Student Centered Redesign: Building and Scaling a HSSC

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Agenda

- COTC
- Moving from silos to a holistic framework
- Integrating tutoring and testing
- Codifying the importance of basic needs assessment and support
- Utilizing coaches as student champions and resource providers

COTC

- 4 campuses
  - Mt. Vernon/ Knox
  - Pataskala
  - Coshocton
  - Newark

- Approx. 2546 students based on FA23 enrollment

- Utilize Colleague and CRM Advise

The Silos

Tutoring/ Testing cost-shared

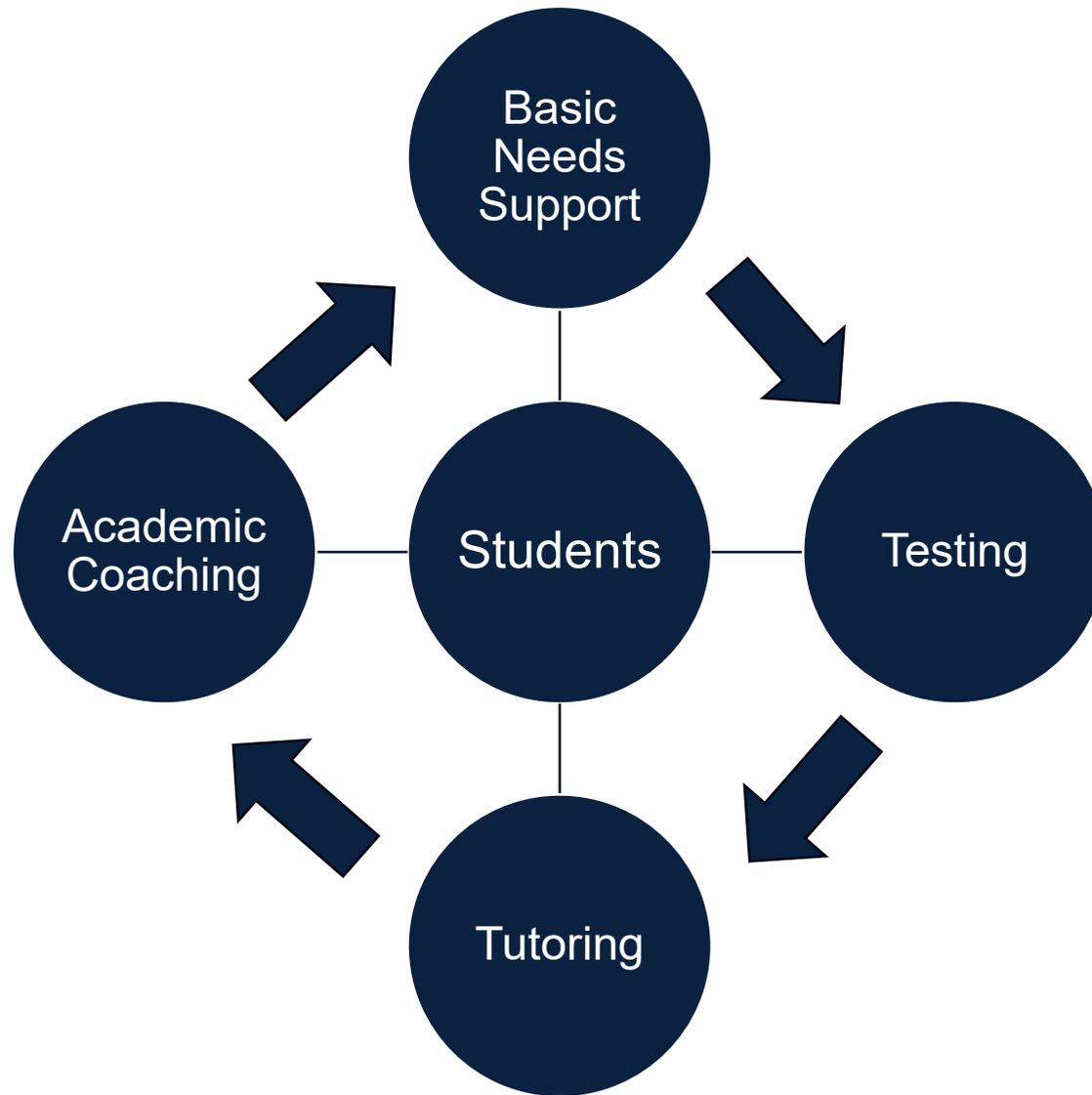Basic needs support lacked any formal analysis and organization

Limited academic coaching framework, reliant on reactive remediation only

HOLISTIC STUDENT SUPPORT

Tutoring

Aligned tutoring with class schedules & student needs (modality, evenings, weekends)

FT faculty receive load hours for tutoring

Implemented Canvas training for new tutors

Integrated tutoring into Who's Next appointment scheduler – system used by other departments in the HSSC

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Testing

Trained success coaches as test proctors for placement, selection, and workforce certification exams

Addtl proctors allowed us to accommodate a 109% year-over-year increase in exams*

Now fully integrated digital submission platform for proctoring rests and test submission, developed with faculty feedback

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Campus Corner Food Pantry

Provides non-perishable food, toiletries, and other items to _any_ student in need

Partnered with Licking Co Food Pantry Network

Basic Needs

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Entrance Survey Needs Assessment

Identifies students during orientation so we can connect them with resources

Entrance Survey

Questions refined over three iterations by a committee of IR, student success, and DEI representatives

Students complete the questionnaire online as part of their new student orientation

Questions relate to various basic needs factors (food, transportation, housing, utilities) and some basic student demographic information (FT vs PT intention, primary reason for attending, etc.)

Most recent iteration includes direct referral (ex. Would you like more information about . . .?) and questions about language proficiency

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26% of students worried about running out of food before they had the money to buy more

13% indicating they had to temporarily stay with friends or family because they did not have stable housing

15% of students indicated wanting referrals to Counseling Services

N=423, collected from 10/26/22-3/22/23

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Student Success Coaches

3 Full-time, 3 Part-time

Service on each extended campus

All students assigned upon enrollment in a course

Coaching – student champion, student guide

Early Alerts

Receive faculty alerts through CRM Advise

Conduct outreach with the goal of connecting the student to resources or meeting to discuss concern

Reporting with updates generated weekly and sent to faculty

Success Coaching

Help students with resource utilization, time management, study skills

Conduct workshops for program orientations and in-class

One-on-one success consultations, continued support

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Holistic:

acknowledging the wholeness of the learner's needs; resources that emphasize academic and personal connection to help students overcome barriers to success

Thank you!

Questions?