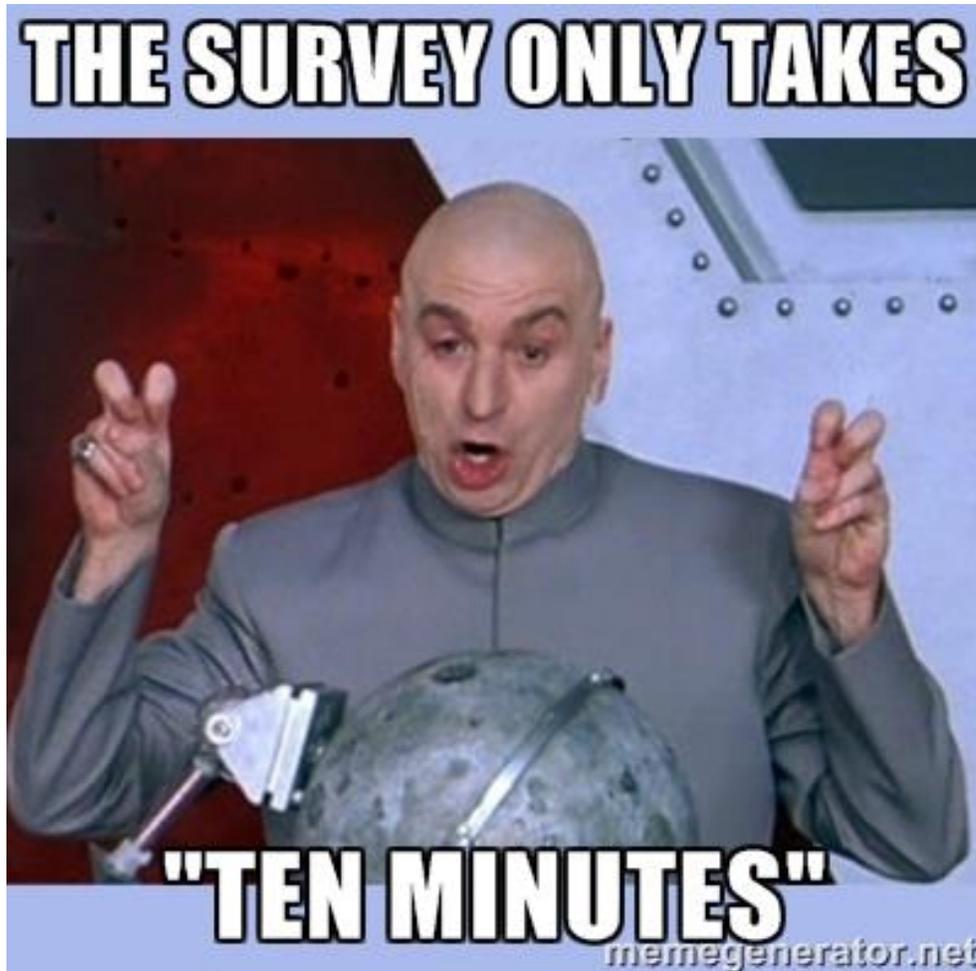


Student Intake Makes Early Alert Earlier

KELLY CASPERSON

Northeast Wisconsin Technical College

AGENDA

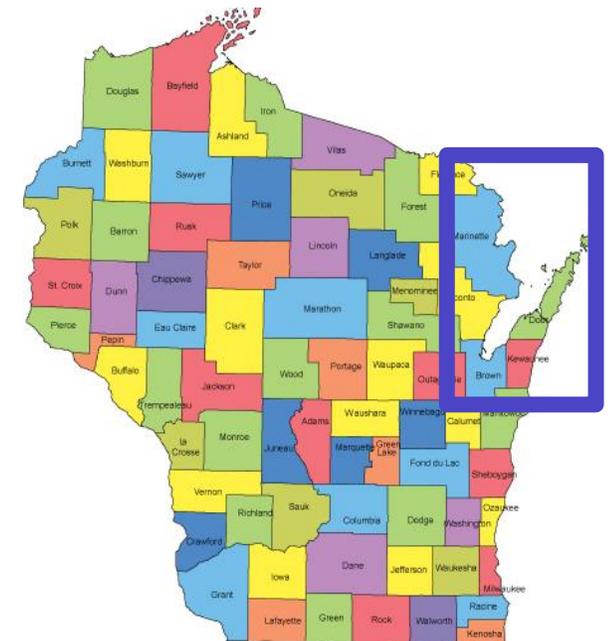


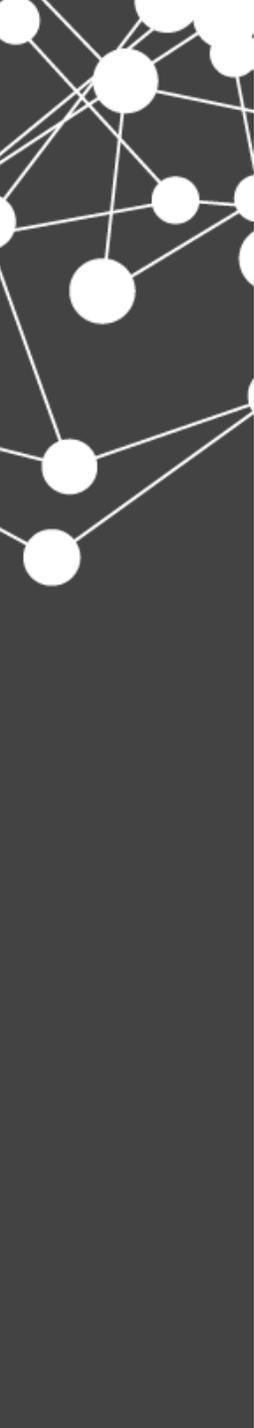
- ④ History of Student Intake at NWTC
- ④ Creating The Survey
- ④ Student Intake Survey Workflow
