



**CENTRAL
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Student Success Teams – Helping Students Navigate the Maze

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Based on a LendEDU survey, what percent of students skipped school to play Fortnite?



<https://www.trustedreviews.com/news/fortnite-battle-royale-tips-3383586> Oct. 2018



Fortnite Answer

Based on the student loan platform LendEDU's survey, 35% of students have skipped school (high school/college) to play Fortnite.

20% of adults in full-time employment have skipped work to play Fortnite.



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The Student Success Mindset

“The key to student success is a deactivated Fortnite account... AND most importantly, the ability to tap into that passion.”

--- a colleague's signature line

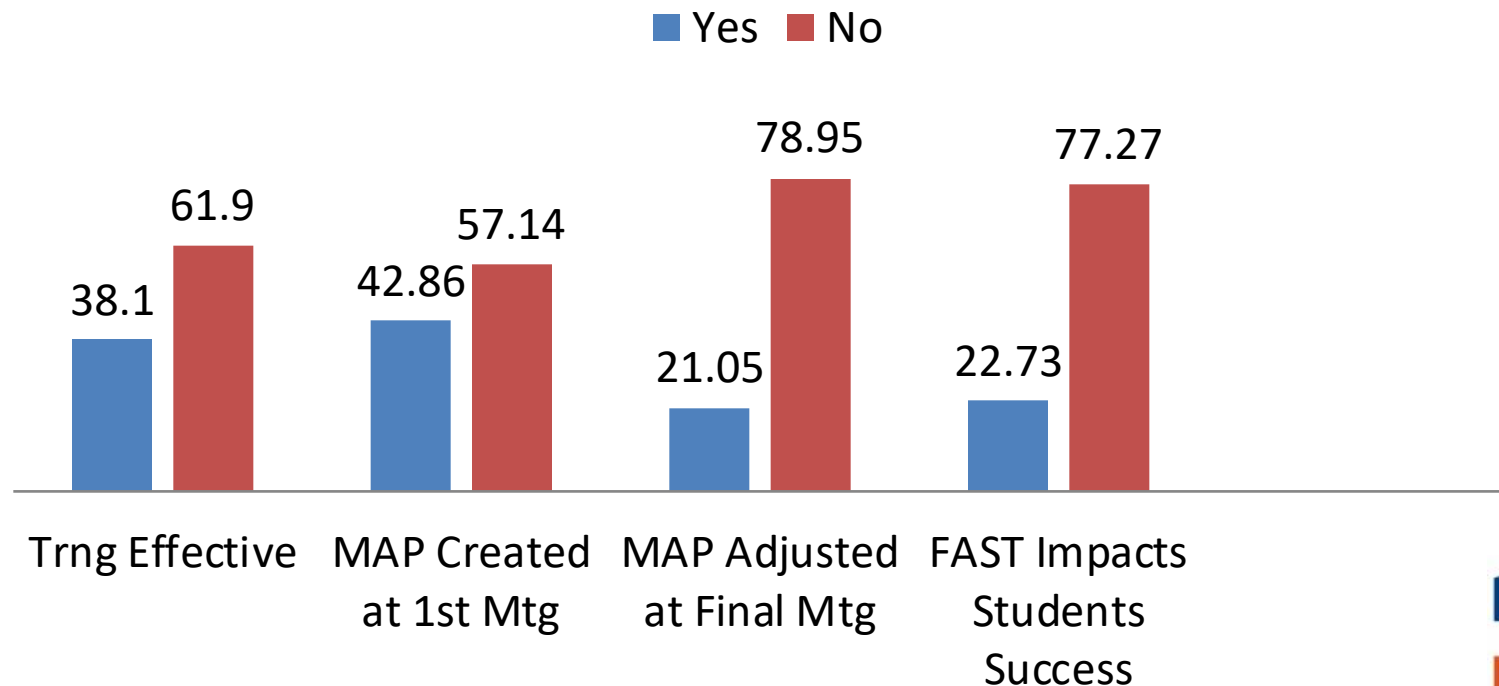


Factors that Led to CTC Student Success Teams

- **IMPORTANT:** This is a work-in-progress. Concept introduced in Fall of 2017; Limited launch in Spring of 2018.
- Pathways
- State Initiatives: 60x30, P20, and HB-2223
- Target X
- QEP: FAST (Faculty Advising Students Thriving)



