



Performance Monitoring Report: Counseling Services & Special Populations 2020-21 Academic Year

April 19, 2022

Counseling Services Purpose

Provide counseling services necessary to enhance the success of students.

Special Populations Purpose

Offer educational programming and supportive services for special populations to address barriers prohibiting participation in education and employment.

Counseling Services & Special Populations Report Details

Overview

Fox Valley Technical College (FVTC) serves a student population widely varied in age, ethnicity, interests, goals, abilities, and life and work experiences. FVTC aims to be ready with the assistance needed for every person who walks through the door, regardless of skill-level or personal circumstances. People come to the College hoping for better lives, and FVTC provides the supportive pathways to guide their journey. This report showcases the many support layers offered, helping keep students in school and progressing towards graduation and employment.

What We Do

Student Services provides student support through all college experience aspects, starting with students' first contact and extending through graduation and beyond. Each department within Student Services provides specific services at critical points in the student journey to guide them to the next step in the journey and support their success.

FVTC supports students throughout their academic careers:



Recruitment



Admissions



Enrollment



Persistence



Graduation

Recruitment, Admissions, and Enrollment

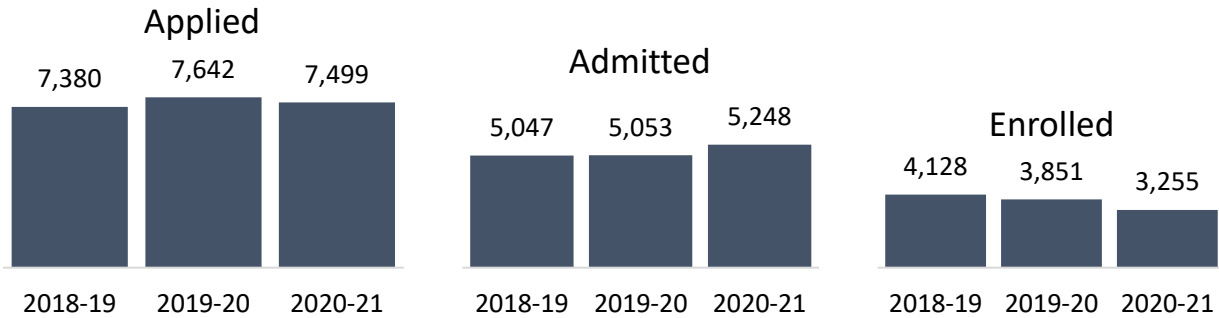
Attracting students to the College is the first step toward meeting their educational needs. Creating awareness of offerings and assessing interest is quickly followed by nurturing students through the application and admission process. Attention is focused on positioning students on the appropriate pathway with the support systems needed to increase their likelihood for success.



The student journey along the path of Applicant to Enrolled is continually scrutinized for improvement and streamlined for ease of use to properly gauge and adjust the types and amounts of up-front guidance and support.

New Applications, Admissions & Enrollments

Associate Degree, Technical Diploma & Pathway Certificate Programs



Source: FVTC data warehouse query as of 3/8/2022, 2021-22 data is year-to-date

Initial Academic Assessment and Placement Services. Appropriate student course placement is critical to academic success. Students entering the College complete an entrance assessment, Accuplacer, to assist with course placement. High school GPA (2.75 or higher for graduates within the last ten years) may be used as an alternative to an entrance assessment. FVTC continues to analyze student placement success rates based on these entrance assessment options.

