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Coordinating Resources Efficiently to Bolster Success Among Underserved College Students

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Coordinating Resources Efficiently to Bolster Success among Underserved College Students

Amanda Ciavarella
Digital Strategist, Rowan University

2009 - First Year of NJCAA Competition

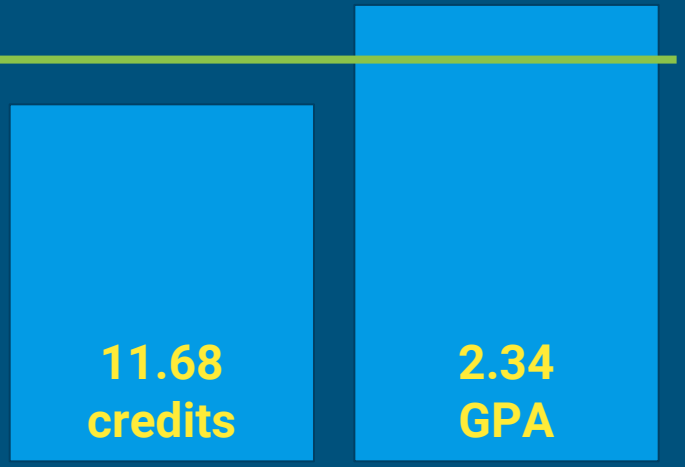
Goals of this Presentation

- Walk through my journey of creating academic success programming at Montgomery County Community College
- Present some data about how programming impacted the my students over the course of five years
- Stir up some creative ideas on how you can track data to use in developing programming at your institutions

2008 - 2009 Provisional Year

Eligibility

12 credits
2.00 GPA



Completion Rate
88.4%

Success Rate
70.6%

How can I build a new program?

- Working with no budget
- Creating buy-in
- Not an expert

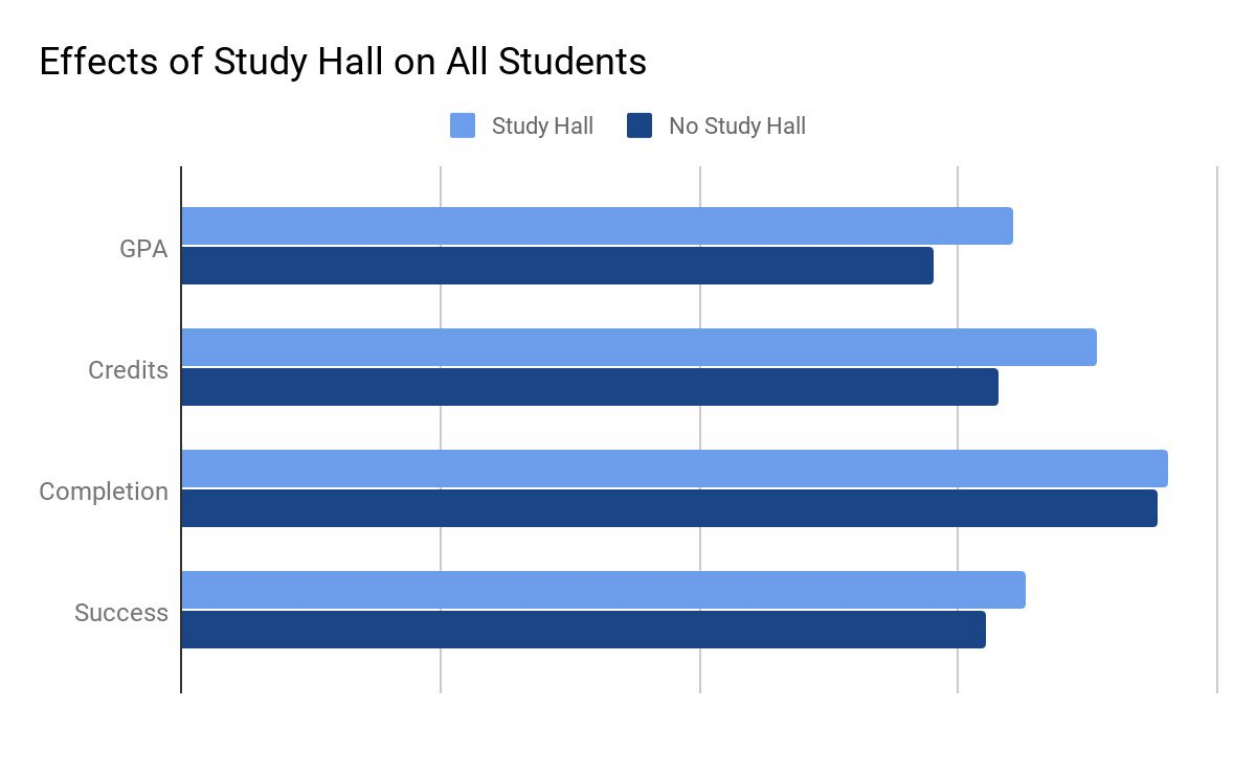
2009 - 2010: Study Hall

- Complete x hours of study hall each week
- Monday reports were sent to coaches
- Enforcement varied from none to extra work at practice to benching players at games

Study Hall Details for All Students

	2008/2009	No Study Hall	Study Hall
GPA	2.34	2.42	**2.68**
Credits Earned	11.68	15.77	**17.96**
Completion Rate	88.4%	94.2%	**95.2%**
Success Rate	70.6%	77.7%	**81.6%**