FAST Faculty Satisfaction Survey Fall 2017



Sample Comments: A one semester program serves no purpose; Meetings seem forced and not about what matters to students; I connect to lots of students in my class, not just those assigned through FAST; Need more information.



Basic Assumptions

- Student Success is a shared responsibility
- Efforts should be student-centered and relationship-oriented
- Most successful initiatives have a case management focus with wrap-around services
- The ULTIMATE goal is to help students navigate their path from admissions to certificate/ degree completion leading to transfer/ employment
- This initiative must be for ALL of our students



What do people not see on the bottom of our iceberg?



<https://medium.com/@AceGreen1989/the-iceberg-illusion-what-people-see-vs-what-they-dont-see-d56dd464d5b> Oct. 2018



The Iceberg Illusion



<https://medium.com/@AceGreen1989/the-iceberg-illusion-what-people-see-vs-what-they-dont-see-d56dd464d5b> Oct. 2018



CTC Student Success Teams

- Five Teams
 - Academic Advisor/ Site Director
 - Student Success and Persistence
 - Dual Credit
 - Developmental Education (TSI complete in Math, Reading and Writing)
 - Academic Department
- * Open to expanding teams: Veterans, Competency-Based Education, Scholarship Students, etc



Buy In

We have had excitement about our
Student Success Teams

- Student Success Planning Team
- Marketing
- Trainings/ Presentations
- Academic Departments



How can we as faculty help students stay on track?

(Faculty Focus Group Results: August, 2018)

Case Management

- Report when a student is going off track (Early Alert)
- Track of communication between student and SSTs for better follow-up (Target X)
- Participate in continuous training of SSTs so effective referrals can occur

Advising

- Present roadmaps in classes, one-on-one meetings & other dept. gatherings
- Involve academic departments in advising of incoming students and THROUGHOUT the process
- Establish strong relationships between Academic Advising and Academic Departments



Fixed vs. Growth Mindset

10 Growth Mindset Statements

FIXED MINDSET



What can I say to myself?

INSTEAD OF:

TRY THINKING:

GROWTH MINDSET



I'm not good at this.

I'm awesome at this.

I give up.

This is too hard.

I can't make this any better.

I just can't do Math.

I made a mistake.

She's so smart. I will never be that smart.

It's good enough.

Plan "A" didn't work.

1 What am I missing?

2 I'm on the right track.

3 I'll use some of the strategies we've learned.

4 This may take some time and effort.

5 I can always improve so I'll keep trying.

6 I'm going to train my brain in Math.

7 Mistakes help me to learn better.

8 I'm going to figure out how she does it.

9 Is it really my best work?

10 Good thing the alphabet has 25 more letters!



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Academic Advising

- Assign an advisor to each new student (time of admission application)
- Advisor works with student during initial enrollment and throughout time with CTC
- Advisor becomes primary member of Student Success Team



Academic Advising

- Areas of focus:
 - Degree Plan and Career focus
 - GPA during time with CTC
 - Staying on path to graduate
 - Provide student with tools to succeed by arming them with knowledge of our services, etc.
 - General academic/class planning and goal-setting



