

# Beyond Traditional Advising: Holistic Practices to Elevate Student Success



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2022 Annual Convention

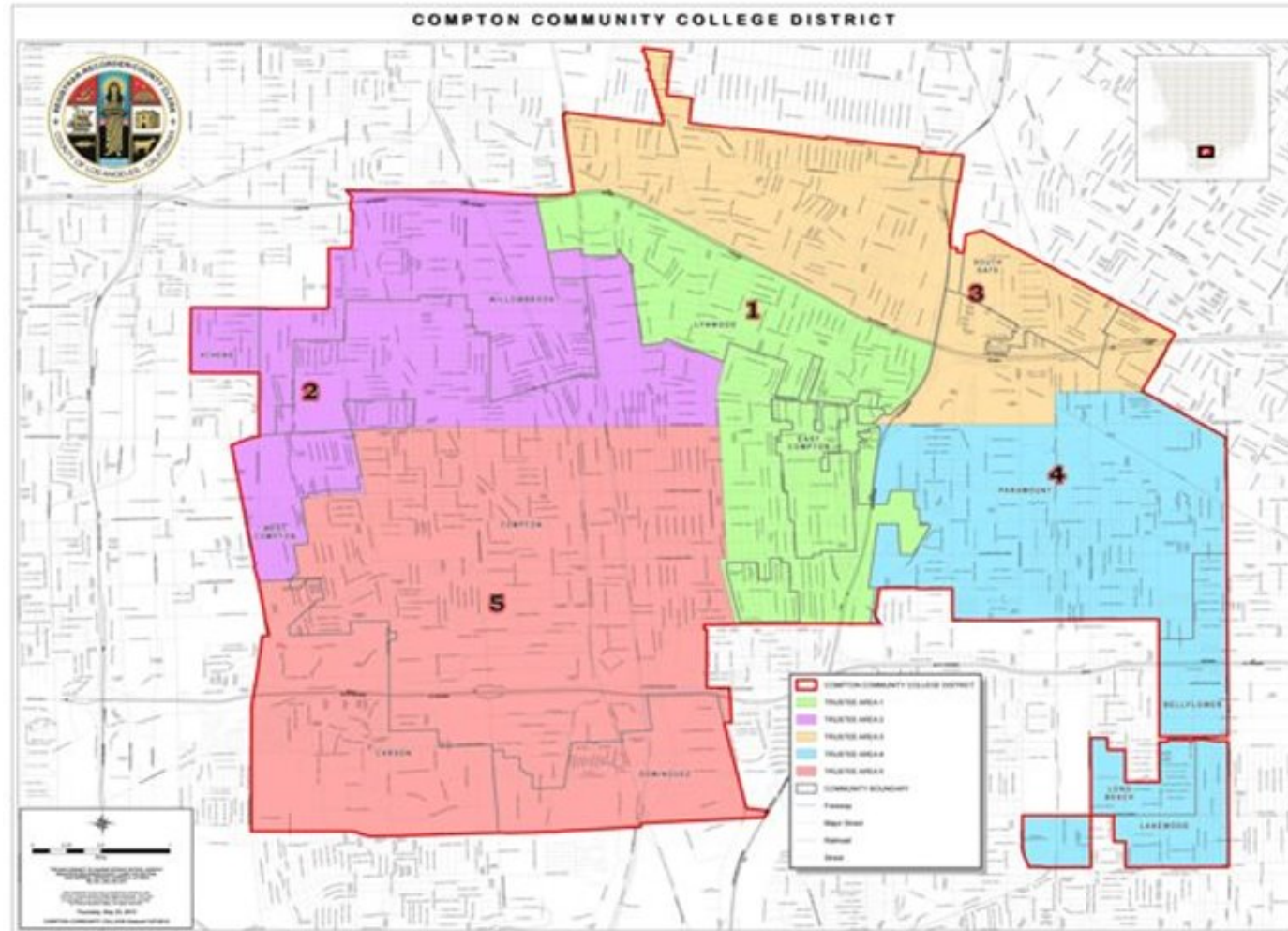
# Agenda

- Compton College Overview
- Early Alert Process
- Impact of COVID-19
- Data Dive
- Takeaways
- Questions



