



Early Alert Winter Institute February 4 2022



WELCOME & OVERVIEW OF THE AGENDA



Agenda

- Welcome & Overview of the Agenda
- Learning Outcomes
- Norms
- [Parking Lot Items](#)
- What is CRM Advise and How Did We Get Here?
- Student Panel
- Data Dive
- Fishbowl Exercise
- Report Back
- Next Steps

LEARNING OUTCOMES



Learning Outcomes

- Enhance current early alert process awareness.
- Strengthen and improve early alert process.
- Strengthen and improve cross-functional collaboration.
- Review student outcome data.

NORMS



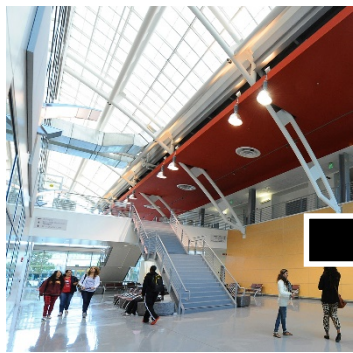
Norms

- We will be respectful of one another.
- We will maintain an open mind regarding the perspectives of others.
- We will exhibit good faith, collaboration, and open communication among all stakeholders.
- We will wait for a person to finish talking, especially if we disagree.
- We will bring up our thoughts and beliefs in the breakout sessions.
- We will establish a “parking lot,” to place our thoughts, beliefs, and/or concerns into that are not addressed immediately by the larger team. We will address these thoughts and beliefs openly with the larger team at a later, designated time.
- We will value and respect the input of our team members.
- We will demonstrate a positive perspective in today’s early alert winter institute by focusing on affirming responses, rather than negative or demeaning responses.

WHAT IS CRM ADVISE AND HOW DID WE GET HERE?



Tartar 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 2024 Master Plan

Strategic Initiative #3 – Innovation

Compton College will enhance the success of students 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.

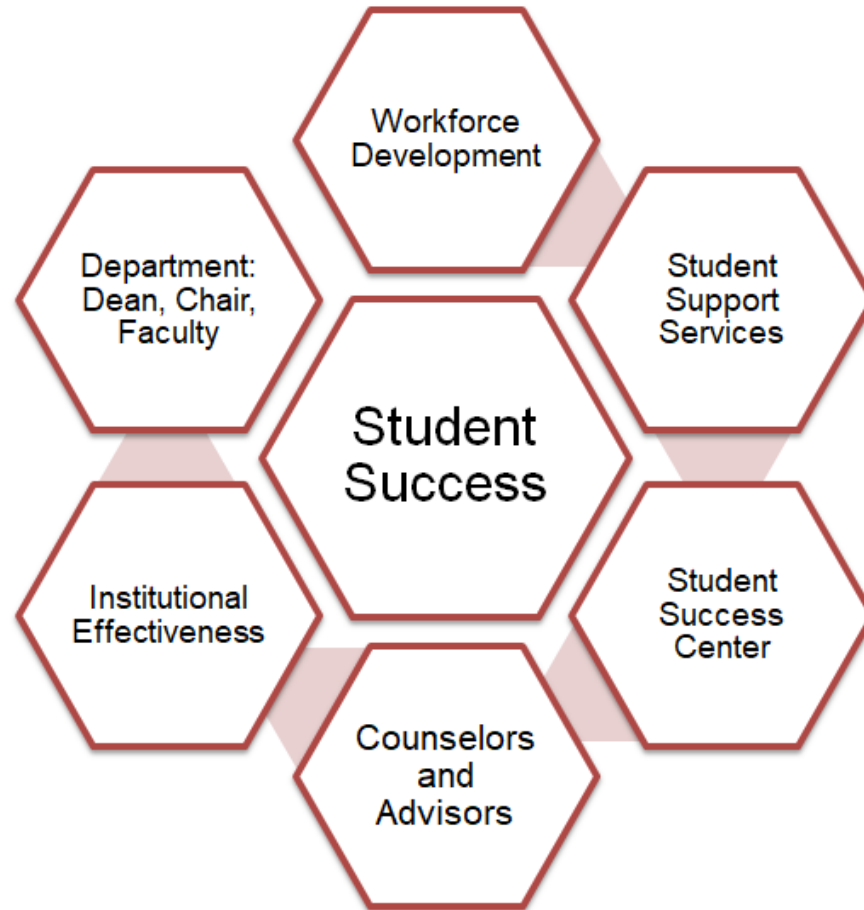
What is CRM Advise and How Did We Get Here?

