**Strategy Team:**       **Connect for Success – Part II – Project Success (Early Alert)   3.1c**

**Team Members:**       **Kathi Nevels (co-leader), Sheryl Otto (co-leader), Eric Rosenthal, Mike Babb,  Adrienne McDay, Diane Martling, Kristen Matthews, Ashley Knight, Jennifer Rojek, Renee Zellner, Marianne Farinas de Leon, Vicki Atkinson**

**Strategy Year:**       **2012-2013**

**Goal Supported:**       Decrease student achievement gaps of developmental, young male and black non-Hispanic students, while increasing academic achievement for all.

**Target Population:** The Project Success (Early Alert Case Management) Pilot will target new students who are recent high school graduates in early start 10-week or longer courses, and enroll in at least two developmental courses or sequence of developmental courses.  Approximately 500-600 students fall into this category in total (if the intervention were at scale).  For the pilot, there will be approximately 400 total students participating (300 students randomly selected from the target population at large; 100 from the R.E.A.C.H. Summer Bridge Program).

**Brief description of strategy:**  Project Success is a structured support system that will:  1) monitor targeted students' academic progress during their first two semesters of college; 2) gather feedback from faculty between weeks four and six of each semester to determine if the targeted students exhibit "at risk" factors; 3) refer identified "at risk" students to an assigned Project Success Counselor; 4) develop an individualized success contract authored by the counselor and the student which increases the student's ability to advance in meeting his/her academic goals; 5)gather feedback from faculty at week 11 as checkpoint to see if the student has made improvement or is still at risk.

**Expected Outcomes (**What change do you expect as a result of this strategy?**):**
- Increase the percent of students who reenroll from one semester to the next.
- Increase the percent of students earning grades of "C" or higher (completer success rate).
- Increase "at risk" students' contact with counselors.
- Increase faculty response to early alert surveys.
- Complete a needs analysis from students in the pilot who see a counselor.
- Examine overall process and flow of intervention to make improvements.
- Monitor the progress of the FY12 Pilot and Control groups through the developmental sequence and to initial gatekeeper courses.
- Reduce the number of students going into the "Caution" probationary status.

| Action Steps/ Tasks<br>What will be done? | Responsibility | Timeline<br>When will it begin and when will it be completed? | Resources<br>What additional resources do you need? | Partners ( Internal/External)<br>Who will need to be involved to carry out this task/Step? | Challenges<br>What challenges or barriers do you anticipate? | Communication<br>How will you communicate this task/step to your partners? | Accomplishment<br>What will this task/step accomplish? |
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| Reconfigure Starfish Retention Solutions. | Sheryl Otto<br>Kathi Nevels<br>Tanya Bergman<br>Karen Streu<br>Pascuala Herrera<br>Naomi Horak<br>Susan Johnson-Royce<br>Diane Trickey<br>Larry Lasko | June – August | | Information Technology<br>Athletics<br>Access and Disability Services<br>Starfish Retention Solutions<br>Academic Support Services<br>SOAP | | Partners will be invited to attend implementation meetings. | Reconfigure the needed software for the pilot that will handle all communications and tracking. |
| Review & modify Project Success counselor forms. | Kathi Nevels<br>Sheryl Otto<br>Tanya Bergman | June - August | | | | Counselor forms will be reviewed at the counselor training sessions. | Provide counselors with the forms they need for case management. |
| Review and revise training materials:<br>• "Faculty Getting Started Guide"<br>• "Student Getting Started Guide"<br>• "Counselor Training Guide" | Kathi Nevels<br>Sheryl Otto<br>Tanya Bergman<br>Diane Trickey<br>Eric Rosenthal | June - August | | | Getting students to access this information through their Student Portal Page | Updated guides will be posted to the portal, and links will be included in email announcements. | Insure user guides contain the most recent information. |