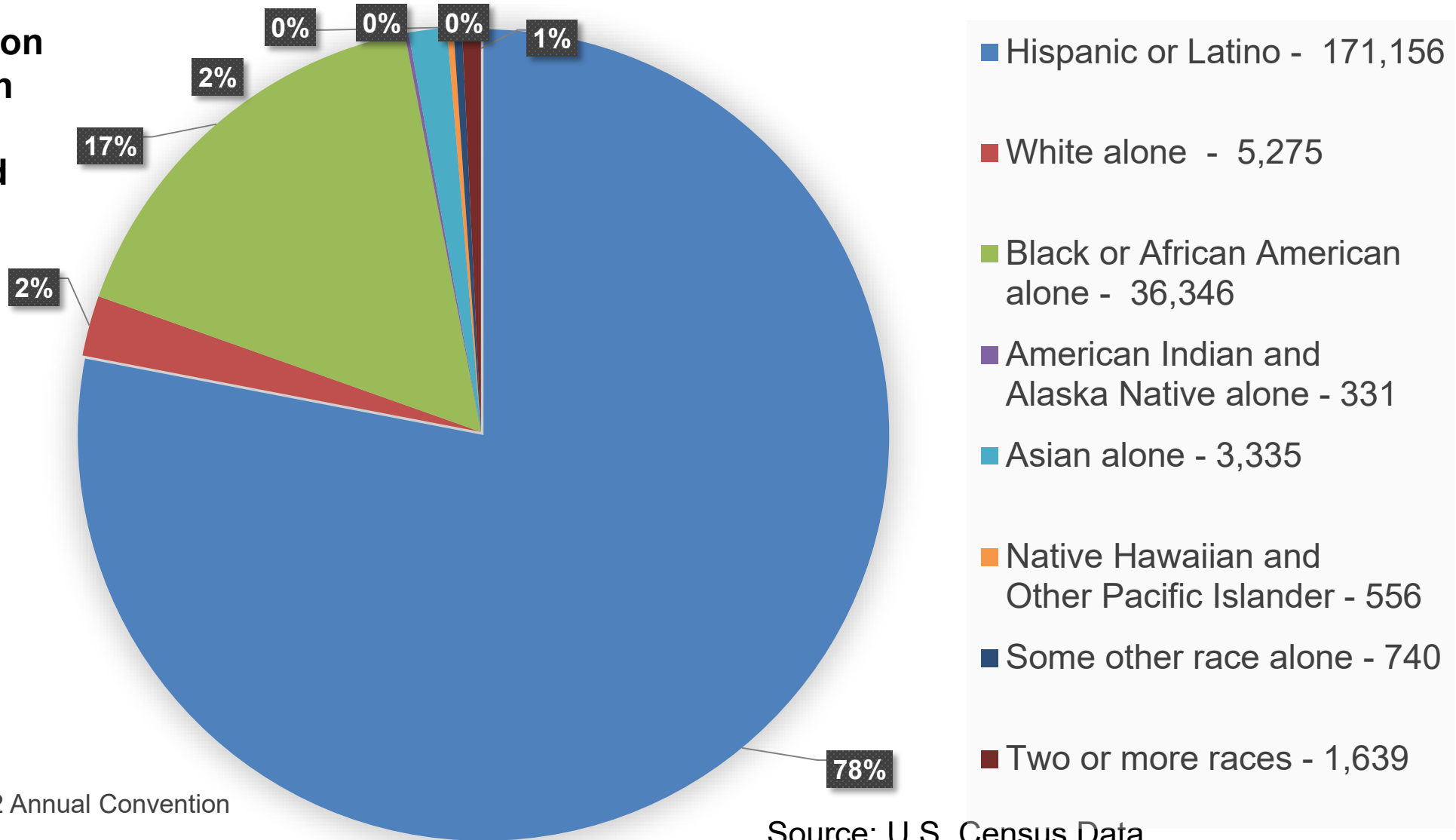


# Compton College Overview



# Compton College Overview

## 2020 Population by Ethnicity in Compton, Lynwood, and Paramount



# Completion by Design



**CONNECTION**  
Initial Interest through  
Submission of Application

**ENTRY**  
Enrollment through  
Completion of  
“Gatekeeper” Courses

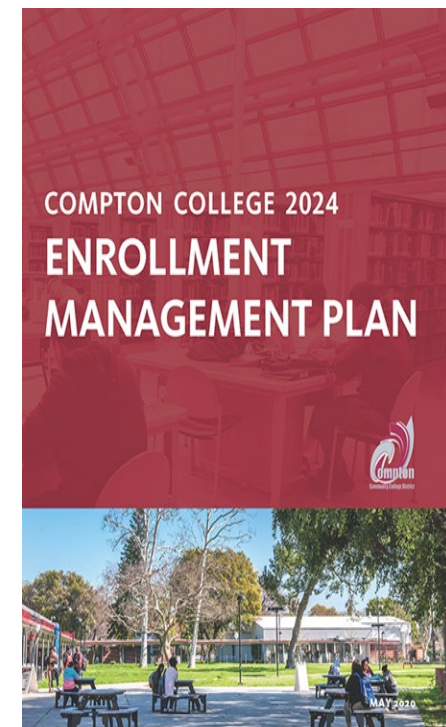
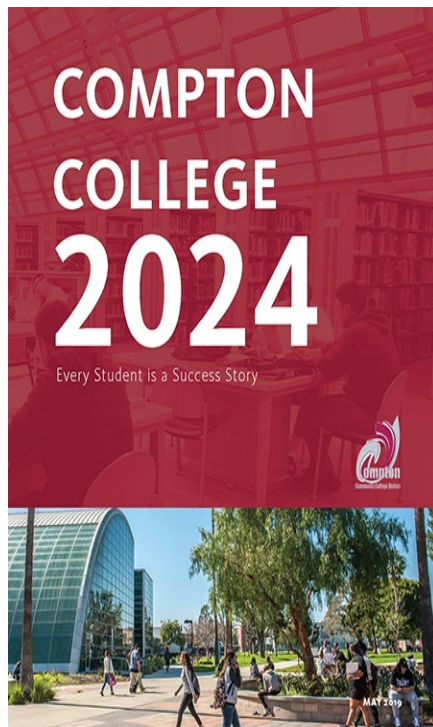
**PROGRESS**  
Entry into Course of Study through  
Completion of 75% of  
Requirements

**COMPLETION**  
Complete Course of Study through  
Earning a Credential with Labor  
Market Value

**TRANSITION**  
Movement to Four-Year University or to  
Workplace  
with Living Wage



# Compton College 2024



<http://www.compton.edu/adminandoperations/masterplan>

# Compton College Equity Definition

Equity refers to achieving parity in student educational outcomes, regardless of race and ethnicity, backgrounds, or identity. Equity processes ensure that all people have an equal opportunity to engage and succeed in a high-quality educational experience while providing all students with the tools to support their academic, career, and personal goals. Compton College students identify needs and solutions to equity problems on campus. Compton College identifies and removes barriers that produce inequity and intentionally designs new programs or refines services to provide each student with what they need to be successful in their college experience.

