Spoiler Alert: It isn't about the Website

Crystal Robert (Data Nerd, Student Champion, and really good at baking)

Rebekah Bell (Lover of Flow Charts, Concise Emails, and Assessment)

Agenda

- What's up in El Paso
- Student Success Conversations at EPCC
- Evaluating Initiatives from a Student's Perspective
- Re-aligning our work

FALL 2022 DEMOGRAPHICS FOR ALL STUDENTS

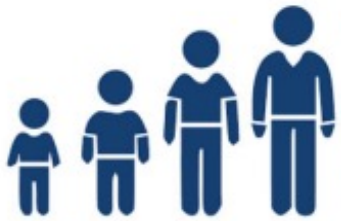
Total Headcount (Unduplicated): 24,909

Full-Time: 7,015 (28.2%) Part-Time: 17,894 (71.8%)

Female: 14,044 (56.4%) Male: 10,347 (41.5%)

Undisclosed: 518 (2.1%)

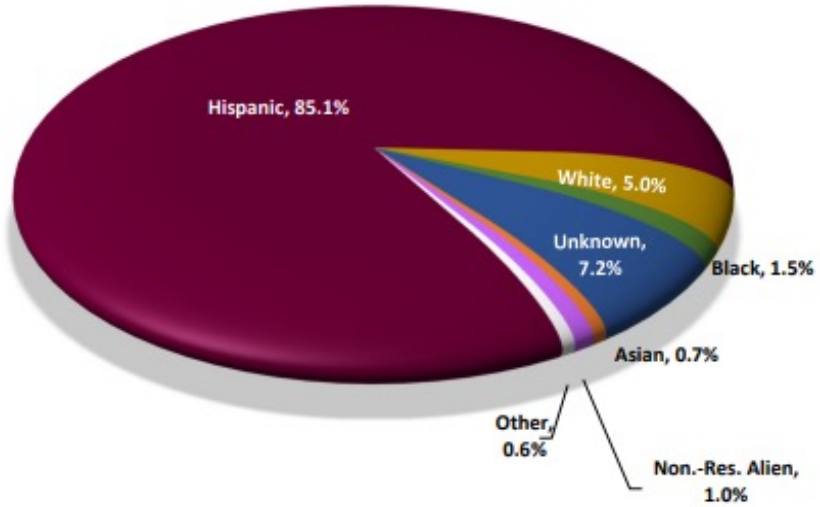
First Generation Students†: 4,732 (49%)



Median Age: 19

Average Age: 20

Mode (Most frequently found age): 16



Enrollment by Major Type

Academic Major Students: 20,347

Vocational/Technical Major Students: 4,421

Undeclared, Non-Degree Seeking Students: 141

Full-Time Equivalent (FTE) students*: 13,325

Number of Students Served by the Center for Students with Disabilities: 535

†A First-Generation Student is a student who is the first member of his or her immediate family to attend a college or university; neither of his or her biological or adoptive parents have ever attended a college or university. Percentage is calculated from those persons who self-reported being a first-generation student on an EPCC survey given biannually. (Source: THECB Glossary of Terms)

** FTEs are calculated by dividing total student credit hours by 15 (for the Fall term). ** "Other" category includes Native American, Pacific Islander, and persons with 2+ Races*

Sources: Student Banner Files; EPCC Dashboards

EPCC

EPCC and Pathways

- Member of the 30 national colleges.
- Focused on creating articulated Pathways for each program.
- Invested Pathways leadership into appropriate offices for longevity.
- 2023 Pathways Inventory: "Are we still doing the things?"
  - COVID remote evolved multiple positions and services.
  - Challenges reaching shared understanding of what Pathways was accomplishing.
  - Employee turnover was not allowing for consistency in leadership or communication.

Pathways Restructure

1

Reconstitute the Student Success Core Team.

