

We Care!  
Utilizing Faculty and Staff Care Teams  
to Keep Students Connected to  
Academic Success Amid the Covid-19  
Pandemic

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# Synopsis

- ❑ **Call for Care Teams**
- ❑ **Launching Care Teams and Strategies**
- ❑ **The Need of Care Teams**
- ❑ **What Happened?**
- ❑ **The Impact of Care Teams**
- ❑ **Care Team Vantage Points**
- ❑ **Recommendations**

# Call for Care Teams

## President 's Taskforce

Focus  
Student Engagement &  
Customer Service



## Faculty Care Team

Focus  
Current Student Outreach



## One-Stop Shop Care Team

Focus  
Outreach  
& Cross-Functional Support



## Stop- Out Care Team

Focus  
Students who stopped-out  
during pandemic



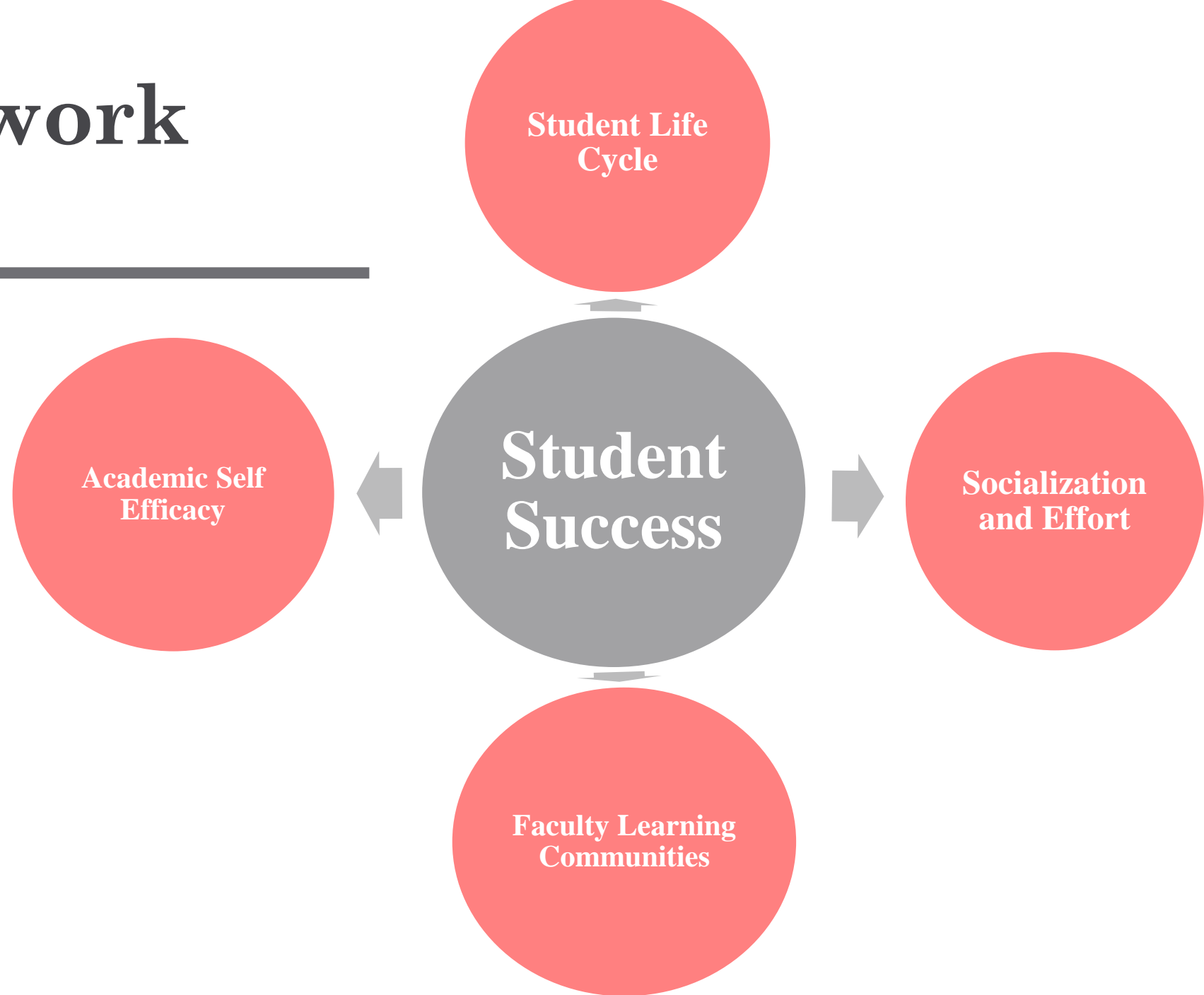
Providing  
personalized  
high-touch points to  
support students in  
academic and  
retention focused  
areas during the  
pandemic?