- ④ Impact
- ④ Next Steps

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





3

questions you would ask incoming new students
(that you don't already ask)

2

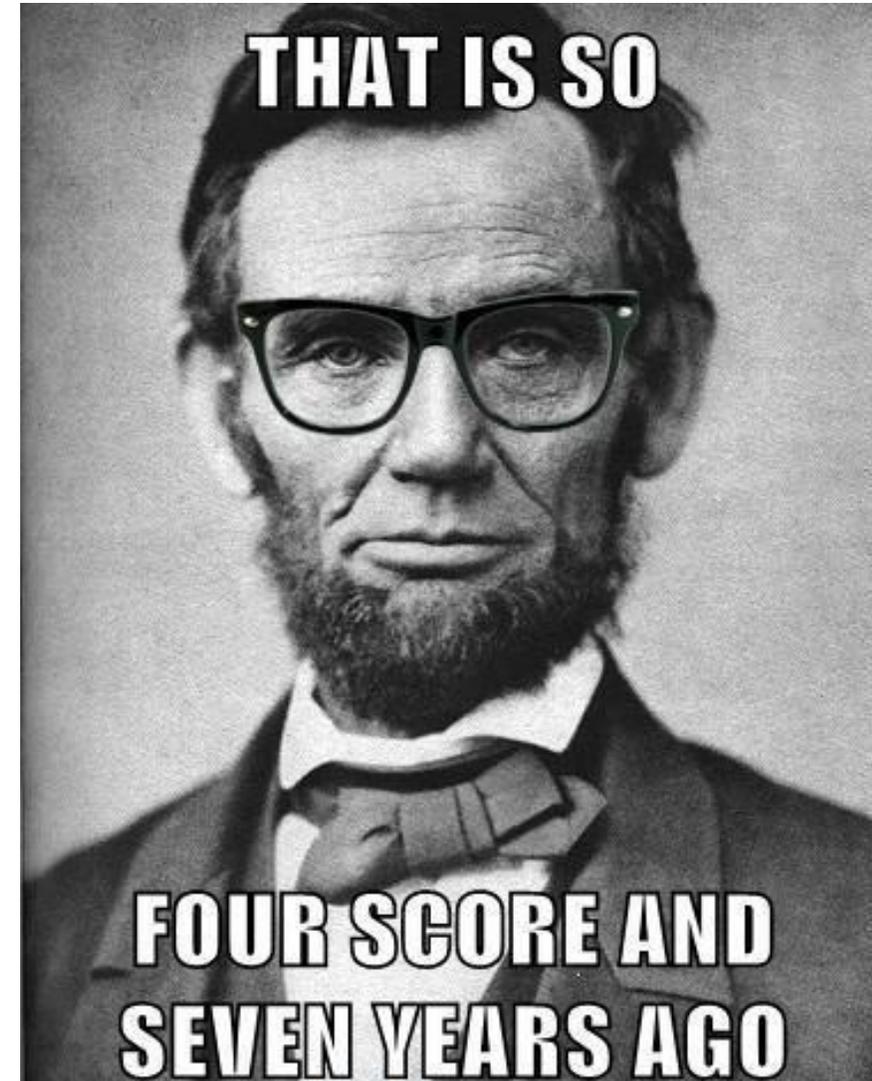
services at your college that you would like to refer
students to prior to the start of classes