2

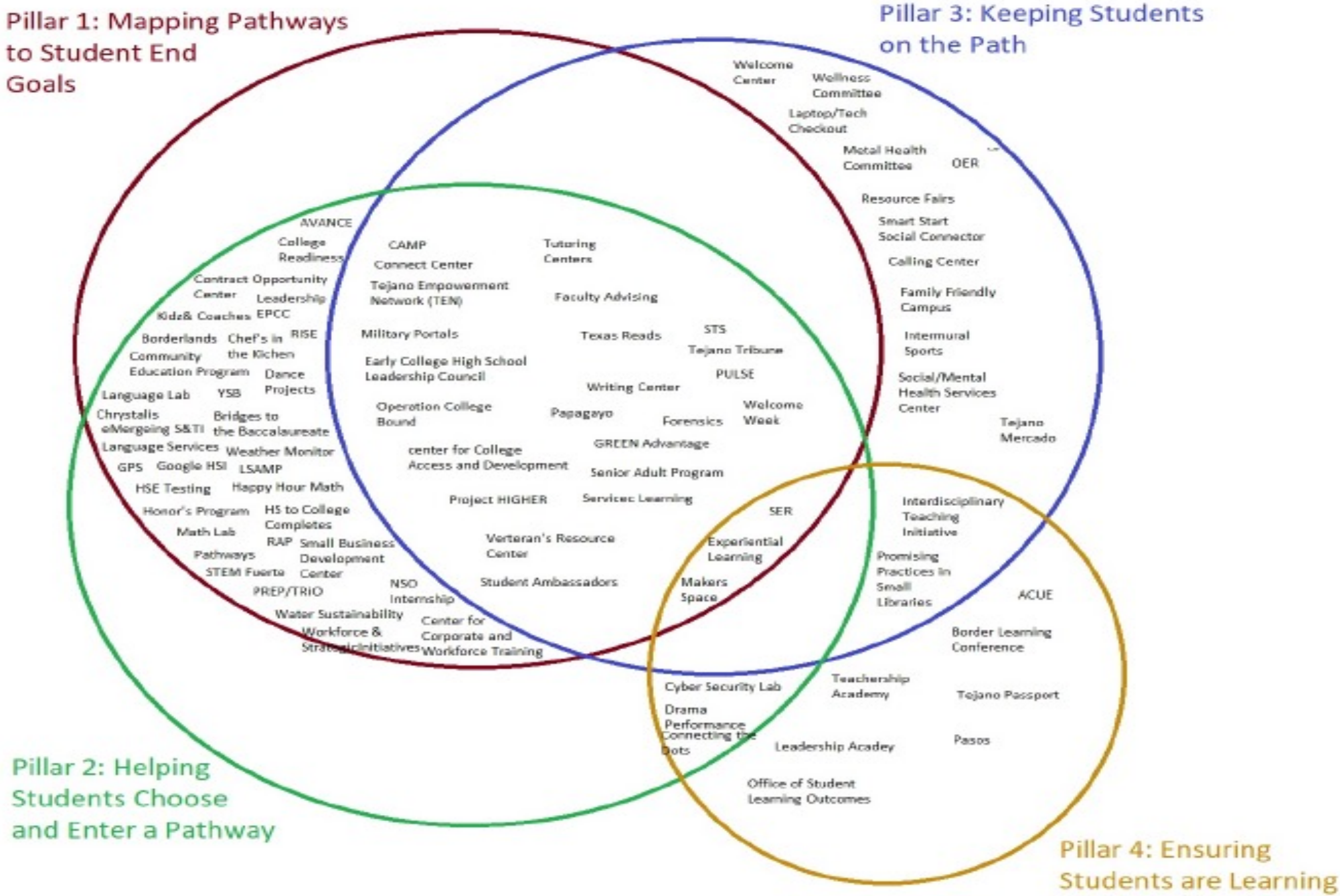
Clarify actionable goals and deliverables: "Evaluate the status of the student success supports in our Pathways design".

3

Identify what Student Success Initiatives were still active. 179 SSIs identified.

4

Classify SSIs under Pathways pillars.


