We Care!
Utilizing Faculty and Staff Care Teams to Keep Students Connected to Academic Success Amid the Covid-19 Pandemic

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Synopsis

- Call for Care Teams
- Launching Care Teams and Strategies
- The Need of Care Teams
- What Happened?
- The Impact of Care Teams
- Care Team Vantage Points
- Recommendations
Call for Care Teams

President’s Taskforce
Focus
Student Engagement & Customer Service

Faculty Care Team
Focus
Current Student Outreach

One-Stop Shop Care Team
Focus
Outreach & Cross-Functional Support

Stop-Out Care Team
Focus
Students who stopped-out during pandemic
Providing personalized high-touch points to support students in academic and retention focused areas during the pandemic?
Framework

Student Success

- Student Life Cycle
- Socialization and Effort
- Faculty Learning Communities
- Academic Self Efficacy
Faculty Care Team (Spring 2020) → One Stop Shop Care Team (Summer 2020) → Stop-Out Care Team (Fall 2020)

Timeline
Stop-Out Students

✔ Does include students with last attendance < 3 semesters
✗ Does not include students with currently enrolled at other institutions
✗ Does not include students on academic suspension/dismissal
✗ Does not include students dismissed for Conduct infractions
✔ Does include SAP students
Academic & Retention KPIs

FA-SP PERSISTENCE
- 2018: 63
- 2019: 61
- 2020: 64

LEARNING SUPPORT
- 2018: 30.9
- 2019: 33
- 2020: 11.4

STOP-OUTS
- 2018: 25
- 2019: 20
- 2020: 27
What Happened?

Emerging Themes/Data Results from Surveys and Care Team Outreach

Results

✓ 52% of our students indicated that coronavirus pandemic had a negative impact on their academic class performance (student involvement, health related stress and course struggles)

✓ 65% of our students indicated that they worked (including full-time/part-time)

✓ 69% of our students indicated that they were responsible for providing instruction during the pandemic to a child in their household

✓ 71% of our students indicated that they needed additional tutoring support for their online course

*Results taken from the following surveys:
AMSC Student Coronavirus Survey Administered March 3, 2020
Student Technology Readiness Survey Administered June 22, 2020
First Responders to Student Success Survey September 1, 2020

Digital Divide
Laptop Loaner Program, Correspondence Model & Parking Lot Hot Spot

Academic Support Interventions
Computerized Tutoring Solutions, Academic Support Workshops & Student Attendance Outreach Efforts

Student Services Assistance
Student Service Interventions, Digitize and Formalize Processes & Financial Literacy Workshops

Sensitivity to Students' Needs
Social Belonging, Mental Wellness Check-ins & Programming (i.e. Trailblazer Talks, Food Pantry, Student Engagement Activities, etc.)
Care Team Vantage Points

I WANT TO INSPIRE OTHERS TO TAKE A DIFFERENT ROAD. NETWORK AND MAKE CONNECTIONS BECAUSE IT’S NOT ABOUT THE SCHOOL YOU GO TO, IT’S ABOUT WHAT YOU GET OUT OF THAT SCHOOL.

ANDREW WILLIAMS
SOPHMORE | BUSINESS MAJOR

AMSC
Recommendations & Next Steps

1. Continue outreach to students and utilize third-party vendor for enhanced communications (Mailers, Text Blasts, Phone Calls)

2. Continue to track the academic and retention outcomes of both populations of students

3. Better assess the correlation between the pandemic, and academic and retention outcomes

4. Use existing student data to better engage stop-outs

5. Include early financial aid readiness as a retention KPI
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