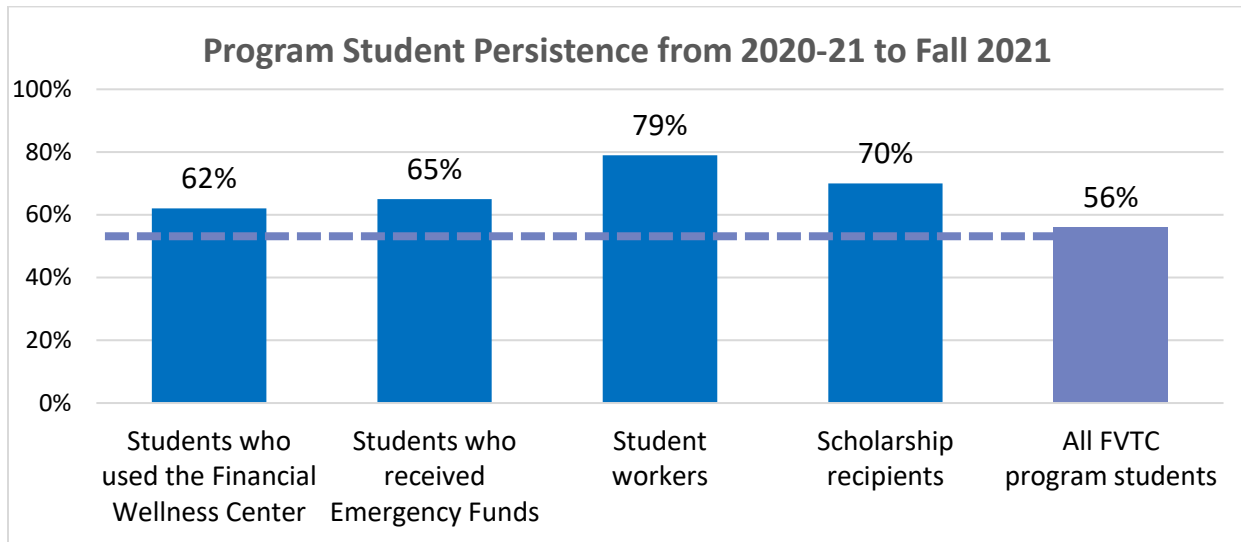
As part of student onboarding, a non-academic survey called Factors Affecting College Success (FACS) has traditionally been given to new students. This survey identifies barriers that could prevent college enrollment and persistence. Typical survey results reveal concerns about academics (for example, study habits, unsuccessful history in school, uncertainty in academic skill), career pathway uncertainty, financial issues, and personal concerns. Students who identify concerns are targeted for interventions meant to assist with their resolution.

Onboarding advisor appointments focus on identifying barriers, building a plan to address these barriers, clarifying their career path, assessing comfort with technology relevant to student success (Blackboard, Peoplesoft, FVTC email), and building relationships to create a connection early in the onboarding process. The hope is that addressing these concerns at onboarding assists in persistence and creates a path for further intentional touchpoints in the future.

Student Financial Services. One of the most critical issues facing a large portion of students continues to be the ability to pay for both the direct and indirect expenses associated with attending college. Student Financial Services provides in-person assistance with obtaining financial resources. In addition, the Financial Wellness Center provides free in-person assistance for students at points when they need it the most: disbursement of funds, financial aid warning or suspension, and loan repayment at graduation. FVTC also offers emergency funding, FVTC Foundation scholarships, and campus employment.



As shown in the figure below, students utilizing FVTC financial resources show higher persistence rates than the overall program student population.