Pillar 1: Mapping Pathways to Student End Goals
Pillar 3: Keeping Students on the Path
Pillar 2: Helping Students Choose and Enter a Pathway
Pillar 4: Ensuring Students are Learning
Welcome Center
Wellness Committee
Laptop/Tech Checkout
Motal Health Committee
OER
Resource Fairs
Smart Start
Social Connector
Calling Center
Family Friendly Campus
Intermural Sports
Social/Mental Health Services Center
Tejano Mercado
Welcome Week
Interdisciplinary Teaching Initiative
Promising Practices in Small Libraries
ACUE
Border Learning Conference
Tejano Passport
Pasos
Teachership Academy
Cyber Security Lab
Drama Performance
Connecting the Dots
Leadership Acadey
Office of Student Learning Outcomes
SER
Experiential Learning
Makers Space
AVANCE
College Readiness
Contract Opportunity Center
Leadership EPCC
Kidz& Coaches
Borderlands Community
Chef's in the Kitchen
RISE
Education Program
Dance Projects
Language Lab
YSB
Chrystalis eMerging
S&TI
Bridges to the Baccalaureate
Language Services
Weather Monitor
GPS
Google HSI
LSAMP
HSE Testing
Happy Hour Math
Honor's Program
HS to College Completes
Math Lab
RAP
Small Business Development Center
Pathways
STEM Fuerte
PREP/TRIO
NSO Internship
Water Sustainability Workforce & Strategic Initiatives
Center for Corporate and Workforce Training
CAMP
Connect Center
Tutoring Centers
Tejano Empowerment Network (TEN)
Faculty Advising
Military Portals
Texas Reads
STS
Tejano Tribune
Early College High School Leadership Council
PULSE
Writing Center
Operation College Bound
Papagayo
Forensics
center for College Access and Development
GREEN Advantage
Senior Adult Program
Project HIGHER
Services Learning
Veteran's Resource Center
Student Ambassadors

The problem...

1. Many SSIs had "drifted" over COVID.
    - Resources had been reassigned and/or repurposed (money, staff, and equipment)
    - Mission of the SSI on paper no longer matched the work they were doing.
2. SSI service network was siloed
    - Duplication of efforts was common.
    - Data sources no longer interfaced.
    - Perceptions of competition were more common than perceptions of collaboration.

"Has anyone ever actually asked a student what they needed?"

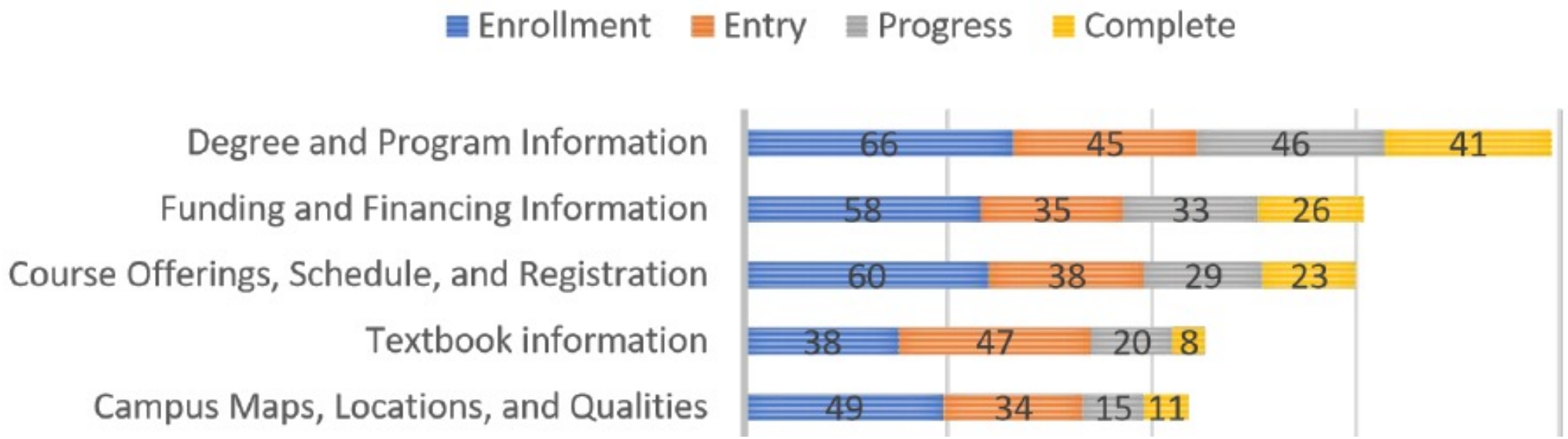
...And we hadn't.

