

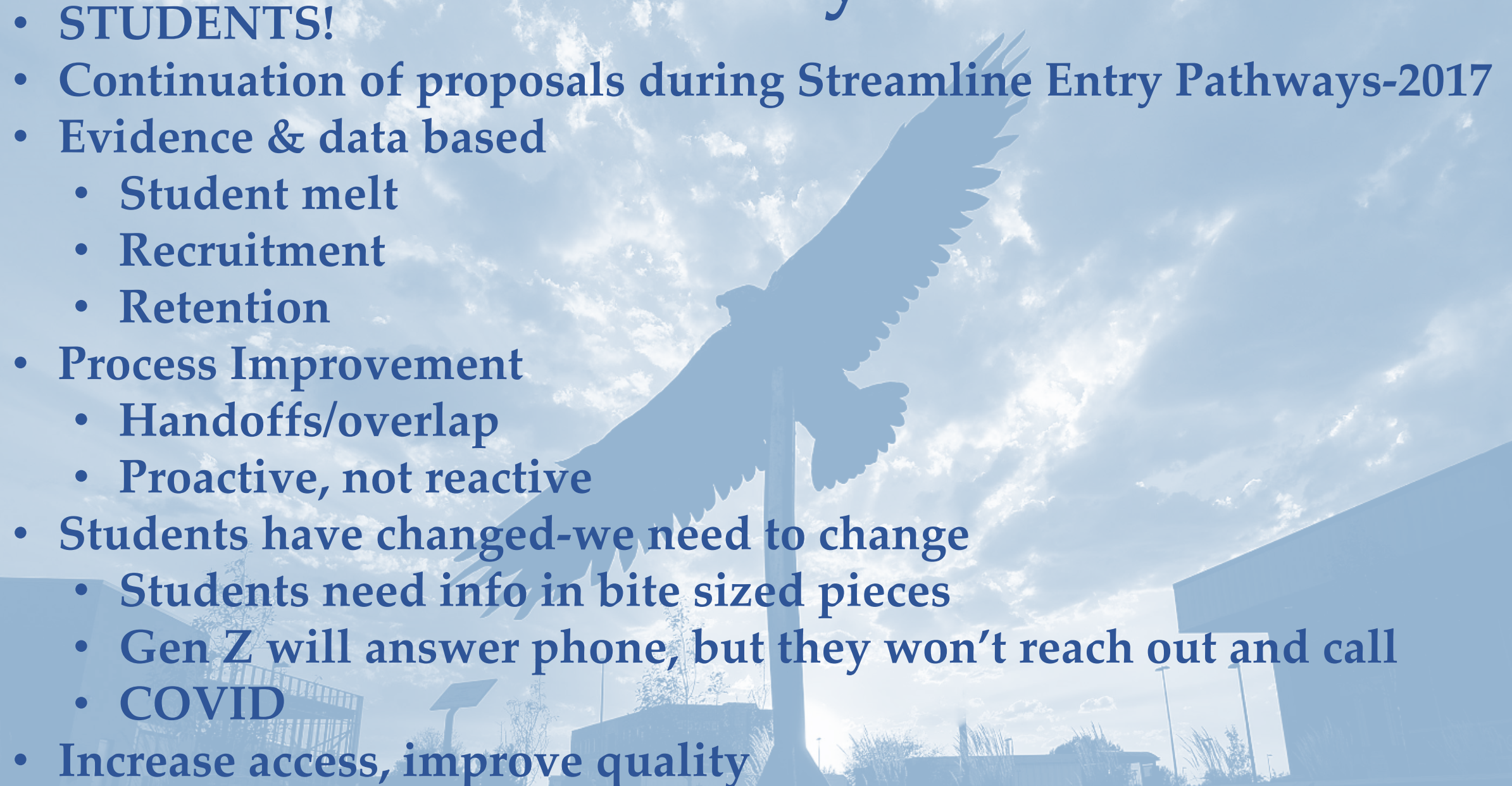
Student Success Coach Model @ LCCC

Sarah Hannes, Director of Enrollment Services
Blake Paintner, Manager of Student Success



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Why?

- STUDENTS!
 - Continuation of proposals during Streamline Entry Pathways-2017
 - Evidence & data based
 - Student melt
 - Recruitment
 - Retention
 - Process Improvement
 - Handoffs/overlap
 - Proactive, not reactive
 - Students have changed-we need to change
 - Students need info in bite sized pieces
 - Gen Z will answer phone, but they won't reach out and call
 - COVID
 - Increase access, improve quality
- 

Research/Why from other institutions

- “Students don’t look at us as different departments” — Ocean Community College
- Holistic Service Model — Dallas College
- Standardization — same experience no matter who/where the student was serviced — LoneStar Community College
- Student Support Model “reduce handoffs” — Onondaga Community College
 - Increased melt, retention, and student satisfaction
- Finite window before losing students — remove barriers to students to campus/class
- Case management approach from very beginning — San Antonio College (new student enrollment increased by 12%)



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Dallas College

- Changed from Advisors to Success Coaches in the last year
- “In the old day, we called them advisors...”