Academic Advising & SST

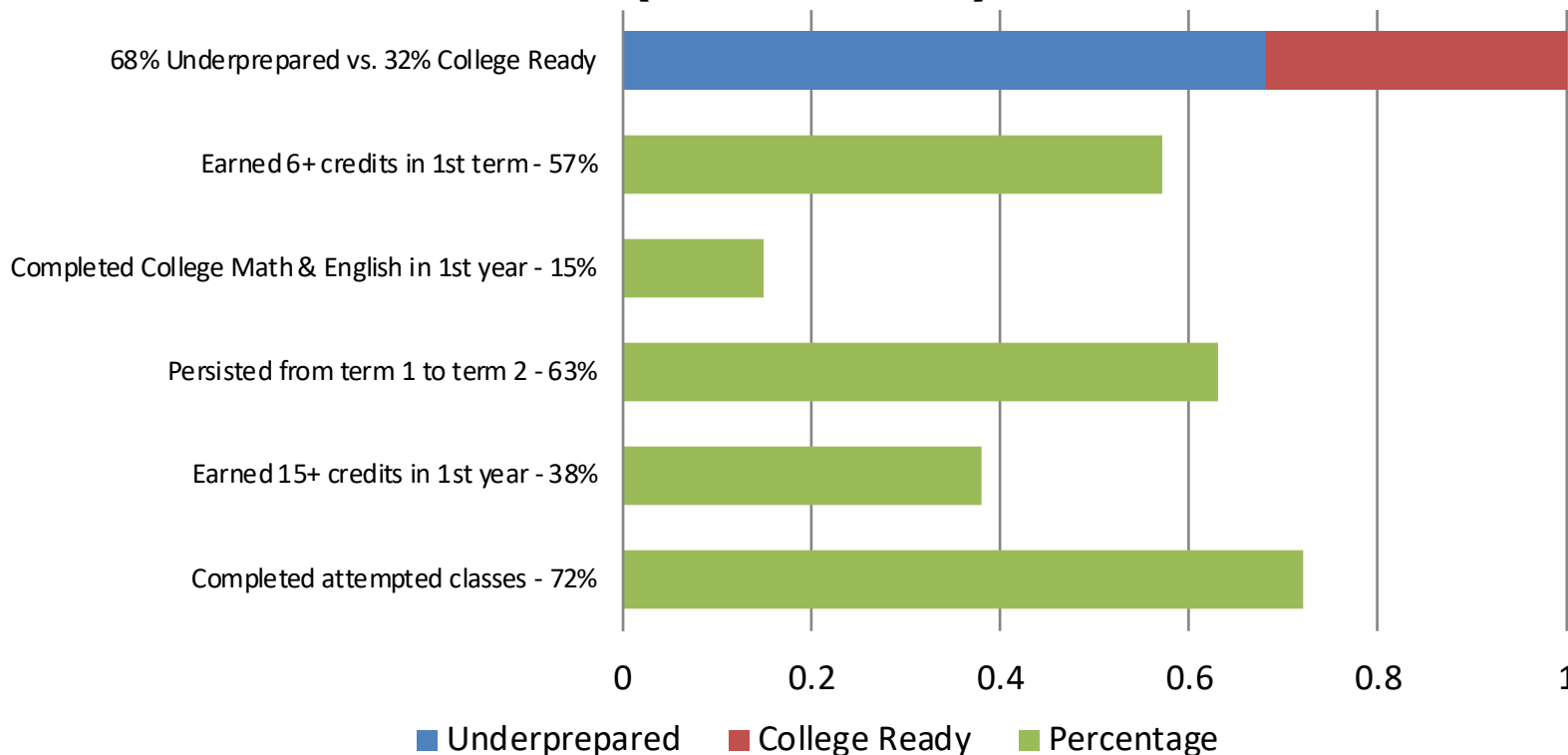
- Reach out to other members of SST, as needed
- Respond to requests from other team members, as needed
- Goal is to be proactive with student needs rather than reactive