- RQ1: What needs do students identify and how do they change over time?
- RQ2: What strategies do students use to satisfy their needs and how do they change over time?

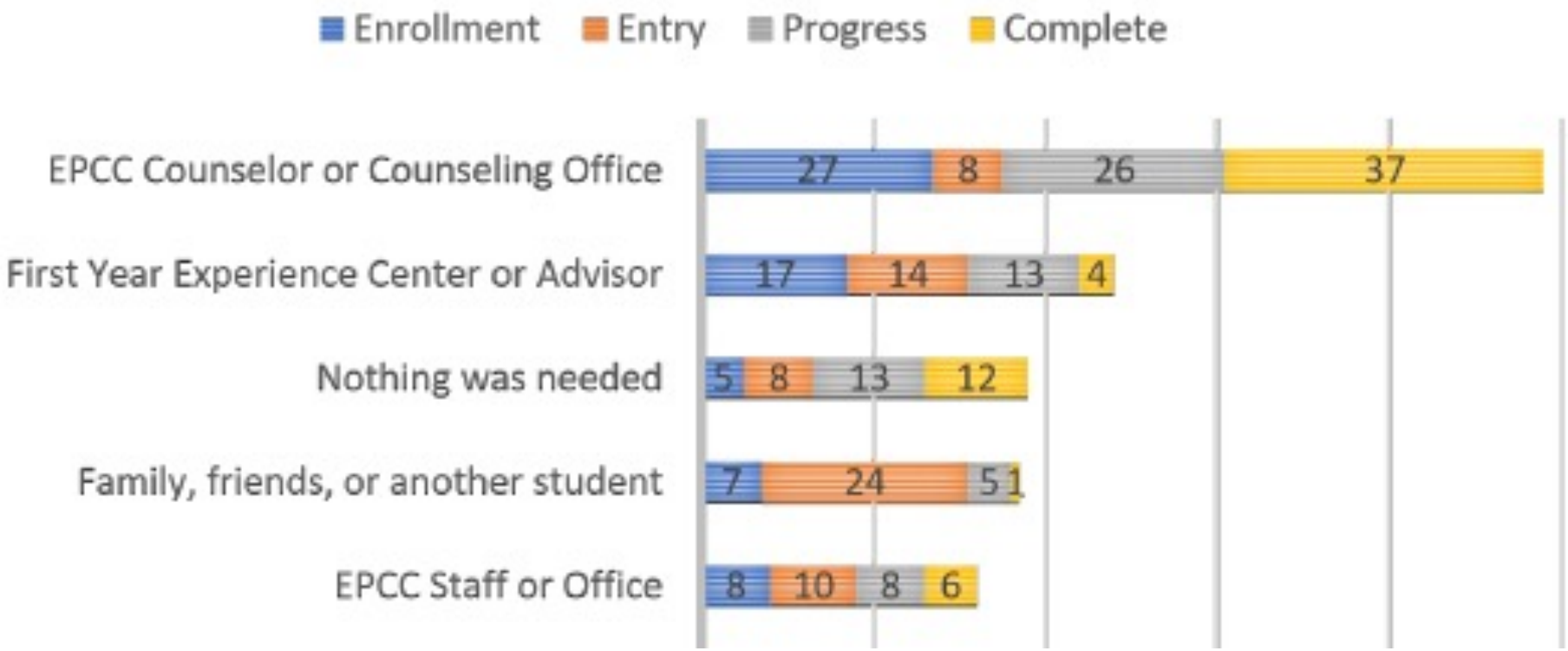
Student Survey

- Open ended responses sent to the student body in Spring 2023.
- Questions were divided by EPCC Pathways design (admission, entry, progress, completion).
- Each phase student was asked to include a narrative about what they needed and how they found what they needed.
- Spring 2023 data was coded. Coded categories used to generate the 2023-2024 survey.
- Two open response questions were asked related to "Game Changers" and an option to include reflection not already indicated elsewhere.

