Supporting Students on Academic Probation

SEM Convening
June 9, 2022

Columbia State: Chiquita Bullock and Dr. Michelle Koenig
Pellissippi State: Dr. Berry Shumpert, Luke Fekete, and LaQuinta Jackson
Meredeth McCoy and Chiquita Bullock
Columbia State Community College
ReCharge
What is the ReCharge program?

- Support for students who
  - fall below a 2.0 GPA
  - are in jeopardy of losing financial aid eligibility

- ReCharge Structure
  - Initial summer meeting for SAP appeal
  - Biweekly meetings with a mentor
How did we initially engage faculty/staff in ReCharge’s development?

- Invited key student success players
  - Access & Diversity
  - Advising
  - Extended Campus Representation
  - Faculty Representation
  - Financial Aid
  - FYE
  - Instructional Effectiveness
  - Learning Support
TEAM MEMBERS

- Chiquita Bullock, CSA Coordinator
- Dr. Michelle Koenig, Dean of Extended Campuses
- Meredeth McCoy, Learning Support
- Dr. Christa S. Martin, Access and Diversity
- Dr. Shane Hall, English
- Denise Holman, Financial Aid
- Gary Rothstein, Instructional Effectiveness/Research
How was a need identified?

- 1,151 students earned less than 2.0 as GPA in Fall semester 2021.
- 155 students needed a Satisfactory Academic Progress (SAP) appeal.
- 296 remained enrolled at CState.
Goals of the ReCharge Program

► **Goal 1** - Create an appeal packet.
► **Goal 2** - Create a support team for each student to help them regain good standing
► **Goal 3** - Expand targeted personal support
► **Goal 4** - Increase academic support for students
Who must participate?

- Students who
  - Failed to meet satisfactory academic standards
  - Must file a Satisfactory Academic Progress (SAP) appeal
  - Need extra support and resources to achieve academic success
SAP violations

GPA

PACE

MAX HOURS
## Student Academic Progress (SAP) Categories - These students are considered Priority Group 1

<table>
<thead>
<tr>
<th>New SAP Categories</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>GPA</td>
<td>No aid, must appeal; ReCharge success plan</td>
</tr>
<tr>
<td>PACE</td>
<td>No aid, must appeal; ReCharge success plan</td>
</tr>
<tr>
<td>PACGPA</td>
<td>No aid, must appeal; ReCharge success plan</td>
</tr>
<tr>
<td>MAXGPA</td>
<td>No aid, must appeal; ReCharge success plan</td>
</tr>
<tr>
<td>PWARN</td>
<td>One semester of aid; ReCharge success plan</td>
</tr>
<tr>
<td>GWARN</td>
<td>One semester of aid; ReCharge success plan</td>
</tr>
<tr>
<td>PGWARN</td>
<td>One semester of aid; ReCharge success plan</td>
</tr>
</tbody>
</table>
# Potential Academic ‘A’ Plans

<table>
<thead>
<tr>
<th>Academic Plans</th>
<th>Plan Expectation</th>
</tr>
</thead>
<tbody>
<tr>
<td>APLANI</td>
<td>75% Completion &amp; ReCharge</td>
</tr>
<tr>
<td>APLANU</td>
<td>67% Completion &amp; ReCharge</td>
</tr>
<tr>
<td>APLANV</td>
<td>75% Completion, 2.0 GPA Current Semester, &amp; ReCharge</td>
</tr>
<tr>
<td>APLANW</td>
<td>67% Completion, 2.0 GPA Current Semester, &amp; ReCharge</td>
</tr>
</tbody>
</table>
Who can participate?

Priority Group 2

| SAP Categories | | |
|----------------|------------------|
| **MAXHRS**     | No aid, must appeal |
| **WMAXHR**     | One or more semester of aid |
| **PROB**       | One semester of aid |
Who else can participate?

- Students who
  - Feel they can benefit from ReCharge
  - May not yet qualify for GPA sensitive programs
Next Steps?

- Branding
- Social Media
- Fine tune program
- Fall 2022 launch
- Data collection
PELLISSIPPI STATE COMMUNITY COLLEGE
Student Transitions and Persistence

Persist Coaching Program
Processes and Preliminary Results
AGENDA

MISSION
RESEARCH
PROCESSES
RESULTS
NEXT STEPS...

START STRONG
STAY STRONG
FINISH
Target Population

Profile for Full-time, First-time Freshmen, Non-College Ready Students with ACT Score between 15 and 18 in Fall 2017, Fall 2018, and Fall 2019.

