

## Executive Summary

The Hartnell College First-Year Experience (FYE) Implementation Plan translates the institution's vision for a holistic, student-centered first-year journey into a coordinated and actionable model for implementation. This work begins at the student's first point of contact and extends through the successful completion of the first academic year.

Rather than introducing new standalone initiatives, this plan brings existing and emerging efforts into alignment, ensuring that students experience a **coherent, connected, and predictable pathway** into and through their first year.

The plan directly addresses key institutional challenges, including fragmented services, inconsistent onboarding experiences, and limited integration across technology systems. In response, it organizes cross-functional work across academic and student services into a shared execution framework designed to improve:

- Student persistence and retention
- Full-time enrollment and academic momentum
- Student engagement and sense of belonging
- Equity in access to programs and support services

Implementation will occur over an 18-month period (March 2026 – September 2027), using a phased approach that prioritizes alignment, builds integrated student experiences, and supports long-term sustainability.

## Connection to One Hartnell

The First-Year Experience (FYE) Implementation Plan is a core component of the One Hartnell College Framework, which serves as a unified operating model designed to align recruitment, onboarding, counseling, scheduling, and completion into a coordinated student lifecycle .

Within this model, FYE is not a separate initiative. FYE serves as the **entry point into the student experience**, connecting early outreach and onboarding efforts with ongoing academic support, engagement, and persistence strategies.

This plan ensures that FYE work:

- Aligns with institution-wide coordination structures
- Integrates into the full student lifecycle: from inquiry through completion

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- Operates within shared systems for communication, scheduling, counseling, and early intervention

As a result, students experience a more consistent and connected transition into college, regardless of entry point, program, or location.

### **FYE Within the Student Lifecycle**

FYE aligns directly to the Onboarding & First-Year Experience stage of the student lifecycle and includes:

- Student success teams aligned to academic pathways
- Coordinated onboarding programming
- Early intervention and engagement tracking systems
- First-year friendly faculty and staff development
- Structured, consistent handoffs across services

At the same time, FYE depends on and reinforces broader institutional systems, including:

- Recruitment and outreach processes
- Scheduling and registration systems
- Degree audit and academic planning tools
- Institutional communication infrastructure

This interdependence ensures that the first-year experience is not episodic, but fully integrated into how the college operates.

### **Implementation Phases**

Implementation is structured across four phases, each building on the previous to move from alignment to full institutional integration.

#### **Phase 1: Coordination & Infrastructure Alignment (Mar – Jun 2026)**

*(Aligned to One Hartnell Phase I: Coordination & Alignment)*

**Purpose:** Establish alignment between FYE work and institutional systems, timelines, and coordination structures.

**Focus:** Creating the foundation for a consistent and scalable first-year experience.

**Key Priorities:**

- Align FYE timelines with the yearlong schedule and registration calendar
- Identify coordination points across recruitment, Counseling, and scheduling
- Begin development of standardized, repeatable FYE processes

**What Success Will Look Like:**

- FYE work is aligned to institutional timelines
- Roles and coordination points are clearly understood
- Core processes begin shifting from informal to structured

**FYE Role in This Phase:**

FYE translates strategy into **clear, repeatable practices** and ensures communication and onboarding efforts align with institutional timing.

**A note on FYE leadership:**

At the outset of this work, there was a shared understanding that Hartnell would establish a dedicated First-Year Experience leadership function, whether through a director, office, or equivalent structure, to coordinate implementation and sustain cross-functional alignment. Since that time, changes in available funding have affected the college’s ability to formalize that structure as originally envisioned. Even so, the leadership, coordination, and accountability functions associated with this role remain essential to the success of the FYE model. Moving forward, Hartnell will need to identify and designate the individuals and/or units that will assume the responsibilities assigned in this plan to the FYE lead role, so that implementation can proceed with clear ownership and continuity.

*The following table outlines key tactics, ownership, and support roles for Phase 1 of implementation:*

Lifecycle Stage	Goal	Tactic	Primary Lead	Key Support
Inquiry to Onboarding	G1	Plan CRM and communication sequencing	Admissions / IT	Comms, IR
Onboarding	G1	Align student success teams	Counseling	Student Success Specialists

Onboarding	G5	Establish FYE coordination structure	Designated FYE Lead	Student Affairs
Onboarding	G7	Organize and manage the campus activities calendar and promote opportunities for student engagement	Student Life	Comms
Pre-Term Prep	G2	Develop a summer reading and writing academy based on first year writing intensive courses	Faculty	Academic Support
Pre-Term Prep	G2	Recruit students to pilot a summer reading and writing academy based on first year writing intensive courses	Academic Support, Summer Institute(s) Faculty / Staff	Counseling