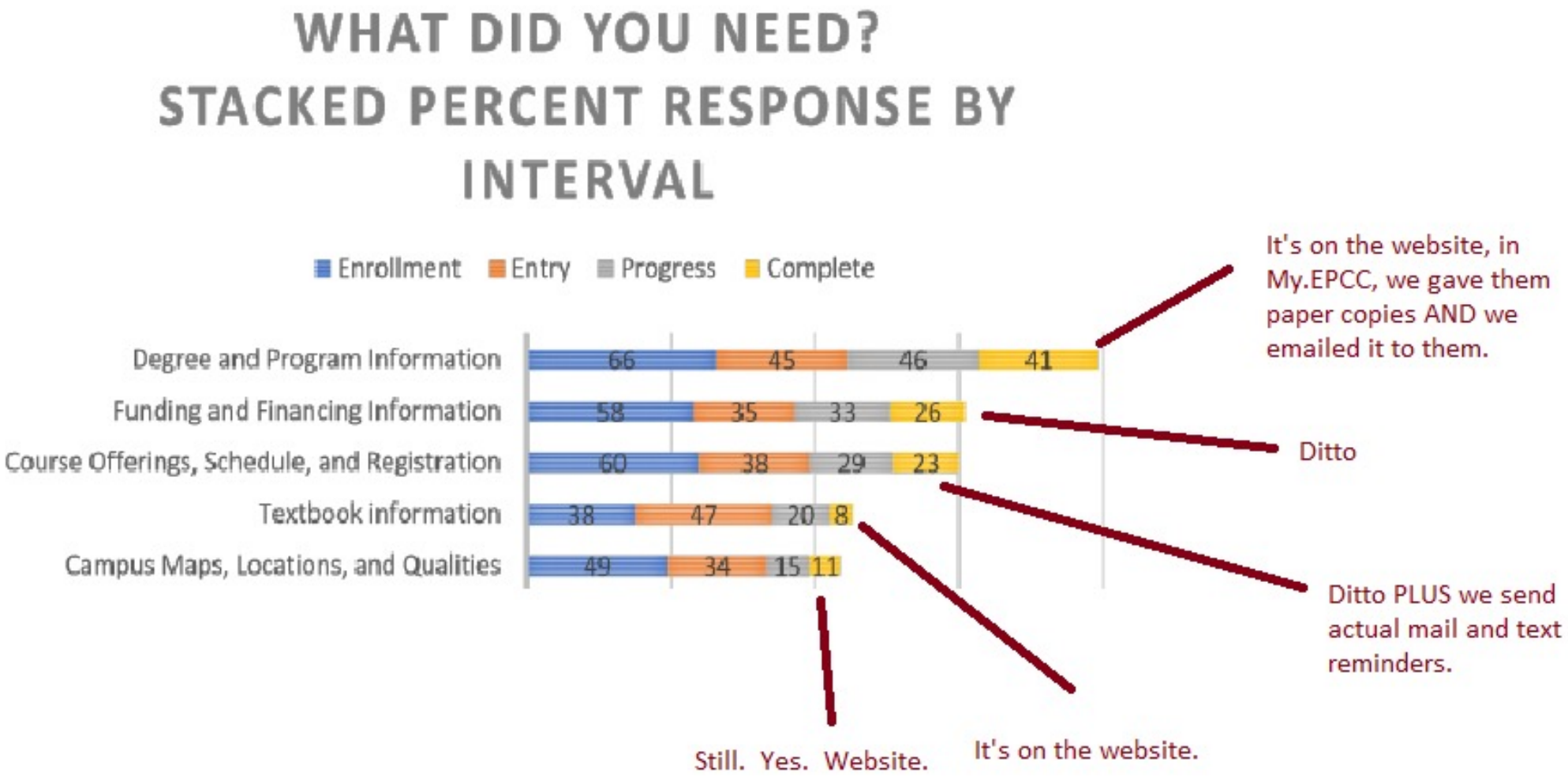
WHAT DID YOU NEED? STACKED PERCENT RESPONSE BY INTERVAL