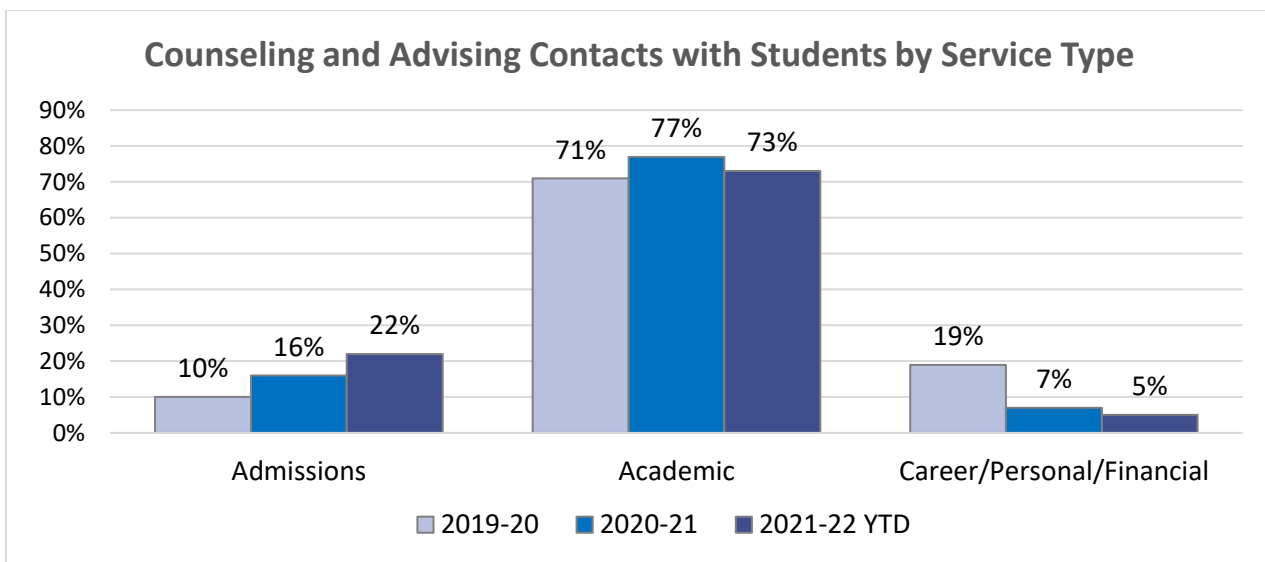


Source: FVTC data warehouse query as of 3/8/2022

On-campus financial education resources are also being offered, providing students information about student loans and repayment options. Additionally, Employment Connections promotes part-time job fairs, and all work-study employment opportunities are advertised on the FVTC jobs web page.

Counseling & Advising Services

Counseling & Advising Services meets the variety of needs for the general student population and prospective students who have academic, career, personal, financial, or transition needs. While an increasing number of students have multiple needs (for example, personal, financial, and mental health), they consistently require the most academic advising assistance.



Source: FVTC data warehouse report SAAA0000520; 2021-22 data is as of 3/7/2022

The main goal of academic advising is to proactively provide students with tools before their academic performance is suffering. Program advisors meet all new students during New Student Registration sessions and reach out to all program students throughout the semester. Additionally, advisors also spend time in the academic departments and attend program faculty department meetings to discuss student success strategies.

Academic Alerts allow faculty and Student Services staff to work together and assist struggling students. Students placed on academic probation are required to complete academic success plans with their program advisor/counselor and are referred to the Teaching and Learning Center (TLC) and other College resources. These interventions' expected outcomes are multi-fold: increased engagement with a College staff member, increased subsequent successful course completion, and increased persistence to graduation.

FVTC counseling staff address personal, mental health, and career counseling student needs. These needs are becoming more complex and are rising in our student population. Through the Strategic Investment process, one Licensed Professional Counselor was hired in 2020-21 to support additional outreach and interventions for students.

Counselors have expanded outreach to students through presentations to Tech Village RA's, as well as visiting classes to promote counseling services. Counseling has also offered additional monthly QPR trainings to staff and students.

Peer Leaders also served as an additional student support mechanism, assisting with things like:

- MyFVTC and email
- BlackBoard
- Organization and time management strategies
- Class selection and registration