**Phase 2: Operational Build & Pilot (Jul – Dec 2026)**

*(Aligned to One Hartnell Phase II: Operational Integration)*

**Purpose:** Develop and test integrated student-facing experiences.

**Focus:** Building the core components of the first-year experience in alignment with institutional systems.

**Key Priorities:**

- Design and pilot onboarding, academic support, and engagement strategies
- Align all pilots with:
  - CRM communication sequencing
  - early alert and intervention structures
  - onboarding pathways

**What Success Will Look Like:**

- Pilot programs are coordinated and aligned across functions
- Student experiences begin to feel connected across services
- Early insights are used to inform refinement before full launch

*The following table outlines key tactics, ownership, and support roles for Phase 2 of implementation:*

<b>Lifecycle Stage</b>	<b>Goal</b>	<b>Tactic</b>	<b>Primary Lead</b>	<b>Key Support</b>
First-Term Success	G2	Design workshop series	Designated FYE Lead	FYE-friendly Faculty / Staff
First-Term Support	G3	Pilot expanded online tutoring	Academic Support	IT
Access & Equity	G3	Design OWL + parent programs	Designated FYE Lead	Academic Affairs, Student Affairs
Onboarding	G3	Expand Panther Prep	College Pathways	Outreach Programs
Onboarding	G1	Develop onboarding programming	Student Life	Student Life, First Year Friendly Faculty / Staff, Orientation SMEs

### **Phase 3: Full Lifecycle Launch (Jan – Aug 2027)**

*(Aligned to One Hartnell Phase III: Institutionalization & Reinforcement)*

**Purpose:** Deliver a fully coordinated first-year experience across the student lifecycle.

**Focus:** Ensuring that onboarding, communication, counseling, and engagement operate as a unified system.

#### **Key Priorities:**

- Launch CRM-enabled communication and engagement tracking

- Fully implement student success teams and early intervention systems
- Scale onboarding and engagement programming

**What Success Will Look Like:**

- Students experience a seamless transition from inquiry through first term
- Communication, Counseling , and engagement are aligned and predictable
- Support systems respond proactively, not reactively

*The following table outlines key tactics, ownership, and support roles for Phase 3 of implementation:*

Lifecycle Stage	Goal	Tactic	Primary Lead	Key Support
Inquiry to Enrollment	G1	Launch CRM communication system	IT / Admissions	Comms
Onboarding to First Term	G1	Launch engagement tracking + notes system	IT	Counseling, IR
First-Term Support	G6	Launch early intervention system (early alerts)	Counseling, Student Success Center	Student Success
First-Term Support	G6	Launch progress reporting process (SAP)	Counseling, Student Success Center	Financial Aid, Student Support Programs, IR
Momentum	G4	Launch full-time enrollment campaigns	Comms	Admissions
Engagement	G7	Launch weekly engagement programming	Student Life	Programs
Engagement	G7	Launch Caring Panthers expansion	Student Life	HR

**Phase 4: Institutionalization & Continuous Improvement (Sep 2027+)**

*(Aligned to One Hartnell Phase III: Institutionalization & Reinforcement)*

**Purpose:** Sustain, refine, and continuously improve the FYE model.

**Focus:** Embedding FYE into institutional cycles and long-term operations.

**Key Priorities:**

- Integrate FYE into ongoing institutional review and planning cycles
- Use data to continuously identify and close equity gaps
- Refine scheduling, engagement, and intervention strategies based on outcomes

**What Success Will Look Like:**

- FYE becomes part of how the college operates
- Continuous improvement is routine and data-informed
- Equity gaps are actively monitored and addressed

*The following table outlines key tactics, ownership, and support roles for Phase 4 of implementation:*

Lifecycle Stage	Goal	Tactic	Primary Lead	Key Support
Momentum	G4	Expand 8-week courses	Academic Affairs	Scheduling
Classroom Experience	G5	Launch course designation process	Academic Senate	Faculty
Faculty Practice	G5	Scale professional development	Prof Dev Coordinator	HR
Equity & Access	G3	Scale OWL + parent programs	Designated FYE Lead	Academic Affairs, Student Affairs
Persistence	G6	Refine intervention system	Counseling, Student Success	IR
Engagement	G7	Optimize engagement programming	Student Life	Comms



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Together, these phases ensure that FYE evolves from a coordinated initiative into a fully embedded component of the college's operating model.