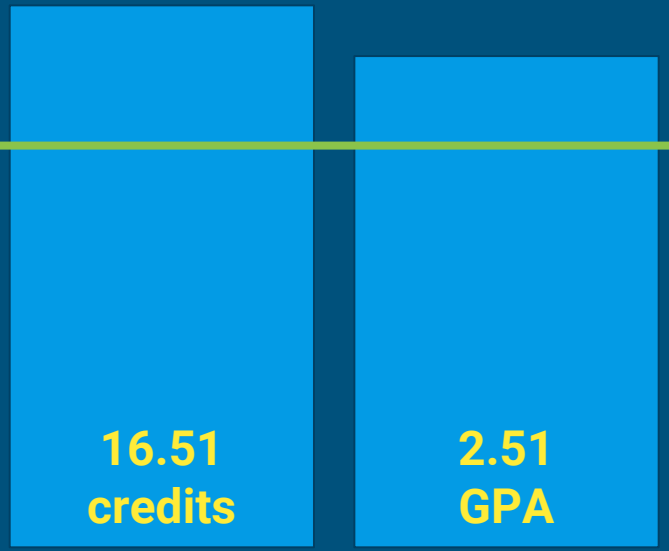
Study Hall Details for All Students



2009 - 2010 First NJCAA Year

Eligibility

12 credits
2.00 GPA



Completion Rate
94.6%

Success Rate
79.1%

Anecdotal Indications of Struggle

- She thought the syllabus only outlined punitive guidelines
- She had no idea what a rubric was or how to use it
- He was too afraid to see his professor during office hours
- He didn’t go to class because there was no attendance requirement
- He thought he could do extra credit at the end of the semester
- She kept missing the bus and didn’t know she could switch sections
- He thought the professor hated him because he didn’t return emails
- She had to pick up extra hours at work because her mom lost her job

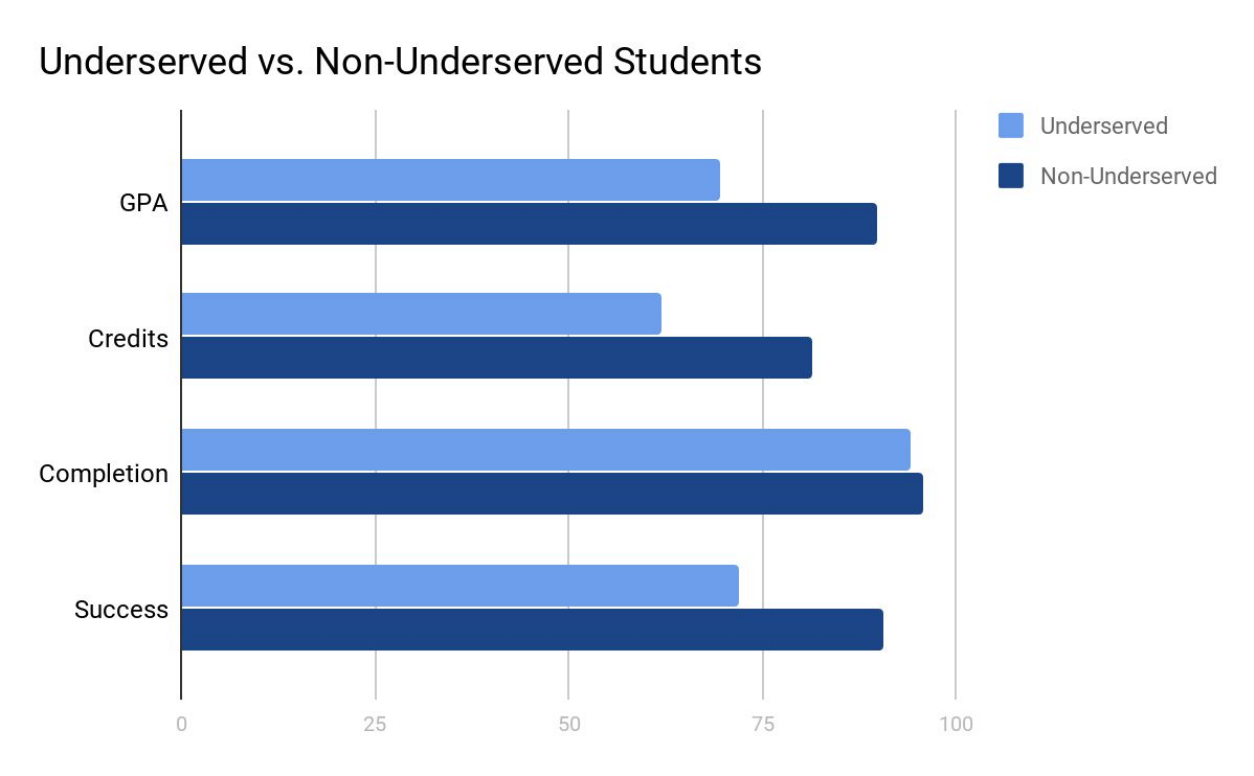
Underserved Student-Athletes

- First-generation****
- Receiving financial assistance
- Underperforming high school
- At least one developmental course
- Non-traditional, international or displaced
- English as a second language
- Disabled and/or veteran
- LGBTQ+, at-risk status

Are Underserved Students Underperforming?

