

Title III April 2018 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 2018:

Completed projects:

- Outreach to all students on probation, completed probation contracts and met individually with each students.
- Outreach to faculty of all students on probation asking them to keep Success Coaches updated of progress.
- Phone interviews completed to hire for Tammy's position
- NACADA conference (Jena)
- Prepared for Summer Orientations

Ongoing projects:

- Development of retention database
- Selection of retention CRM
- 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
- Management of student academic referral system to identify students with issues.
 - Complete downloads and outreach 2ce weekly. Began after 14 day count.
 - Follow up with calls/texts if no email response
 - Serious referrals (not just one low test for example) track student down
- Met with students re: withdrawals, leave of absence, and assistance registering.
- Parents/Families receiving notification of academic calendar through remind.com.
- Speak with athletic recruits regularly as they are brought by.
- Work closely with football coaches to support academic progress of their athletes.
- Work closely with SRC to maintain tracking of probation students' use of services.
- Continue to explore and review tools for retention.
- Working on proposal to revision probation policy on campus.



- **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	187
In person	110
Other	14
Phone Call	114
Text	124
Reason for Contact	
Academic Referral	38
Advising Problem/Scheduling	130
Other	32
Probation	202
Suspension	6
WD/LOA	26
Number of Students Contacted	
Duplicated	52
Unduplicated	388

Student Contact Update: Mental Health

During April, mental health interns had 51 fulfilled appointments and 12 “no show” or cancelled appointments. Counseling services spent 45 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	0
Anxiety	33
Crisis	0
Depression	0
Family Relationships	6
Other	11
Peer Relationships	7
Stressors	13
Number of Students Contacted	
Duplicated	*
Unduplicated	*

Due to privacy, there is no way to know duplicated/duplicated numbers.