

Title III April 2017 Report

In April, Title III staff completed the required interim report for the Department of Education, reviewed retention CRM proposals, and planned summer projects. The list below describes completed and ongoing projects during April 2017:

Completed projects:

- Required federal interim report submitted to the Department of Education
- Title III team was trained on Smartsheet program management software
- Electronic forms (Major Declaration Form and FERPA Form) were launched on the Admissions portal for use on Accepted Student Day
- Essential personnel were trained to use Filebound and electronic (e-forms) in preparation for transition to digital advising files
- Proposals for new retention CRM were reviewed and ranked; the top three vendors were scheduled to come to campus for open demonstrations in May
- Student success coaches held "Coffee Cake Awake" for students and "Half Way to Graduation" celebration for sophomores
- The renovation of RCC 114 was completed with the addition of new furniture for students
- Faculty applied to participate in online training over the summer to enhance advising skills; training modules provided by NACADA (National Association of Academic Advisors)
- SMART summer program for developmental math promoted to incoming students

Ongoing projects:

- Development of retention database
- Selection of retention CRM
- Collaboration with Vicky DeSensi on Campus Mental Health Action Plan
- Implementation of summer developmental math program
- Identification of incoming students for ID100 course
- Revision of summer orientation presentation for Academic Affairs to include Student Success Coaches and Mental Health Interns

Student Contact Update: Student Success Coaches

During April there was an increase in inquiries about end of semester withdrawals. The SSCs conducted exit interviews and collected withdrawal forms. The SSCs also had an increase of student contact overall due to the need for additional support for students at the end of the semester.

Method of Contact	#
Email	25
In person	59
Other	8
Phone Call	12
Reason for Contact	
Academic Referral	22
Advising Problem/Scheduling	3
Other	35
Probation	29
Suspension	1
WD/LOA	14
Number of Students Contacted	
Duplicated	104
Unduplicated	66

Student Contact Update: Mental Health

During April, counseling services had 10 fulfilled appointments and 5 “no show” appointments for students referred from the SSCs. Counseling services spent 9.25 hours of contact time with the students referred in April. Below are the concerns provided by students during counseling sessions.

Reason for Contact	
Alcohol/Drug	3
Anxiety	3
Crisis	1
Depression	1
Family Relationships	1
Other	3
Peer Relationships	4
Stressors	3
Number of Students Contacted	
Duplicated	10
Unduplicated	7