# Compton College 2024

## Strategic Initiative #3 – Support Student Success Through the Use of Technology

- Implement an early alert program to identify and notify students of support services and programs in a timely manner
- Acquire Early Alert system, implement, and provide training



# Guided Pathways

- **Business & Industrial Studies (BIST)**
- **Fine Arts, Communication & Humanities (FACH)**
- **Health & Public Services (HEPS)**
- **Science, Technology, Engineering & Mathematics (STEM)**
- **Social Sciences (SSCI)**

## Four Pillars of Guided Pathways



Create clear curricular pathways to employment and further education.



Help students choose and enter their pathway.

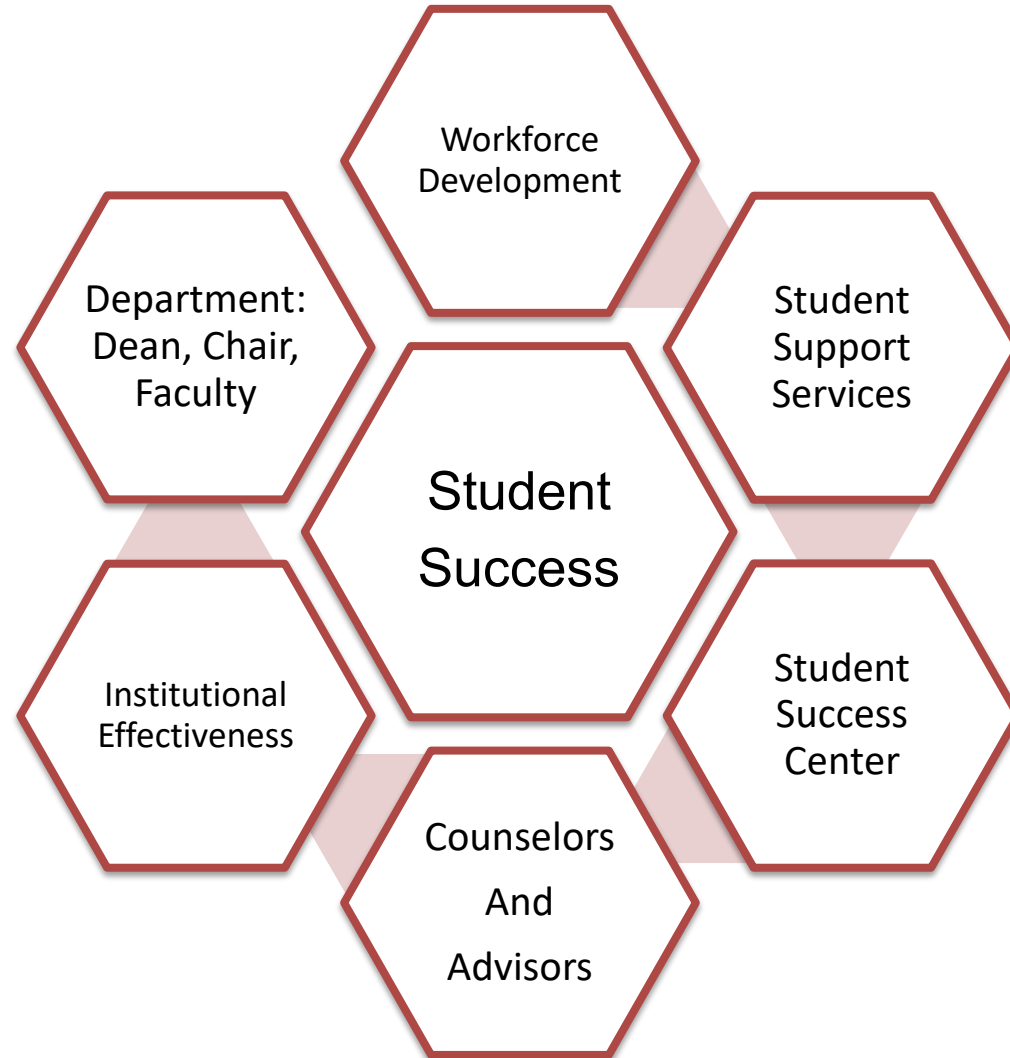


Help students stay on their path.