1

challenge that you could encounter when implementing a
student intake survey

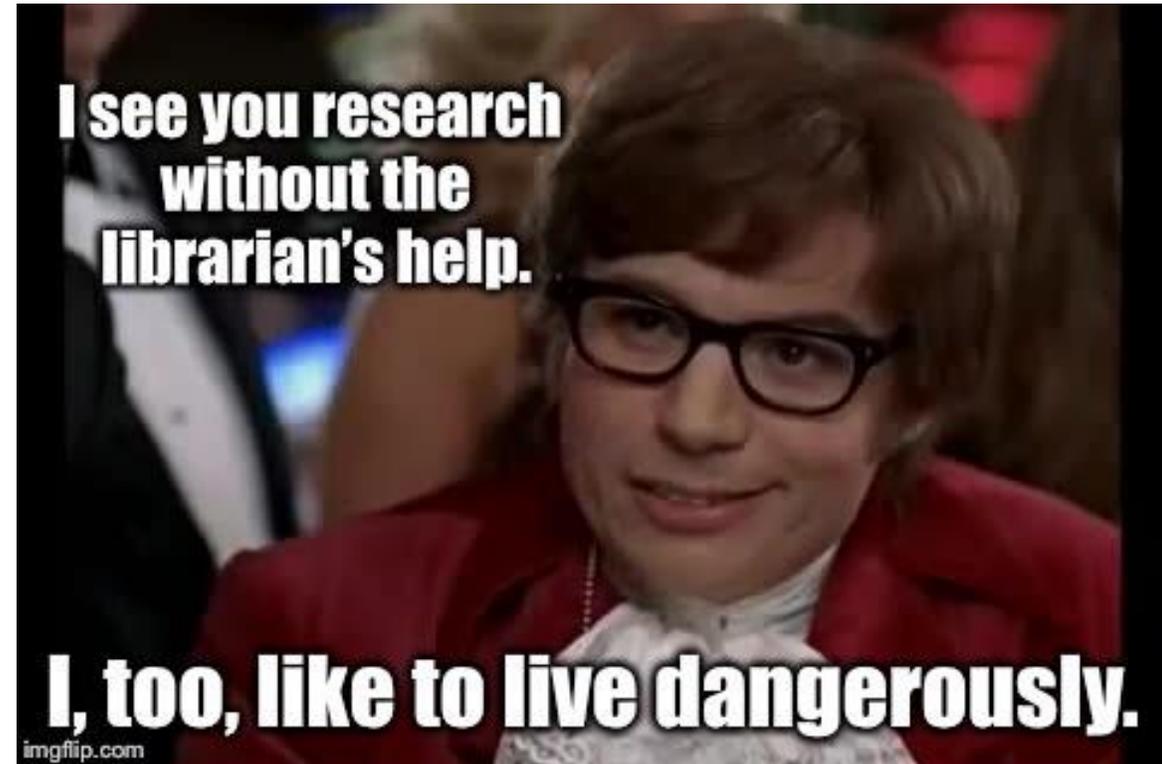
HISTORY OF STUDENT INTAKE AT NWTTC

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



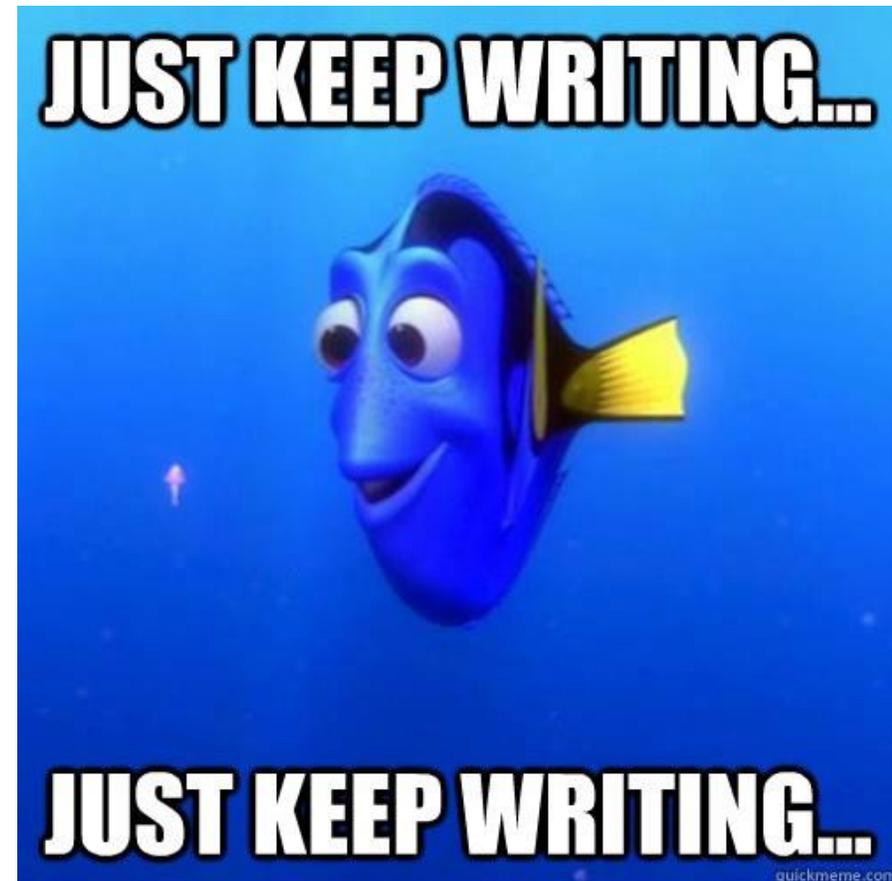
CREATING THE SURVEY

- 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



WRITING SURVEY QUESTIONS

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?

WRITING SURVEY QUESTIONS

I worry about having enough money to pay for school

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

VS.

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.)

WRITING SURVEY QUESTIONS

I am confident using a computer to complete assignments and learn new skills.

- Agree
- Somewhat Agree
- Disagree

VS.

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
- Luxemburg
- 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

How are you planning to pay for college? (Select all that apply)

- 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.)

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? (Select all that apply)

- Academic Coaching/Tutoring
- Disability Services
- Computer tutorial - Academic (e.g., navigating NWTC systems, using classroom software, etc.)
- Computer tutorial - General (e.g., email, file/folder organization, saving documents, etc.)
- Childcare/Parenting Resources and Activities
- Community Resources (e.g., housing, food share, social service agency information, or referrals)
- Extracurricular Activities (e.g., student organizations, student government, intramural athletics, etc.)
- Financial Coaching and Budgeting
- Diversity and Inclusion Programming (e.g., events, Diversity Team, iRespect! pledge, etc.)
- Mentoring
- Navigating Campus/Campus Tours
- On-Campus Employment
- On-Campus Housing
- Personal Counseling (e.g., anxiety, depression, ADHD, etc.)
- Purchasing Textbooks/NWTC Supplies
- Study Abroad
- Veterans' Services
- Wellness/Campus 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.casperson@nwtc.edu or 920-498-6886

When you have to go to campus for class, how will you typically get there? (Select all that apply)

- My own vehicle
- Bus
- Ride with family or friends
- Walk/Bicycle
- Taxi or Uber/Lyft
- I am taking online classes
- Unsure/I do not have reliable transportation
- Other

How much flexibility do you have in your schedule to increase your study time if needed?

