Academic Support Strategies
&
Proactive Leadership in Equity Initiatives

Dr. Fabienne Chauderlot   Symone McDaniels M.A.

206,867

Enrollments in Major Terms, Fall 2015 - Spring 2017

64, 154

Non-Successes (including W's)

31%

Non-Success Rate

Grossmont Persistence
6 year analysis

- Less than half of all students (48.7%) completed their degree or preparation for transfer within six years of entry.

- Students completed 68.3% of the courses they attempted.

- Only 43.7% of students who began in developmental math or English were able to complete a college-level math or English course within the six year time period.

- Specifically, only 38.2% of students who started in development math then completed a college-level math class.

- After three years, only 62.5% of students who first attempted an ESL course at any level below transfer, had successfully completed a transfer level English course.

- Only 71.9% of those who started college in developmental courses persisted for three consecutive semesters

Grossmont Equity Initiatives

Equity is not about equal treatment of all students. Rather, it is about **equal outcomes achieved by individualizing the instruction and support for each and every student.**

Equity is about all students succeeding, especially when measured according to differences such as race, ethnicity, socioeconomic status, gender, language, family background- the list of diversities within our students goes on and on. This effort had been traditionally referenced as "closing the achievement gaps" between students from the dominant White middle-class norm and students from traditionally underserved or oppressed populations.

- Linton, 2011

ATD → 2016-2022 Strategic Plan

Strategic Plan

SSSP

Student Equity

Basic Skills

All Other College Initiatives & Grants

4 Institutional Capacity

1 Outreach

3 Retention

2 Engagement
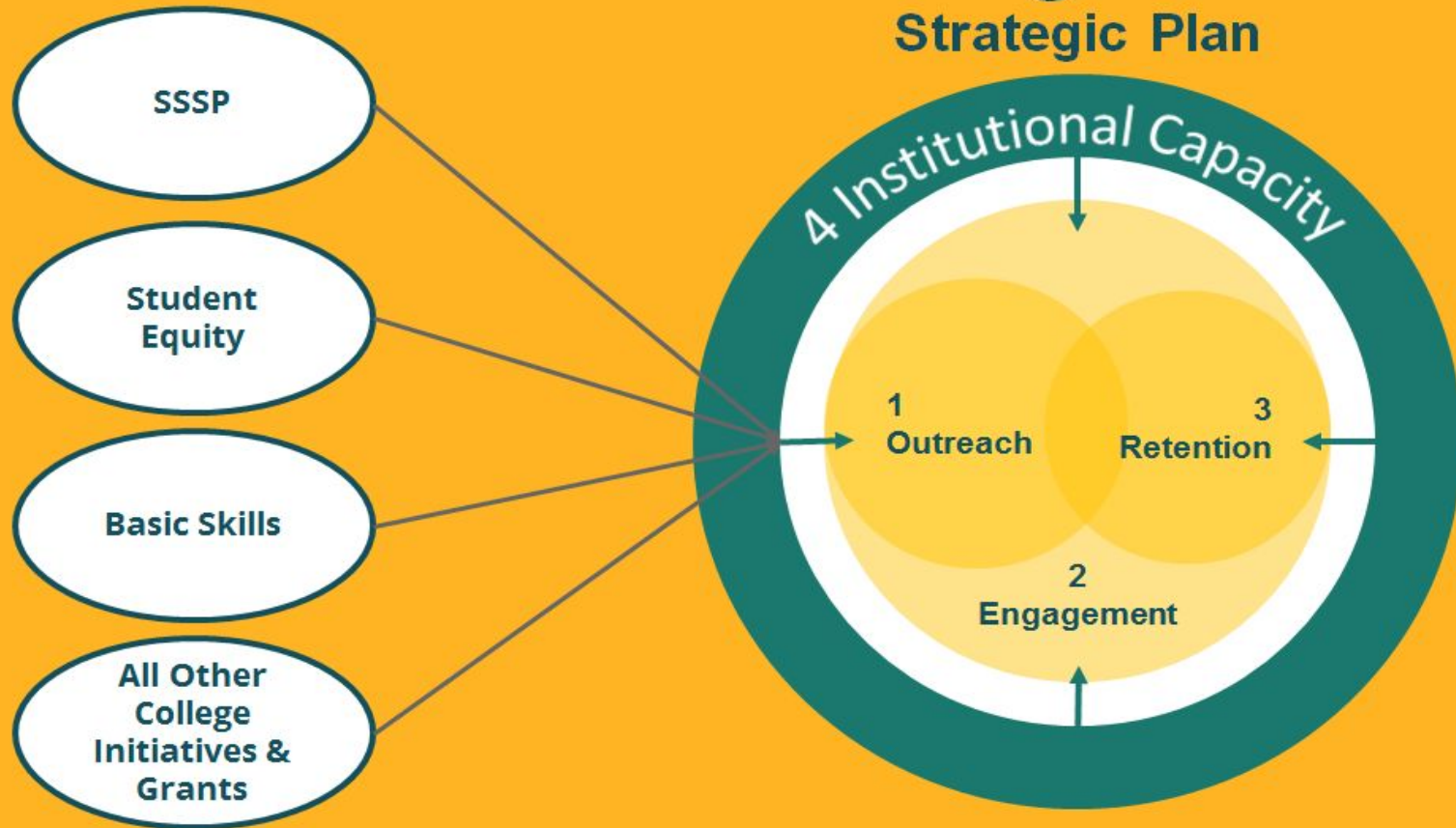
Our Goals

❏ Identify and reach struggling students as early in the semester as possible.