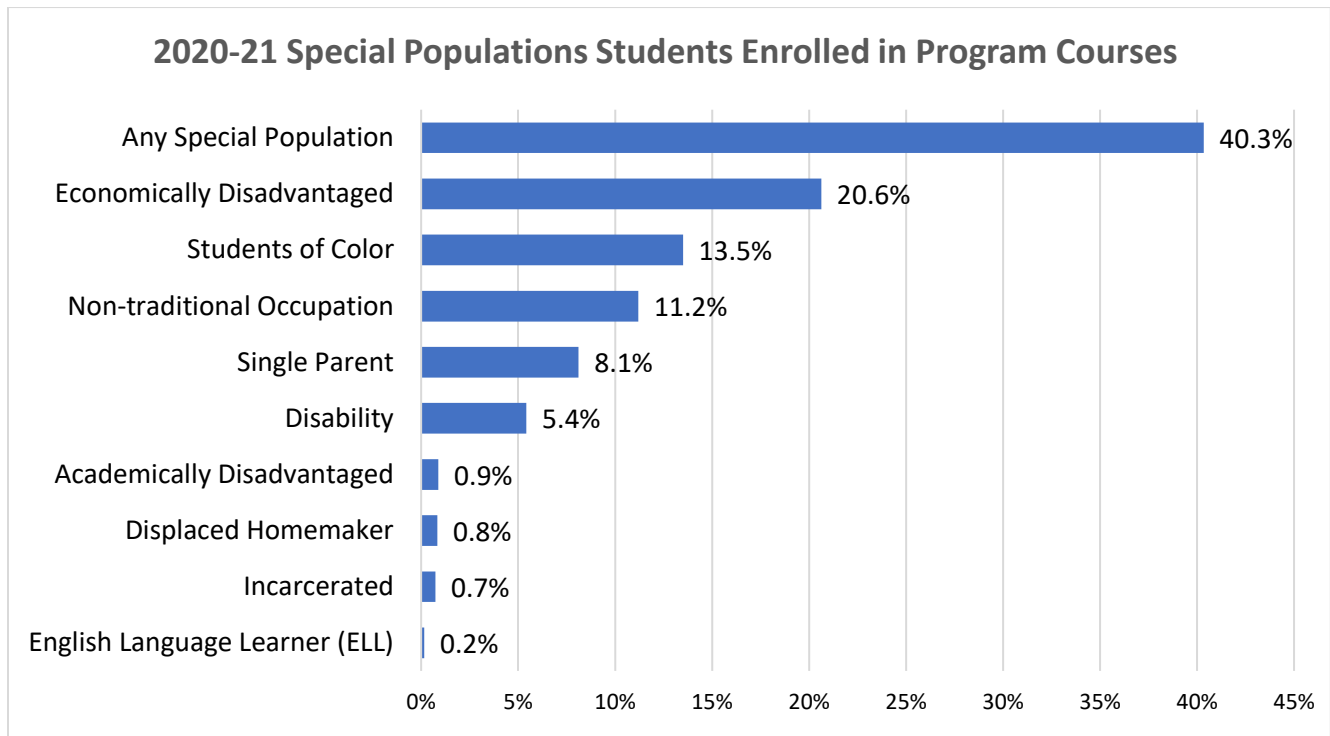
There are 8 peer leaders, and efforts continue to hire additional students. Peer leaders have reached out to over 1,000 students through email and text, supporting potential students in completing admissions requirements and to sign up for new student registrations.



For Whom

Services for Special Populations

Special Populations include various categories of minoritized students, such as those who are emotionally challenged, physically and learning disabled, academically disadvantaged, economically disadvantaged, English Language Learner (ELL), incarcerated, displaced homemaker, single parent, and students of color. The chart below illustrates the percentage of students who fit into each classification. Student Services team members use this data for outreach and other program development. FVTC's support teams work hard to build relationships with students and faculty in order to create a comfort level and knowledge base of the available supports.



Source: FVTC data warehouse query as of 3/7/2021; Excludes dual credit students but includes apprenticeship students

Students with Disabilities. The Educational Support Services (ESS) team served 684 case managed students and 140 walk-in students. A total of 277 accommodation plans were created in 2020-21. ESS staff members provide these students with transition and intake services, academic accommodations, and case management services. ESS staff members continuously broaden their knowledge of new adaptive and assistive technologies to serve the unique needs of these students.