What Is a Success Coach?

In the old days, we called them advisors, and their primary function was focused on registration-related assistance. But they do so much more for you today.



Success coaches help you plan your education by:

- › Developing a comprehensive education plan customized to fit your needs
- › Assisting with registration-related questions and roadblocks
- › Selecting a program of study and degree that fit your career goals
- › Explaining assessment, study guides and scores
- › Understanding your GPA and how it affects your financial aid, transfer requirements and scholarship opportunities



Success coaches help you fit in the campus culture by:

- › Building effective relationships and networking opportunities
- › Using campus and community resources to fit your needs
- › Connecting you with academic and nonacademic support
- › Providing a safe and comfortable environment of support and connecting you with a **student care coordinator** who can assist you with your basic needs and share many helpful resources through our [Student Care Network](#)



Success coaches will help you grow as a student by:

- › Identifying strengths and challenges and creating a personal action plan to successfully accomplish your goals
- › Building your confidence and helping you stay focused on completing your goals
- › Managing your educational, work and other responsibilities
- › Holding you accountable to your goals by analyzing course progression data related to your success

Pueblo Community College

Success Coach Snapshot

Serving as the Main Contact for All Situations to Assigned Students

Success Coaches are committed to **preventing student bounce**. If they can't answer a question, the coach reaches out to the expert or schedules a joint meeting to resolve the issue.

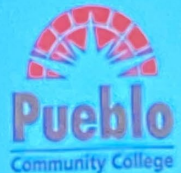
Onboarding
Enrollment and financial aid paperwork collection

Financial Aid
SAP monitoring; processing of verification and appeals; constructing personal statements

HEERF Funding
Coach recommendation required to access funds

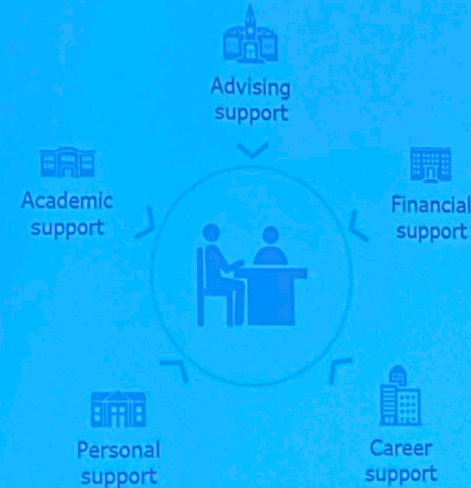
Proactive Outreach
Runs Navigate reports to look at student and cohort data and conducts interventions

Academic Advising
Major and course selection, transfer and career planning



Single Source of Information Clarifies Where to Turn for Help

Students Can Receive Answers for All Tier 1 Success Supports



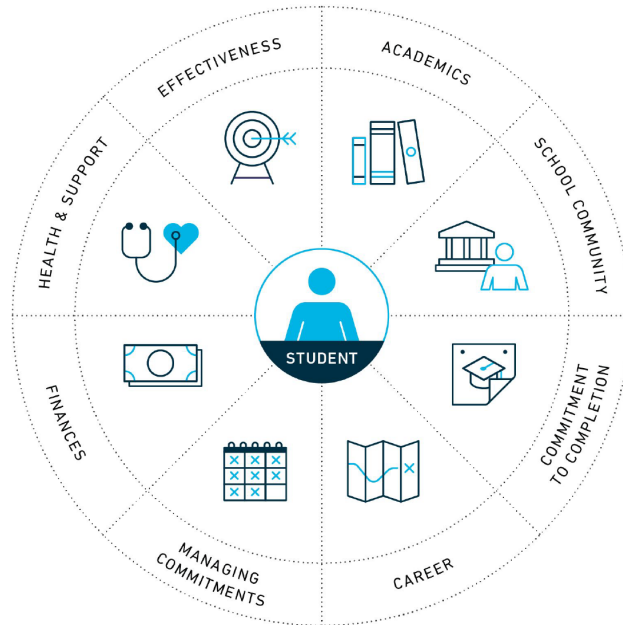
Benefits of This Approach

- Minimizes student bounce
- Reduces conflicting messages from multiple offices
- Identifies singular contact regardless of circumstance
- Provides staff with clear sense of accountability

- Restructured and now have 11 Success Coaches

Onondaga Community College

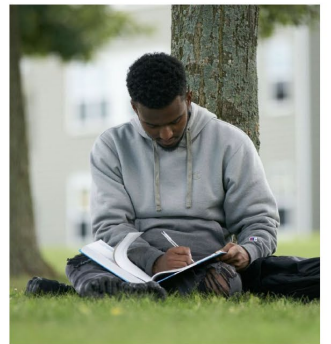
We assess and address students' strengths, opportunities, and red flags in eight Focus Areas



ONONDAGA COMMUNITY COLLEGE + insidetrack.