❏ Connect struggling students to college resources to resolve academic issues.

❏ Increase student persistence from one semester to the next.

❏ Reduce achievement gaps in student retention & course success rates.

❏ Improve student graduation rates.

INQUIRY

How do our students seek out help now?

Who are the students seeking help?

Which PEOPLE on campus help students find vital resources?

What do students think of the resources?

Gizmo's Kitchen Usage

Gizmo's Kitchen, a grab n' go student food pantry, opened in Fall 2017 on Grossmont College's campus and has now served over 900 meals. According to national data on community colleges and hunger about 67% of community college students experience food insecurity.

- ❑ 78% Full Time Students
- ❑ 22 % Part Time Students
- ❑ 76% Not Employed

- ○ Average age of students ranged between 18 - 23.
- ○ Total ages varied from 16 - 60+
- ○ 51% Identify as Female
- ○ 47% Identify as Male
- ○ 2% Other Gender Identities

- ❑ 13% Student Veterans
- ❑ 30% Identify as homeless
- ❑ 30% Student Athletes
- ❑ 43% EOPS

Tutoring Center Usage

APPOINTMENTS			
9091			

1298 Walk-In Appointments
0 eTutoring Appointments
0 Online Appointments
4550.5 Occupied Hours

458 Missed Appointments*
118 Placeholder Appointments*
3536 Canceled Appointments*
*= DOES NOT COUNT IN APPOINTMENT STATISTICS

NUMBER OF VISITS PER CLIENT

Visited 1 Times	296	29.96%
Visited 2 Times	146	14.78%
Visited 3 Times	87	8.81%
Visited 4 Times	62	6.28%
Visited 5 Times	46	4.66%
Visited 6 Times	37	3.74%
Visited 7 Times	40	4.05%
Visited 8 Times	26	2.63%
Visited 9 Times	12	1.21%
Visited 10+ Times	236	23.89%

Once a student finds the tutoring center and receives help, over 70% return for help later in the semester.

WC Online

Student Usage Data

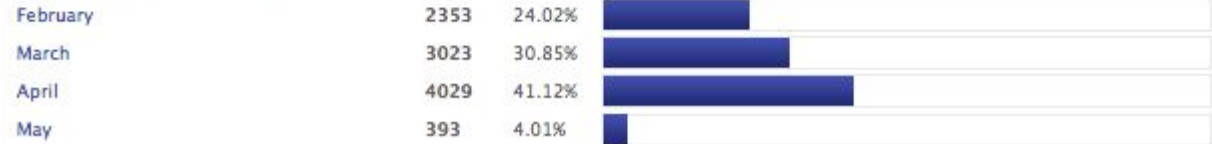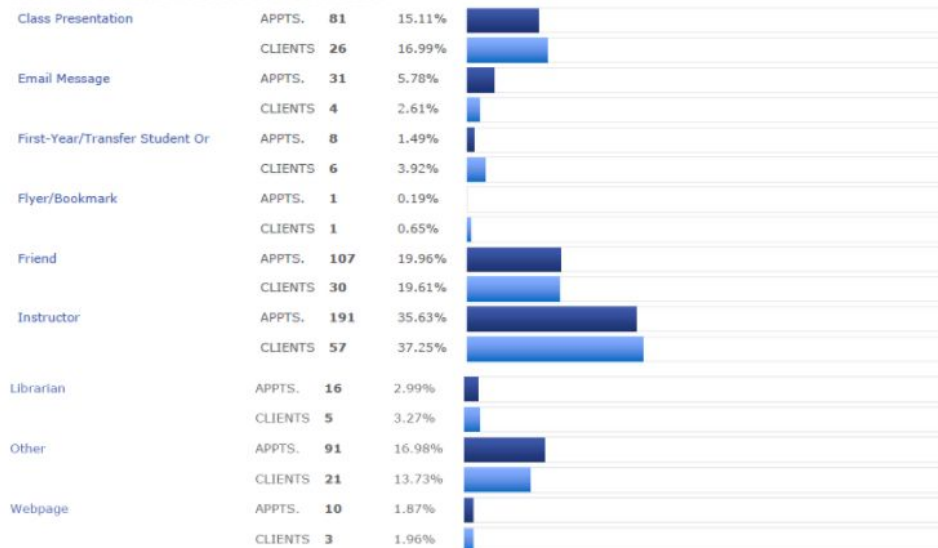## TIME & DATE STATISTICS

APPOINTMENTS BY WEEKDAY

Day	Count	Percent
Monday	2429	24.79%
Tuesday	2126	21.70%
Wednesday	2247	22.93%
Thursday	2159	22.04%
Friday	837	8.54%

APPOINTMENTS BY MONTH

Month	Count	Percent
February	2353	24.02%
March	3023	30.85%
April	4029	41.12%
May	393	4.01%

DID THE TUTOR HELP YOU UNDERSTAND THE MATERIAL?

