

Helping Students Live Life & Love Learning

Critical Performance Areas In Student Services



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President & CEO
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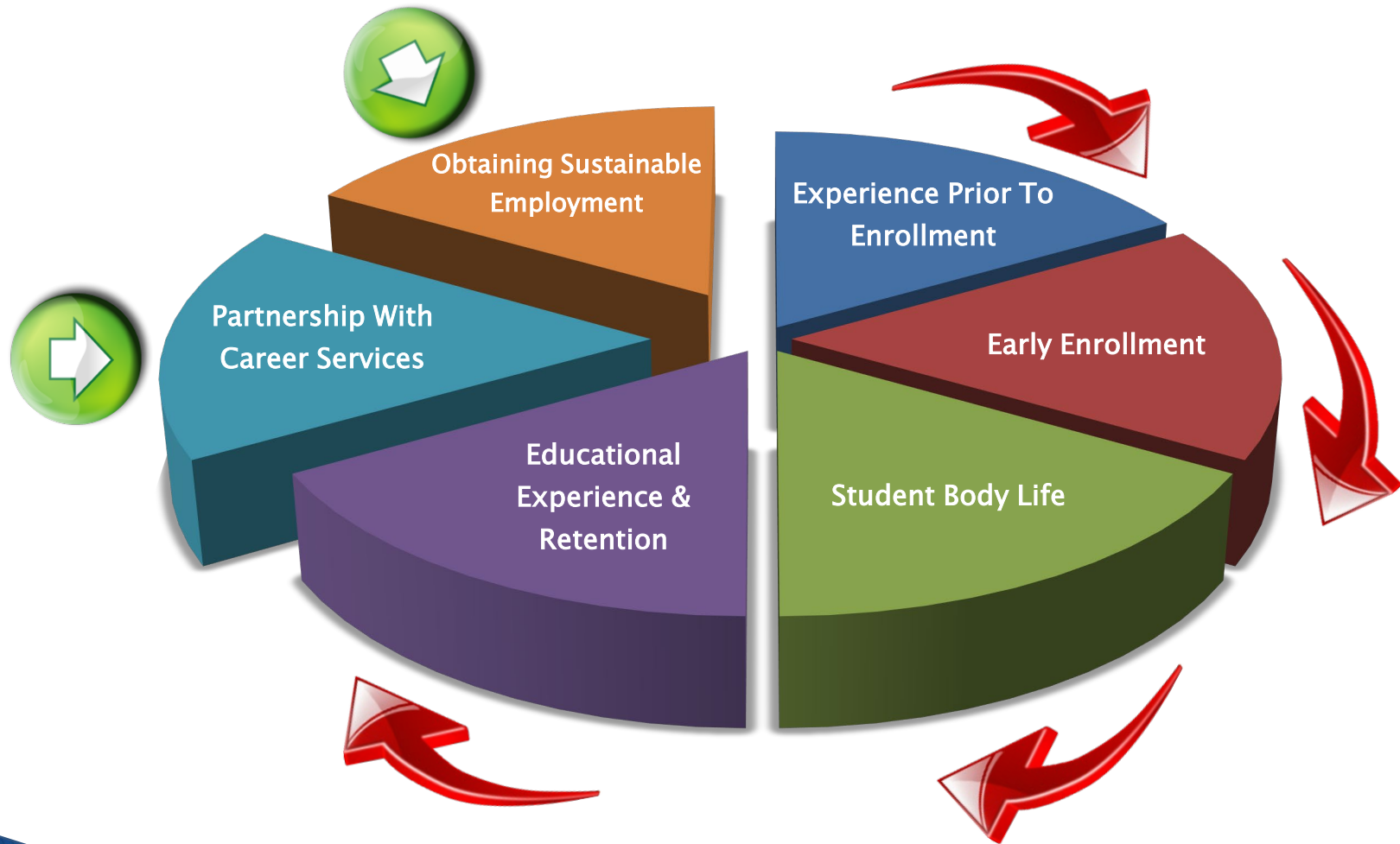
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Introduction

- ▶ An institution based discussion on taking your college's performance to a higher level by integrating student body-life, student advising, and, student persistence activities.
- ▶ Today's focus...

Student Services

A Student Life Cycle Approach



A Student Life Cycle Approach

- 1. Experiences prior to enrollment**
- 2. Early enrollment**
- 3. Student body life**
- 4. Educational experience & retention**
- 5. Partnership with Career Services**
- 6. Obtaining sustainable employment**
- 7. Loan repayment & post graduate experience**
 - Institutional support through graduation will encourage responsible attitudes toward loan repayment and maintenance in a financial crisis**



A Student Life Cycle Approach

► Specific Strategies Applied Over the Student Life Cycle

- Applying responsibility analysis in the Admissions process for applicants to programs requiring specific responsibility performance levels

EX: HVAC, Criminal Justice, Vocational Nursing

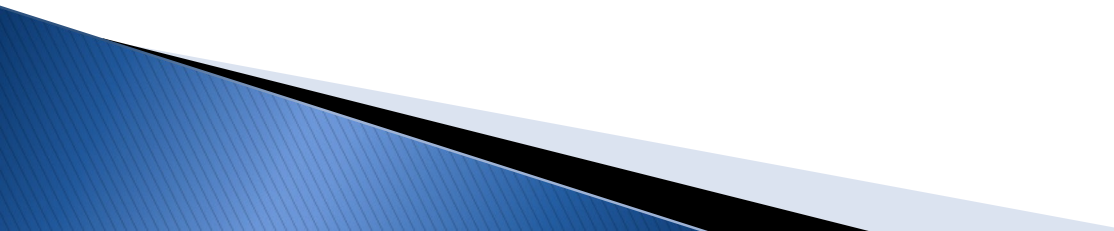
- Evaluating historic performance toward student loan repayment obligations

A Student Life Cycle Approach

- ▶ **Specific Strategies Applied Over the Student Life Cycle**
 - **Increasing financial literacy training early in the students' experience**
 - **Ongoing financial literacy training throughout enrollment period**
 - **Academic support guided by Student Services and the academic staff to promote student persistence to graduation**

A Student Life Cycle Approach

➤ Specific Strategies Applied Over the Student Life Cycle

- Academic review every 7 school days coupled with Academic Advising & Student Support Services**
 - On-site & online tutoring to promote academic success**
 - Re-entry program for withdrawn students**
 - Maintain current student contact & reference information throughout enrollment & post-graduation**
- 

Student Services

Key Performance
Indicators



and why
you need
them...