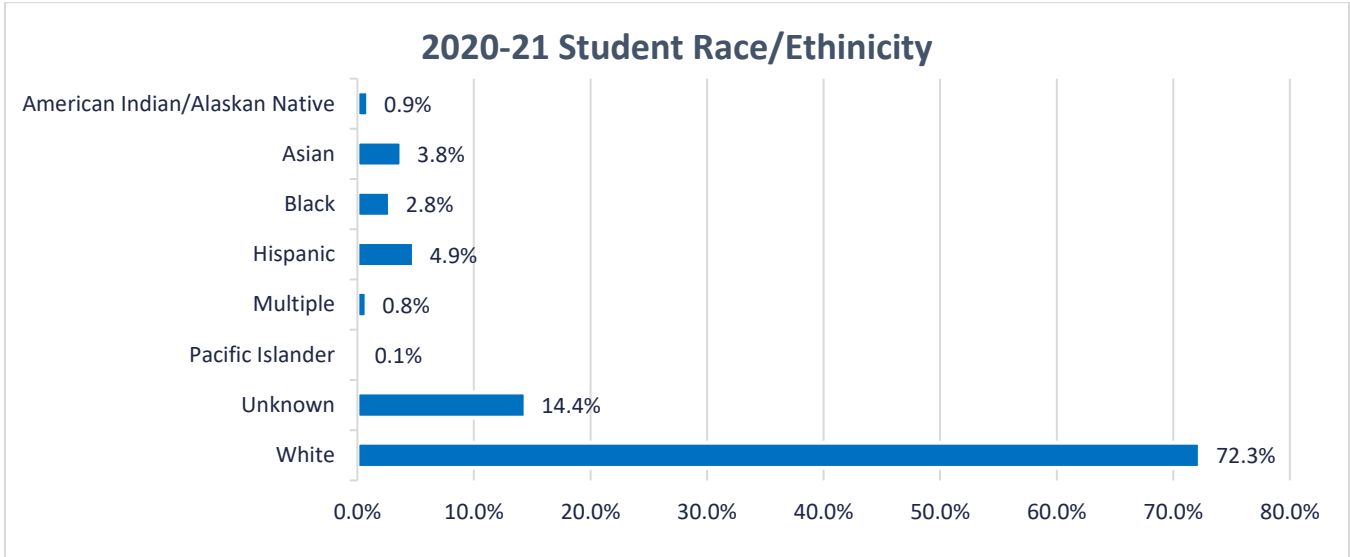


Auxiliary aids for students with disabilities include, but are not limited to:

- Screen readers and magnifiers
- Assistive listening devices
- Speech to text software
- Smart pens
- Adjustable tables and specialized chairs
- Interpreter services

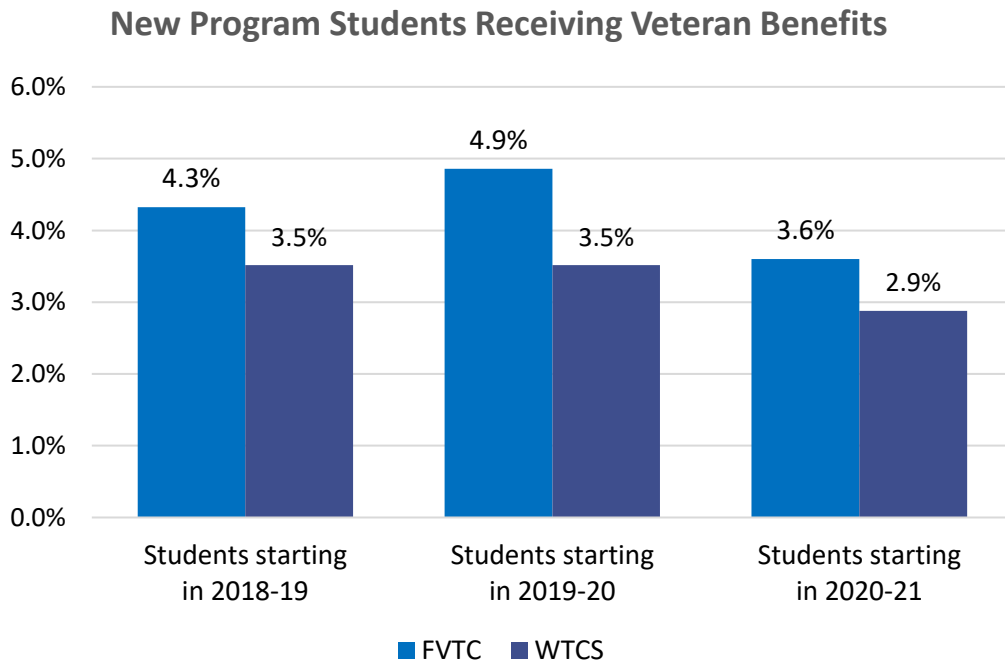
The ESS team collaborates closely with the Teaching and Learning Center (TLC) tutoring staff and faculty to provide wrap-around services to students with the highest needs.

Students of Color. The College is committed to serving a diverse student body, and the Diversity & Inclusion Services Office offers a variety of services. FVTC commits to fostering an inviting and supportive educational environment, where opportunities are accessible, and achievements are possible for every student and staff member regardless of individual abilities, differences, and backgrounds.