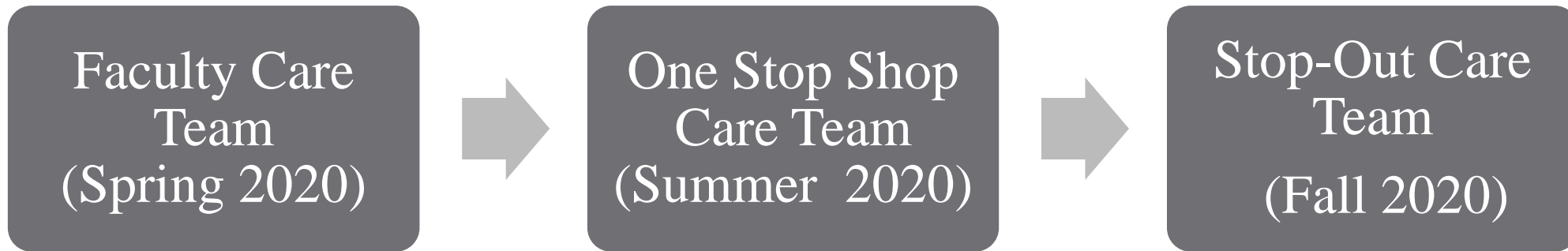


**ATLANTA**  
**METROPOLITAN**  
**STATE**  
**COLLEGE**

# Framework

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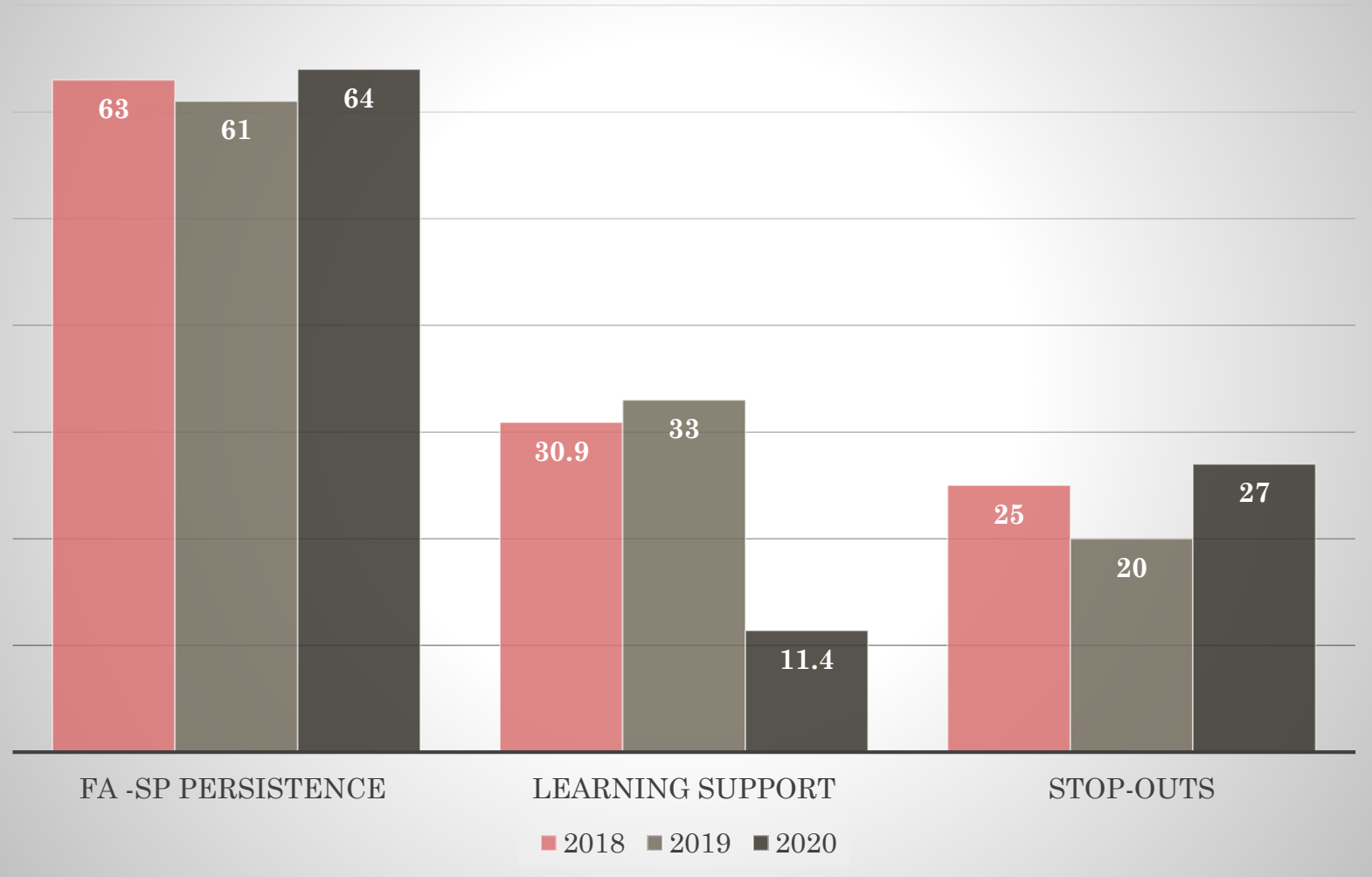


