Case Study on College/Coaching Partnerships Using SSC-Navigate

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Objective/Why: We have shared Student Success goals-- to reduced D/F/Ws, increase retention for Colleges, and support student progress towards graduation. In the time of Covid and budget considerations, College/Coaching partnerships allow us to work to achieve these goals intentionally, efficiently, and effectively by leveraging existing programmatic and technological resources.

Learning Outcomes:
- Participants will learn about College and Coaching partnerships and SSC
- Participants will work through a KSU case study of a successful College and Coaching partnership
- Participants will connect the power of tools and partnerships to achieve shared goals (above)
The Academic Achievement Center

The Academic Achievement Center seeks to empower students through useful resources, motivate through positive encouragement, and inspire hard work and dedication. AAC’s services are open to all Kansas State University students and are met with understanding, encouragement, and the resources to generate success now and in the future.

- Tutoring
- Academic Coaching
- Scholar Services
- Office of First Gen Students
- Student Success Courses with K-State First

k-state.edu/aac
WHAT:

We all want to connect students to help!
Challenge is how to do this intentionally/efficiently/effectively within our Colleges and Academic Programs

We want to leverage existing high impact resources while utilizing buy-in from our respective areas where students have a relationship.

- Students Admitted by Exception (first-year)
- Architecture Planning and Design, SPARK, Housing and Dining Services, and KC Scholars (cohorts)
- Sp 20 Automatic Reinstatement - students retained on Academic Warning
HOW:

Develop Collaborative partnerships: **Example- APD with Lisa Last**

Tool(s)
- Learning Agreements
- SSC: Appointments, Communications, and Notes
LEARNING AGREEMENTS

- Uploaded to SSC
- A common part of the LA is-- “I will attend activities offered as a part of the Academic Coaching program and access any relevant campus resources as directed by my Academic Coach”
- Using Academic Coaching is holistic—we often refer students to other resources on campus as a part of the student's Academic Success Plan
SSC: APPOINTMENTS, COMMUNICATION, AND NOTES

College/Coaching/Student Communication is built-in to the partnership. Through the Learning Agreement, students understand the collaboration process upfront and know that we are working together to support them.

- Outreach process
- Reporting that goes back through the college
BEFORE

• College starts the process:
  – Meets with the student
  – Explains the terms of the LA
  – Discuss academic coaching expectations

• College liaison sends list of students once they have signed a learning agreement

• Academic coaching reaches out to schedule meeting
  – Example of an initial email from academic coaching: "Welcome to the spring 2020 semester! As you discussed with your Academic Advisor recently, we will meet consistently this spring as a part of the Academic Coaching Program. My name is Allison, and I will be your coach this semester. Please use the link below to schedule our first coaching session sometime in the next two weeks."
DURING

• Academic coaching tracks participation, outreaches to students if we do not see them in meetings, and shares notes/data related to student impact

• We leverage SSC as a tool to schedule appointments, outreach to students via text/email, record notes, and assess student engagement
  – All this information can be accessed on SSC!

• A process for outreach and information sharing can be developed to suit the needs of the partnering program/unit/college
  – We have a shared protocol that communicates to students in different ways and at different points to try to get them in the door
WHY:

We know this works!

• Data shows that with 3+ Academic Coaching meetings, students are able to improve their GPA
• Buy-in lives in a space that the student cares about, E.g. students want to be an Animal Science or Architecture major
• Student is the agent of change. This builds ownership and self-efficacy
DISCUSSION

Thoughts/Questions?

Problem Solving Session:
How can we connect the power of tools and partnerships to achieve our shared goals--
• reduced D/F/Ws
• increase retention for Colleges
• support student progress towards graduation
AND
• work with increased efficiency and effectiveness