Ensure that learning is happening with intentional outcomes.

# Success Team Structure



# What is CRM Advise Early Alert?

An academic advising Customer Relationship Management (CRM) tool built just for students

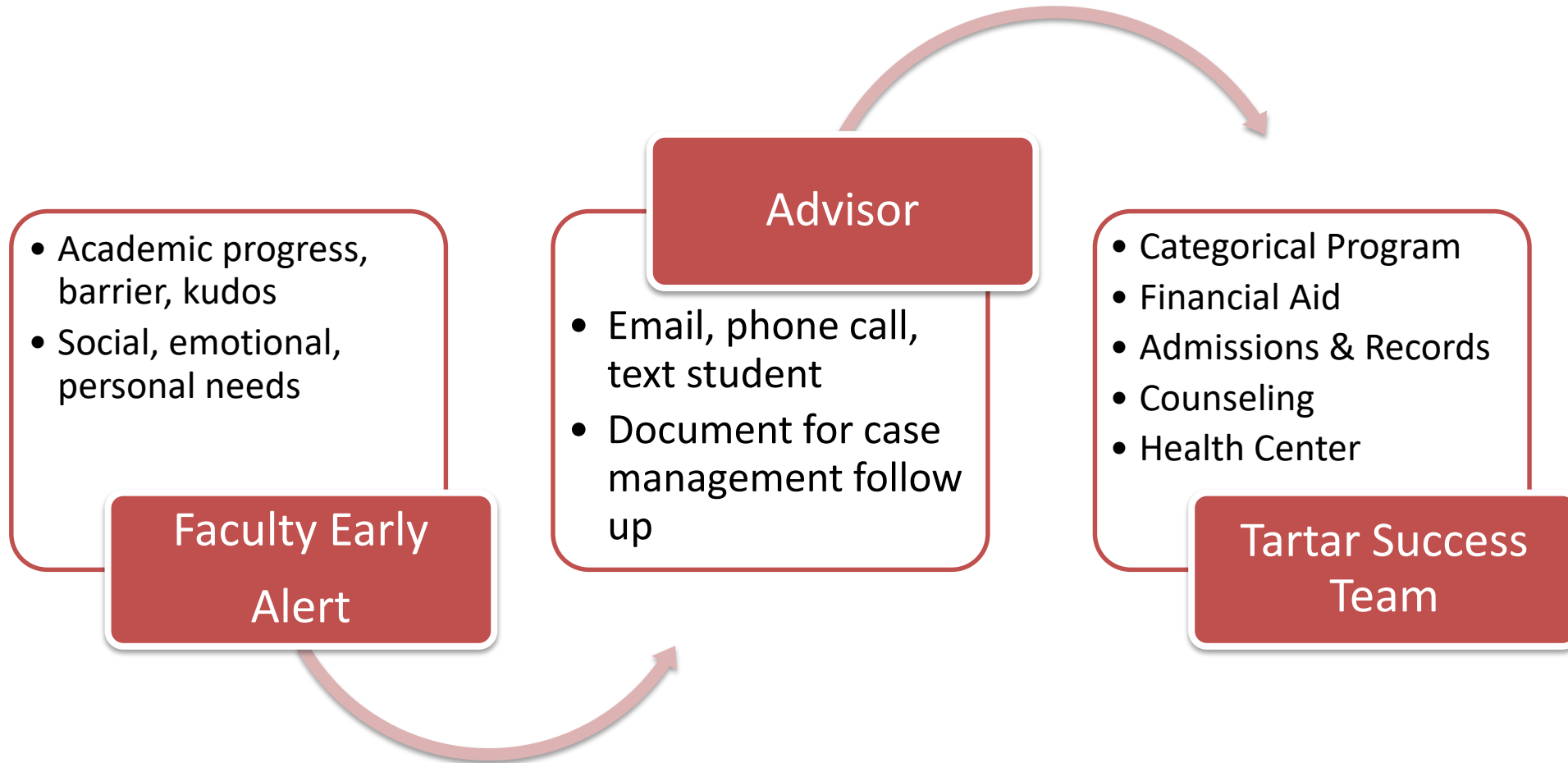
- Tracks student performance
- Promotes Holistic Student Support
- Elevate Student Success