	Study Hall	Non-Under.	Underserved
GPA	2.68	2.99	2.32
Credits Earned	17.96	20.33	15.46
Completion Rate	95.2%	95.8%	94.2%
Success Rate	81.6%	90.6%	71.8%

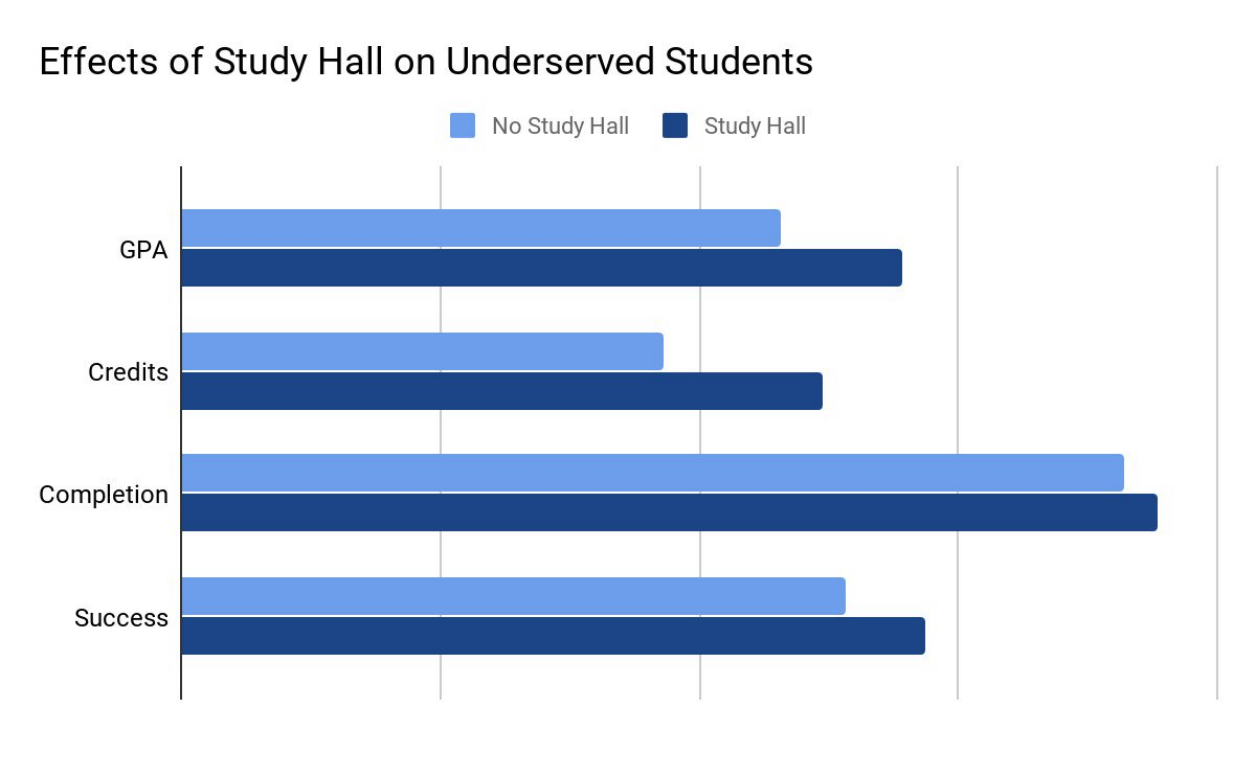
Are Underserved Students Underperforming?



Is Study Hall working for Underserved?

	No Study Hall	Study Hall
GPA	1.93	**2.32**
Credits Earned	11.66	**15.46**
Completion Rate	91.0%	**94.2%**
Success Rate	64.1%	**71.8%**

Is Study Hall working for Underserved?



Underserved Students

- Still supporting all student-athletes
- Track data for all for NJCAA Eligibility
- Narrowed study for Grad Thesis

2010 - 2011: Programming Changes

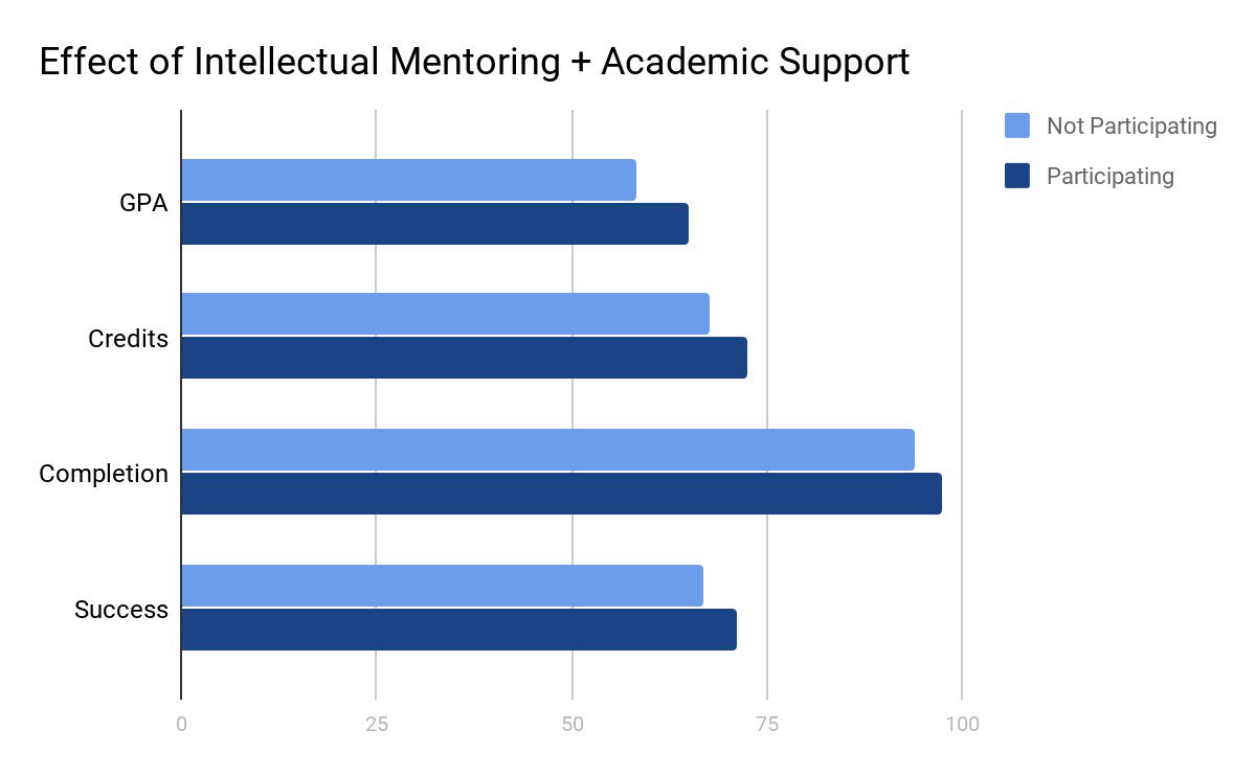
- Intellectual Mentoring ***NEW!**
  - Male Minority Mentoring Program
  - ACT 101 Mentoring Program
  - Power Hours with Professors
  - Academic and Career Advisors