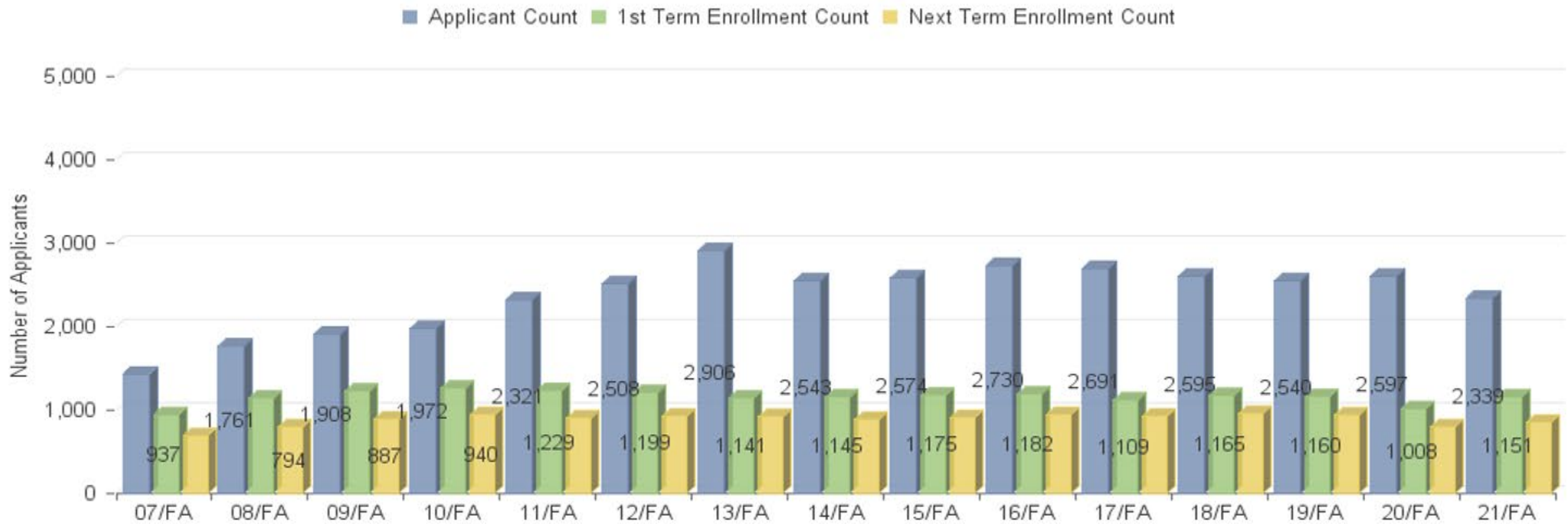
How Coaching is Implemented at Onondaga

- Coaches are organized by School and coaches are assigned a caseload of students based on degree selected.
- Coaches proactively outreach their roster of students and conduct meetings via in-person, over the phone, and by email.
- Coaches respond to academic alerts raised by instructors using the Starfish platform.
- Coaches work with faculty to talk about the benefits of coaching and how coaching can be utilized by students.
- Coaches contribute to School Team events, planning and outreach.



ONONDAGA COMMUNITY COLLEGE + insidetrack.

Applicant Funnel by Term



Our data from the last five years is very consistent with similar numbers of applicants and enrolled students. There hasn't been a significant increase or decrease in the number of applicants/enrolled students.



Applied-to-Enrolled	Applied	Enrolled in Start Term	Applied-to-Enrolled Rate
07/FA	1425	937	65.8%
08/FA	1761	1138	64.6%
09/FA	1908	1222	64.0%
10/FA	1972	1258	63.8%
11/FA	2321	1229	53.0%
12/FA	2508	1199	47.8%
13/FA	2906	1141	39.3%
14/FA	2543	1145	45.0%
15/FA	2574	1175	45.6%
16/FA	2730	1182	43.3%
17/FA	2691	1109	41.2%
18/FA	2595	1165	44.9%
19/FA	2540	1160	45.7%
20/FA	2597	1008	38.8%
21/FA	2339	1151	49.2%

Onondaga Community College, “What’s the risk of NOT changing?”

