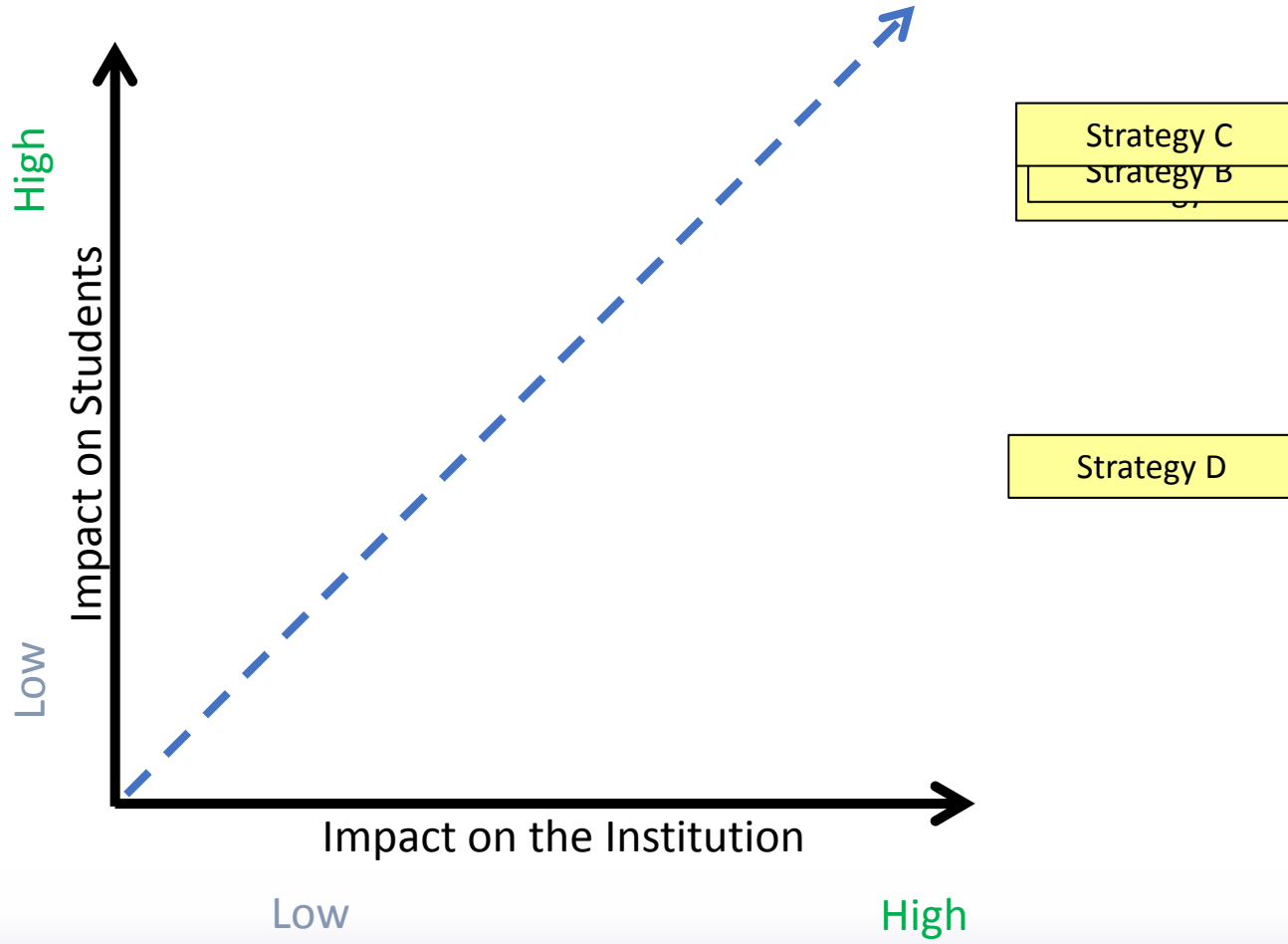# Aligning Investments to Support Core Functions

- Rhonda Blackburn, Vice President and Chief Academic Officer, LoudCloud Systems

- Stefanie Crouse, Assistant Professor/Academic Advisor, Student Success Center, Montgomery County Community College

