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

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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

RECRUITMENT	STUDENT SUCCESS COACH	STUDENT SUCCESS COACH	ORIENTATION I	ORIENTATION I	ACADEMIC ADVISING
• Recruitment • Inquiry • Application	Admission Requirements	Academic Plan	Advising & Registration Session	First Flight	Coordinated Care Unit

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
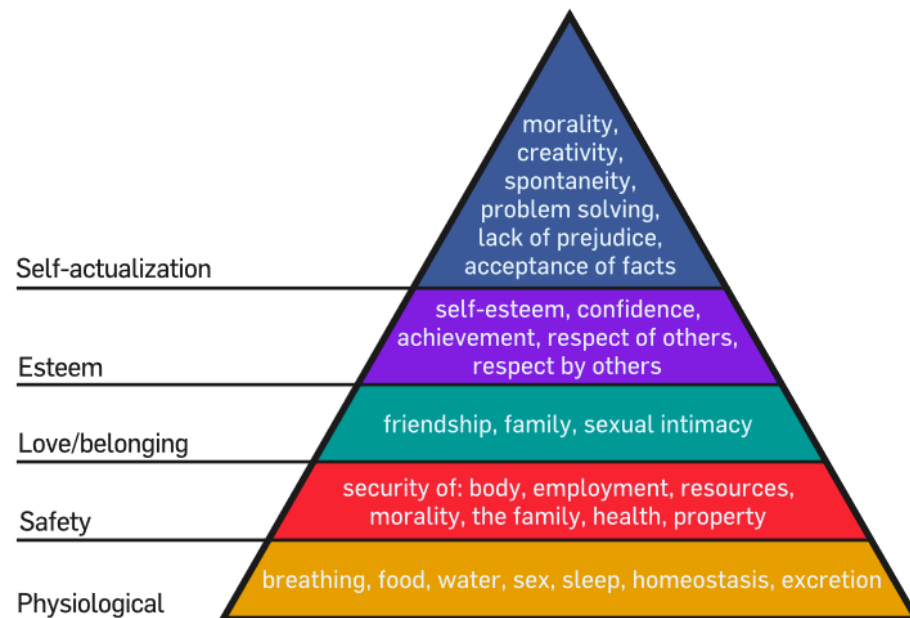
BC Resources

Mayday!!

Mayday!!

Theoretical Foundations: Human Needs Theory

Human Needs / Problems Solving Focus

Abraham Maslow's hierarchy

John Burton:
**Identity,
Security,
Recognition**

- Self-actualization: morality, creativity, spontaneity, problem solving, lack of prejudice, acceptance of facts
- Esteem: self-esteem, confidence, achievement, respect of others, respect by others
- Love/belonging: friendship, family, sexual intimacy
- Safety: security of: body, employment, resources, morality, the family, health, property
- Physiological: breathing, food, water, sex, sleep, homeostasis, excretion

Pandemic Student Challenges
- Sense of Safety
- Housing Insecurity
- Food Insecurity
- Transportation
- Childcare
- Technology
- Mental Health
- Unemployment

Discussion

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

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

Coordinated Care Network

Meeting students' needs using shared processes and technology

Facilitates the whole campus sharing responsibility for student care

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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.

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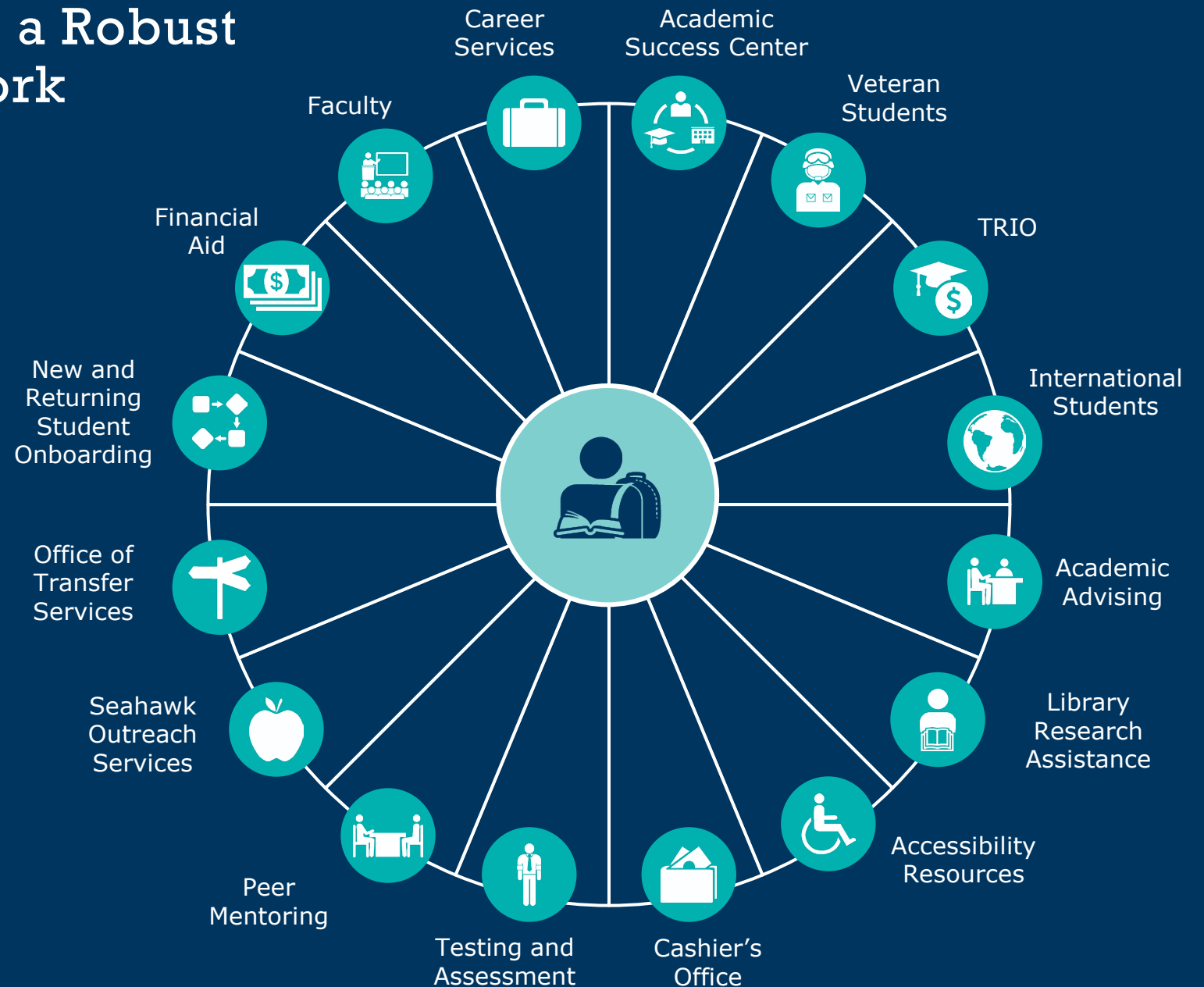# Beyond Faculty: Building a Robust Coordinated Care Network

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

- Career Services
- Academic Success Center
- Veteran Students
- TRIO
- International Students
- Academic Advising
- Library Research Assistance
- Accessibility Resources
- Cashier's Office
- Testing and Assessment
- Peer Mentoring
- Seahawk Outreach Services
- Office of Transfer Services
- New and Returning Student Onboarding
- Financial Aid
- Faculty

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?

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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

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Thank you

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