- What is CRM Advise?
- Customer Relations Management (CRM) Advise Early Alert system is an early warning and student-tracking module of Ellucian.
- This platform allows faculty to easily notify Compton College Student Advisors, Counselors, or members of the Tartar Success Teams when students are not doing well academically, and they intervene.
- This early intervention is meant to identify students who are in need of additional services and provide just in time holistic student support.

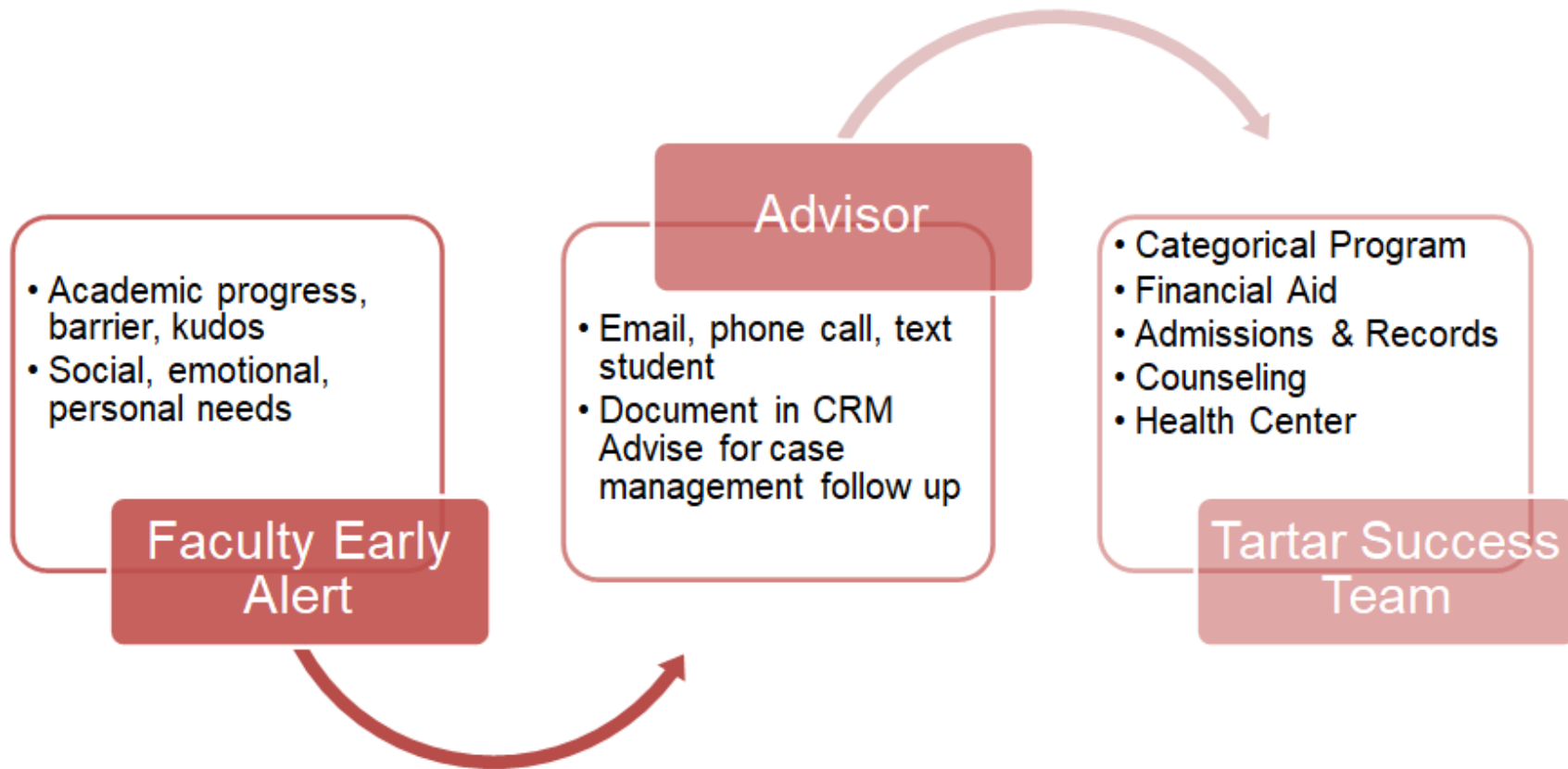
What is CRM Advise and How Did We Get Here?