Doing the same processes yield the same results



Kaycie, Interim Success Coach

- Began in January
 - Weeks of training/shadowing
- Started taking Student Success Coach caseload on March 7th after extensive training
- Caseloads
 - Poder, Burns, Pine, South High School
 - Prospects/Applicants: HSW & STEM
 - Advising: First time HSW as well as back up for



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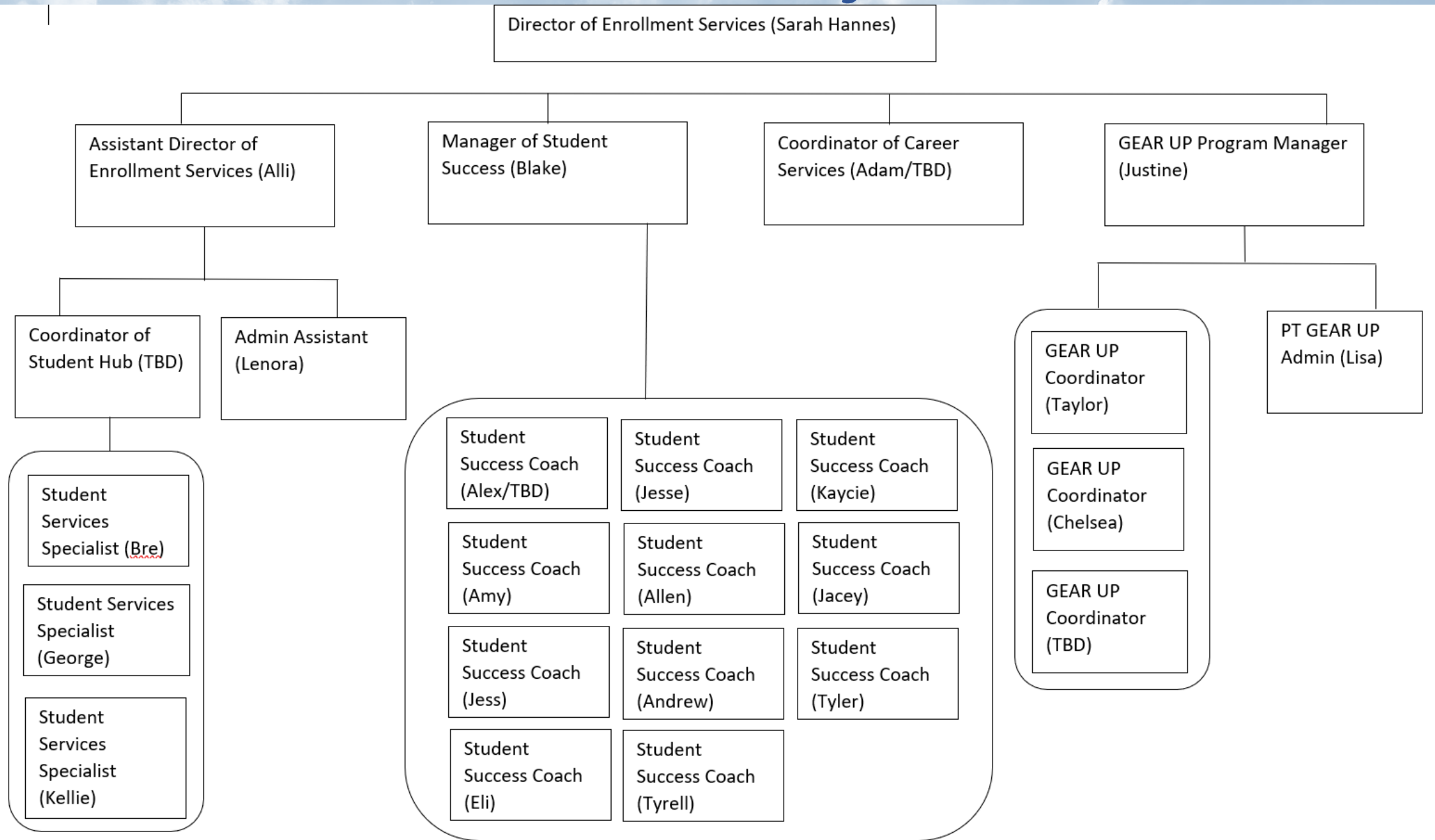
Benefits from Interim Role

- Conversations/processes can move faster
- Student doesn't know there is a difference in process
- There isn't a gap/handoff
 - From Admissions Rep to Advising
 - From Advisor to Career
- Students signing up for virtual info session/meeting with Kaycie during meeting discover they want to register and she can do that and not make adv apt.
- Fluidity from start to finish
- No need to for student/family to understand the role of a Rep vs. Advisor
- “Don't see how it could be a bad experience for students”
-Kaycie

