections have been completed.

## Is there an ability to share the information entered into the college’s Guided Pathways/SOAA NOVA module?

Yes--there is a share feature available. This Share button is located on the upper right-hand side of the screen on the module. A version of the module can be sent as a document utilizing this feature. The individual can choose to directly email themselves as the primary contact/“Director” or additional NOVA contact, as well as other individuals with NOVA accounts.

It is recommended that individuals filling out the Guided Pathways module limit direct NOVA access, especially expanding permissions that provide editing access. Instead it is suggested that the “Project Director” email themselves directly and then share a static PDF copy with their institutional stakeholders prior to the approval process.

## When the information from the Guided Pathways/SOAA NOVA module is shared, what format is it sent in?

If a user chooses to send information using the “share” button in the NOVA module, the recipient will receive an email that contains a link to view the draft SOAA in NOVA (which requires a NOVA account), and also an attached PDF of the draft.

## How many people can access or edit the Guided Pathways/SOAA NOVA module at the same time?

There is no limit on the number of people who can access the SOAA at the same time. However, college teams are encouraged to be cautious, since if two or more people are editing

data on the same tab at the same time, it may overwrite the responses being entered by the other person. As such, colleges are encouraged to keep the number of NOVA users with direct edit access to a minimum, if possible, or create a work strategy and communication plan that will ensure that multiple users are not logged in and filling out the same workspace at the same time.

## What happens after a member from the college team hits the submit button in the Guided Pathways/SOAA NOVA module?

After the module has been filled out, proofed and checked for errors, the SOAA may be submitted. Once the Submit button is clicked, the two approvers (College President and Academic Senate President, as identified in the “Contacts” section) will be emailed and prompted to log-in to the NOVA system to approve, recording it for the Chancellor’s Office.

## Once a college has submitted the plan, is there a way to send reminders to the two approvers?

Yes--there is a feature within the system to remind either or both of your two approval contacts: The College President and Academic Senate President.

To send a reminder, the Project Contact would simply log in to NOVA, open the SOAA and find the two approvers listed on the screen. If either or both of the approvers have not yet approved, there will be a button titled “Send Reminder”. Clicking this button will generate an email to the approver including the link to the SOAA.

## Does NOVA allow submission of charts or graphics?

No--the NOVA system does not support the integration or charts and graphics into the responses at this time.

## Does NOVA have character limits for the text entry fields?

Yes--the open fields do have character limits. Most sections are limited to 1,000 to 2,500 characters (with some exceptions for larger character limits, such as in the success story section). These character limits are clearly shown in each text entry field in the NOVA module, and the character limits are noted in the Word document template as well.

If a college team feels that they are somewhere in between the scale anchors on the Scale of Adoption metric for a practice, how should they respond?

For each essential practice area, colleges are prompted to respond to a metric which indicates the “Scale of Adoption at Our College.” The choices for this scale include (1) *Not Occurring*, (2) *Not Systematic*, (3) *Planning to Scale*, (4) *Scaling in Progress*, and (5) *At Scale*.

While the college team may feel they fall somewhere in between two of these responses, please note that the NOVA system has been set up to only take one response. As such, colleges are encouraged to have a discussion about where they would place themselves, given this forced choice response, but can elaborate with detail about their response in the accompanying text section for the particular practice if they feel that one metric point does not necessarily reflect their current progress level.

If a college reports a particular essential practice as “Not occurring,” “Not systematic,” or “Planning to scale,” are they required to fill out the “Timeline for Progress to Date” section?

No. Only if a college indicates that they are to the point where an essential practice is deemed as “Scaling in progress” or “At scale” will they be prompted and required to fill out this section for that practice.

What type of information should colleges put in the challenges/barriers and support needed section?

These two items (“Challenge or barrier you are running into” and “Support Needed - Detail”) were intentionally left very open-ended to allow college teams to approach these items as they see fit. Challenges or barriers may be related to college or district issues (outdated policies or structures, staffing challenges, issues related to institutional culture or resistance to change), or perhaps the challenges and barriers could be ones that are occurring because of policies or additional needs for supports and resources at the statewide- or even national-level.

Candor regarding these challenges and barriers is highly encouraged, if possible, as it helps to spark meaningful dialogue at the local level to address these issues. This information also provides greater insight to the Chancellor’s Office Guided Pathways support team on what resources may need to be secured or developed to support the work that needs to be done at the college or at a district to move past these barriers.

For colleges that identify that they are experiencing barriers and challenges and may need support assistance in overcoming them, the Chancellor's Office team will be reviewing what was submitted in the SOAAs after the March 1, 2020 submission date and work to touch base with college and district stakeholders about these issues.