Response	Count	Percent
Strongly disagree (1)	2	1.36%
Disagree (2)	2	1.36%
Neither agree nor disagree (3)	2	1.36%
Agree (4)	5	3.40%
Strongly agree (5)	135	91.84%
Not applicable	1	0.68%

HOW DID YOU HEAR ABOUT OUR SERVICES?

Class Presentation	APPTS.	81	15.11%
	CLIENTS	26	16.99%
Email Message	APPTS.	31	5.78%
	CLIENTS	4	2.61%
First-Year/Transfer Student Or	APPTS.	8	1.49%
	CLIENTS	6	3.92%
Flyer/Bookmark	APPTS.	1	0.19%
	CLIENTS	1	0.65%
Friend	APPTS.	107	19.96%
	CLIENTS	30	19.61%
Instructor	APPTS.	191	35.63%
	CLIENTS	57	37.25%
Librarian	APPTS.	16	2.99%
	CLIENTS	5	3.27%
Other	APPTS.	91	16.98%
	CLIENTS	21	13.73%
Webpage	APPTS.	10	1.87%
	CLIENTS	3	1.96%

April 2018

May 2017

How did you learn about the tutoring center?

Friend/Family 8.7%
Classmate 14.5%
Website 1.7%
Syllabus 8.1%
Tutor 6.4%
Instructor 60.5%
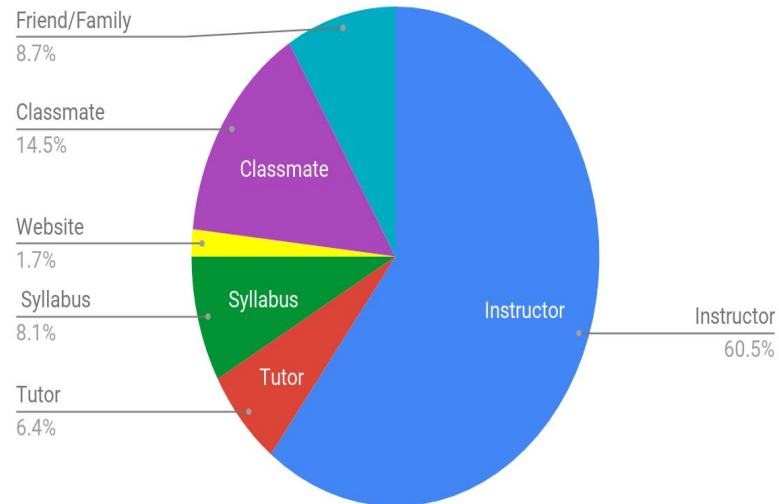
Answering Students

What would make it easier for you to book appointments with our center?

advance booking 7.7%

more staff/tutor/time 17.9%

ONLINE 47.4%

nothing 26.9%

7.7%

17.9%

47.4%

26.9%

Design

Include Key Stakeholders in Process

Use data to inform Design

Solicit Feedback from students, staff, and faculty members

Feedback from Campus Community

Introduction and objectives meeting with group of instructors	Introduction and objectives meeting with counseling, SSSP, and outreach
Objectives: ❏ Discuss the components of the liaisons' role for faculty ❏ Get a sense of student and faculty needs ❏ Best approach for referring students to a liaison	**Objectives**: ❏ Components of the liaison' role in relation to SSSP, Outreach & Engagement (Strategic Plan), and counseling ❏ Desired components of an Early Alert system ❏ Feedback on past systems ❏ Create a list of key campus contacts
Summary points of discussion: ❏ Early alert system with a human contact and follow up ❏ Actively informing students about services and appropriate resources ❏ Provide students with a sense that "someone is looking out for me" ❏ Faculty can identify students in distress, liaisons connect with students ❏ Follow up for instructors that refer	**Summary points of discussion:** ❏ Students can find answers and direction from a common source ❏ An "early alert" is a large factor in achieving student retention ❏ Consistency and an embedded "wrap around" or "closing the loop" model

Groundwork with other Retention Specialists

❏ <u>Retention - Skyline College</u>

❏ Gateway Community College

❏ Foothill College

❏ Middlesex Community College

❏ College of the Desert

❏ Citrus College

❏ Honolulu Community College

❏ Southwestern College

❏ <u>Retention - Canada College</u>

grossmont.gradcoach@gcccd.edu

Start

Referral
Grad Coaches receive referral from faculty/staff via Grad Coach email.

Outreach
Grad Coach contacts student to schedule a time to meet.

Close the Loop
Referrer is updated & necessary information about student and meeting is shared.

Initial Meeting
After meeting, a follow-up time is scheduled.

Follow-Up Meeting
Contact with student is made via phone, email, or in-person.