# Timeline

# Stop-Out Students

- ✓ **Does** include students with last attendance < 3 semesters
- ✗ **Does not** include students with currently enrolled at other institutions
- ✗ **Does not** include students on academic suspension/dismissal
- ✗ **Does not** include students dismissed for Conduct infractions
- ✓ **Does** include SAP students

# Academic & Retention KPIs





# What Happened?

Emerging Themes/Data Results from Surveys and Care Team Outreach

## Results

- ✓ 52% of our students indicated that coronavirus pandemic had a negative impact on their academic class performance (student involvement, health related stress and course struggles)
- ✓ 65% of our students indicated that they worked (including full-time/part-time)
- ✓ 69% of our students indicated that they were responsible for providing instruction during the pandemic to a child in their household
- ✓ 71% of our students indicated that they needed additional tutoring support for their online course

\*Results taken from the following surveys:

AMSC Student Coronavirus Survey Administered March 3, 2020  
Student Technology Readiness Survey Administered June 22, 2020  
First Responders to Student Success Survey September 1, 2020



### **Digital Divide**

Laptop Loaner Program, Correspondence Model & Parking Lot Hot Spot



### **Academic Support Interventions**

Computerized Tutoring Solutions, Academic Support Workshops & Student Attendance Outreach Efforts



### **Student Services Assistance**

Student Service Interventions, Digitize and Formalize Processes & Financial Literacy Workshops



### **Sensitivity to Students' Needs**

Social Belonging, Mental Wellness Check-ins & Programming (i.e. Trailblazer Talks, Food Pantry, Student Engagement Activities, etc.)

## Care Team Vantage Points

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“  
#BelieveBeginBecome

**I WANT TO INSPIRE OTHERS  
TO TAKE A DIFFERENT ROAD.  
NETWORK AND MAKE  
CONNECTIONS BECAUSE IT'S  
NOT ABOUT THE SCHOOL YOU  
GO TO, IT'S ABOUT WHAT YOU  
GET OUT OF THAT SCHOOL.**

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**ANDREW WILLIAMS**  
SOPHMORE | BUSINESS MAJOR

AMSC

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## Recommendations & Next Steps

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- 1. Continue outreach to students and utilize third-party vendor for enhanced communications (Mailers, Text Blasts, Phone Calls)**
- 2. Continue to track the academic and retention outcomes of both populations of students**
- 3. Better assess the correlation between the pandemic, and academic and retention outcomes**
- 4. Use existing student data to better engage stop-outs**
- 5. Include early financial aid readiness as a retention KPI**

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