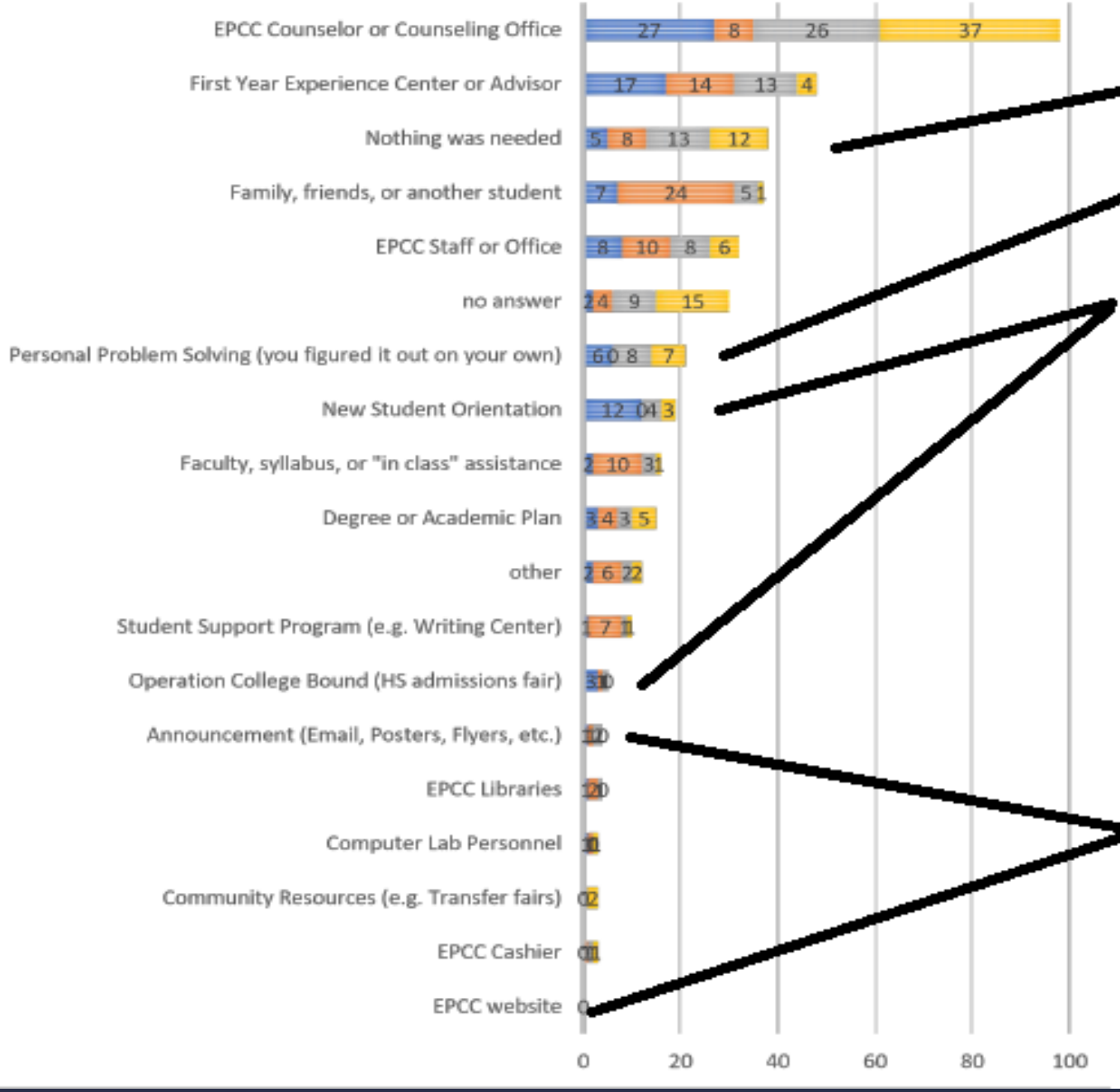


HOW DID YOU FIND WHAT YOU NEEDED? STACKED PERCENT RESPONSE BY INTERVAL



Why was this weird...