Close Alert

Done!

Provide additional resources, if needed.

Ensure resources were beneficial.

GRAD COACHES

Tracking - Student View

Registration Form:
- Name & Student ID
- Contact information
- Graduation year, and major
- First or home language

Grad Coach - Shardai

Fill out the form below in order to save this appointment. Questions marked with a * are required.

Location: Building 70 - 206

Appointment Limits: Appointments must be between 30 minutes and 1 hour in length.

Time: REPEAT APPT.	**Thursday, March 08:** 12:30pm ▼ to 1:00pm ▼
Client:	Zaragoza, Shardai (shardai.zaragoza@gcccd.edu) ▼
How were you referred?	-- please select -- ▼ *
What is your concern?	-- please select -- ▼ *
What would you like to take away from this appointment?	[ ] *
Preferred form of contact?	-- please select -- ▼ *
Admin Options:	Walk-In/Drop-In: ☐ | Missed: ☐ | Placeholder: ☐ ⑦ | Email Client? ☑ ⑦

SAVE APPOINTMENT   CLOSE WINDOW

SCHEDULE **March 7 - March 13** Grad Coach Spring 18 ▼
◄ PREV WEEK | CURRENT WEEK | NEXT WEEK ►

The Grad Coaches at Grossmont College are here to get yo...
We care about your success. If you have a problem, let's work...

To make an appointment with a Grad Coach, please do the following:
1. Choose the day that you would like an appointment.
2. Click on the time slot you want to reserve; available time slots are shown in white. The appointment...
3. Verify the day and time you chose is correct.
4. Fill out the appointment form and specify what you would like to take away from the meeting.
5. Click save appointment.
You will receive an email and/or text message confirming your appointment. If you are unable to ma...
possible.

We look forward to meeting you!

Mar. 7: WEDNESDAY	8:30am	9:00am	10:00am	11:00am	12:00pm	1:00pm	
Grad Coach - Shardai							

Mar. 8: THURSDAY	8:30am	9:00am	10:00am	11:00am	12:00pm	1:00pm	2:00pm	3:00pm
Grad Coach - Shardai								

Mar. 9: FRIDAY	8:30am	9:00am	10:00am	11:00am		1:00pm	
Grad Coach - Shardai							

https://grossmont.mywconline.com/

Appointment Form:
- Time of appointment and length
- How student was referred
- Student's immediate concern
- Student's ideal takeaway from meeting
- Preferred form of contact

Tracking - Post Session

Student ID (Last 4 digits)

Your answer

Time In

Time

__ : __   AM ▼

Time Out

Time

__ : __   AM ▼

Grad Coach who assisted student

Choose ▼

Referred By

Your answer

Reason for Referral

☐ Food/Housing Insecurity

☐ International Student Need

☐ Transportation

☐ Mental Health

☐ Disability (Learning/Physical)

☐ Poor Academic Performance (low test scores, excessive tardiness, missing assignments, etc)

☐ Other:

Session Overview:

Your answer

Resource Referral

☐ General Tutoring

☐ English Writing Center

☐ Math Study Center

☐ Open Computer Lab

☐ Library

☐ Gizmo's Kitchen

☐ Student Health Services

☐ Mental Health Services

☐ Shower Facilities

☐ Child Care

☐ Cal Fresh & Medi-Cal Application Help

☐ Accessibility Resource Center

☐ Financial Aid

☐ EOPS

☐ Other:

Tracking - Post Session

Date	Referred By	Course	Reason for Referral	Objective: What is the student looking to get out of the session	Session Overview	Resources Provided	Follow up	Outcome	What was most helpful from the meeting?
10/25	Steve	Math 90	Academic Performance	• Resources to help pass Math 90 • Mental Health Services	• Struggling with anxiety, depression & marital problems • Inability to focus • Dropped out 5x • Seeking Occupational Therapy degree • Feels overwhelmed • Seeking individual/ couples counseling, extend tutoring hours	• Grossmont Mental Health Services • SDSU Center for Community Counseling • Extended tutoring hours	10/30 - Phone 12/07 - In person 2/8 - Student stopped by to check in • Enrolled in classes this semester • Mentioned she never received response from Mental Health Services	• Passed Math 90! • Enrolled in Spring classes • Has not received response from Mental Health after multiple attempts to contact. • Now has Covered Cali no longer needs service	• Extra tutoring hours • Feeling she had someone on campus who cares and will notice if she drops • Being held accountable
10/25	Jennif	N/A	Housing Insecurity	• Housing	• Housing for self and children ASAP • Food Insecurity	• Cortez Hill Family Center • Campina Courts Apt • Gizmo's Kitchen	10/28 - Phone	• Secured Housing. Returned to Class 11/6.	• Found housing • Learning about Gizmo's Kitchen
11/9	Irene	N/A	Academic Performance	• Help scheduling appt w/transfer counselor	• Currently homeschooled • Enrolled in 13 units at GC • Dropped Eng. course	• Scheduled appt. • Academic resource printout	12/4 - Email 1/10 - Email	• Didn't attend appt. • Still in contact. • Plans to attend	• Tour of tutoring centers • A point of contact on
1/2	Self	AJ 200	Academic Performance	• Looking to retake or complete final.					
1/19	Self	N/A	Financial Aid	• Help filling out Petition for Reinstatement.					

