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 **LEARNING LOG**  
**Leveraging Title III to Support Student Success**

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## DETAILS

MAKING IT WORK, UNDERSTANDING WHAT WORKS, AND SHARING WHAT WORKS

### TITLE

Leveraging Title III to Support Student Success


### SOLUTION

Redesigned Planning Advising and Student Services

### CAPACITIES

Leadership & Culture

### Owner

 [Rita Jerman \(/education/s/profile/00536000004728WAAQ\)](/education/s/profile/00536000004728WAAQ)



### Record Type

Monthly-Current 2017



### INSTITUTION

Wake Technical Community College

### REFLECTION

### SITE INITIATIVE

Our college was awarded a Title III Grant to support student success. It is a two-part grant with one component focused on course redesign and another on student success coaching. Student Success Coaches help Pell grant recipients enrolled in Expository Writing (ENGL 111) navigate the college environment and make sure they take advantage of the resources available to them.

### PROGRESS TOWARD STUDENT SUCCESS

Each semester, Student Success Coaches have increased their engagement with the cohort. In addition, they have seen steady attendance at their financial literacy workshops and career exploratory services.

### IMPACT

Until spring 2017, we have not had sufficient data to make impact comparisons. This year's annual report (January 2018) will allow for fall-to-fall and spring-to-spring comparisons to determine the impact of the initiative. For the Student Success Coaches, the pivotal moments occur when students from previous cohorts return for guidance and assistance. These students recognize the role of the Student Success Coach to help them gain the assistance they need to address their current situation/issue.

### INTERNAL/EXTERNAL RESOURCES

While the initiative is externally funded, the internal resources of collaborative partnerships with other WTCC offices (Single Stop, NEST (food pantry), Disability Services, Advising Center, Financial Aid) have been invaluable to the success of the initiative.

### NEXT CRITICAL STEPS

Student Success Coaches must continue to find innovative and creative methods to increase engagement with their cohort. Alongside our branding campaign, we have launched a mobile campaign to create a culture of presence and accessibility. Throughout the semester, students will see Coaches in "their spaces" (library, cafeteria, student center, classroom buildings). The objective is to establish the services offered by Student Success Coaches in the minds of students and create conversation among students. This awareness of Student Success Coaches will be critical in future success of the program.

### OPPORTUNITIES/CHALLENGES

As this is not a mandatory program, students do not always respond to the Student Success Coaches invites. It has been challenging to connect with a student population that is commuter-based, job and/or family focused that has limited time to spend outside of class.

QUESTIONS/REQUESTS ⓘ

This initiative is about shared ownership of the WTCC cohort's educational journey. The Student Success Coach is the navigator to resources that can assist the student in achieving academic success. The student bears the responsibility to embrace the resources in order to achieve academic success.

So, as with all student success initiatives, the challenge is how to get students to participate in activities that research shows will make them more successful. Simply telling a student that students who follow this roadmap tend to be more successful is not always enough motivation.

STATUS

Final

Completion Date ⓘ

5/23/2017

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