- Paul Thayer, recently retired Vice President for Student Success, Colorado State University
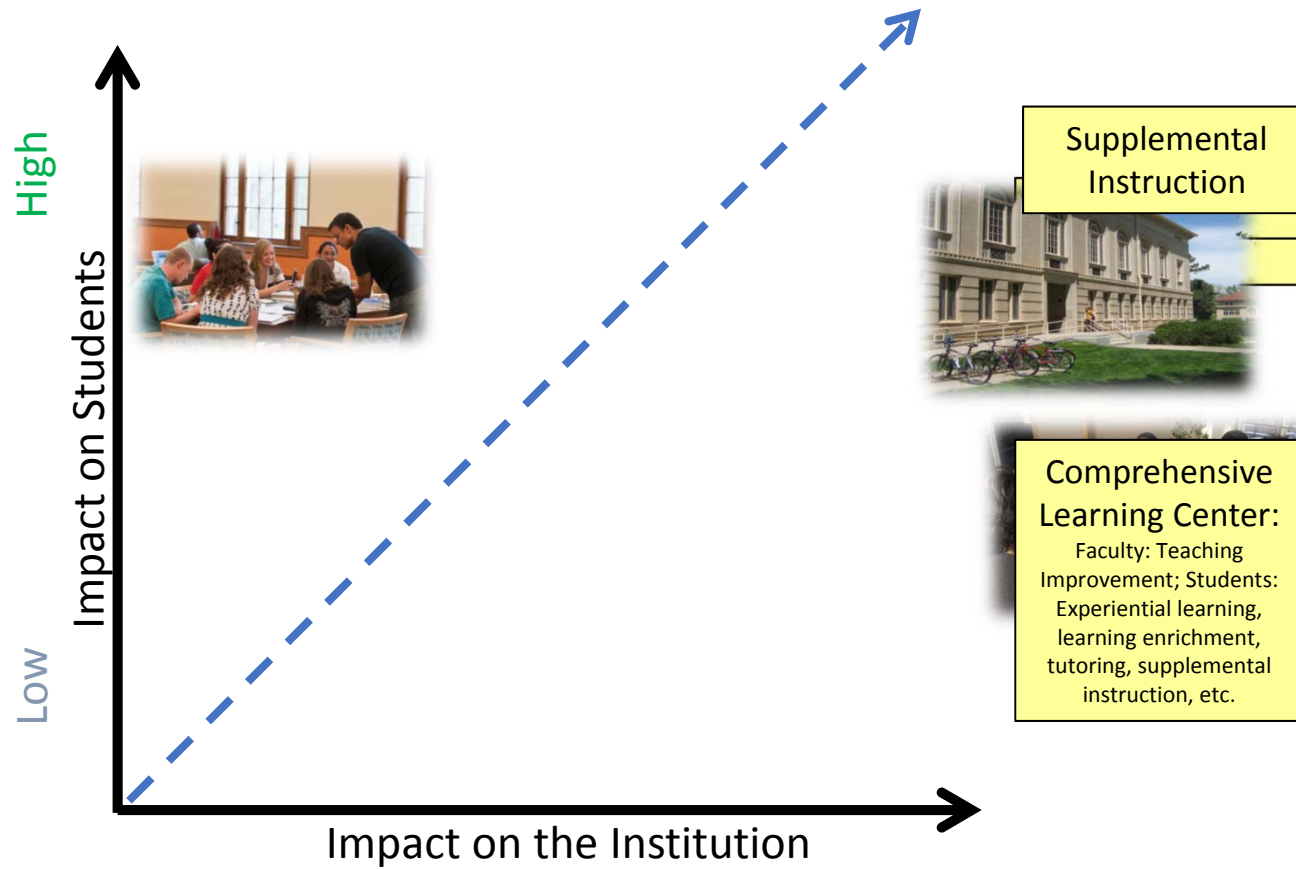
Aiming at Long-Term, Sustainable Impact

AIMING AT SUSTAINED INSTITUTIONAL CHANGE

High

Impact on Students

Low

Impact on the Institution

Low   High

Strategy C

Strategy B

Strategy D

AIMING AT SUSTAINED INSTITUTIONAL CHANGE

Impact on Students

High

Low

Impact on the Institution

Low

High

Supplemental Instruction

Comprehensive Learning Center:
Faculty: Teaching Improvement; Students: Experiential learning, learning enrichment, tutoring, supplemental instruction, etc.