Source: WTCS Tableau Student Success Dashboard, 3/8/2022

Veterans. Veterans transitioning to post-secondary education often need significant coordination of services and intensive support. The full-time Academic and Resource Advisor of Veteran Support provides assistance and service coordination to student veterans and their families.

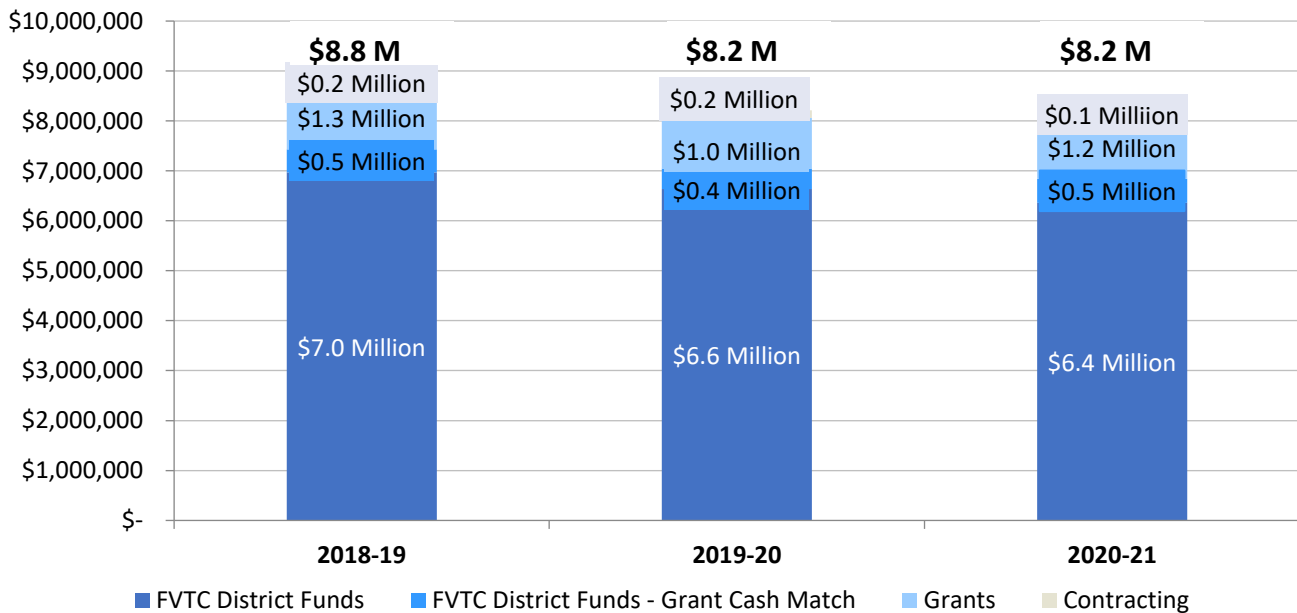


Source: WTCS Tableau Student Success Dashboard, 3/8/2022

At What Cost

District funds comprise the greatest portion of the Student Services Division budget primarily supporting personnel expenses. The decrease in district funding over the last year was a result of retirements, lower replacement costs, position eliminations, and restructuring. The grants funding source represents mainly WTCS grants which include state and federal funds for targeted services. The smallest funding source, contracting, is a result of skills assessment testing.

Student Services Funding Sources



Source: FVTC Financial Database

Challenges and Opportunities

As we look to the future of Counseling and Special Populations Services, the strategic challenges and opportunities include:

- **Student Mental Health:** *Challenge:* The student population continues to present with great mental health support needs. *Opportunity:* There are opportunities for greater student outreach as classes continue to return to on-campus delivery. Additional outreach will continue in virtual environments to meet the needs of those students who are not attending classes on campus.
- **Student Financial Support:** *Challenge:* There is an increasing need for financial support for students while pursuing their education and balancing the cost of living. *Opportunity:* Partner with the FVTC Foundation to create opportunities for student financial support that reaches a broader population of students and supports both educational and living expenses.
- **Regulatory Changes:** *Challenge:* Changes in federal regulations for financial aid and veteran’s benefits, as well as state regulatory changes, impact funding for current and future students. *Opportunity:* Engage legislators and regulatory agencies in discussions to proactively navigate these changes in a way that best serves students.