

# *Performance Monitoring*

*Student Services & Special Populations*

*2021-22 Academic Year*

# Statutory Purposes

The principal purposes of the technical college system are to provide:

- a) Occupational education and training
  - Includes programs, general education coursework, and apprenticeships
- b) Customized training and technical assistance to business and industry

Additional purposes are to:

- a) Contract with secondary schools to provide educational opportunities for high school age students, AND Collaborate with secondary schools to facilitate student transitions into technical education
- b) Provide a collegiate transfer program
- c) Provide community services and avocational or self-enrichment activities
- d) Provide education in basic skills
- e) Provide education and services which address barriers for underserved populations

# *Prior Year's Performance and Strategic Importance*

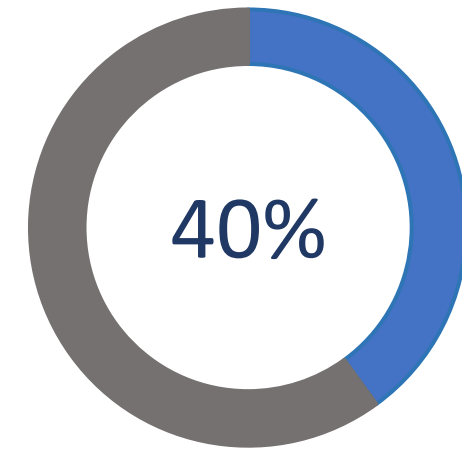
*2021-22 Academic Year*

# Fast Facts – Student Services & Special Populations



## Focus on our **Students:**

- 19.5% Economically Disadvantaged (-1% from 2020-21)
- 14.3% Students of Color (-1% from 2020-21)
- 11.5% Non-Traditional Occupations (+.3% from 2020-21)
- 8.6% Single Parents (+.4% from 2020-21)
- 5.3% Disability (-.1% from 2020-21)
- 4% Veterans (+.3% from 2020-21)
- .9% Displaced Homemaker (+.1% from 2020-21)
- .8% Academically Disadvantaged (-.1% from 2020-21)
- .7% Incarcerated (no change from 2020-21)
- .2% English Language Learner (no change from 2020-21)



Students  
Identified as  
Special Populations

# *Fast Facts – Student Services & Special Populations*



## ***Focus on our Students:***

### Fall 2021 Noel Levitz Survey Data:

- College experience met expectations - 98<sup>th</sup> Percentile
- Satisfaction with academic services - 98<sup>th</sup> Percentile
- Satisfaction with academic advising/counseling - 97<sup>th</sup> Percentile

### Student persistence based on use of Student Services and resources:

- Financial Wellness Center users: 62% persistence rating (+6% over student population)
- Emergency Fund recipients: 65% persistence rating (+9% over student population)
- Student Workers: 79% persistence rating (+22% over student population)
- Scholarship recipients: 70% persistence rating (+14% over student population)
- All FVTC students: 56%