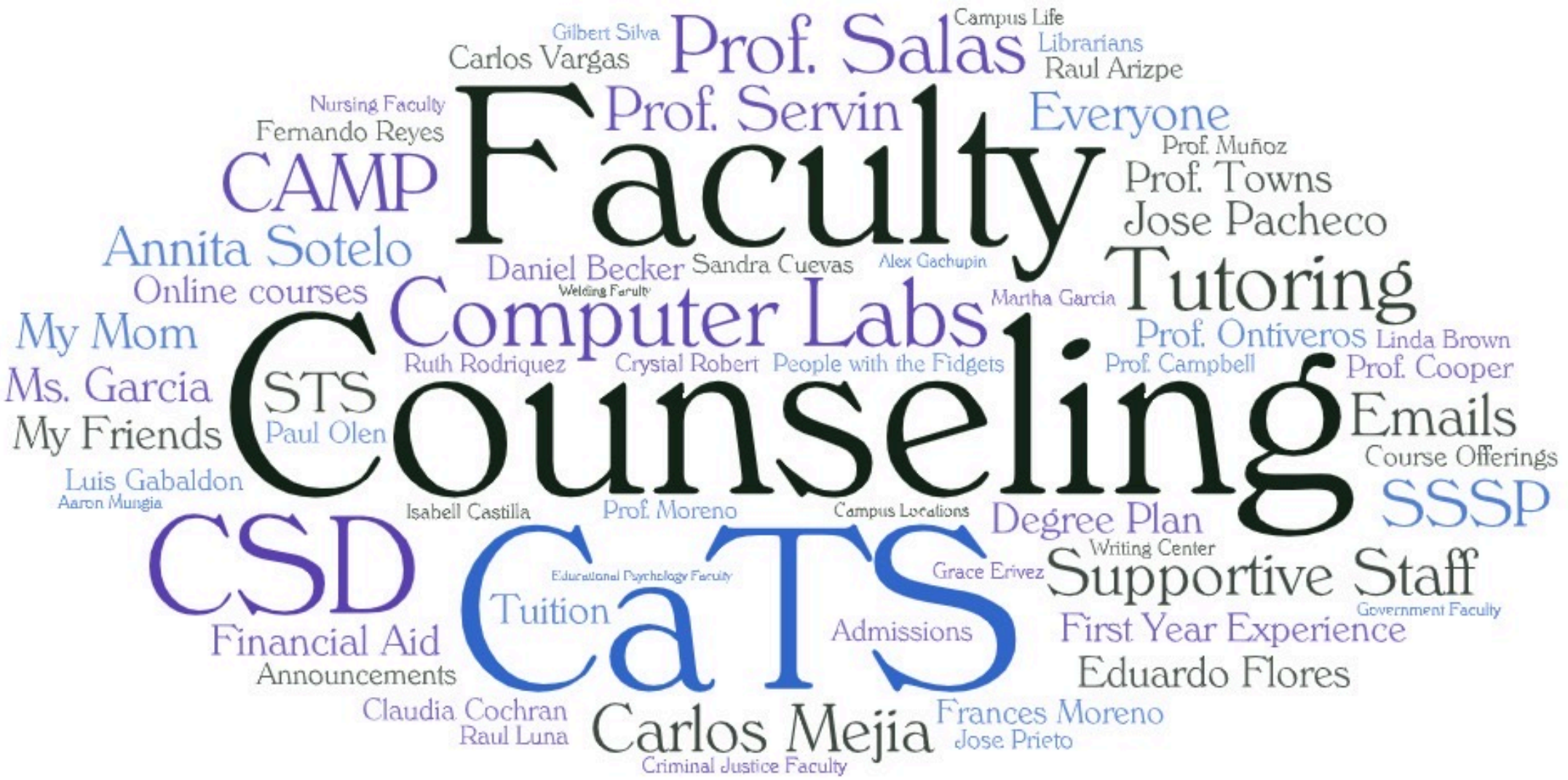
Here is "I was good, thanks"

Here is "I am adulting on my own..."

Here is where we KNOW we gave them physical copies of *all* the things.

Please note, ranked lower than "I can do this by myself."

Here is all our well designed, resource intensive, thoughtful text messages, emails, online announcements, chats, social media posts, and the website.


