Everybody Needs a Co-Pilot: Serving the Whole Student from Onboarding to Graduation
Learning Objectives

> Overview of Student Onboarding at Broward College
> Development of the Coordinated Care Network at Broward College
> Understand the building blocks that create a Coordinated Care Network for the International Partners and Student Engagement Opportunities (Student Life/Activities)
White Glove Service:
Onboarding Student Experience

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Caseload • Build Rapport • Assist with Residency • Register for A&R • Create Academic plans
When Turbulence Hits

Challenges

Underutilization of:

> Critical Resources during the Pandemic
> Student Engagement Opportunities
> Early Alert Technology
Theoretical Foundations: Human Needs Theory

Pandemic Student Challenges
- Sense of Safety
- Housing Insecurity
- Food Insecurity
- Transportation
- Childcare
- Technology
- Mental Health
- Unemployment
Holistic student supports approach is the intentional planning and integration of mission critical student academic and personal supports. This is different from simply offering a multitude of disparate services for designated populations of students. – Achieving the Dream, 2022

Discussion

1. Use one word/phrase to describe your current holistic student support system?

2. Use one word/phrase to describe what is working?

3. Use one word/phrase to describe what can be improved?
Coordinated Care Network

Meeting students’ needs using shared processes and technology

Facilitates the whole campus sharing responsibility for student care
Timeline

Prior to January 2019, the early alert system at Broward College was housed in a separate platform from our case management system and the alerts were managed by the Student Success Team (also known as SOS – Seahawk Outreach Support.

In January 2019, the alerts were integrated into BC Navigate and are managed by the students' assigned advisor. The alerts, initiated by faculty, include attendance concerns, low participation, low quiz/test score, and missing major/critical assignment.

Due to the pandemic, all services pivoted to remote and BC Navigate became a crucial system to address holistic student support and success. We will discuss this expansion in the next slide.
Beyond Faculty: Building a Robust Coordinated Care Network

All care units on campus have at least one alert reason—and many have multiple

32% Of full-time and adjunct faculty use Navigate alerts

229% Increase in users who issued early alerts from Jan ‘20 to Jan ‘22
Broward College’s Coordinated Care Network as of May 2023

- Academic Advising
- Academic Success Center (Tutoring)
- Accessibility Resources
- Career Services
- Cashier’s Office
- Faculty
- Financial Aid
- International Student Services Office
- Seahawk Outreach Services (SOS)
- Student Peer Mentoring
- Student Life
- Testing and Assessment
- TRIO SSS Grant
- University Transfer Services
- Veterans Services
How did your center adapt to the changing landscape of student services during the Pandemic?
CCN Building Blocks - Creating Your CCN Plan

**Project Initiation:**
- What is your “WHY”
- Budget
- Homegrown System vs. Purchased Software
- Change Manager
- Invite Stakeholders to the Table
- Consensus Building
- Human Resources

**Project Planning:**
- Select the Types of Alerts & Interventions
- Map the Workflow Process
- Create timeline (Adhoc or Specific Time)
- Develop Training & Job Aids
- Develop Internal Marketing Plan

**Project Execution:**
- Faculty Community Meetings
- Faculty & Staff Helpdesk
- Connecting Students to Resources

**Project Monitoring:**
- Data Analysis - Intervention Effectiveness
- Review Alert Types and Interventions
- Extend Invitations to Other Resources
Information Sharing
Student Life

Ways to Get Involved:
- Student Government
- National Society for Leadership & Success
- Campus Activities Board
- Clubs & Organizations
  - (Academic, Social, Special Interest, Spiritual)
- Student Employment Opportunities
- Certified Leader Program

Reasons to Get Involved:
- Scholarships
- Increased Success & Retention
- Sense of Belonging
- Develop Leadership Skills
Thank you

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