However, if colleges and districts are struggling now, they can reach out for help and support now to various members of the Chancellor's Office team (including the CO support staff and the Guided Pathways Regional Coordinators). Questions or requests for support can be sent to the Chancellor's Office Guided Pathways Information email address ([GuidedPathwaysInfo@cccco.edu](mailto:GuidedPathwaysInfo@cccco.edu)) or the Guided Pathways Regional Coordinator team assigned to the college's/district's region. Contact information for the regional coordinators can be found here: <https://cccgp.cccco.edu/coordinators-map>

Depending on the issue, the statewide Academic Senate for the California Community Colleges (ASCCC) also has a Guided Pathways team to assist with challenges and barriers that colleges may be currently facing. The ASCCC team can be contacted using email ([info@asccc.org](mailto:info@asccc.org)) and more information about Guided Pathways resources can be found at their website (<https://asccc.org/guided-pathways>).

## Guided Pathways and SOAA Resources & Contacts

### Where is the latest version of the SOAA template shared?

The SOAA template, which may be used for planning purposes, was sent over the CO\_GUIDEDPATHWAYS listserv, shared on the CCC Chancellor's Office Guided Pathways website (<https://www.cccco.edu/College-Professionals/Guided-Pathways>) and will also be posted to the Vision Resource Center Guided Pathways community (<https://visionresourcecenter.cccco.edu/>).

This template may be used for reviewing drafts of your SOAA and sharing with stakeholders. The actual submission of the SOAA must be completed within the NOVA system in the Guided Pathways module. The college president and the college academic senate president must both approve the plan within the system for it to be considered "submitted" to the Chancellor's Office.

### Where can additional resources like the webinar, FAQs and other SOAA information be found?

The primary communication channel for resources and documents for Guided Pathways and the SOAA remains the CO\_GUIDEDPATHWAYS listserv. In addition to the information being shared via the official listserv email distribution list, this information is also shared on the CCC Chancellor's Office Guided Pathways website (<https://www.cccco.edu/College-Professionals/Guided-Pathways>) and will also be posted to the Vision Resource Center Guided Pathways community (<https://visionresourcecenter.cccco.edu/>).

### How can stakeholders register for the official CO\_GUIDEDPATHWAYS listserv?

Stakeholders can register themselves for the CO\_GUIDEDPATHWAYS listserv by filling out the listserv registration form found on this link: [https://listserv.ccnnext.net/scripts/wa-ccnnext.exe?SUBED1=CO\\_GUIDEDPATHWAYS&A=1](https://listserv.ccnnext.net/scripts/wa-ccnnext.exe?SUBED1=CO_GUIDEDPATHWAYS&A=1)

## How can stakeholders access discussions and materials in the CCC Vision Resource Center?

Stakeholders have two options for logging in to the Vision Resource Center: (1) Registering themselves for an account, using their .edu email address, on the Vision Resource Center website (<https://visionresourcecenter.cccco.edu/>), or (2) Accessing the Vision Resource Center through their college professional development portal if their campus is currently integrated with Cornerstone and the Vision Resource Center.

## For additional help and support related to Guided Pathways, who should college or district teams contact?

There are a number of individuals and support systems to help college and district stakeholders in their Guided Pathways efforts.

### CO Guided Pathways Supports

For questions related to Guided Pathways timelines, reporting requirements, funding, legislation, or other general concerns regarding Chancellor's Office Supports, you can use the following contacts:

**General Questions:** [GuidedPathwaysInfo@cccco.edu](mailto:GuidedPathwaysInfo@cccco.edu)

#### **Direct Contact**

Barbara Lezon  
[blezon@cccco.edu](mailto:blezon@cccco.edu)  
916-323-5275

### NOVA and GP/SOAA NOVA Module Questions

For questions related to the NOVA system, such as login issues, password resets, module questions or issues, you can use the following contacts:

**Login Issues/Password Resets:** [nova-support@productops.com](mailto:nova-support@productops.com)

#### **Guided Pathways/SOAA Module Direct Contact**

Thomas Ponik  
[tponik@cccco.edu](mailto:tponik@cccco.edu)  
916-323-6877

## Guided Pathways Design, Implementation, & Support Resources

For questions related to getting help and support with questions and resources to advance college and district Guided Pathways efforts, you are encouraged to use the following contacts:

### **Guided Pathways Regional Coordinators**

2-3 Designated Coordinators Per Region

Contact information for the GP Regional Coordinators is available here:

<https://cccgp.cccco.edu/coordinators-map>