Academic Advising & SST

Review students at identified points in college career for degree readiness

**Fall 2016 First Time in College Cohort
(784 Students)**



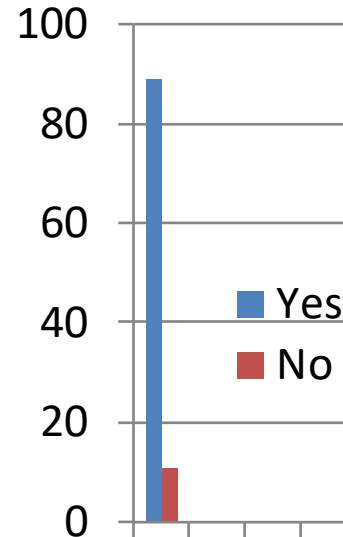
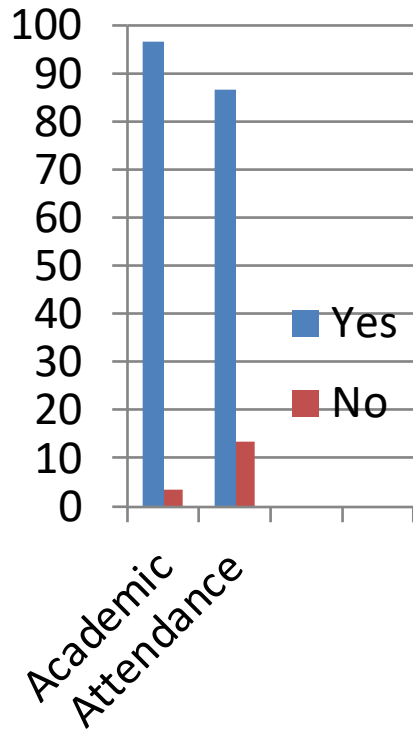
Student Success and Persistence

- Referrals to Career Services: for undecided majors or students who are “second guessing” their choice
- Referrals to Academic Studio: started online tutoring- by appt, for online and off-site students
- Risk Continuum: Academic, Financial, Engagement
- Work with special cohorts of students
- Early Alerts



Early Alert Survey to Faculty- Fall 2017

- Keep academic and attendance categories?
- Should Early Alerts be sent twice during a term?



Changes Made to Early Alert Process

Reasons

- Excessive Absence
- Missing Work
- Poor Quality Work
- Excessive Tardiness
- Lack of Participation
- Lack of Course Materials
- Low Test Scores
- Unsatisfactory Progress
- Tutoring Needed
- Personal Concerns
- Comments

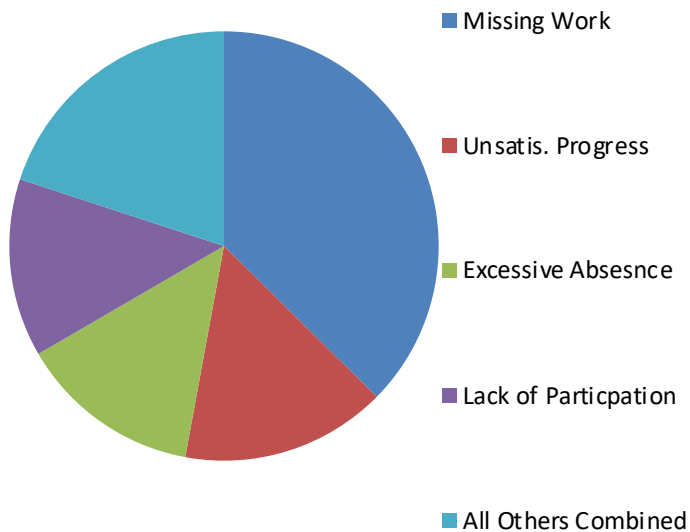
Process

- Can be submitted at any time, but is also sent to faculty at 33% and 60% point in semester.
- Early Alerts go to all faculty, all start terms, world-wide.
- SSP triages all Early Alerts and forwards to Success Team Members. Expectation: all team members follow-up with students.
- Follow up by SSP occurs by email, eventually by text, and by meeting (depending on priority).