| Date	Referred By	Course	Reason for Referral	Objective	Session Overview	Resources Provided	Follow up	Outcome	What was most helpful
1/30	Self	Math 103	Academic Performance	• Tutoring for Math 103	• Registered student in WCO • Demonstrated how to navigate schedules and book appt.	• General Tutoring • Math Study Center	Will follow up 2/5	• Made tutoring appt	
1/31	Irene Palacios	Math 160	Academic Performance	• Copy of Edu. Plan	• Refused to meet with Counselor • Homeless but has a place to stay • Refused to meet with Homeless Liaison • Gave supplies (binder,notebook pen, pencil) • Walked to Counseling to get copy of Edu Plan • Walked to Gizmo's Kitchen	• Gizmo's Kitchen • Counseling • Homeless Liaison • Tutoring	• Follow up on 2/12 -in person • Needed to make copy of homework assignment from latest edition of book • MSC has only updated copy of the book wouldn't let him borrow it to make copies because of policy. • Asked MSC supervisor if I could borrow the book to make copies • Student got copies of assingments	Got copy of Ed Plan. Got copies of assignment for Math	
2/13	Self	N/A	Employment	Student Employment	• Interested in student employment • Has online acocunt but no on campus jobs listed • Contacted Pamela Benge, Student Employment Specialist • Walked student to Student Employment Office	• Student Employment Services	Follow up on 2/15		

Snapshot of Student Meeting Concerns

- Housing/Food Insecurity
- Academic Performance
- Financial Assistance
- Help with campus resource
- Mental Health
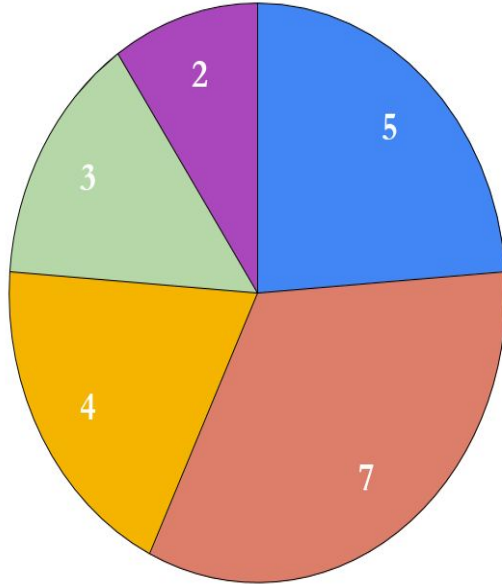
❏ Homelessness and/or threats of eviction

❏ Struggles with stress, anxiety, & depression

❏ Academic probation and dismissal

❏ Difficulty managing course load

❏ Understanding instructor expectations

❏ Financial Aid disqualification

Students Need More than one Resource

Commonly Referred Resources
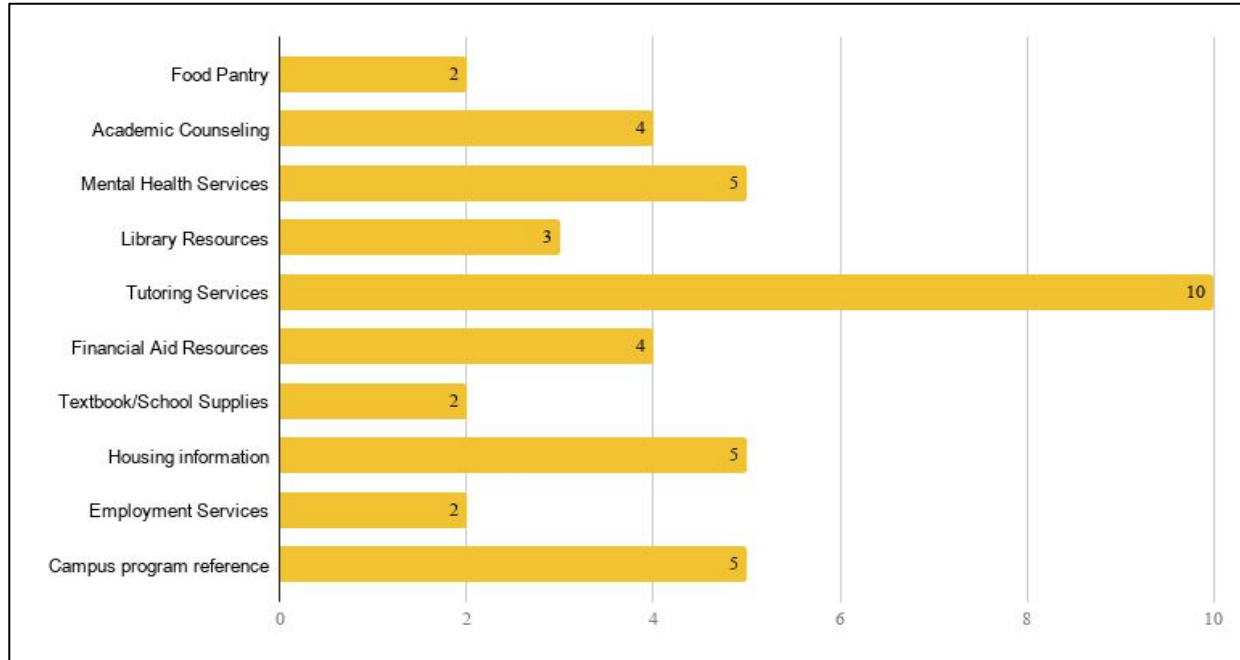
The data we gather from WCOnline and the Client Report Form will help us develop resource takeaways for students we meet with.