- Academic Support ***IMPROVED!**
  - Study Hall
  - Tutoring Services
  - TA & Exam Prep Session

Intellectual Mentoring + Academic Support

	Not Participating	Participating!
GPA	1.94	2.16
Credits Earned	13.54	14.50
Completion Rate	93.8%	97.2%
Success Rate	66.9%	71.0%

Intellectual Mentoring + Academic Support



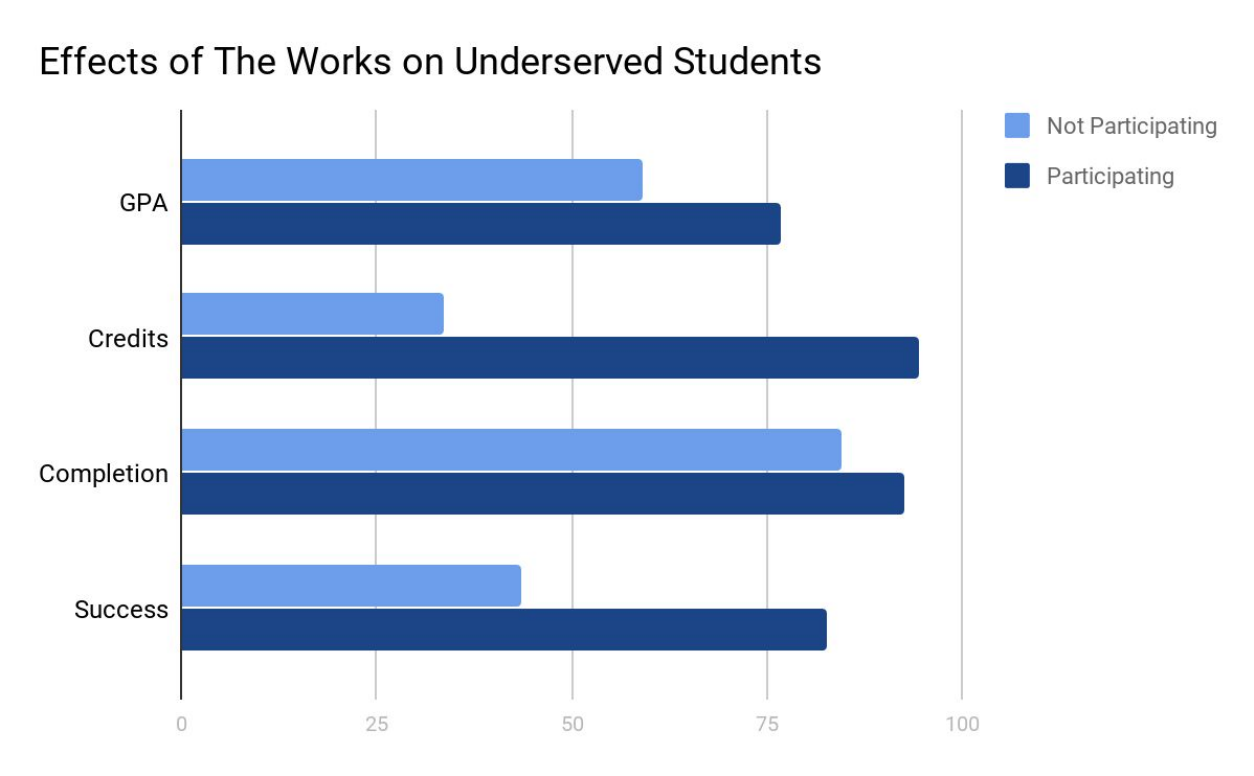
2011 - 2012: More Changes “The Works!”

- Social Support ***NEW!**
  - Peer Mentoring Program
  - Mustangs All-Star Program
  - Non-athletics Volunteering
- Coach Mentoring ***NEW(ish)!**
  - Onboarding support
  - Ongoing support
  - Good Student Workshops
- Intellectual Mentoring
  - Male Minority Mentoring Program
  - ACT 101 Mentoring Program
  - Power Hours with Professors
  - Academic and Career Advisors
- Academic Support
  - Study Hall
  - Tutoring Services
  - TA & Exam Prep Session

The Works!

	Not Participating	Participating!
GPA	1.97	2.56
Credits Earned	6.70	18.85
Completion Rate	84.4%	92.6%
Success Rate	43.5%	82.5%

The Works!