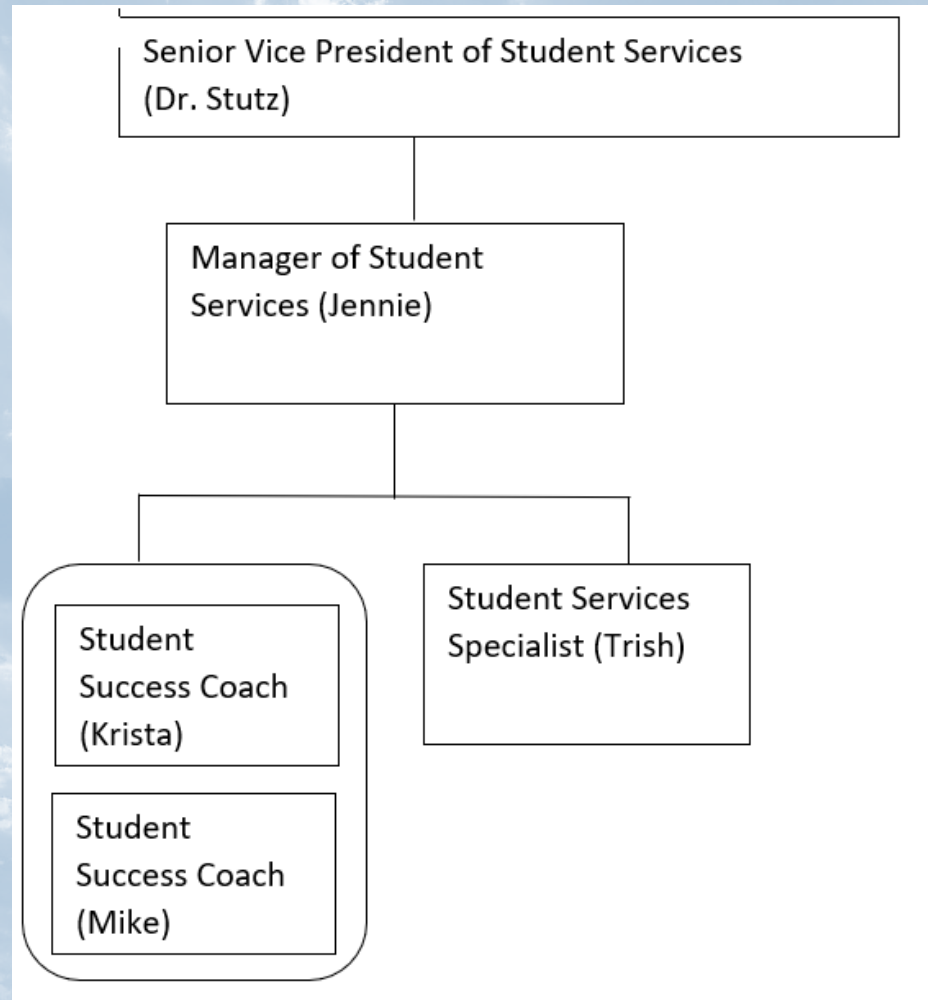


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