Student Success Teams – Helping Students Navigate the Maze

Ellen Falkenstein, Eva Hutchens, Julie Starkey
Based on a LendEDU survey, what percent of students skipped school to play Fortnite?

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.
“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)
**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?
The Iceberg Illusion

Success is an iceberg

WHAT PEOPLE SEE
SUCCESS!

WHAT PEOPLE DON'T SEE

Persistence
Failure
Sacrifice
Disappointment

Dedication
Hard work
Discipline

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

**What can I say to myself?**

**Fixed 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.

**Growth Mindset**

- What am I missing?
- I'm on the right track.
- I'll use some of the strategies we've learned.
- This may take some time and effort.
- I can always improve so I'll keep trying.
- I'm going to train my brain in Math.
- Mistakes help me to learn better
- I'm going to figure out how she does it.
- Is it really my best work?
- Good thing the alphabet has 25 more letters!

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
Review students at identified points in college career for degree readiness

Fall 2016 First Time in College Cohort (784 Students)

- 68% Underprepared vs. 32% College Ready
- Earned 6+ credits in 1st term - 57%
- Completed College Math & English in 1st year - 15%
- Persisted from term 1 to term 2 - 63%
- Earned 15+ credits in 1st year - 38%
- Completed attempted classes - 72%
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
Just Keep Calm!!

- KEEP CALM
  AND
  GO TO CLASS
  NO, SERIOUSLY!!

- KEEP CALM
  AND
  COME TO CLASS
  PREPARED

- KEEP CALM
  AND
  READ THE
  SYLLABUS
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)
At Registration Time:

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