Effects of The Works on Underserved Students
Not Participating
Participating
GPA
Credits
Completion
Success
0
25
50
75
100

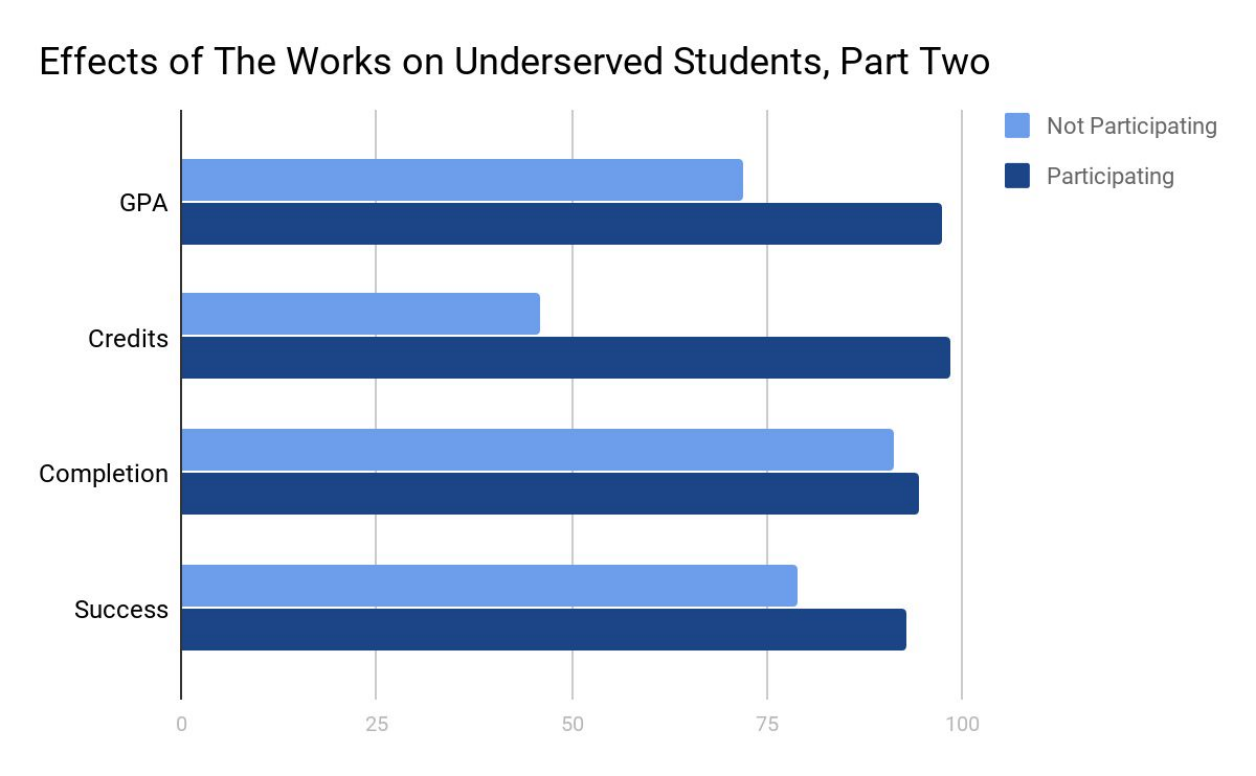
2012 - 2013: Final Year (No Changes)

- Social Support
  - Peer Mentoring Program
  - Mustangs All-Star Program
  - Non-athletics Volunteering
- Coach Mentoring
  - Onboarding support
  - Ongoing support
  - Good Student Workshops
- Intellectual Mentoring
  - Male Minority Mentoring Program
  - ACT 101 Mentoring Program
  - Power Hours with Professors
  - Academic and Career Advisors
- Academic Support
  - Study Hall
  - Tutoring Services
  - TA & Exam Prep Session

The Works! Part Two

	Not Participating	Participating!
GPA	2.57	3.48
Credits Earned	10.75	22.38
Completion Rate	91.3%	94.3%
Success Rate	78.9%	92.8%