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| Modify and deliver faculty training:<br><br>• Introduce new faculty to Project Success and Starfish during Zero Day.<br>• Update faculty at the Fall Provost Meeting.<br>• Conduct training with faculty liaisons between Weeks 1 & 3.<br>• Continue to work with CAFÉ to keep adjunct faculty informed of project. | Kathi Nevels<br>Eric Rosenthal<br>Tanya Bergman<br>Sheryl Otto<br>Naomi Horak<br>Kirsten Matthews<br>Marianne Farinas-de Leon | June – Mid September | | CAFÉ<br>Teaching and Learning Committee<br>Provost<br>Faculty Liaisons | | Teaching Learning Committee and Provost will be contacted to secure time slots at Zero Day and the Provost Meeting. Liaisons will be notified in advance of their participation. | Update all faculty on the pilot and Starfish use for FY12/13. Engage faculty liaisons more in the training process. |
| Create and deliver counselor and academic support service provider (ASSP) training. | Tanya Bergman<br>Diane Trickey<br>Eric Rosenthal<br>Kathi Nevels<br>Sheryl Otto<br>Math Lab<br>Writing Lab<br>Tutoring Center<br>Success Services | June – September and January-February | | | | Counselor training will be built into the counselors' schedules. Will work separately with ASSP to identify a training date. | Update counselors and ASSP on the new features in Starfish and changes to the pilot. |
| Conduct Year 2 Project Success Pilot for Fall 12 and Spring 13:<br><br>• Identify pilot target population by the second week of classes.<br>• Project Success Specialist assign all pilot students to counselors.<br>• Send faculty the list of students they are being asked to monitor no later than Week 3.<br>• Send early alert surveys at beginning of Week 4 | Project Success Team<br>Faculty<br>Project Success Specialist<br>Counselors<br>ASSP | August - May | | ASSP<br>Institutional Research<br>Information Technology<br>Student Development<br>Faculty | Getting students in to see their Project Success counselor earlier in the semester.<br><br>Exceeding faculty participation rates from the previous year. | Templates for communicating with students, faculty, counselors and ASSP have been created in Starfish and will be managed primarily through that software. | Collect data one more year on the potential impact of this initiative to determine whether the initiative should go to scale for FY 13/14. |

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| to faculty. <br><br> • Students flagged by faculty for displaying "at risk" factors will be monitored to assure equitable distribution of Project Success Counselor load. <br><br> • The identified student along with his/her Project Success Counselor will develop a Success Contract and action steps will be developed. <br><br> • Counselor will continue to case manage student as outlined in Success Contract. <br><br> • Ongoing communication between faculty, counselors, Project Success Specialist, students and ASSP will be done via Starfish. <br><br> • Students who receive below a 2.0 for fall semester and received two or more flags but do not meet with their counselor, will have a hold put on their registration. The hold will be released when the student meets with his/her Project Success Counselor to develop a Success Contract for spring semester. | | | | | | |

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| Coordinate campus-wide requests for use of Starfish:<br>• ADS<br>• Athletes<br>• SOAP<br>• Other | Sheryl Otto<br>Kathi Nevels<br>Tanya Bergman<br>Pascuala Herrera<br>Scott Friedman<br>Ashley Knight<br>Doug Spiwak<br>Emily Reabe<br>Sue Johnson<br>Larry Lasko | June – May | If use of Starfish expands, there may be a potential need for additional monies for the contract, which currently has a limit on the number of users. | ADS<br>Athletics<br>SOAP | Need to clearly define case management protocols for students who belong to more than one cohort being monitored through Starfish.<br><br>Maintaining a simple process for faculty when each area doing progress checks has potentially different needs. | Project Success Specialist and Dean of Student Development will coordinate periodic meetings with the larger team. | Allow other areas of the college who are doing progress checks on students to benefit from Starfish software. |
| Provide periodic updates to:<br>• Faculty Senate<br>• Dean's Council<br>• Executive Council<br>• Champion Team<br>• Other | Sheryl Otto<br>Kathi Nevels | June – May | | Faculty Senate<br>Dean's Council<br>Executive Council<br>Champion Team | | Requests will be made to get on each group's agenda as needed. | Allows the team to keep key stakeholders updated on Project Success. |
| Make key recommendations to the Champion Team about Project Success for FY 13/14:<br>• Moving from pilot to scale.<br>• Converting Project Success Specialist from contingent to regular employee.<br>• Continuing to use Starfish or move to another software (i.e., MAP – Works). | Sheryl Otto<br>Kathi Nevels<br>Project Success Team | February | Salary for Project Success Specialist.<br><br>Possible additional software costs.<br><br>Other costs to be determined. | | If brought to scale, the ability to successfully case manage all students. | Present recommendations to the Champion Team. | Determine direction of intervention for FY 13/14. |

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| Execute evaluation plan. | Sheryl Otto<br>Kathi Nevels<br>Tanya Bergman<br>Project Success<br>Team<br>Institutional<br>Research | June – May | | Institutional Research<br>Information Technology | | IR Project request forms will be completed.<br><br>Will meet with IR to review plan and expectations. | Allow us to assess effectiveness of intervention, make improvements and determine sustainability. |

**Strategy sustainability** (If this strategy is successful, how will it be sustained after the initial pilot phase?):

The College would need to make a financial commitment to maintain two key components of this pilot:  1) software to manage notifications, success contracts and follow-through; and 2) a part-time specialist to oversee the daily operations of the program.