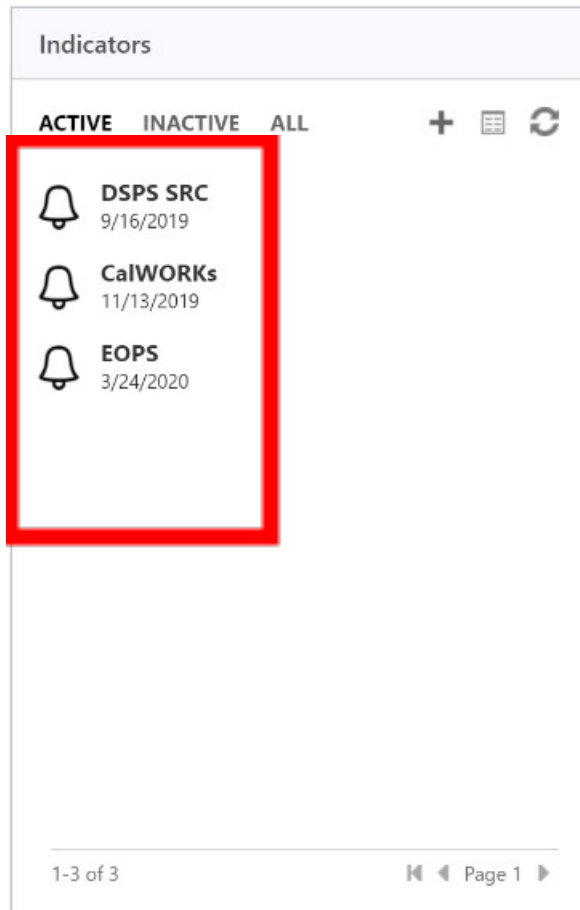
# Early Alert Risk Status

Risk Factor	Early Alert
Missed 2 or More Classes/Frequent Tardies	High
External Factors Affecting Performance	High
Technology Issues	High
Progress Report – Progress grade A or B	High
Progress Report – Progress grade C	High
Progress Report – Progress grade D or below	High
No Alert Needed	High
Personal and Academic Counseling	Medium
Incomplete or Missing Assignments	Medium
Poor Test Performance/Missed Exam or Quiz	Medium
Tutoring Referral	Medium
Student Engaged	Low
Student Improving in Class	Low

# The Early Alert Process



# The Early Alert Process



Indicators help assign students to the appropriate Student Services Advisor, in order of priority:

1. Special Resource Center
2. CalWORKs
3. EOPS/CARE
4. Athlete
5. FIST
6. Guardian Scholars Program



# Early Alert Process

## Progress Grade C

Regarding: Student Name  
Severity: Medium  
Category: Progress Report  
Source: Faculty Experience  
Alert Rule: Progress Grade C  
Section: PHYS 120  
Owner: DeVora Seay  
Created by: Professor  
Phone Number: (XXX) XXX-XXXX  
Email: [student@compton.edu](mailto:student@compton.edu)

## Submitter's Comments:

Doing more assignments will earn you a better grade, along with participation in the STEM Club and STEM Center.



# Evolution of the Early Alert Process

- Bi-weekly meetings
- Developed an alert tracking system
- Created documents that outline intervention pathways and student resources
- Automated email responses
- Developed Standard Operating Procedures

# Impact of COVID-19

- Lack of Technology
- No Access to Internet
- Housing Insecurity
- Food Insecurity
- Job Insecurity
- Mental Health



# CRM Advise Adapted

## Alert Attempt

### Attempt #1

10/06/2022

#### Notes:

D. Seay connected with students via phone and congratulated student for their current grade. Advisor bridged connection to STEM Club & Center to improve grade in participation outside of class.