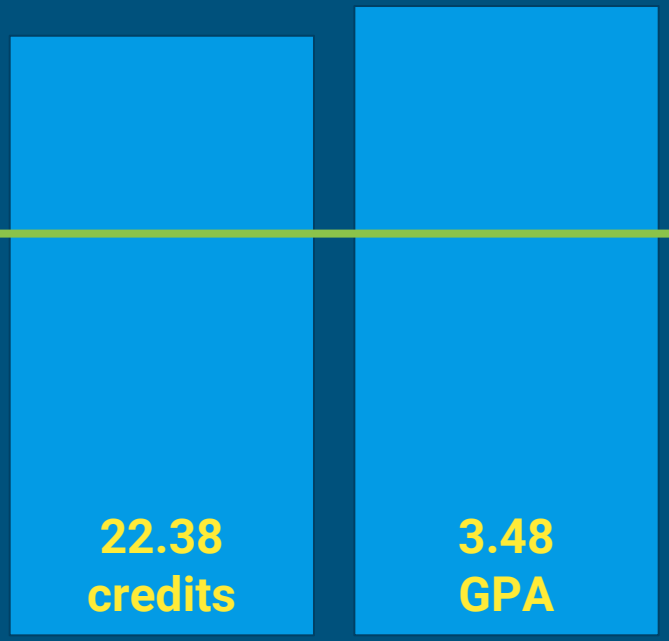
The Works! Part Two



2012 - 2013 Fourth NJCAA Year *(Underserved)*

Eligibility

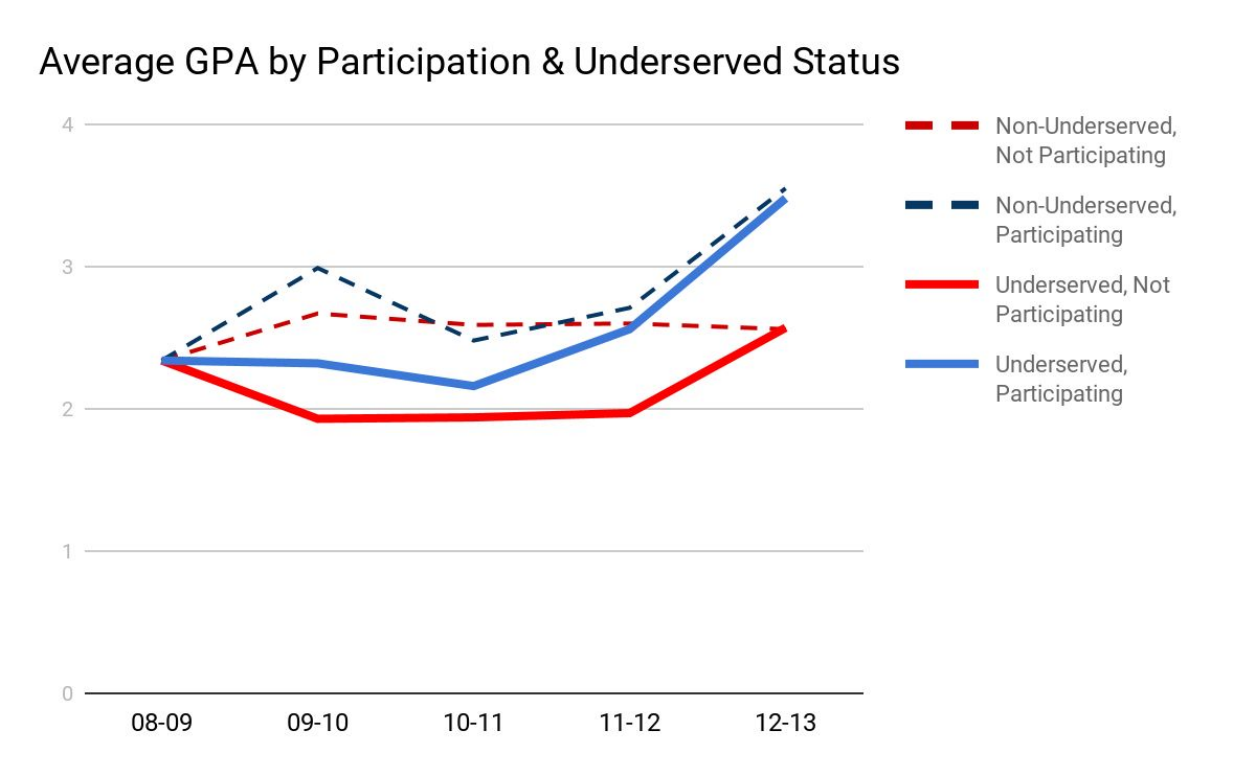
12 credits
2.00 GPA



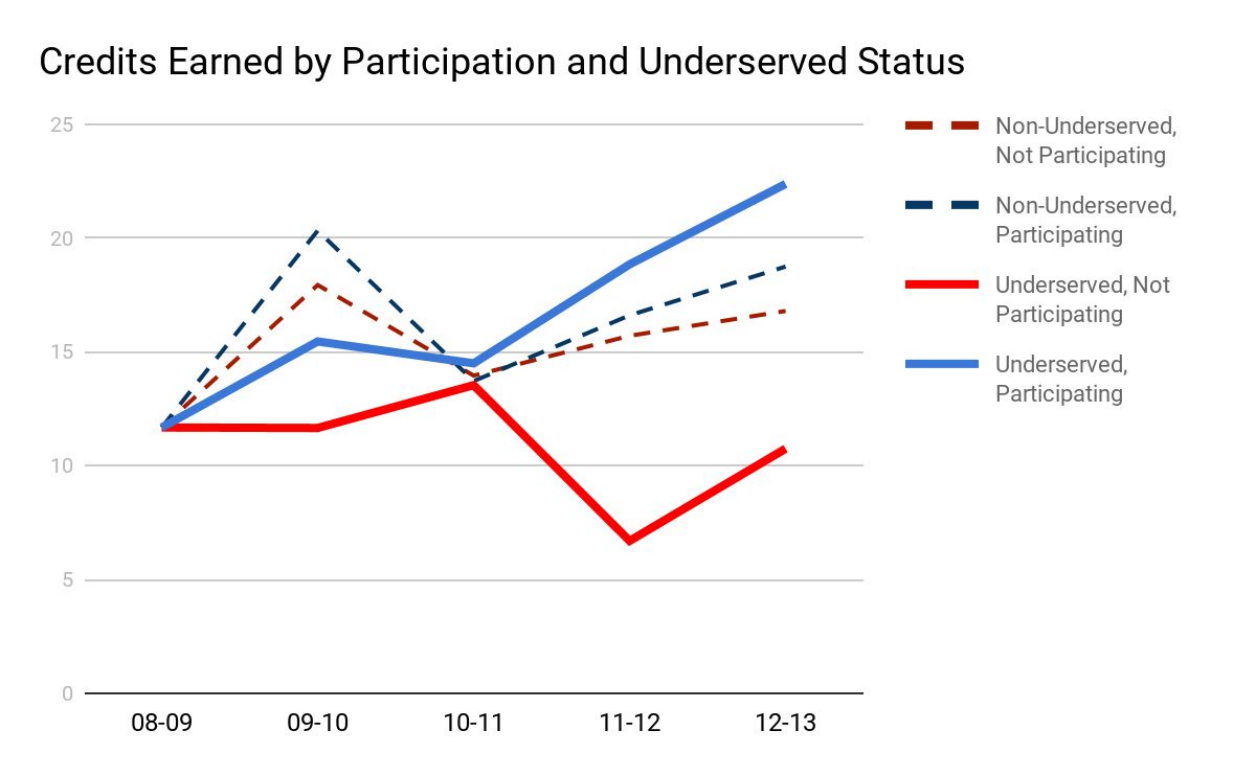
Completion Rate
94.3%

Success Rate
92.8%

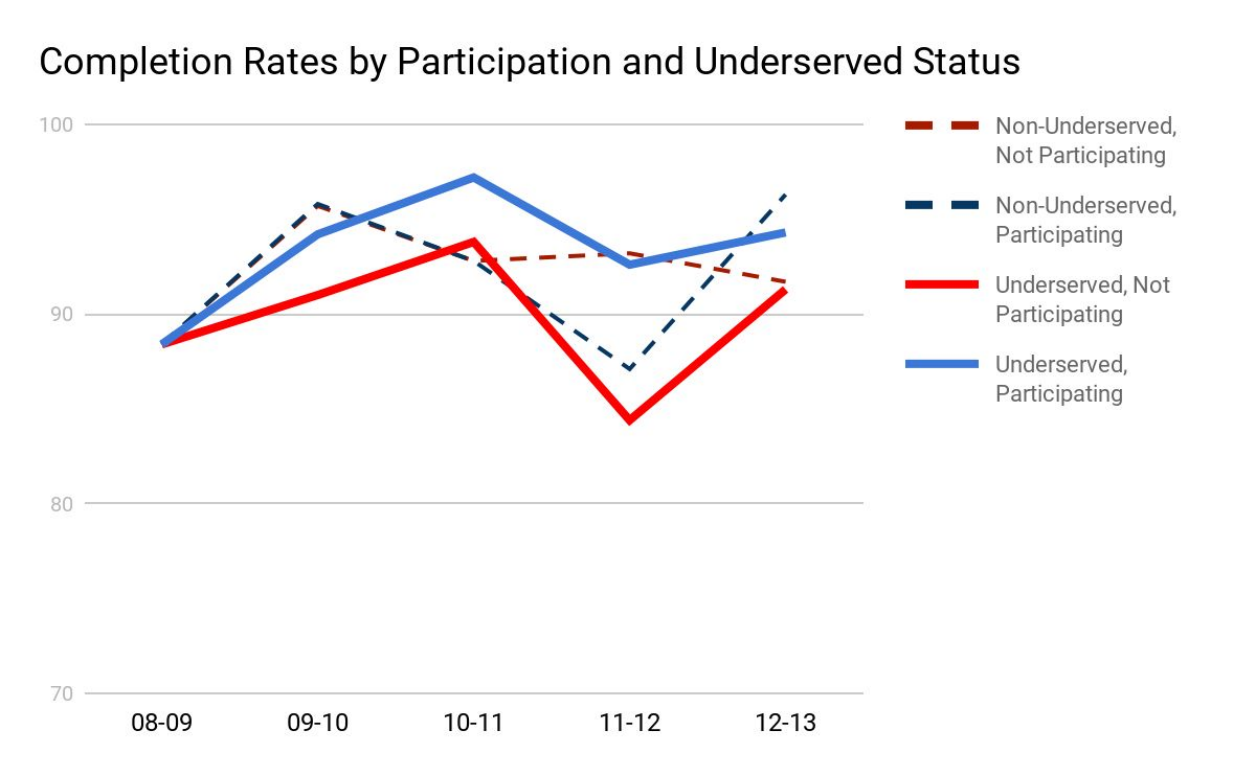
Five Year Trend - GPA



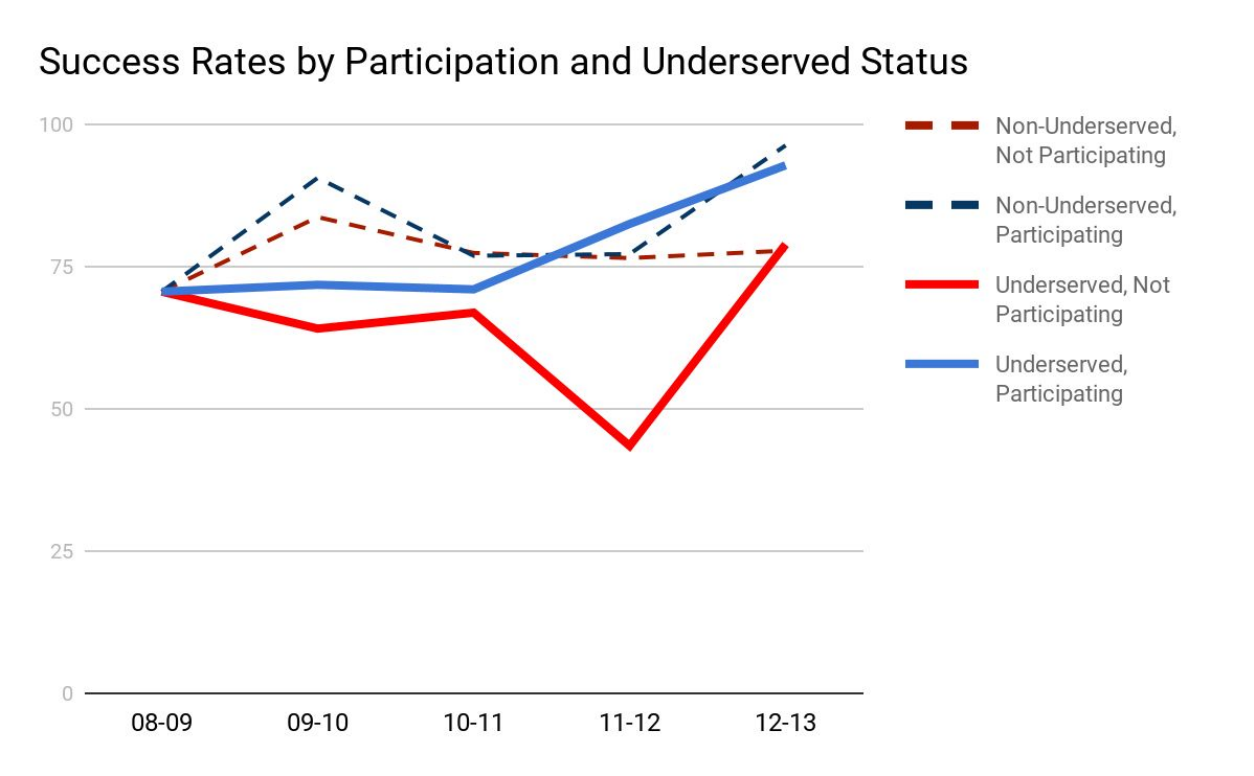
Five Year Trend - Credits Earned



Five Year Trend - Completion Rate



Five Year Trend - Success Rate



Lessons Learned

- Do research, rely on experts
- Get to know **everyone** on campus
- Always be advocating/partnering
- Spend time with your students
- Be creative with existing resources
- Write everything down, make lists
- Track as much data as you can get
- Look for patterns, make sense of them
- Try something different
- It’s okay to be wrong