- A lot of flexibility
- A moderate amount of flexibility
- Only a little flexibility
- No flexibility at all

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

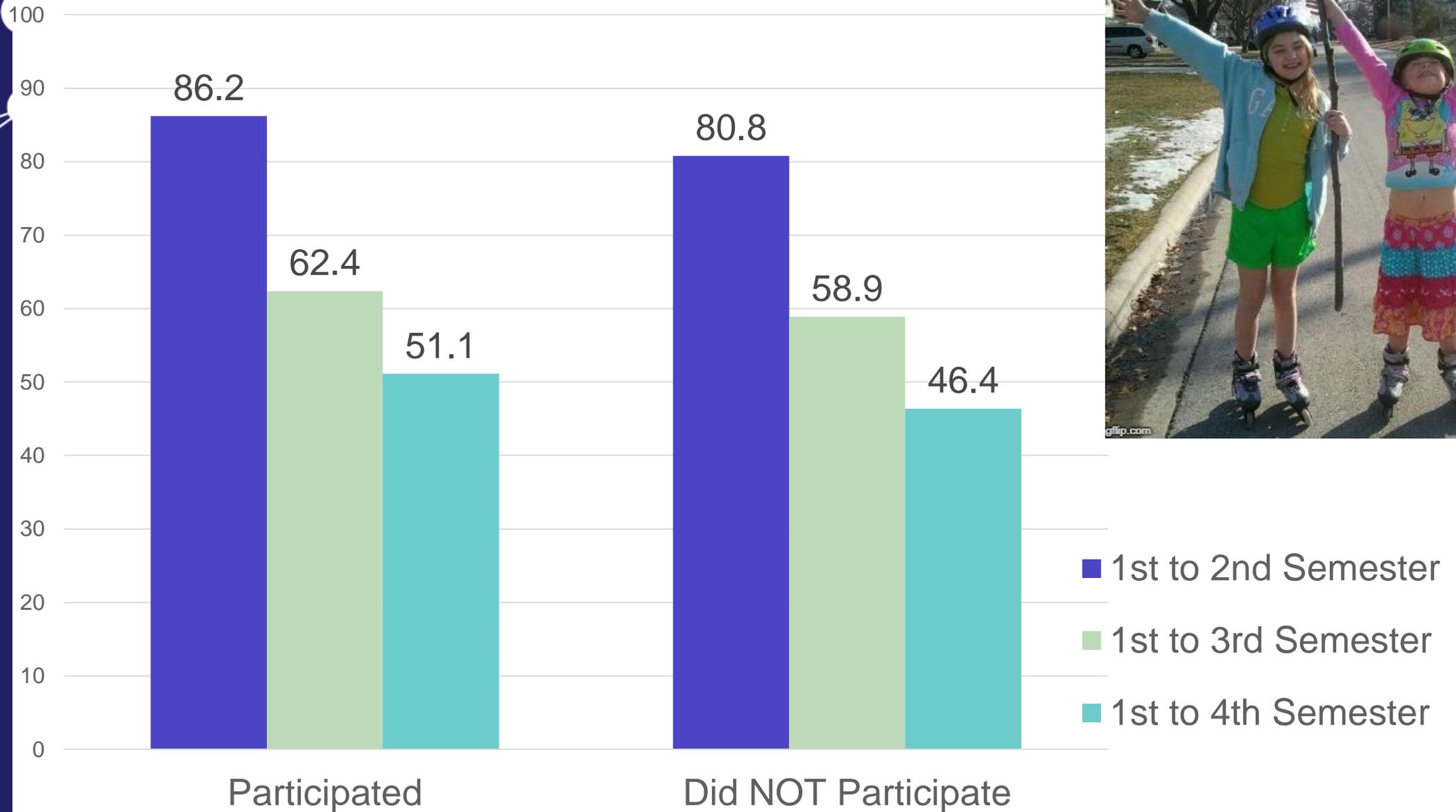
7 Days



5 Days

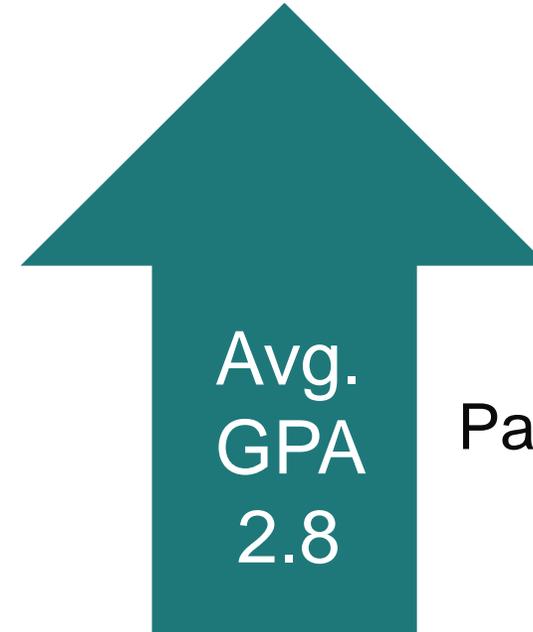
Referral cleared