### Attempt #2

10/10/2022

#### Notes:

D. Seay sent student a reminder text following up if the student made connection with Specialist in STEM.

### Attempt #3

Date

#### Notes:

## Basic Needs

Laptop\*

Headset\*

WiFi Hotspot\*

CalFresh\*

## Overall Alert Status

Successful – Phone

# Data Dive



EXPLORATORY

<https://exploratory.io/dashboard/IFg6Zsx0QO/NUw7LMQ4ru>

# General Student Experience

- Create new relationships within division of study
- Establish a support system
- Develop community, connectedness and sense of belonging
- Direct students to school resources
- Self-advocacy



# Categorical Program Experience

- Use existing relationships to develop trust
- Recognize issues related to disabilities
- Students remain eligible for the program
- No student falls through the cracks

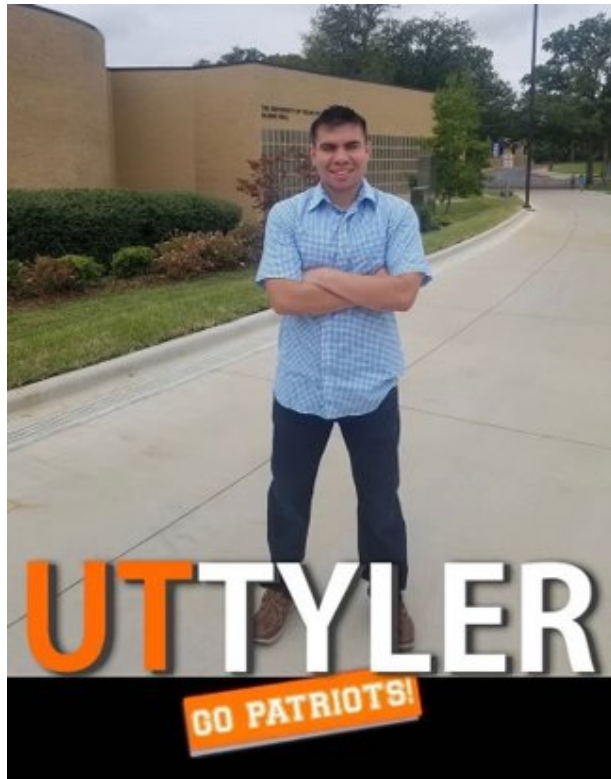
# Dual Enrollment Student Experience

- Dual Enrollment Students – **1,802**
- Across **9** programs/pathways
- Account for about **26%** of alerts

# Dual Enrollment Student Experience

- Dual Enrollment Specialists
  - College Readiness & Success
  - Student Grants
- Increase in interest
- Student Ready

# Every Student is a Success Story



72 likes

christianposada813 Starting on the next chapter!

## Christian Posada

**Major:** Psychology

Transferred to University of Texas –Tyler

- Received early alert for Biology, on behalf of Professor Katherine Marsh.
- Christian shared he almost given up on his biology class because he didn't think he could pass. He said he was having a hard time balancing working full-time. He considered withdrawing.
- When he got the alert, he said it really made him feel like it was possible to pass so he started communicating with his instructor and getting tutoring.
- He passed the class with a C.
- This was his lab science, general education requirement, that he needed for transfer.

# Takeaways

## Takeaway #1

Early alerts takes a holistic approach to student success

## Takeaway #2

Early alerts build cross collaboration within the campus community

## Takeaway #3

Early alerts empower students to become their own advocates





# Future

- College Corps
- Farmer's Market
- Caring Campus
- Student Housing
- Guaranteed Income Program

# Thank you!



2022 Annual Convention

# Questions



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