



EARLY ALERT = STUDENT SUCCESS

ATD Core Team / SG #2 Meeting

September 19, 2012

Early Alert Design Team (Nov.2010-May 2011)

2011 Team

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- Design Thinking Model
 - In-depth appreciative interviews with 90 students, 39 faculty and 33 staff = 162
 - Analyzed data, Brainstormed, Key Ideas
 - Streamlined, more engaging communication
 - More welcoming, friendly, helpful to new students: Success is Everybody's Business
 - Early identification of struggle, intervention, follow-up and close the loop

Fall 2011 Early Alert Pilot

- Organizational structure and alert mechanism
 - Creation of the **Student Success Center (SSC)** and receipt of Title V grant and Performance Incentive Fund monies.
 - Utilization of something already in place so as not to add to faculty burden (Already learning new DegreeWorks system)
 - Academic Progress Report (+/-)
 - Outreach to deans/coordinators/faculty via division meeting in fall, DCE orientation

Student Success Center

- Opened November 14, 2012
- Staffing: FT Coordinator, FT Retention Specialist, PT Job Coach, PT Retention Specialist/Social Services, Faculty Advisor, Faculty Mentor, 5 PT Student Assistants/Peer Advisors

Student Success Center Services

- Early Alert Pilot (referral to internal/external resources)
- Career Exploration
- Social Services Referrals
- Financial Literacy & Planning
- Allied Health Mentoring
- STEM Exploration
- Bridge Programs
- Workshops

SSC Retention Rates (Fall '11 – Fall '12)

Referrals made to:

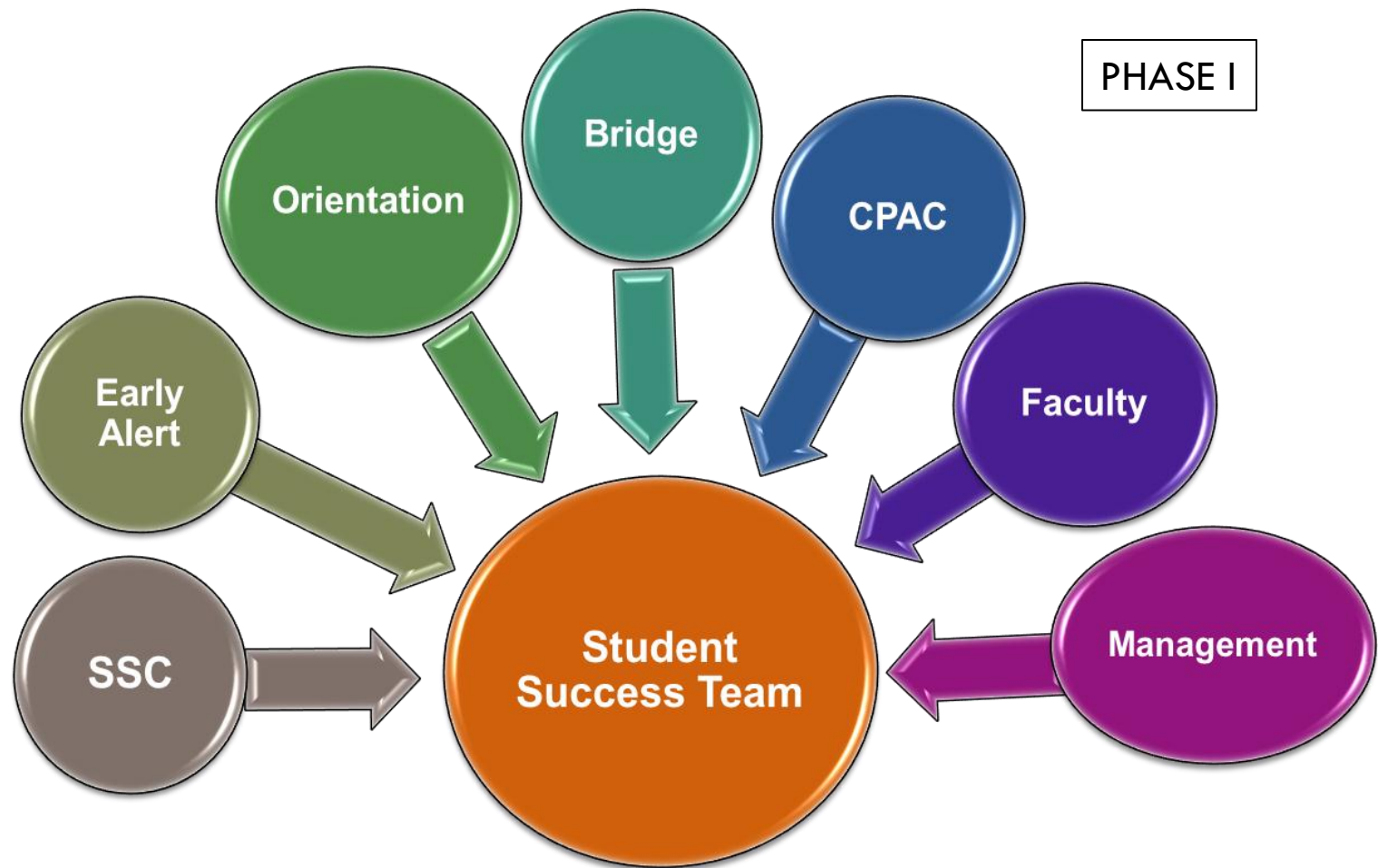
- Learning Accommodations
- Math Center
- Tutoring (ARTC)
- Social Services
- Faculty mentors (Allied Health)
- Reading/Writing Labs

