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
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
Basic Needs

Campus Corner Food Pantry
Provides non-perishable food, toiletries, and other items to any student in need
Partnered with Licking Co Food Pantry Network
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Student Resource Center
Helps students navigate campus and community resources
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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
Entrance Survey

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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
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
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?