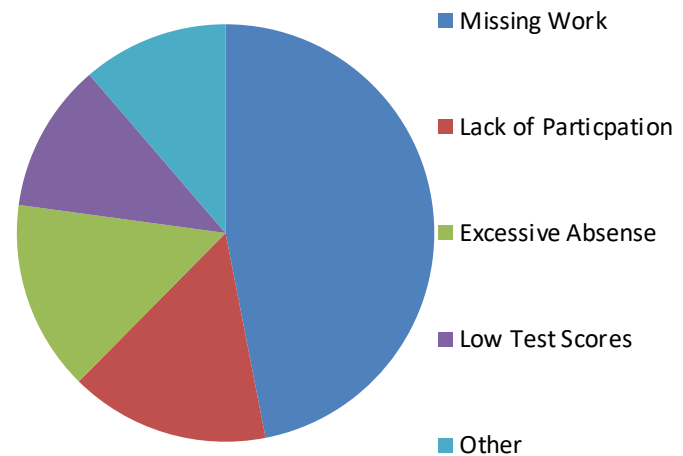


Issue: Missing Work

Spring 2018 Early Alerts



Summer 2018 Early Alerts



What Advice Should Faculty Give Students?



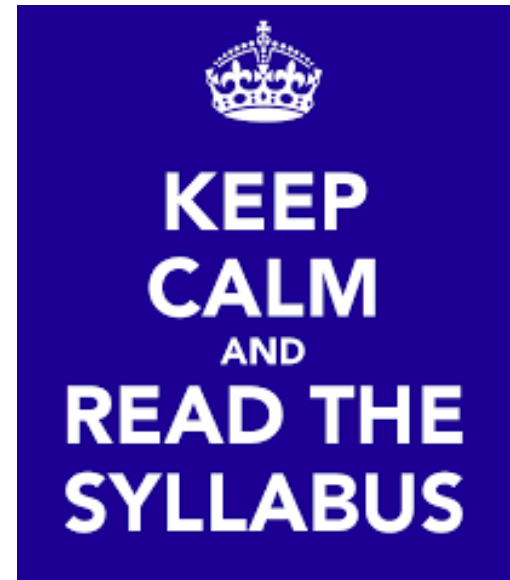
**KEEP
CALM
AND
TALK TO YOUR
TEACHER**

<https://www.keepcalm-o-matic.co.uk/p/keep-calm-and-talk-to-your-teacher/> Oct 2018