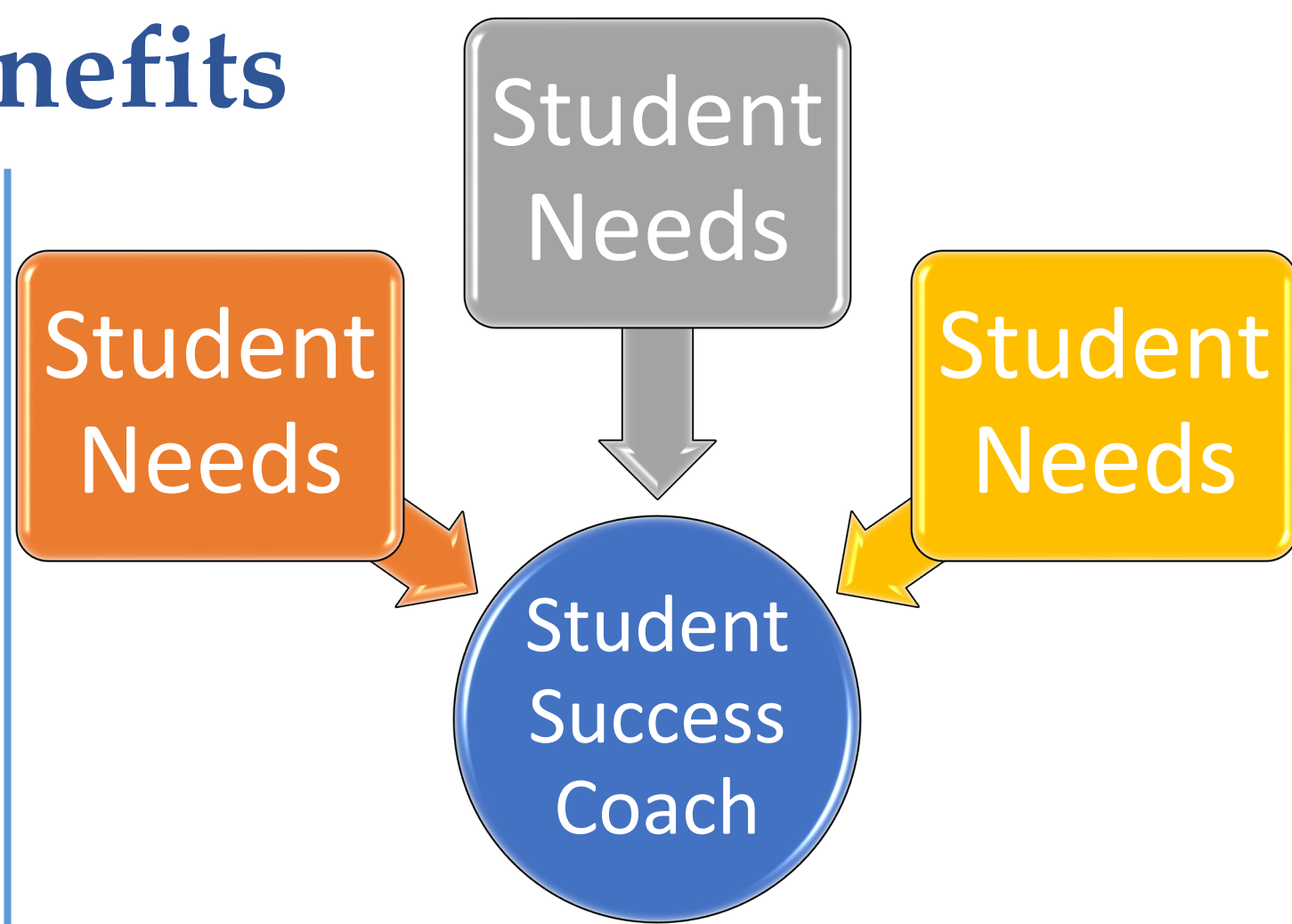
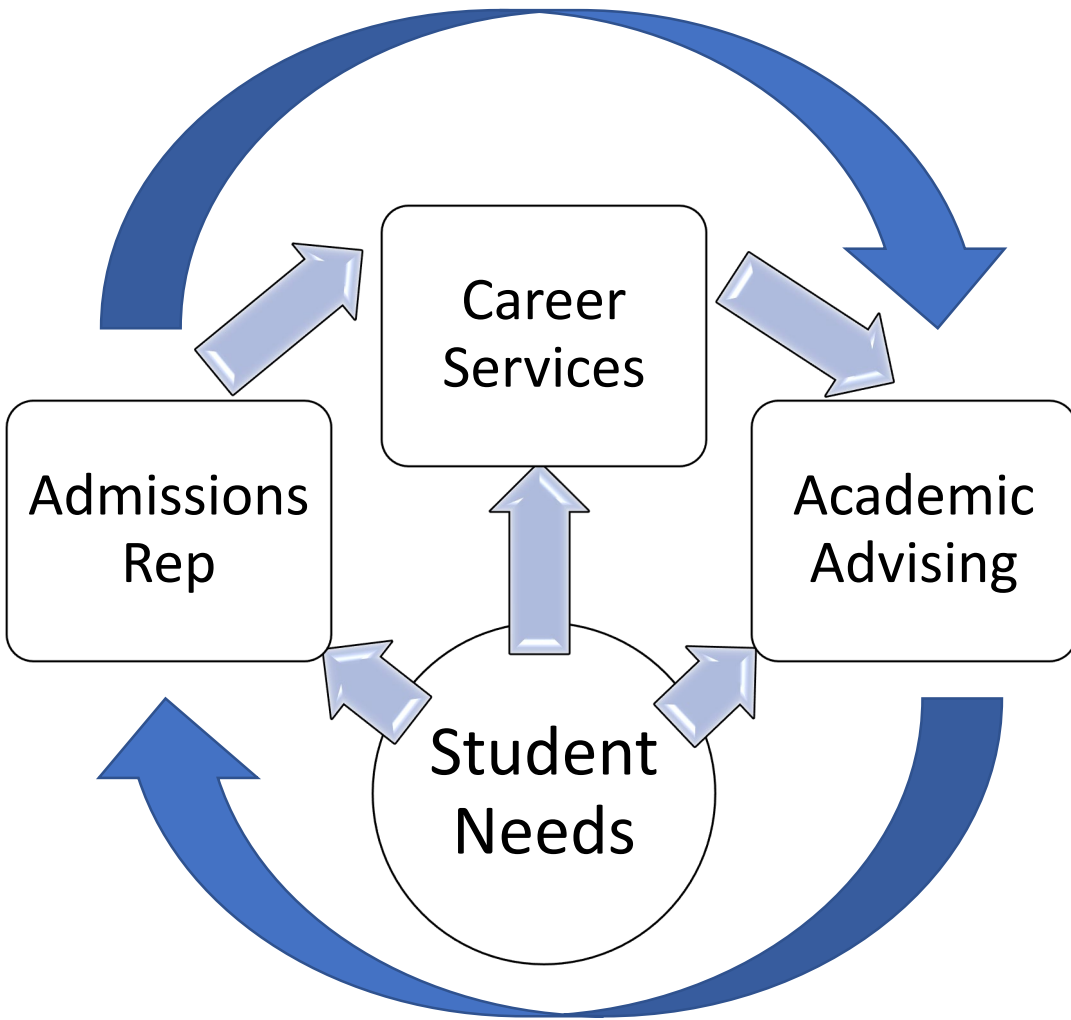
Enrollment Services-Cheyenne

