

Servicing Student Needs Through Care Teams



In an attempt to make meaningful connections and engage our current and stop-out students with campus resources and support services available to them, Atlanta Metropolitan State College (AMSC) employed Staff and Faculty Care Teams.

Characteristics of the Care Teams



Care Team members are recruited and cross-trained in all Student Success areas (Student Affairs & Academic Affairs)



Care Team members attend bi-weekly meetings focused on implementing coordinated care approaches focused on academic and holistic support services and resources for students



Active communication that emphasizes high touch points in areas of focus such as Early Alerts, Laptop Loaner Program, and promoting the One-Stop-Shop are prioritized by each Care Team

Why Care Teams?

Student Response

- ✓ 52% of our students indicated that coronavirus pandemic had a negative impact on their academic class performance
- ✓ 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

Data Themes



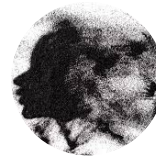
Academic Support Interventions

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.)

Student Populations

Current Students

- ✓ **Does** assign students to faculty by academic program
- ✓ **Does** assign students based on number of credit hours
- ✓ **Does** assign Dual Enrollment students to designated liaison

Stop Out Students

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

Fall 2020

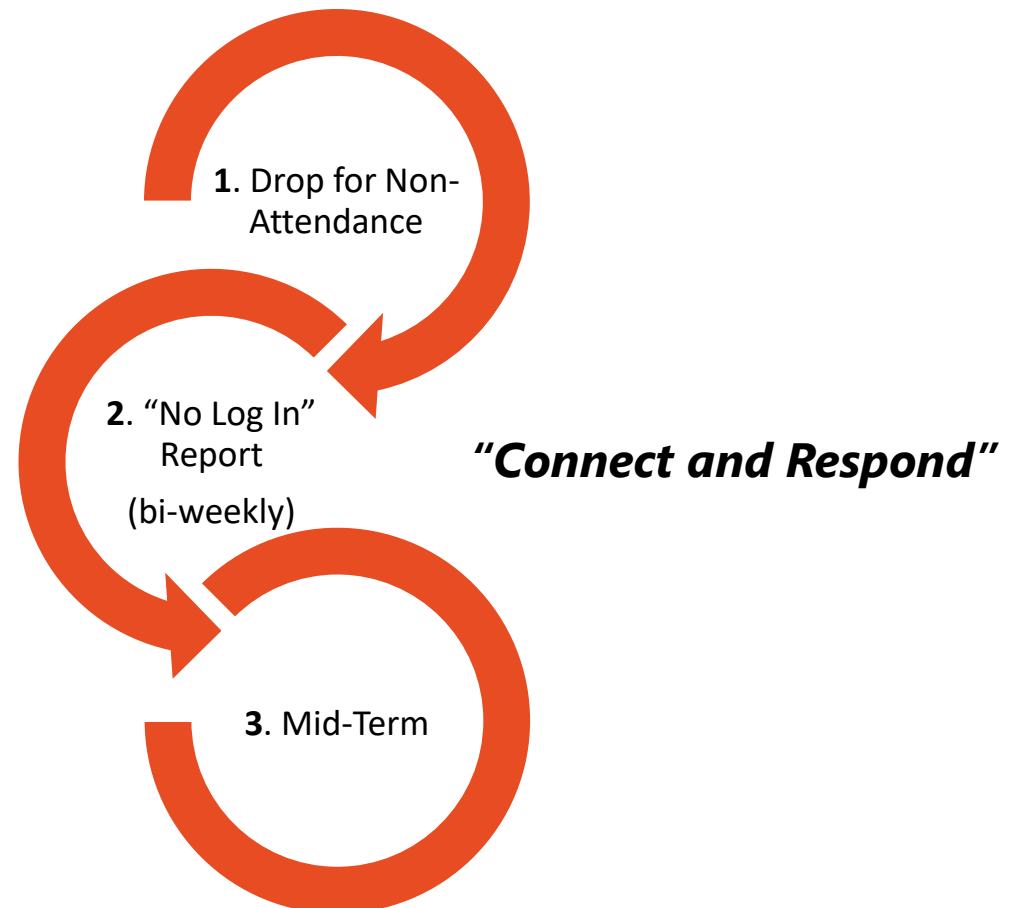
1703 Current

584 Stop Outs

Timeline

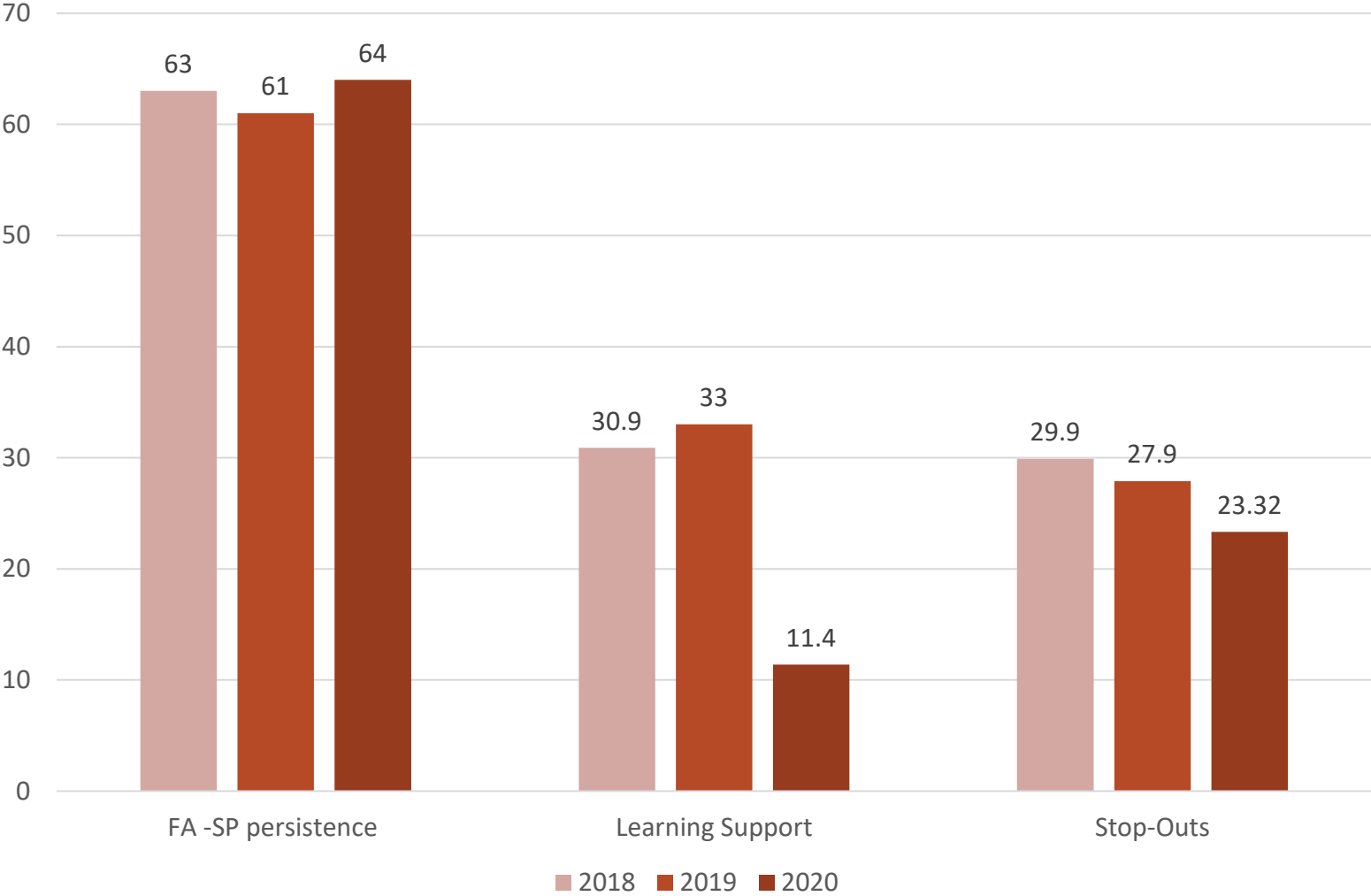


Early Alert Checkpoints



Key Performance Indicators

Academic & Retention KPIs



Next Steps & Strategies

1. Continue outreach to students and utilize third-party vendors for enhanced communications (Mailers, Text Blasts, Phone Calls)
2. Continue to track the academic and retention outcomes of both population of students
3. Mitigate financial aid complications for current and stop-out students
4. Constant FERPA training and review for all Care Team members

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Bring your brilliance.