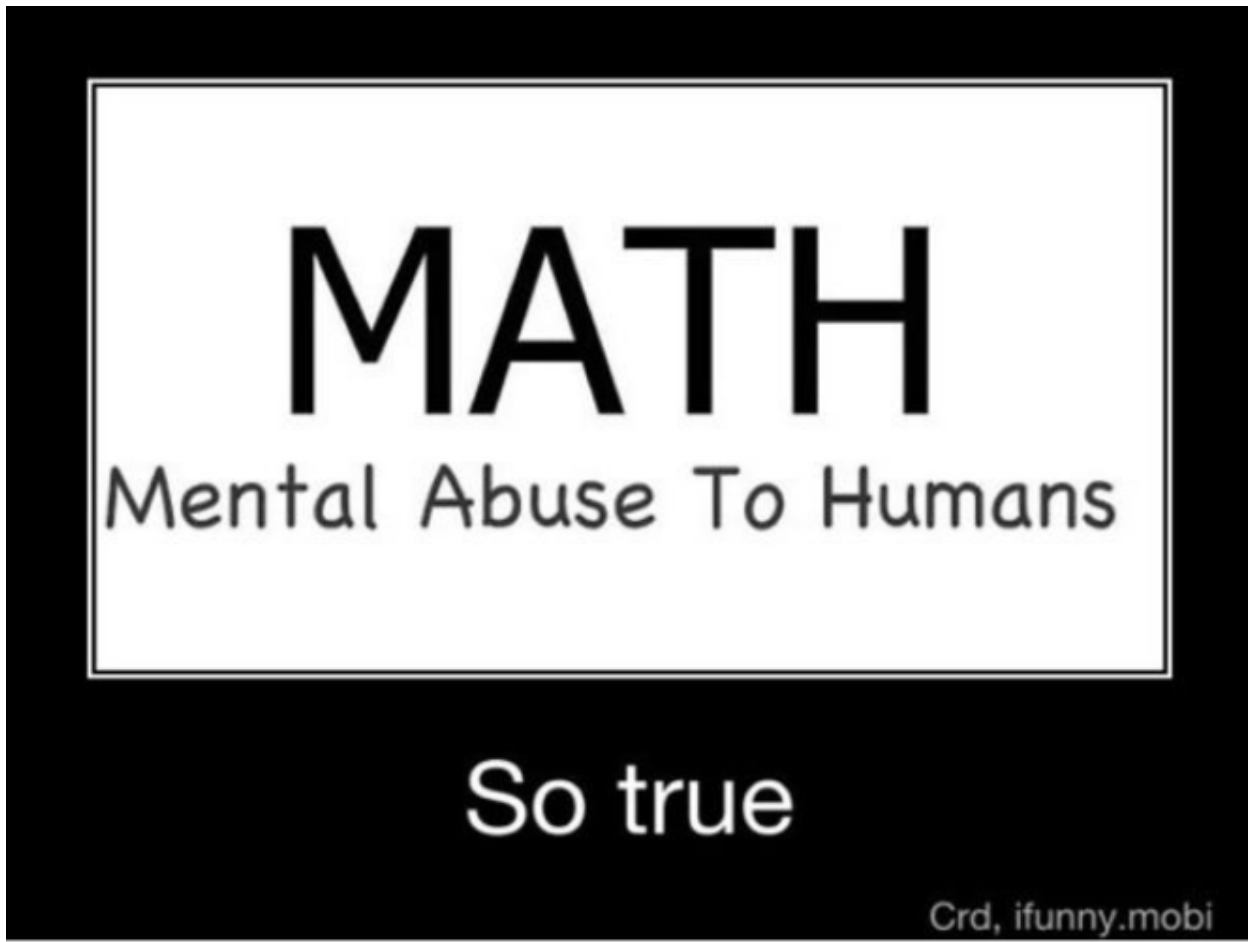


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Just Keep Calm!!



Developmental Mathematics



<http://quotesideas.com/funny-i-hate-math-instagram-quote/7> Oct 2018



Developmental Mathematics Getting Started

For new, TSI not complete students:

- Referral to Dev. Math Faculty
- Targeted advising (degree plan, transfer/career interests)
- Detailed explanation of options
- Help with enrolling in classes



Developmental Mathematics Success Team Participation

Emails to students & Referrals to
Success Team/CTC resources for:

- Departmental Information
- Tutoring/workshop information
- Excessive absences
- Missing work
- Need for tutoring
- Other issues (social/economic)



Developmental Mathematics Success Team Participation

At Registration Time:

- Targeted emails to help students understand their options (NCBOs versus Co-Reqs)
- Referral for struggling students to help with options
- Invitation to TADBITE Extender Program



Developmental Mathematics Success Team Participation

Course enrollment petitions:

- Advisors can refer students to Dev. Math for petition classes
- Dev. Math Team will reach out to students
- Will ensure student receives the information that they need



The Student Success Mindset

Lessons we have learned:

- Student Success is a mindset
 - Start Slow (create your team & buy in)
 - Persistence
 - Don't give up

