Student Intake Makes Early Alert Earlier

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AGENDA

- History of Student Intake at NWTC
- Creating The Survey
- Student Intake Survey Workflow
- Impact
- Next Steps
NORTHEAST WISCONSIN TECHNICAL COLLEGE

• 3 Campuses, 5 Regional Learning Centers
• 6,000 FTE
• 200+ degrees, diplomas, & certificates
• Faculty: 270 full-time, 650 part-time
• Starfish user since 2013
questions you would ask incoming new students (that you don’t already ask)

services at your college that you would like to refer students to prior to the start of classes

challenge that you could encounter when implementing a student intake survey
HISTORY OF STUDENT INTAKE AT NWTC

- Mandatory New Student Registration
- Assigned Program Advisor
- Mandatory Welcome Week Orientation
- Starfish Early Alert
  - Flags, Kudos, Referrals
CREATING THE SURVEY

• Cross Functional Committee
• Researched survey tools on the market
• Brainstormed barriers encountered by NWTC students
• Wrote survey questions based on student barriers
WRITING SURVEY QUESTIONS

• Don’t ask questions you already have the answer to
• Make sure your answers match your question
• Use student language
• Make sure each question has a purpose
• Avoid double-barreled questions
• Try using 5 or 7 answer choices, rather than 3
I am certain of my career goals and program choice.

VS.

How certain are you about your career goals?

How certain are you about your program choice?
I worry about having enough money to pay for school

I am confident that I will stick to a spending plan while in college.

How are you planning to pay for college?

- Self-funded (job, savings, etc.) or Parents
- Financial Aid/FAFSA (grants, loans, work study)
- Veterans Education Benefits
- Unsure
- Other (i.e. employer funding, scholarships, etc.)
I am confident using a computer to complete assignments and learn new skills.

- Agree
- Somewhat Agree
- Disagree

How confident are you in your ability to use a computer to complete assignments?

- Very confident
- Moderately confident
- Slightly confident
- Not confident at all
DO YOU THINK I COULD WRITE SURVEY QUESTIONS?
All NWTC students take our intake survey, because we want to get to know you, your strengths, and any potential challenges. It is normal for students to experience challenges and research shows that the most successful students can identify what they need and take advantage of the resources offered. By providing your honest responses, we can proactively connect you to the support you need. This survey will take approximately 3-5 minutes to complete.

Where do you plan to take most of your classes this semester? (Select all that apply)
- Green Bay
- Marinette
- Sturgeon Bay
- Shawano
- Oconto Falls
- Crivitz
- Luxembourg
- Niagara/Aurora
- Online

How certain are you about your career goals?
- Very certain
- Moderately certain
- Slightly certain
- Not certain at all

How certain are you about your program choice?
- Very certain
- Moderately certain
- Slightly certain
- Not certain at all

How many hours per week do you plan to work while enrolled in classes?
- 0
- 1-9
- 10-19
- 20-29
- 30-39
- 40+

Do you provide frequent care for individuals other than yourself (e.g., children, siblings, parents, etc.)?
- Yes
- No

What is the primary language that you speak?

How would you rate your past experience in Math?
- Not challenging at all
- Slightly challenging
- Moderately challenging
- Very challenging

How would you rate your past experience in Reading?
- Not challenging at all
- Slightly challenging
- Moderately challenging
- Very challenging

How would you rate your past experience in Writing?
- Not challenging at all
- Slightly challenging
- Moderately challenging
- Very challenging

How would you rate your past experience in Science?
- Not challenging at all
- Slightly challenging
- Moderately challenging
- Very challenging

How confident are you in your ability to use a computer to complete assignments?
- Very confident
- Moderately confident
- Slightly confident
- Not confident at all

How confident are you that you will have access to the internet when you need it to complete assignments?
- Very confident
- Moderately confident
- Slightly confident
- Not confident at all

Do you and your family have access to enough food every day?
- Yes
- No

Do you and your family have safe and dependable housing?
- Yes
- No

Which of the following services would you like information about before you begin classes at NWTC?
- Academic Coaching/Success Strategies
- Disability Services
- Computer Training - Academic (e.g., navigating NWTC systems, using classroom software, etc.)
- ComputerTraining - General (e.g., email, file folder management, saving documents, etc.)
- Community Resources (e.g., housing, food share, social service agency information, referrals)
- Extra-curricular Activities (e.g., student organizations, intramural sports, internships, etc.)
- Financial Coaching and Budgeting
- Diversity and inclusion Programming (e.g., events, Diversity Trainings, [insert pledge, etc.])
- Mentoring
- Navigating Campus/Campus Tours
- On-Campus Employment
- On-Campus Housing
- Personal Counseling (e.g., anxiety, depression, ADHD, etc.)
- Purchasing Textbooks/NWTC Store
- Study Abroad
- Veterans’ Services
- Wellness/Caregiver/Healthcare Options
- Other (please specify)

I know I will succeed in college because:

Thank you! We’re glad you’re at NWTC and believe that you can achieve your goals here. Your responses on this survey will be shared with appropriate staff who may connect with you to provide assistance and resources. Your conversations with us are an important step in your success and achieving your goals.

Questions? Contact Kelly Casperson, NWTC Early Alert Manager, at Kelly.casper@nwtc.edux or 920-498-6086
STUDENT INTAKE SURVEY WORKFLOW

Student completes survey

Bi-Weekly

Results filtered & referrals raised

Staff notified
1 Day

1st contact attempt
5 Days

2nd contact attempt
7 Days

BRACE YOURSELF
IF YOU COULD CLOSE THE LOOP ON THAT COMMUNICATION
THAT'D BE GREAT

5 Days
Referral cleared
PERSISTENCE IMPACT

- Participated:
  - 1st to 2nd Semester: 86.2%
  - 1st to 3rd Semester: 62.4%
  - 1st to 4th Semester: 51.1%

- Did NOT Participate:
  - 1st to 2nd Semester: 80.8%
  - 1st to 3rd Semester: 58.9%
  - 1st to 4th Semester: 46.4%
COURSE SUCCESS
Fall 2017 Survey Respondents – Term GPA

Avg. GPA 2.8
Participated

Avg. GPA 2.5
Did NOT Participate
NEXT STEPS

• Enhancement requests for intake survey platform
• Further analysis of impact
• Streamlined integration into new SOAR process
• Embed coaching techniques and consistent language into referral process
• Develop team dashboards and targets for referral closure
DISCUSSION

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