- The Developmental Early Alert Cohort (**DEAC**) was sent out to faculty at the beginning of each semester.
- Of 98 students in cohort, seventeen (**17**) students were flagged in the Fall, and twelve (**12**) in the Spring. None (**0**) are repeated students.
- Students were contacted, assessed and referred to resources throughout NECC.
- Interventions of the flagged students included mentoring, tutoring, study skills, advising and referrals.
- Follow-ups with the professors to get a better understanding of the students' needs and to check on progress throughout semester.
- Similar steps were taken with other students (CPAC, Walk-ins, faculty referrals)

SSC Retention Rates (Fall '11 – Fall '12)

Cohorts	Total Students	Returning Students for Spring '12	Retention Rate (Fall '11-to-Spring '12)	Returning Students for Fall '12	Retention Rate (Spring '12-to-Fall '12)	Retention Rate (Fall '11-to-Fall '12)	
Early Alert - Fall '11 DEAC, n=98	17	15	88%	14	93%	82%	
Early Alert - Spring '12 DEAC, n=98 + 65	12	-	-	9	75%	-	
CPAC Referrals - Fall '11	22	9	41%	9	100%	41%	
CPAC Referrals - Spring '12	11	-	-	8	73%	-	
Walk-ins - Spring '12	7	-	-	6	86%	-	
Faculty Referrals - Spring '12	9	-	-	8	89%	-	