Academic Resources

General Tutoring
If you need help for your coursework, private & free tutoring is available for multiple subjects like math, sciences, ESL, and communications.

Mon - Thurs. 8:00am - 8:00pm; **Fridays** 8:00am – 3:00pm.
Building 70 Room 202 (2nd floor of Tech Mall)   **Phone:** 619. 644. 7378

Library
Need to borrow a textbook? Need help finding articles, videos, and books for research? Need a quiet place to study? In the library, you can find textbooks for your classes, people to help you do research, private study rooms, and much more.

Mon. - Thurs. 7:30am - 9:00pm **Fri.** 7:30am - 3:00pm
Building 70   **Phone:** 619.644.7356

Open Computer Lab
Do you need to use a computer? Come to the OCL! The lab features computers, black and white and color printers, scanners, Microsoft Office and other software to meet your basic course needs.

Mon. - Thurs. 7:30am - 9:00pm **Fri.** 7:30am - 3:00pm
Building 70 (First floor of the Tech Mall)
Phone: 619.644.7037

English Writing Center
The EWC is a great resource for getting help with your writing. Tutors can review and edit your work to help you develop a stronger paper and become a stronger writer. Drop-in sessions are 30 minutes.

Mon. - Thurs 8:00am - 6:50pm **Fridays** 8:00am - 12:50pm
Building 70 Room 119   **Phone:** 619.644.7516

Math Study Center
Having trouble solving a problem on your math assignment? No problem! Tutors in the MSC can help you work through complex math problems. Sessions are only 5 minutes, but if you still need help when your time runs out, you can sign up for another 5 minutes.

Mon - Thurs 8:00am - 9:00pm **Fridays** 8:00am - 3:00pm
Building 70 Room 119   **Phone:** 619.644.7706

Schedule an appointment or reserve a private study room online today! Visit www.grossmont.mywconline.com.

Shardai Zaragoza – Grad Coach
Learning & Technology Resources
619.644.7382
grossmont.gradcoach@gcccd.edu

GROSSMONT COLLEGE

Basic Needs

Gizmo's Kitchen
Need a snack? Stop by Student Health Services for a bag of food and toiletry items. It's free! Open to all students.

Mon - Thurs. from 9:00am - 4:00pm when classes are in session
Building 60. Room 130 located in Griffin Center

Child Care
Are you a student-parent? Need child care? The Child Development Center offers on-campus child care free of charge for students.
Call **Allison Whitmore at 619.644.7715** for enrollment information.

Mon. - Thurs. From 7:45am - 4:00pm **Fri.** 7:45am - 12:30pm
Building 32B located north of parking lot 1

Mental Health Services
Need someone to talk to? Having trouble in your relationship? Mental health counselors are available on campus to provide individual, couple, and group counseling. Counseling is confidential and *free* to all students. Translators are available at your request.

Mon - Thurs from 9:00am - 5:00pm and **Fri.** from 9:00am - 1:00pm
Building 60. Room 130 located in the Griffin Center
619.644.7192

Cal-Fresh & Medi-Cal Application Assistance
If you want to enroll in Cal-Fresh and/or Medi-cal and need help with your application, stop by the CalWORKs office for staff assistance.

Mon. - Tues. 8:00am - 6:00pm **Weds - Thurs.** 8:00am - 5:00pm **Fri.** 8:00am - 1:00pm
Building 60 Room 125 located in Griffin Center
Phone: 619.644.7552

Shower Facilities
Showers are available on campus to all students.

Mon. - Thurs. from 6:00am - 10:00pm **Fri.** from 6:00am - 7:00pm
Building 41

Student Health Services
Not feeling well? Need first-aid? Need to check your vision or hearing? In Student Health Services you will find a nurse able to provide you with a flu shot, pregnancy test, a TB test, a basic health check-up, aspirin, ice packs and much more.

Mon - Thurs from 9:00am - 5:00pm and **Fri.** from 9:00am -1:00pm
Building 60. Room 130 located in the Griffin Center

Shardai Zaragoza – Grad Coach
Learning & Technology Resources
619.644.7382
grossmont.gradcoach@gcccd.edu

Monserat Arango – Basic Needs Liaison
619. 644. 7128
monserat_arango@gcccd.edu

GROSSMONT COLLEGE

Implementation & Spreading the Word on Campus

Major: Psychology

Background: Phi Theta Kappa member, EOPS student, and first generation college student. Loves helping others, being outdoors, and cats. Career goal is to become a school psychologist.