-Courtesy of IEAP, March 2021

31%
Students earned zero credit hours in their first term.

53%
Overall Credit hours Success in First Year: 53% of the total credit hours attempted in the students’ first year were earned with a C or higher grade

72%
Students registered in the following Spring semester.
RESEARCH

Research Journey...
## Practitioners’ Perspectives

<table>
<thead>
<tr>
<th>Coaching Models</th>
<th>PSCC TRIO Program</th>
<th>PSCC Access &amp; Diversity</th>
<th>PSCC Relational Advising</th>
<th>PSCC Faculty Coaching</th>
<th>Knox Promise Completion Coach</th>
<th>University of Tampa</th>
<th>Central Carolina Community College</th>
<th>Portland Community College</th>
<th>PERSIST Academic Coaching Pilot</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operations</strong></td>
<td></td>
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<td></td>
<td></td>
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<td></td>
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<tr>
<td>Number of FTE</td>
<td>2.5</td>
<td>2</td>
<td>0.5</td>
<td>16</td>
<td>5</td>
<td>2</td>
<td>4</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>Support Staff</td>
<td></td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>Support Staff Description</td>
<td>Peer Mentors/Tutors</td>
<td>Work Study, Informal Peer Mentor Program</td>
<td>4 paid peer mentors</td>
<td>Faculty Coach Coordinator, Denise Penkofer</td>
<td>Admin Support, Operations Manager, Formal Mentor Program</td>
<td>18 Paid Peer Mentors, Graduate student support</td>
<td>Administrative Support</td>
<td>Recruitment Specialist, Transfer Specialist</td>
<td>NSO Peer Mentors double as Persist Peer Mentors</td>
</tr>
<tr>
<td>Est. Avg. Total # Students Served (Semester)</td>
<td>160</td>
<td>750</td>
<td>300</td>
<td>1100</td>
<td>400</td>
<td>2000</td>
<td>400</td>
<td>*500</td>
<td></td>
</tr>
<tr>
<td>Est. Avg. Case Load Per Coach (Semester)</td>
<td>55</td>
<td>375</td>
<td>60</td>
<td>366</td>
<td>200</td>
<td>500</td>
<td>50</td>
<td>*134</td>
<td></td>
</tr>
<tr>
<td>Target Population</td>
<td></td>
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</tr>
<tr>
<td>Financial support to student</td>
<td>No direct financial support</td>
<td>Book Loan Program, Scholarships, Summer Rhine</td>
<td>No direct financial support</td>
<td>No direct financial student support</td>
<td>*Book Stipend ($260), *Completion Grant ($1500)</td>
<td>Text book funding, Summer Tuition Grant, Educational Supplies</td>
<td>No direct financial support</td>
<td>$600 + participation scholarship, Transfer Scholarship</td>
<td>No direct financial student support</td>
</tr>
</tbody>
</table>

*Notes:*
- PSCC = Pellissippi State Community College
- **TRIO** = Title III Opening Resources for Individual and Community Outreach
- **TBR Grant** = Tennessee Board of Regents Grant
- **Volunteer** = Volunteer
- **TN Achieves** = Tennessee Achieves
- **Institutional** = Institutional
- **Institutional and City Funded** = Institutional and City Funded
- **PSCC Student Affairs** = Pellissippi State Community College Student Affairs
- **NSO** = National Student Organization
- **Firsttime, Degree Seeking, Non-College Ready-4CT (15-18)** = Firsttime, Degree Seeking, Non-College Ready-4CT (15-18)
- **First Gen,** Low Income = First Generation, Low Income
INNER-WORKINGS OF PERSIST

START STRONG  STAY STRONG  FINISH
Target Population

**Group A**  (Three DSP Scores of 2 or below)
Five scheduled 1:1 coaching sessions per semester
Pre-College Engagement, Secondary Connections & Student Programming

**Group B**  (Two DSP Scores of 2 or below)
Students receive two scheduled 1:1 coaching sessions per semester
Pre-College Engagement, Secondary Connections & Student Programming

**Group C**  (One DSP Score of 2 or below)
Participants receive periodic, proactive check-ins and will be triaged through the Navigate Ad-hoc Alert System and the Navigate Intake Survey. Students will be placed into Group A or B when/if slots become available.
Onboarding

- Identify target population of PERSiST participants, during the application process.
- Tag program participants within the Navigate platform.
- Welcome email and personal invitation for PERSiST
- Follow-up email with customized video greetings from Dean Loveday, VP Johnson or President Wise.
- Rapport building and communication of program benefits.
- New Student Orientation, PERSiST Orientation & Pre-College Orientations.
- Reiterate program expectations and benefits.
- Complete academic disclosures.
- Launch Intake Survey & Conduct Follow-up

- Monitor student's academic and non-academic needs
- Refer students to campus resources, as needed
- Focused communication with students at identified transition points throughout the semester/year.
Student Intake Survey
Pellissippi State Student Transitions and Persistence

Intake Survey contains early and frequent follow-up. Survey runs Mid-July through Spring Graduation.