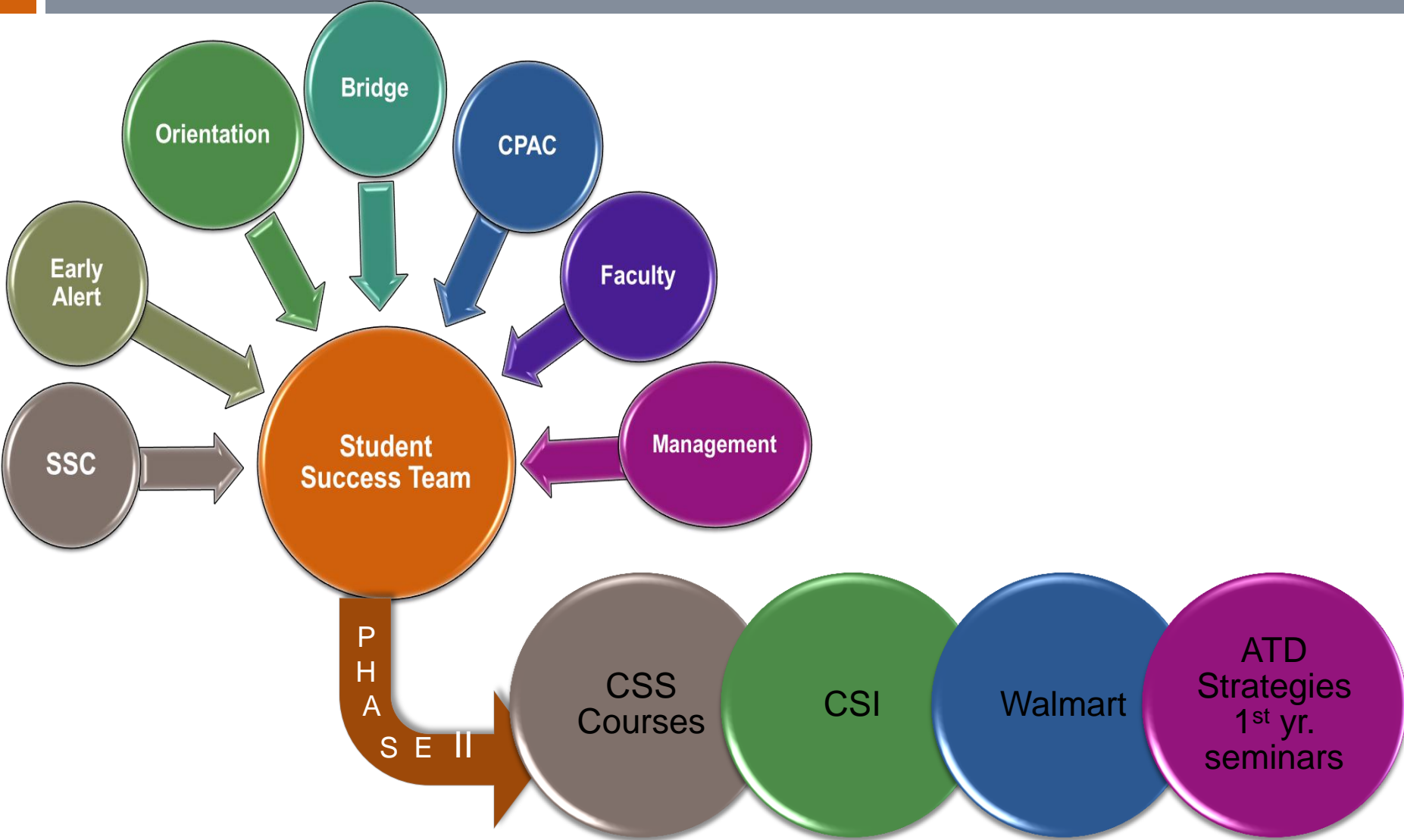
NECC's Student Success Model



Phase II – Partnering with CSS

- In Fall 2012, the Student Success Center will work with CSS faculty to administer the Noel-Levitz College Student Inventory to 540 students, advise based on results and do a mid-term follow-up.
- Faculty can also utilize the Academic Progress Report to flag a student for additional interventions. A few faculty will be paired with SSC staff for more targeted Retention activity sharing, which will expand to more faculty who want to do so in subsequent semesters.

NECC's Student Success Model



EA Thinking Team Summary

Meeting held 8/30/12 in L244, 11 AM-2 PM

6 Staff, 6 Faculty plus 1 professional Tutor attended

Main Points for Longer Term plan for EA:

- Faculty care about student success but need more communication and to be better-informed (of NECC resources, who to contact)—especially adjuncts.
- Faculty want ONE contact for any/all student struggles (that person can determine needs/referrals, etc.)
- Early Alerts need to happen ANYTIME during the semester and be filed by not just faculty, but Tutors & Prof. Staff

Thinking Team Summary continued...

- Early Alert process must be SIMPLE, QUICK (self-service, single sign-on) and faculty wants FEEDBACK.
- Need a Student Success Center on BOTH campuses staff with Retention Specialists if this is going to work. A SINGLE POINT OF REFERRAL, well-advertised.