STUDENT SUCCESS BEST PRACTICE:
GERMANNA COMMUNITY COLLEGE

Virginia's Community Colleges

ADDRESS: 10000 GERMANNA POINT DRIVE,
FREDERICKSBURG, VA 22408

WEBSITE: WWW.GERMANNA.EDU

STUDENT SUCCESS CATEGORY --
- [V] ACADEMIC PROGRAM
- [ ] STUDENT SERVICES
- [ ] WORKFORCE DEVELOPMENT
- [ ] COLLEGE BUSINESS PRACTICE
- [ ] TECHNOLOGY INNOVATION
- [ ] OTHER:

TITLE: "SUCCESS COACHING FOR DEVELOPMENTAL EDUCATION STUDENTS"

PROCESS

Data from SCHEV, IPEDS, and the Community College Research Center (CCRC) helped Germanna identify the need for a Success Coaching program. 2006-2007 SCHEV data revealed that less than 20 percent of pell recipients graduated from Germanna in four years. Additionally, IPEDS data from 2011 showed that African American (14%) and Hispanic (17%) student two-year completion rates within three years were significantly lower than White students (25%). Lastly, the CCRC report "What We Know About Developmental Outcomes" showed that students placing into lower levels of developmental math were at much greater risk for attrition than those students placing into credit-level math.

Germanna's President, Vice-President for Academic Affairs and Student Development, Dean of Student Development, and Assistant Dean of Student Development all had input in the creation of the Success Coaching program. National models were investigated, including the Community College of Denver's Success Coaching program. Moreover, several individuals at the VCCS were consulted regarding existing Success Coaching and Career Coaching programs.

STRATEGY & IMPLEMENTATION

In August 2014, Germanna moved two existing staff members, increased the Great Expectations Coach position from part-time to full-time, and hired four new Coaches to create the seven Success Coach positions.

Germanna's FY 2015 Student Success Plan stated that the new Success Coaching program would focus on supporting the success of: GED recipients | Developmental education students | Students on warning or probation | First Generation Students | Veterans | Students from underrepresented populations | Foster Care Youth | FTIC students

In order to support each of these at-risk student groups, Germanna focused its coaching program on students with the greatest need. Students placing into developmental education are significantly less likely to graduate than their counterparts starting in credit level coursework. Additionally, higher percentages of students in the at-risk groups listed above place into developmental

coursework. By targeting developmental placed students, we are able to support the most at-risk students.

In fall 2014, 1000 developmental placed students were assigned to a Success Coach. Promotion of the program included Facebook posts, radio interviews, and presentations to faculty and staff. The Success Coach team attended the Workforce Professionals Academy, met in-person and via teleconference with Success Coaches from Paul D. Camp Community College and Mountain Empire Community College, and started collaborating with developmental education faculty and student services with developmental education faculty and student services staff on campus.

Success Coaches focus on non-cognitive skill development including: academic mindset, academic goal development, time management, student engagement, motivation, perseverance, self-advocacy, and personal accountability. They develop and implement events and workshops designed to enhance the first year experience such as Welcome Day, Student Success Day, and GRIT workshops. Success Coaches also work closely with developmental course instructors. They visit developmental classrooms and collaborate with instructors to develop success plans for students.

ASSESSMENT & EVALUATION

The number of students receiving Success Coaching has grown each year since the start of the program. 1000 students were assigned a Success Coach in fall 2014 and 1408 students were assigned a Success Coach in fall 2016. Caseloads for most the Coaches have grown from 160 students at the start of the program to 240 students currently. The case management approach enables the Coaches to closely track their student's progress. They are referred to as college "Navigators" as they assist in connecting students to essential resources such as tutoring, financial aid, counseling, and faculty advising. Additionally Coaches assist their students when they experience academic difficulties. In 2015 Success Coaches cleared 1463 flags in SAILS.

Implementing the Success Coaching program allowed Germanna to make New Student Orientation mandatory. In 2015, 1951 students completed New Student Orientation. Additionally, Success Coaches stress the importance of taking SDV in the first semester. In fall 2015, 90% of FTIC students enrolled in an SDV course.
Developmental course completion rates also rose after the Success Coaching program was initiated.

The overall MTE success rate for the 2013-2014 semesters combined was 60%.
The success rates for each MTE during that period were: MTE 1 58.4%, MTE 2 74.3%, MTE 3 74.7%, MTE 4 55.4%, MTE 5 48.6%, MTE 6 46.4%, MTE 7 58.9%, MTE 8 69.9%, and MTE 9 60.1%
The overall MTE success rate for the 2014-2015 semesters combined was 67.4%.
The success rates for each MTE during that period are: MTE 1 64.3%, MTE 2 79.9%, MTE 3 73.8%, MTE 4 60.4%, MTE 5 47.7%, MTE 6 48.0%, MTE 7 54.7%, MTE 8 68.0%, and MTE 9 63.2%
The success rates for ENF 1, 2, and 3 for 2013-2014, was 70.1% for ENF 1, 65% for ENF 2, and 67.9% for ENF 3. The overall success rate for the year was 67.4%.
The success rates for ENF 1, 2, and 3 for 2014-2015, were 79.7% for ENF 1, 70.6% for ENF 2, and 71.7% for ENF 3. The overall success rate for the year was 72.3%.

Retention data is another way we measure the impact of the coaching program.
o Fall 13 - Fall 14 -- General Population - 46.8% VS Coached Population - 50%
o Fall 14 - Fall 15 -- General Population - 47.2% VS Coached Population - 53%

o Spring 14 - Fall 14 -- General Population -- 55.1% VS Coached Population - 54%
o Spring 15 - Fall 15 -- General Population – 56% VS Coached Population - 62%

PLAN FOR SCALE & SUSTAINABILITY

Germanna's Success Coaching program was created with a combination of student success grant funding and internal funding and resources. The college is committed to the long term sustainability of the program as all positions are currently funded through internal resources with the exception of the funds received from the VCCS for Great Expectations.

Germanna will continue to seek funding to expand the scope of the Success Coaching program. Expansion of the Coaching program would allow Germanna to provide coaching services to additional students in the identified populations and students on SAP and academic warning.

COLLEGE DESCRIPTION

Germanna Community College is one of the twenty-three community colleges in Virginia that comprise the Virginia Community College System. It is a two year public institution of higher education established in 1970. As a comprehensive community college, Germanna provides quality, accessible, and affordable educational opportunities for the residents of the City of Fredericksburg and the counties of Caroline, Culpeper, King George, Madison, Orange, Spotsylvania and Stafford. Germanna's service region reflects the composition of much of the Commonwealth of Virginia. A mix of rural and urban areas give Germanna a diverse student population. Fall 2016 enrollment is nearly 6700 students.

CONTACT INFORMATION

Matthew Fitzgerald
Lead Success Coach
mfitzgerald@germanna.edu
(540) 834-1952