Student requests more information

Follow-up Survey runs concurrently with the intake survey. Survey runs Mid-July through Spring Graduation.

Follow-up Survey is utilized as an intermediary or "middleman" to mitigate departments' capacity concerns.

Follow-up Survey Query: Did you receive the information you requested?

NO
1. STP collates Navigate report based on student request for information
2. STP emails report and offers support to departments as needed
3. STP sends bi-weekly reports to department's FOC for review

YES
No Further Action

Departments contact students and triage cases accordingly.
Analysis of academic performance for Persist program participants during Fall 2021
Utilizing Pellissippi’s IEAP data to provide apple to apple comparisons

**FA21 Baseline Comparisons**

**FA17-FA19 COHORT**

<table>
<thead>
<tr>
<th>Term</th>
<th>Credits Attempted in First Term ≥ C</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 2017</td>
<td>53%</td>
</tr>
<tr>
<td>Fall 2018</td>
<td>55%</td>
</tr>
<tr>
<td>Fall 2019</td>
<td>50%</td>
</tr>
</tbody>
</table>

Credit Hours Earned:
31% of students earned zero credit hours in their first term.

**PERSIST PARTICIPANTS**

<table>
<thead>
<tr>
<th>Term</th>
<th>Credits Attempted in First Term ≥ C</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 17-19 Avg.</td>
<td>53%</td>
</tr>
<tr>
<td>Fall 2021</td>
<td>55%</td>
</tr>
</tbody>
</table>

Credit Hours Earned:
19% of students earned zero credit hours in their first term.
The Scatter Charts below offer a side-by-side comparison for GPA and Credit Hour distributions for students who actively participated in coaching sessions vs. students who did not.
FA21 Academic Performance by Group

Potential Coaching Impact

N=246

Groups A & B

Coaching & Academic Performance

Average Credit Hours Earned

Average GPA

NUMBER OF COACHING SESSIONS BY GROUP
Next Steps...

3-Point Coaching Partnership
Fall 2022 Intervention Timeline

- **Week 0**: Conduct in Class.
  - Success Coaches and COL 1500 Faculty meet during In-Service to finalize project logistics.

- **Week 1**: Conduct in Class.
  - Success Coaches will meet with COL 1500 students during class.

- **Week 2**: Conduct in Class.

- **Week 3**: Conduct in Class.

- **Week 4**: Conduct in Success Centers.
  - Success Coaches will conduct group topical workshops for COL 1500 students.

- **Fall Break**: No activities scheduled.

- **Week 5**: Conduct in Success Centers.
  - Coaching Session #1

- **Week 6**: Conduct in Success Centers.
  - Coaching Session #2

- **Week 7**: Conduct in Success Centers.

- **Week 8**: Conduct in Success Centers.

- **Week 9**: Conduct in Success Centers.

- **Week 10**: COLL 1500 students will schedule a 1:1 session with a Success Coach.

- **Week 11**: COLL 1500 students will schedule a 1:1 session with a Success Coach.

- **Week 12**: COLL 1500 students will schedule a 1:1 session with a Success Coach.

- **Week 13**: COLL 1500 students will schedule a 1:1 session with a Success Coach.

- **Week 14**: COLL 1500 students will schedule a 1:1 session with a Success Coach.

- **Week 15**: COLL 1500 students will schedule a 1:1 session with a Success Coach.

- **Success Coaches will meet with COL 1500 students 1:1: Virtually or In-Person.**

Coaching Session #3
Our Team

STP Director, Dr. Becky Milam

STP Manager, Berry Shumpert III-

bshumpert@pstcc.edu

Transitions Coach, LaQuinta “Keta” Jackson-

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Transitions Coach, Luke Fekete-

lsfekete@pstcc.edu

Persist Peer Mentor, Klea Lamallari

Persist Peer Mentor, Mark Olshevskiy
Questions?