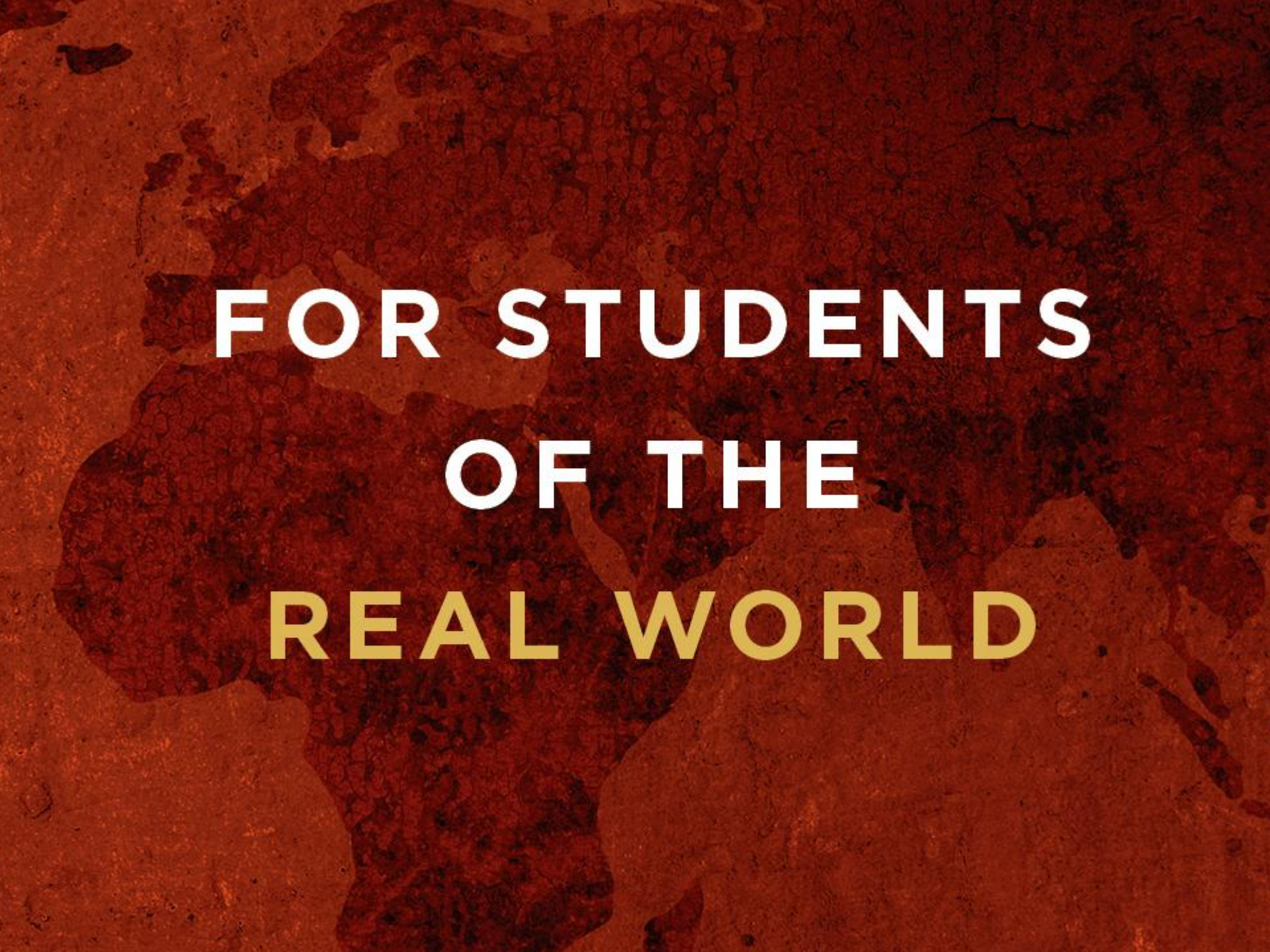


The Student Success Mindset

Important achievements require a clear focus, all-out effort, and a bottomless trunk full of strategies. Plus allies in learning.

Carol Dweck author of Mindset: The New Psychology of Success.





**FOR STUDENTS
OF THE
REAL WORLD**