Major: Broadcast and Electronic Communication Arts

Background: Myend goal is to become a film editor but I would also love to work on music videos. The ability to meld multiple artistic forms into a single project has always intrigued me. I also enjoy playing Ultimate Frisbee and Super Smash Bros. Melee, creating digital art with Photoshop and Illustrator, and constructing beats with Reason to rap over.

Major: Undecided but leaning toward Nursing

Background: Member of the Dreamer Movement Club. Outgoing, loves going to concerts, enjoys playing soccer, going to the beach and spending time with family and friends.

Major: Mechanical Engineering

Background: President of the Science Club (for 2 years), Member of Phi Theta Kappa, and a math TA grader. Is a giant nerd who is in a significant amount of fandoms; and enjoys spending most of her free time binge watching Netflix. Also, has an adorable cat whose name is Mushu.

Major: Music

Background: I am a vocalist, member of the CUPC Chancel Choir, Praise Team, and provide music therapy for seniors. I am also a Deacon, a poet, and was recently married November of last year. I enjoy good friends, good wine, family, cats, and puppies... not necessarily in that order.

Early Alert

A proactive approach to student success.

How does it help students?

Early Alert is a retention program that connects students with appropriate campus resources in order to assist them in meeting their educational goals at Grossmont College. Alerts are sent directly to the Grad Coaches (Grossmont's Student Success Liaisons!) and contact with the student is made in a timely manner. All meetings are handled with respect and confidentiality.

How does it help faculty & staff?

We are here to support faculty & staff's hard work in helping our student's succeed. When you submit an Early Alert, the Grad Coaches will work hard to help your student get the resources they need to succeed in your class and grow confidence and skills. Just send us an email! We'll do the rest and keep you in the loop along the way.

Refer students to us if you notice:

- Excessive tardiness, absences, and no shows
- Poor performance (low test scores, missing assignments, participation, etc.)
- Personal issues outside the classroom (work, family, finances, illness, etc.)
- Significant changes in personality
- Visible signs of stress (crying, fatigue, etc.)
- Patterns of disturbing content in written or oral assignments

If your students struggle with their academic progress, attendance, work quality, or homework just send an email our way.

Submit an Early Alert via email to the Grad Coaches at **grossmont.gradcoach@gcccd.edu** with the following information:

- Student name
- ID #
- Reason for referral

When in doubt, don't wait to contact us. Sooner the better.

Shardai Zaragoza -- Grad Coach
Learning & Technology Resources
619.644.7382

GROSSMONT COLLEGE

Students, we know the struggle is real....

Let a
GRAD COACH
help!

Shardai
Grad Coach 70 – 206
619.644.7382

GRAD COACHES

The Grad Coaches at Grossmont College are here to get you to graduation! Your success is our priority and...Our success! If you have a problem, let's work through it together.

By meeting with a Grad Coach, you will get:

- Someone to listen to your concerns
- Motivation & Encouragement
- Resources that will help your situation
- Continued support until you reach your goals

Students:
If you would like to meet with a Grad Coach, visit grossmont.mywconline.com to make an appointment. We look forward to meeting you!
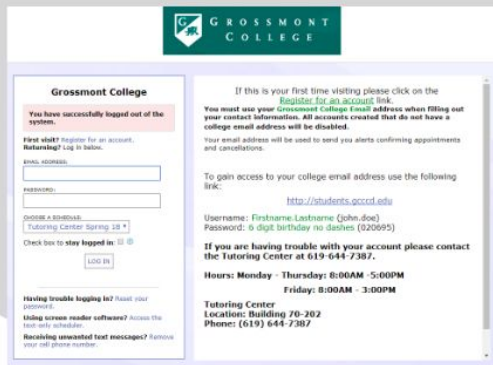
Faculty & Staff:
If you would like to refer a student, please email grossmont.gradcoach@gcccd.edu. Thank you for your support!

schedule your appointments online

@ https://grossmont.mywconline.com

WCONLINE is a new online system where students can book appointments using a computer or smart phone.

**Students can book appointments for the following:
Tutoring Center, Study Rooms & Computers, and to meet with a Grad Coach.**

The Grad Coaches at Grossmont College are here to support students in reaching their academic goals!