- Supports a “team approach” in student retention
- Faculty can submit alerts via CRM Advise that promote encouragement and recognition.
- CRM Advise Early Alert provides a scalable way to extend the reach of faculty and help students develop the positive academic behaviors that lead to better outcomes.
- Less time consuming, easy to use
- Accessible from anywhere at anytime
- Tracks and records Early Alerts and provides updates to the faculty every Friday

Tartar Success Team Structure



What is CRM Advise and How Did We Get Here?



Early Alert Risk Status

Early Alerts	Risk Status
Missed 2 or more classes/frequent tardies	High
External factors affecting performance	High
Technology Issues	High
No alert needed	High – automatically closed
Progress Report – Progress grade A or B	High – automatically closed
Progress Report – Progress grade C	High
Progress Report – Progress grade D or below	High
Personal and Academic Counseling	Medium
Incomplete or missing assignments	Medium
Poor test performance/missed exam or quiz	Medium
Student engaged	Low – automatically closed
Student improving in class	Low – automatically closed

STUDENT PANEL



Student Panel Introduction

- Name
- Pronouns
- Major
- Year(s)
- Goals

Question 1

- What has been your experience at Compton College?

Question 2

- How have you benefitted from Early Alert? Please tell us how.

Question 3

- What resources if any, were you able to take advantage of based on the early alert contact with your advisor or Tartar Success Team Member?

Question 4

- What would motivate you to participate in tutoring or any other services available to students at Compton College?

Question 5

- What can we do to support your success in completing your course work?

THANK YOU!

"Every student is a success story"



