Coaching
Coaching Definition

“a collaborative solution-focused, result-oriented and systematic process in which the coach facilitates the enhancement of life experience and goal attainment” (Grant, 2003).
Telling What to Do
Solving Someone’s Problem
Giving Advice
Offering Guidance
Asking Questions
Partnering for Exploration and Solutions

Training              Consulting                 Mentoring      Coaching

Adapted from Corporate Coach U Int’l model
The Coaching Relationship

- The fundamental philosophy of coaching is that the client/student is Naturally Creative, Resourceful and Whole!
- The coach is not an expert in the client/student's life. The coach gives NO ADVICE!
- The power is in the self-discovery. The client/student has their own answers within themselves.
- The partners design an alliance based on trust with no hierarchy.
- Coaching is future-focused with a goal of long-term positive change.
- Successful coaching is grounded in achieving action and accountability based on the client/student's goals.
Central New Mexico Community College

The largest post-secondary institution in New Mexico.

- 29,000 Credit Students
- 65% Minority
- 60% First Generation College Goers
- Average Age: 29 With Children
- Annual Income is >$20,000 for 66% of our students
## What is CNM Connect?

<table>
<thead>
<tr>
<th>DEPARTMENT/PLACE</th>
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<td>• A center focused on student navigation, engagement, persistence and success from enrollment through completion of students’ stated goals.</td>
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<td>- In Person</td>
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<td>- Online</td>
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<td>- Telephone</td>
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<thead>
<tr>
<th>PHILOSOPHY/CONCEPT</th>
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<td>• “No Wrong Door”</td>
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<td>Achievement Coach Model: Holistic, comprehensive understanding of student’s needs.</td>
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<td>• Belief that student is creative, resourceful and whole.</td>
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<td>• Access to college and community resources</td>
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<td>• Students don’t experience:</td>
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<td>- Departmental Silos</td>
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<td>- Multiple Referrals</td>
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The CNM Connect Timeline

- **PILOT PHASE**
  - 2005
  - 31 students
  - 1 PT coach
  - 1 campus

- **Intermediate**
  - 2008-2010
  - 2057 students
  - 1-5 coaches within 1 academic school
  - 1 campus
  - Contact Center initiated

- **Institutionalization**
  - 2012-2013
  - 6,789 students
  - 13 coaches
  - 30 Connect staff
  - 7 campuses
CNM Connect has over 6,789 active participants:

- 59% female
- 73% minority
- 71% with children
- 53% first generation students
- 67% have trouble paying monthly bills
Suncat Savings Challenge

An opportunity for students to invest in their future with a matched savings account called Individual Development Account. (IDA)

Every dollar put into the account is matched 4:1 by public and private institutions to help students save toward their education, a home, or starting a business.

Qualifications

- Be enrolled at least half-time at CNM
- Be at least 18 years old
- Have someone in the household who is currently employed
- AGI must be under 200% of national poverty level
- Household net worth (excluding 1 home and 1 vehicle) under $10,000

Requirements

- Team with an Asset Coach to help determine a savings goal.
- Make regular deposits for minimum of six months.
- Graduate from a Financial Management Course.
- Prepare a household budget.
- Complete an asset purchase plan for your intended asset showing the use of the funds.
Financial Health Model

YOU/US/FAMILY
- Dreams
- Goals
- Values
- Mission
- Purpose
- Needs
- Wants
- Protection/Risk Management

INCOME-EXPENSES=?

SAVINGS
- DEBT
  - Lender
  - Borrower
- CREDIT
  - Report
  - Score
- Bankruptcy
  - Ch. 13
  - Ch. 7

WEALTH
- Investments = Lending
  - Emergency Fund
- Vacation to Disney
- New iPad? New Car?
  - College Fund
- Retirement

100 years
1. TIME
2. SKILLS
3. MONEY

Protection/Risk Management
COLLEGE ACCESS

What will my education cost?  
How do I get into the college of my choice?

What are the benefits of higher education?  
Which institution is the best match for me?

How will I prepare and plan for college?  
Who supports me to go to college?

Who Am I? Beliefs, priorities, values, interest  
What is my Motivation? Career Goal /Course of Study?

COLLEGE SUCCESS

I am organized and self-managed in a way that works best for me.
I continue to build my self-confidence by making new connections.

I have college knowledge.  
I am committed to learning college skills.

I have a budget that is realistic and works in my life.  
I have people who support me in my life.

I have explored and know my values and priorities.  
I can set goals that are meaningful to me.
Coaching Training

A dynamic, interactive training that combines fundamental coaching skills with college access and success content as well as financial content.

- Highly interactive with immediate coaching practice and feedback.
- Five day training conveniently split into two, 2 ½ day sessions with practice in-between.
- Participants leave with knowledge and tools that can be easily integrated into day-to-day work life.
- Our location or yours.
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