Example: Academic Support

AIMING AT SUSTAINED INSTITUTIONAL CHANGE

Impact on Students

High

Low

Impact on the Institution

Low

High
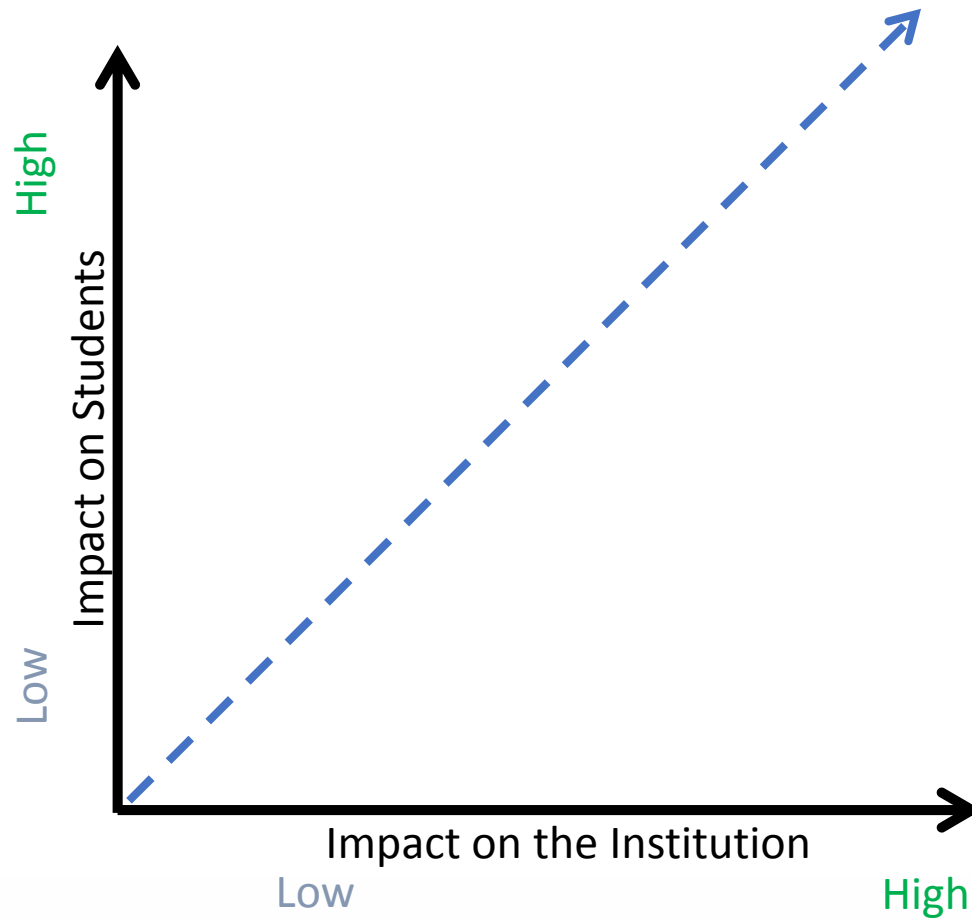
Multiple Tools addressing multiple dimensions

Unified Vision connected to Student Success; institution-wide involvement

Example: Technology in Service to Academic Guidance

Example for Online Student Success

- Started as Equivalent Services
- Determine difference between services for on-ground and online
- Identified what needed to be added or revamped
- Were there some services that weren't working and maybe needed removed

Focus

- All students
  - On-ground
  - Online
- Early in academic career

Student Support Checklist

- Academic Services
- Student Life
- Student Engagement
- On-boarding Services
- Research, Community, and Learning Services
- Learning Analytics
- Computer Services
- Special Needs Services
- Ethical Services
- Book and Technology Store

Inventory:
What and Who are equally important

- Montgomery County Community College
  - Suburban, multi-campus community college serving over 10,000 students
  - Over 20 advisors
- Task: Redesign advising

SSIPP

Sustained
Ongoing support rather than an "inoculation" approach

Strategic
Differentiated services to maximize capacity

Integrated
Services are not viewed as stand-alone interventions.

Proactive
Services are an integral part of all students' experiences.

Personalized
Students receive the support they need when they need it, from an individual who knows them well.

Using the framework to document current practice…

Outreach messages to students....			Checklist	Current Application
Automated messages	17	convey administrative information, like registration dates and other deadlines.	NO	The College Registrar does send reminders, but they are not automated.
	18	communicate affective support (e.g., welcome messages and kudos flags) and include information about resources on campus for social/emotional support.	NO	
	19	provide general strategies for academic success (e.g., "For best results, visit the tutoring center for the first few weeks…").	NO	
	20	differentiate information by early alert flag category.	NO	
Advisor-mediated messages	21	communicate personalized affective support in response to those flagged for social or emotional concerns.	YES	Advisors are expected to respond to early alert flags within 72 hours. A curriculum exists for advising flagged students, including written planning and reflection activities to complete with students.
	22	provide personalized strategies for academic success (e.g., messages that are based on students' risk type/category).	YES	Advisors are expected to respond to early alert flags within 72 hours.

Processes: Outreach

... and identify areas for development

		Outreach messages to students....	Checklist	Current Application
Processes: Outreach	*Automated messages*	17 convey administrative information, like registration dates and other deadlines.	NO	The College Registrar does send reminders, but they are not automated.
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		22 provide personalized strategies for academic success (e.g., messages that are based on students' risk type/category).	YES	Advisors are expected to respond to early alert flags within 72 hours.

Importance of having the right people around the table

Contact information

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