BREAK 15 MINUTES

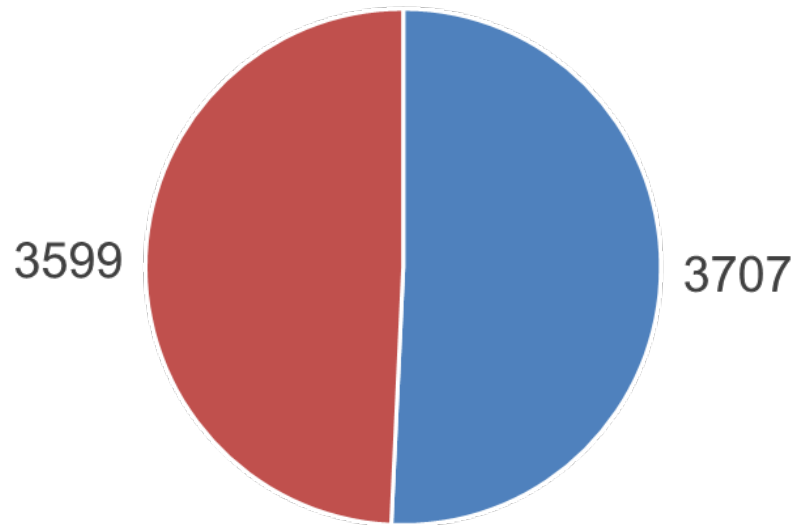


DATA DIVE



Data Dive

All Alerts: Over 7,300 between summer 2020 to summer 2021



■ Positive, kudos

■ Student struggling, needs help

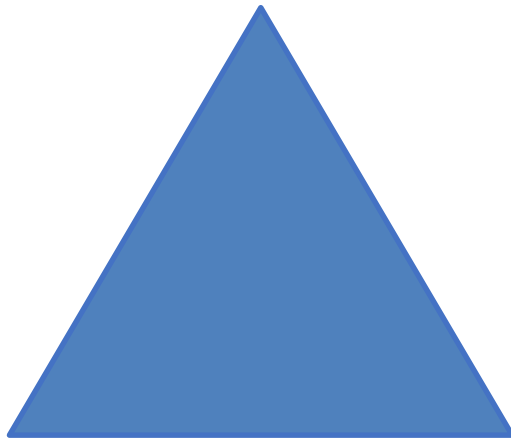
- 7,300+ alerts represent 4,659 enrollments by type of alert and term
- 3,342 unique students overall; 1,897 unique students with negative alerts; 1,445 unique students with positive alerts

Alert Breakdown

- Positive, kudos
 - Student engaged- 2,383 (64%)
 - Progress Grade A or B- 745 (20%)
 - Student Improving in Class- 302 (8%)
 - No early alert needed- 161 (4%)
 - Progress Grade C- 116 (3%)
- Student Struggling
 - Incomplete or missing assignments- 1,871 (52%)
 - Missing 2 or more classes- 682 (19%)
 - Poor test- 544 (15%)
 - Needs counseling- 79 (2%)
 - Technology- 79 (2%)
 - External factors- 58 (2%)

Top Classes- Students Struggling

Large
enrollments



High faculty
engagement
in alerts

Student
need

English 101 – 393

Math 150- 171

Anat 132- 158

Coms 100- 151

Engl 103- 128

Struggling Students-Demographics

	Any Alert	Multiple Alerts	General Pop
American Indian or Alaskan Native	0%	0%	0%
Asian	2%	1%	5%
Black or African American	24%	25%	21%
Latinx	55%	54%	66%
Native Hawaiian or Pacific Islander	0%	0%	1%
Two or More	3%	3%	3%
Unknown	14%	15%	3%
White	1%	2%	2%

	Any Alert	Multiple Alerts	General Pop
Female	65%	59%	69%
Male	34%	39%	30%
Unreported/Non-binary	2%	2%	1%