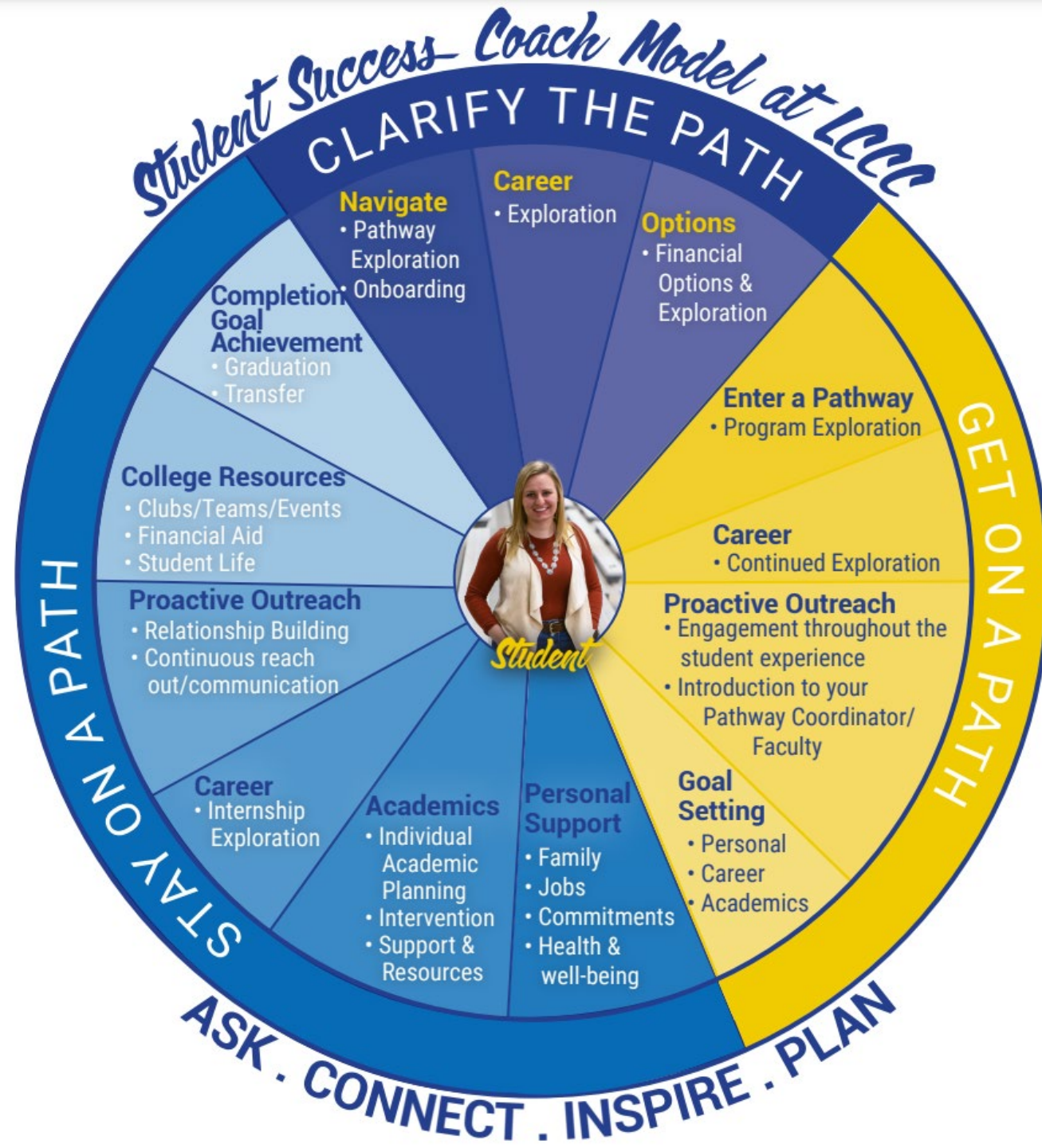


Enrollment Services-ACC



Student Benefits





Current Progress

- Admissions & Academic Advising became Enrollment Services on July 1st
- All Admissions Representatives and Academic Advisors positions were converted to a Student Success Coaches on July 1st
 - Three new hires
- Training, Training, Training!
 - July 11th-13th
 - Future trainings scheduled
- All Student Success Coaches have been assigned Pathways
- New perspectives, new ways of meeting student needs