A Grad Coach **will:**

Listen to your concerns

Give you motivation & encouragement

Connect you to resources that will help your situation

Continue to support you until you reach your goal

Grad Coach Website Flowchart

Home page

Drop down menu:
Academics
Accessibility
Campus Community
Career Planning
Dreamers
Finances
Food
Health
Housing
Mental Well being
Student Parents
Veterans

Your GRAD COACHES

Grad Coach bio & contact information
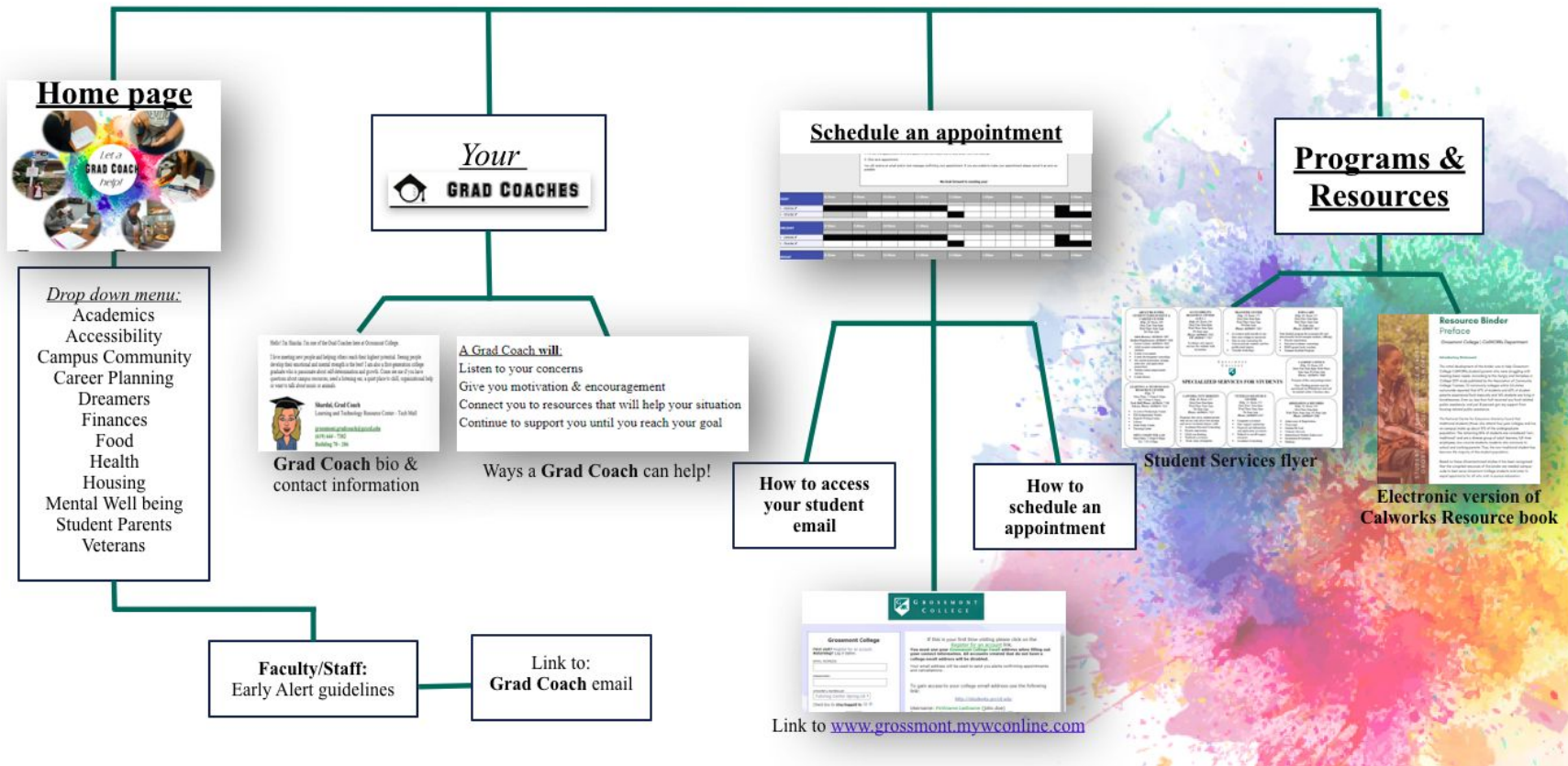
A Grad Coach will:
Listen to your concerns
Give you motivation & encouragement
Connect you to resources that will help your situation
Continue to support you until you reach your goal

Ways a **Grad Coach** can help!

Schedule an appointment

How to access your student email

How to schedule an appointment

Link to www.grossmont.mywconline.com

Programs & Resources

Student Services flyer

Electronic version of Calworks Resource book

Faculty/Staff:
Early Alert guidelines

Link to:
Grad Coach email

Moving Forward in Fall 2018

- ❏ *Via Rápida* First Year Experience Program (FYE)

- ❏ Integrated Planning - Student Success & Equity workgroup

- ❏ Identify and support students at risk for academic or progress probation

- ❏ Student Leaders on campus : Peer Mentors & Tutor Training

- ❏ Lunch with a Grad Coach

THANK YOU!

QUESTIONS?

Proactive and Intentional Approach

Inquiry ⟶ Design ⟶ Implementation

Do:

- Vision Work
- Construct a Student Experience
- Check in with students about what they need
- Take stock of what our campus already offers
- Celebrate success

Don't:

- Be Wedded to Structures
- Assume we know what students need
- Miss opportunities to look at data
- Work in Isolation