Gilbert Silva
Campus Life
Carlos Vargas
Prof. Salas
Librarians
Raul Arizpe
Nursing Faculty
Prof. Servin
Everyone
Fernando Reyes
Faculty
Prof. Muñoz
CAMP
Prof. Towns
Jose Pacheco
Annita Sotelo
Daniel Becker
Sandra Cuevas
Alex Gachupin
Tutoring
Online courses
Welding Faculty
Computer Labs
Martha Garcia
My Mom
Prof. Ontiveros
Linda Brown
Counseling
Ruth Rodriquez
Crystal Robert
People with the Fidgets
Prof. Campbell
Prof. Cooper
Ms. Garcia
STS
Emails
My Friends
Paul Olen
Course Offerings
Luis Gabaldon
Aaron Mungia
Isabell Castilla
Prof. Moreno
Campus Locations
Degree Plan
SSSP
CSD
CaTS
Writing Center
Educational Psychology Faculty
Grace Erivez
Supportive Staff
Tuition
Government Faculty
Admissions
First Year Experience
Financial Aid
Announcements
Eduardo Flores
Claudia Cochran
Frances Moreno
Raul Luna
Carlos Mejia
Jose Prieto
Criminal Justice Faculty

Big lessons

Students want other people at each stage of their journey.

Announcements, emails, even the website were nowhere near as utilized as finding a person.

We need to frame our student supports humantistically.

- "You need tutoring" = probably no.
- "Let's talk to Patricia" = much better.

How was that used

- Comb through the SSI list and focus on the services that were aligned with student needs (44 remained).
- Reclassify list to focus on services as students need them.

Name	Pathway Phase	Strategic Goal	Strategic Outcome	Contact	Description
8 Week Schedule	Progress	Drive student success	Increase student retention and graduation	Joshua Villalobos	MdP initiative transitioning classes to hybrid 8 week delivery
Border Health Clinic	Progress	Sustainablility	Prioritize individual, campus, and workplace safety	Hajjar, Souraya	Health care for community and service opportunities for students. Vaccination services for incoming students. Preventative health services in Dental Hygiene, Echo and General Sonography and Physical Therapy Services.
Borderlands	Progress	Provide quality education to meet student's diverse needs	Promote Co-curricular learning.	Barakat, Richard	annual publication of ENGL 1302 students that includes research-based stories about topics of historical local interest
Bridges to the Baccalaureate /Future	Career	Provide quality education to meet student's diverse needs	Facilitate college transitions	Ortega, Rosalia	creates external learning opportunities for Biology students in the form of research experiences to facilitate transfer to UTEP/4-yr program
Calling Center	Entry	Provide quality education to meet student's diverse needs	Facilitate college transitions	Talamantes, Michael	focuses on previously-enrolled students who have not yet enrolled for current/upcoming semester; offers information on how to clear holds and other barriers preventing registration

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Create a cool directory

The EPCC Wee Mini Matrix for Students

ACADEMIC SUCCESS

Website	Locations, Emails, and Phone Numbers					
Career and Transfer Services	ASC	MDP	NW	RG	TM	VV
	N/A	C142	M81	D202	1122	S16
	N/A	x7008	x8871	x4034	x5111	x2636
	careerservices@epcc.edu					
Honors	VV	x2331				
	M109G	honorsprogram@epcc.edu				
Libraries	ASC	MDP	NW	RG	TM	VV
	N/A	C102	L100	E100	1600	C200
	N/A	x7057	x8889	x4019	x5098	x2442
	askalib@epcc.edu					
Student Support Services Program	ASC	MDP	NW	RG	TM	VV
	N/A	A135	N/A	A122	1606	A1401
	N/A	x7188	N/A	x4210	x5114	x2128
	csarab14@epcc.edu					

FOOD, HEALTH, AND SAFETY

	Locations, Emails, and Phone Numbers					
Child Care	x2566					
	childcare@epcc.edu					
Dental Hygiene	RG	x4017				
	H4080	kvillapa@epcc.edu				
Family Friendly Campus Services	ASC	MDP	NW	RG	TM	VV
	N/A	C123	L100	N/A	1700	A2415
	N/A	x7168	x8883	N/A	x5044	
	lrodr258@epcc.edu					
Gym	VV	x2619				
	G104	jlara84@epcc.edu				
Rio Grande Border Health Clinic	RG	x4016				
	H105					
Mental Health	ASC	MDP	NW	RG	TM	VV
	N/A	A125	M54	B201	1400	C112
	N/A	x7007	x8815	x4198	x5808	x2426

Going forward

Questions?