PERSISTENCE IMPACT



COURSE SUCCESS

Fall 2017 Survey Respondents – Term GPA



Avg.
GPA
2.8

Participated

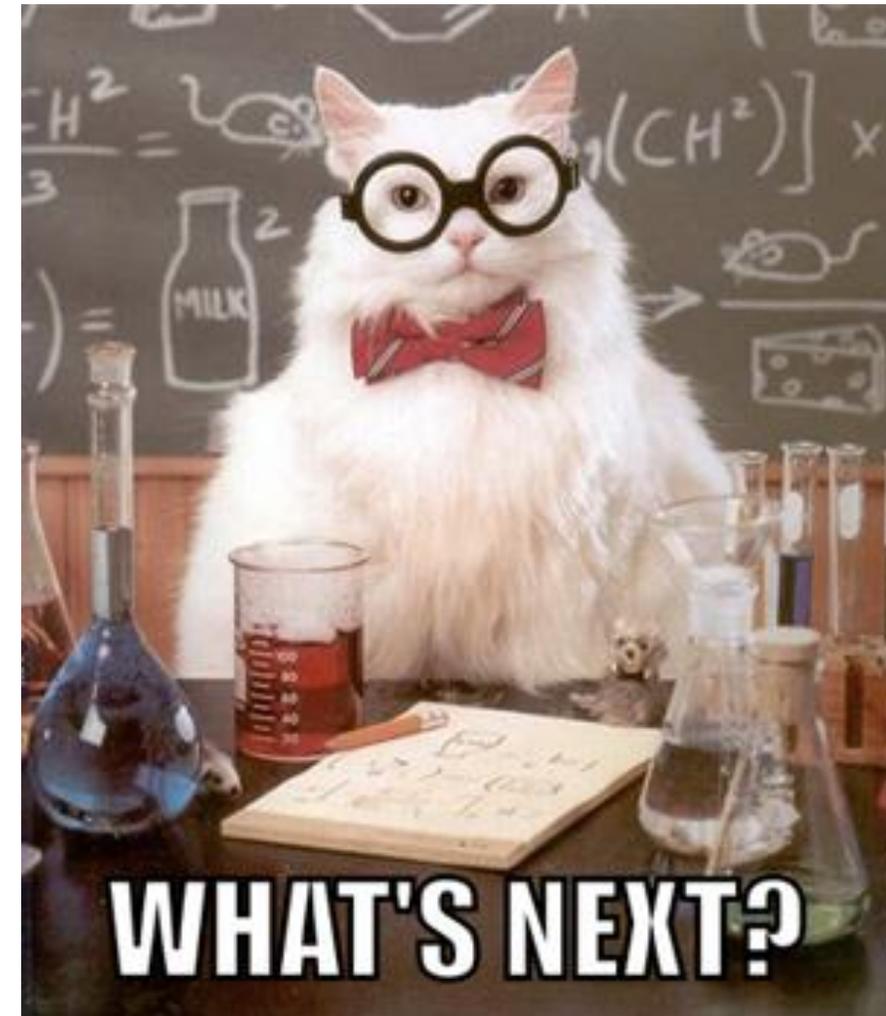


Avg.
GPA
2.5

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

KELLY CASPERSON, Early Alert System Manager

 kelly.casperson@nwtc.edu

 920-498-6886