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Business and Accounting, Agriculture and Equine, Trades and Technical Studies, Information Technology Pathways



Andrew Asquith

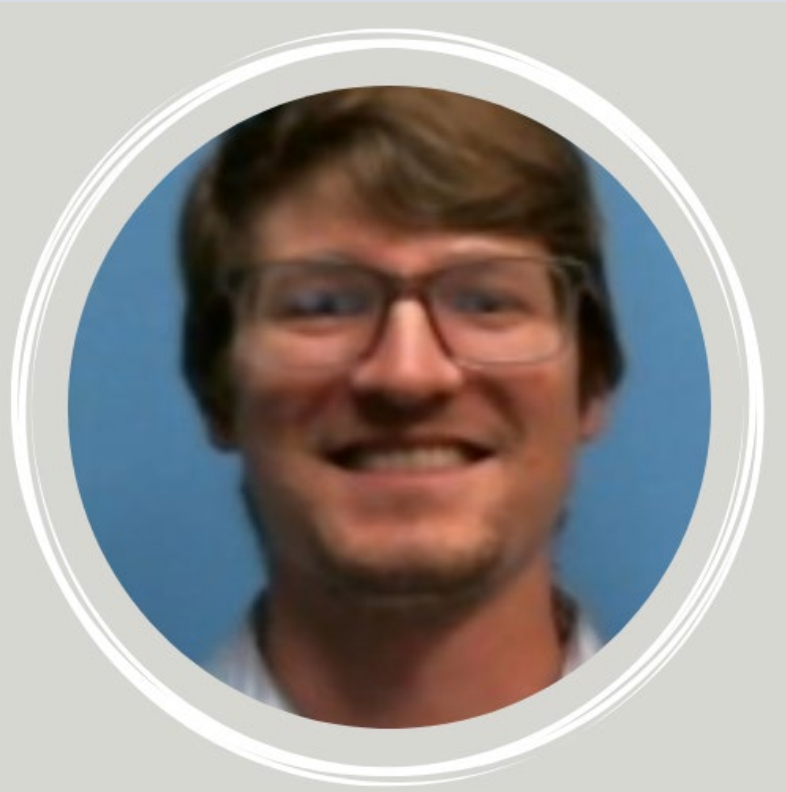


Allen Price



Eli Slagle

Communication and Creative Arts, Human and Public Services, STEM Pathways



Tyrell Garton



Amy Brumfield



Jesse Seiden

Health Sciences and Wellness Pathway



Jacey Phipps



Kaycie Kilmurray



Jess Brumfield

Generalist/Athletics/Special Populations



Tyler Garrison

"Guiding students from A-Z in all areas pertaining to their achievement of academic and career goals whilst building upon relationships." -Amy

"I'm a student success coach and I help students set and achieve their academic, professional, and personal goals by helping to ensure they stay focused, motivated, and on track." -Jesse

"I am a success coach and I meet with students from the first time they are interested in attending LCCC and walk with them through their time here, making and reaching their goals. Helping them navigate the waters of Higher Education." -Eli

"A Student Success Coach is a student's link to the college. They assist students in making, defining, and measuring their progress towards their goals. They help navigate the college's policies, procedures, and student life. Coaches explore a student's values, motivators, behaviors, and emotions while observing and providing feedback and support. We will provide students with the encouragement they need to feel that they can be successful and hold them accountable for their progress in the goals and academic track." -Mike

"I work with our students to help them succeed; academically, professionally, and personally. Basically, I am their cheerleader supporting them in everything they need to get to graduation and achieve their goals." -Tyler

"I am a transformational leader." -Krista

"I'm a Student Success Coach and I assist and encourage students in pursuing their higher education journey from the moment we meet (virtually or in person) until the moment they reach their goals." -Kaycie

"I help students achieve their goals at LCCC, every step of the way from application to graduation and transfer." -Allen

"To build relationships with prospective and current LCCC students to help them navigate the process of applying, attending, and graduating." -Tyrell

Success Coaches are KEY to reaching our goals

- Strategic Enrollment Management (SEM)
 - Recruitment Goals
 - Retention Goals
 - Strategic Plan
 - Recruitment Plan
 - Retention Plan
 - Mission, Vision, Values
 - STUDENTS!
- 
- The background of the slide is a photograph of a campus scene. In the center, there is a large, dark-colored eagle sculpture with its wings spread wide, perched on a tall, thin pole. To the right, a modern building with a flat roof and large windows is visible. The sky is filled with white, fluffy clouds, and the overall lighting suggests a bright, sunny day. The image is slightly faded to allow the text to be the primary focus.