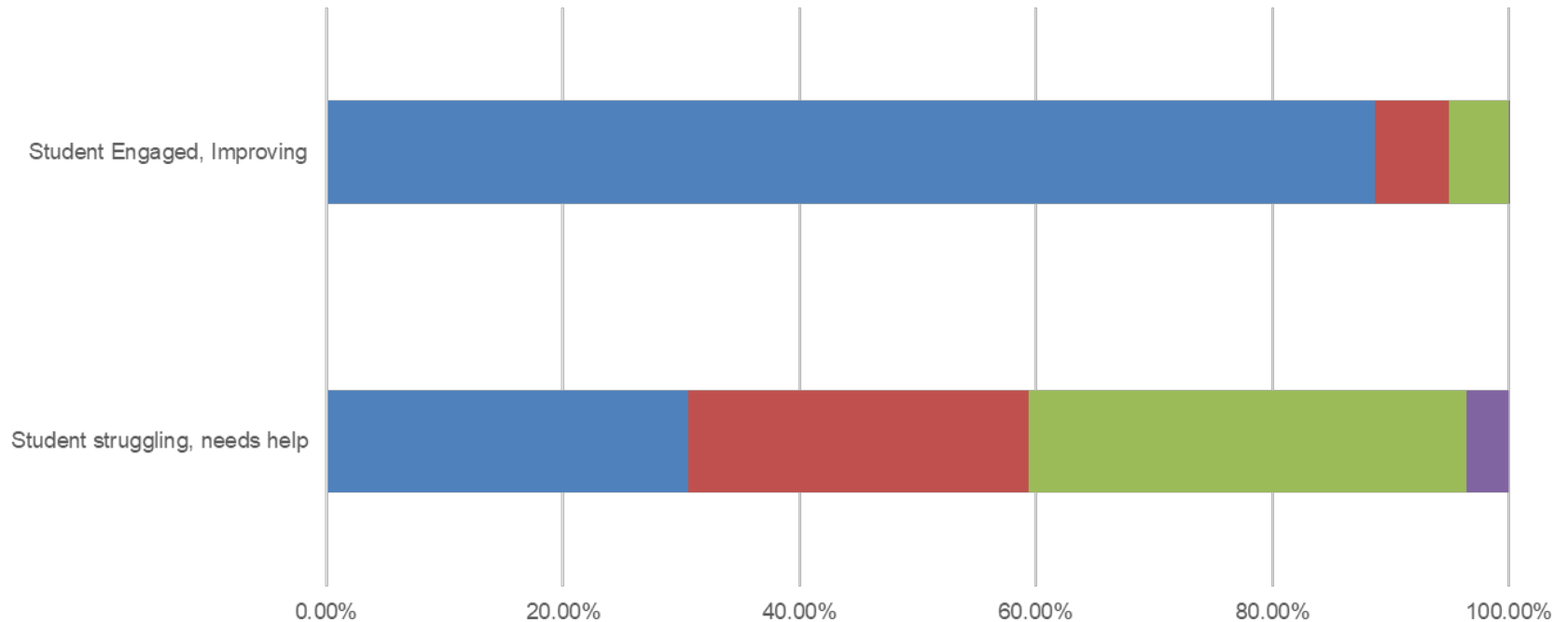
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Two or More	3%	3%	3%
Unknown	14%	15%	3%
White	1%	2%	2%

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Data Dive

Types of Early Alert



	Student struggling, needs help	Student Engaged, Improving
■ Success	30.59%	88.66%
■ No Pass	28.78%	6.27%
■ Withdrew	37.01%	5.02%
■ No Grade	3.63%	0.05%

■ Success ■ No Pass ■ Withdrew ■ No Grade



Summer 2020 and 2021

	Summer 2020		Summer 2021	
Success Rate	21	18%	104	36%
Retention Rate	37	50%	91	67%
Withdraw	57	50%	95	33%
	115		290	

Data Dive Jam Board Activity

- What questions do you have about the Early Alert data presented?
- What data do you think we should be evaluating regarding Early Alert and how often do you think this should happen?
- [Jam Board](#)

BREAK 15 MINUTES



FISHBOWL EXERCISE



Fishbowl Exercise

- **Group 1: Communications tailored to the way student's think and act.**
 - Discuss the current communication model used with students after a faculty generated alert?
 - Do you think there is a need for any changes to the current communication protocol?
 - Do you think there is a need for any changes to the current type of alerts?
 - Are students more responsive to emails, texts, or phone calls?

Fishbowl Exercise

- **Group 2: Carefully coordinated interventions with a clear roadmap to success.**
 - What interventions are offered to students who receive alerts? *Review the inreach intervention plan.*
 - Are the interventions being coordinated with the areas responsible for intervention? *For example, addressing student basic needs, Student Success Center, St. John's, Counseling, Faculty, Deans, Chairs, etc.*
 - How can we strengthen our intervention strategies for students and increase student use of academic support services?

Fishbowl Exercise

- **Group 3: A communications loop that keeps all parties informed and motivated by results.**
- Please share in your group your experiences with communication and closing the loop.
- Are faculty members using the system to read advising notes?
- How can communication be strengthened with closing the loop?

REPORT BACK



Report Back

- Each group, report key 1-2 takeaways

NEXT STEPS



Next Steps

- Celebrating the wins
 - Compton College presenting at Ellucian Live 2022
 - Increase in number of faculty submitting early alerts
 - Connecting with areas to strengthen coordination of early alert support
- Review recommendations and feedback to strengthen early alert process

Survey



QUESTIONS?

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