Credentials

- ▶ 25 years of experience in college Administrative Operations and directly delivered Student Services.
- ▶ An understanding that delivering Students Services directly impacts academic success and persistence to graduation across the Student Life Cycle.
- ▶ An understanding of key insights into some of the elements that make Student Services effective across the Student Life Cycle based on student needs.



**If a Student Services Advisor
waits until a student is failing
to connect it's...**



**Student engagement
and accountability
must start early**

Staying Connected With Students & Graduates Across the Student Life Cycle.

- ▶ Meeting during the Admissions and orientation process.
- ▶ Introduction during the 1st week in class.
- ▶ Staying connected during each month of school with in-person meetings, classroom visits, and campus life activities.
- ▶ Text, email, Canvas and telephone.
- ▶ Social networking.
 - Facebook, Instagram, LinkedIn, X
- ▶ **Build trust and educate on the value of having a vested interest in their own education.**



ARC

The Academic Review Committee

Tools Used: TXweb, Canvas, & MyIOT

Intrusive academic advising for students who fall below 70%

Students below 70% are the target weeks 2, 3, 4 and we can see in week 1 if they are at risk in Canvas using drop out detective which shows us students who have not been submitting work in the first week.

Meetings to decipher what the issues are– whether internal or external– External often require use of Avante– a free counseling service we provide for enrolled students. This coupled with possible Leave of absence depending on the circumstances

Fresh start process– academic rotation drop students not eligible for LOA and have a return date prior to their withdraw



Interdepartmental Communication

The ARC Meeting

- ▶ Communication is key between Student Services, Director of Education, and Faculty.
- ▶ It is critical to manage, monitor, and verify academic progress with tangible activities and observations by Student Services teams.



Promoting Student Persistence to Graduation

Supporting Academic Achievement– Tutoring as needed with Instructor, Lead Instructor, Program Director, or Librarian. In person or online

Remediation if necessary by– Department head in PTA and VN

Avante Options: free counseling services to enrolled students

Fresh Start Process– keep in contact with termed students with weekly calls and a designated return date targeted.

We are at a 36% return rate for dropped students in 2025.



Supporting Academic Achievement

Department head remediations for PTA, VN to notify students at risk and come up with success plan

Tutoring–Referred to Instructor for program specific, and online to the librarian

On campus study groups –popular in medical programs

Peer mentors– pairing seasoned students with new students to assist them with transitioning into their program of study

Student Alert forms– that can be submitted by anyone regarding students who may be at risk

Student Relations

- ▶ Weekly student facing newsletter
 - Communicate good news
 - Campus events (Theme Based Integration Activities)
 - Professionalism in the Classroom Recipients
 - Student Survey reminders
 - Community Service Opportunities
 - Deans List Recipients
 - Graduation Information



Celebrate Success!

Useful Tools





MyIOT
staff/faculty portal

[Home](#)[Faculty](#)[Staff](#)[Reports](#)**Campus:** [Clovis Main Campus](#)[Log Out](#)

Welcome to MyIOT

MyIOT provides a centralized and standardized on-line grading platform as well as an e-learning environment.

Faculty

[Faculty Login](#)[New Instructor](#)[PowerPoint Templates](#)[Curriculum](#)[VN Clinical Sites](#)[Books & Supplies](#)

Staff

Student Services

[Resources](#)[Bulletins](#)[Grades](#)

Financial Aid

[Resources](#)[Bulletins](#)

Career Services

[Resources](#)[Bulletins](#)[Job Leads](#)[Résumés](#)

Library

[Resources](#)[Bulletins](#)

Faculty Features

- ▶ All Classes & Curriculum
- ▶ Student Rosters & Contact Information
- ▶ Share Classes With Other Instructors
- ▶ Exam Banks & Approved PowerPoint Presentations
- ▶ Independent Study Projects
- ▶ Grades, Attendance & Participation Points
- ▶ Online Library – Resources, Materials
- ▶ Academic Review List
- ▶ Headcount Reports
- ▶ Teacher Assignments
- ▶ Consecutive Absences



Student Features

- ▶ Grades & Attendance With Instructor Comments
- ▶ Independent Study Projects
- ▶ Exam Banks With Immediate Results
- ▶ Contact Any Staff Or Faculty Member
- ▶ Pay School Bill On-Line
- ▶ Obtain Tax Records
- ▶ View Job Leads & Apply



The Value Of Surveys

Survey Types

- ▶ Student – End of Module
- ▶ Quarterly – End of quarter or Term
- ▶ Graduate / Alumni

- Establish benchmarks
- Take feedback seriously
- Take action to improve



College Support Systems For The Post-Graduate Experience

Student Services Representatives

- Monitoring post-graduate experience
- Referrals to Career Services, Default Prevention and Loan Repayment services

Referrals for continuing education in their field at Fremont University



Questions? Comments? Feedback?

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Institute
of Technology
Where Careers Begin