# *Fast Facts – Student Services & Special Populations*



## ***Focus on our Teams & Organization:***

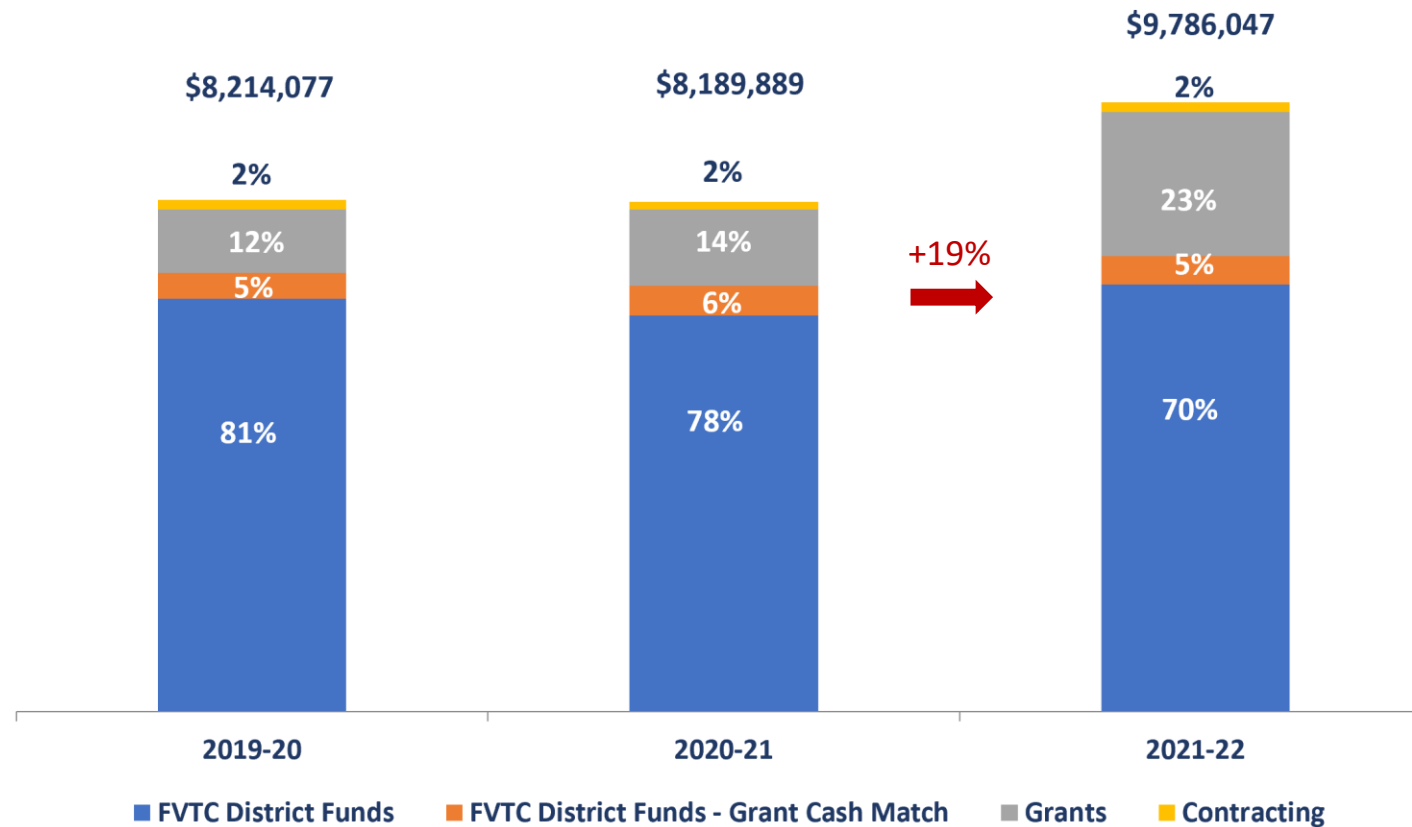
- New Finance Navigator Positions - 2
  - 801 total student contacts 7/1/22 to 11/3/22 (goal of 850 by 6/30/23)
  - Distributed 80+ laptop computers
  - Awarded \$4,500 of eCampus textbook scholarships
  - Distributed 60 textbooks from the lending library
  - Distributed approximately \$10,300 in emergency funding
- Increased use of texting technology by advisors
  - 5% increase in continuing student enrollment during the texting campaign
- Continued Virtual Advising post-COVID
  - 50% of students utilized virtual advising services

# Fast Facts – Student Services & Special Populations



**Focus on our Teams & Organization:**

### Student Services Funding Sources



# *Fast Facts – Student Services & Special Populations*



## ***Focus on our Regional Employers:***

- Strategic enrollment planning targeted high demand programs
- 6% increase in Fall 2021 applications for targeted programs
- Exceeded Fall 2022 targeted enrollment goal by 28% or 106 students

## ***Focus on our K-12 & Community Partners:***

- Dual credit initiatives:
  - Dual credit academic calendar and guidelines
  - Blackboard K12 resource page
  - Dual credit student survey
- 15% decrease in high school graduates transitioning directly to FVTC programs in 2021-22



# Board Review

## Using the Green Sheet:

1. Provide a rating and additional feedback specific to FVTC's Prior Year's Performance,  
  
**AND**
2. Provide a rating and additional feedback specific to the Strategic Importance of this work.

# Statutory Purposes

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# *College Strategic Analysis*

*2022-23 Academic Year*

# *Trends and Environmental Factors – Additional Considerations*



## *Focus on our **Students:***

### ***Opportunities:***

- *Lost 1,105 students out of 5,441 between 2021-2022 Fall and Spring terms*
- *Higher Support and Resources Needed for Success*

### ***Initial Actions:***

- *Proactive Advising Model*
- *MAP Completions*
- *Early Academic Alert (EAA)*
- *New Student Term Start Touchpoint*
- *Onboarding Analysis*
- *Academic Progress Policy Changes*
- *Student Resource Task Force*

# *FVTC Strategies & Links to Strategic Plan*

## *Focus on our **Students:***

### ***National Best Practices***

- *Mercy College in NYC Improved Retention by 15%*
- *University of South Carolina Increased Retention Rates by 3%*
- *Southern Illinois University Edwardsville Increased Retention Rates by 10%*

# *FVTC Strategies & Links to Strategic Plan*

## *Focus on our **Students**:*

- Our commitment is to retain an industry leading number of students by implementing key strategies that anticipate their needs, guide their experience, and support their success through the education and services we provide, as well as throughout their career and beyond.
- Provide collaborative and coordinated retention activities between Instruction and Student Services which will:
  - Assess and address current systems that create roadblocks for students
  - Create a culture of looking at **a student** rather than all students

# *Board Input to Future Strategies*

- *Additional strategy considerations*
- *Questions*

# Board Review



## Using the Salmon Sheet:

1. Provide a rating and additional feedback specific on FVTC's Strategic Analysis of the future of *Student Services and Special Populations*.