Academic Support
Study Hall/Tutoring

Intellectual Mentoring
Role Models

Social Support
Peer Engagement

Coach Mentoring
Pathway Support

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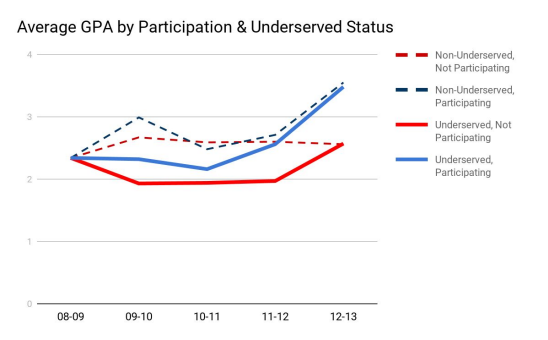
Review of Programming and Results

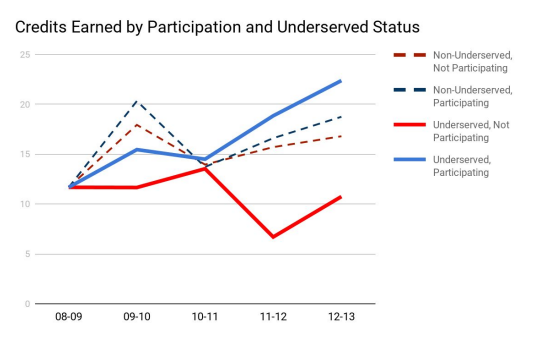
Academic Support
Study Hall/Tutoring

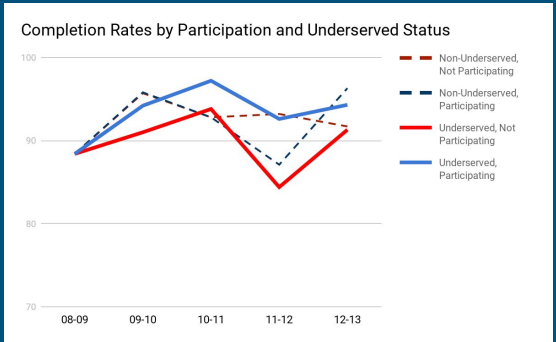
Intellectual Mentoring
Role Models

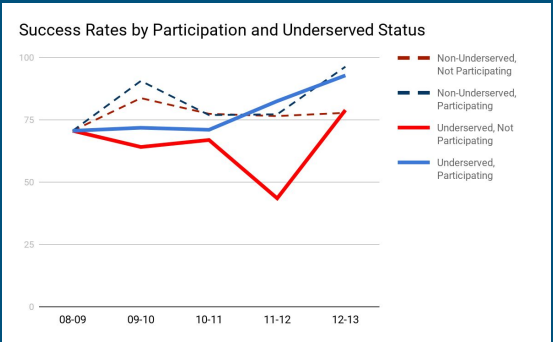
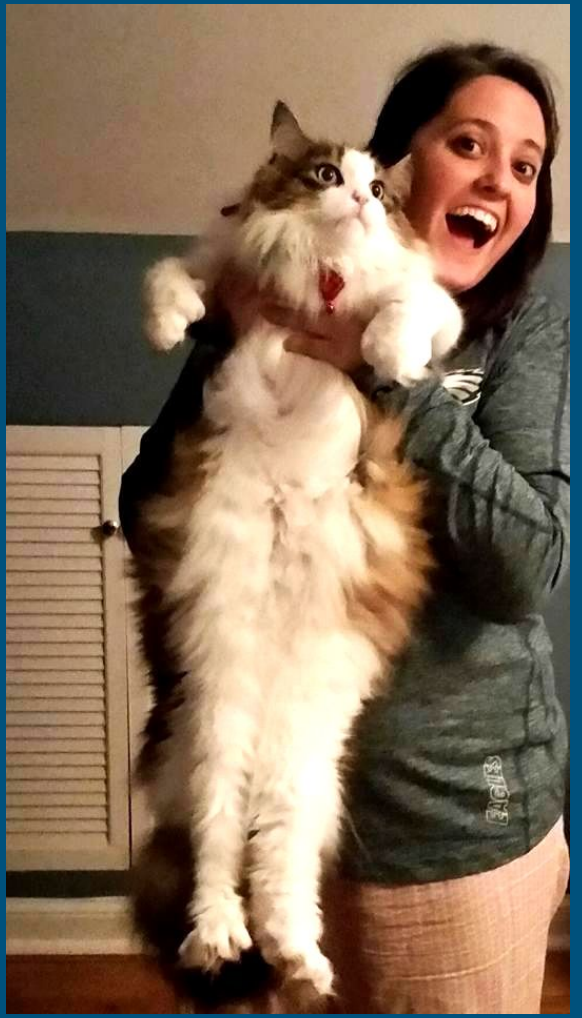
Social Support
Peer Engagement

Coach Mentoring
Pathway Support









Cat Tax!