

HELPING STUDENTS NAVIGATE GRADUATION AND INCREASING COMPLETIONS THROUGH COACHING

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WHO ARE WE AND A BRIEF HISTORY



DEL MAR COLLEGE

- Del Mar College (DMC) is a two-year institution founded in 1935 and located in Corpus Christi, Texas.
- Del Mar College serves seven counties in a 7,541 square mile geographic area. This area is the size of Connecticut and Rhode Island combined with an economically challenged population of over 500,000, of which 375,000 are Hispanic.
- 89% of enrolled students come from the Corpus Christi. 43.1% are men and 56.9% are women.
- Fall 2017 enrollment consisted of 11,506 students with 7,698 or 66.9% identifying themselves as Hispanic.
- DMC is ranked among the nation's top three percent of community colleges





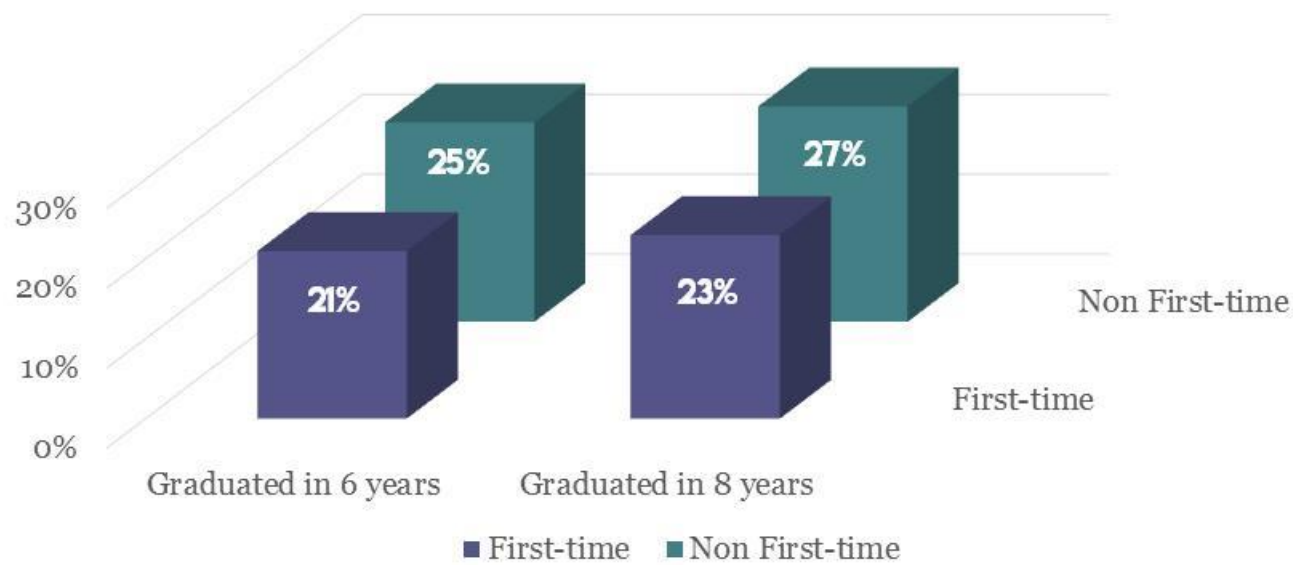
TITLE V DEPARTMENT 3 YEARS AGO

- Title V STEM
- Title V Celebrando Educacion (COOP)
- Untitled Potential Grant (Viking Connect Grant)
- Search for Potential Partners (Tx State - Career and Financial Education)



GAPS IDENTIFIED

Del Mar College Graduation Rates



GAPS IDENTIFIED



- Increase Graduation rate (currently 11%)
- Minimize Stop-outs and Core-complete Transfers
- Minimize time to completion for Associates Degree
- Lack of exposure to Financial Literacy
- Student retention drops after completing 24 hours.

OTHER INITIATIVES ON THE HORIZON



DEL MAR COLLEGE
Dreams. Delivered.
DelMar.edu

60x30TX

Texas Higher Education
Coordinating Board

The image is a composite graphic. On the left is the Del Mar College logo, which includes the letters 'DMC' in a stylized blue font, followed by 'DEL MAR COLLEGE' in blue. Below this is the tagline 'Dreams. Delivered.' and the website 'DelMar.edu'. On the right is a photograph of a young woman with brown hair, wearing a blue polo shirt, smiling. Below the photograph is the '60x30TX' logo, where '60' and '30' are in black, 'x' is in blue, and 'TX' is in red. Underneath this is a horizontal bar with a white star on a blue background on the left and a red background on the right. Below the bar is the text 'Texas Higher Education Coordinating Board'.





DESIGN OF PROCESSES

TARGET STUDENT NEEDS AKA... REASONS TO VISIT YOUR GRAD COACH



- Determine graduation date
- Nudge in the right direction
- Awareness of protocol
- Approachable connection



HOW DO WE HELP STUDENTS GET TO THEIR DESTINATION?

- 1) Discuss academic and professional goals
- 2) Review degree progress and core completion
- 3) Develop a customized action plan
- 4) Follow up visit to monitor progress
- 5) Assistance with Graduation Application
- 6) Transition to next step



GRADUATION COACHING PROCESS



Phase 1 - Identification and Scheduling

- Pre-Assessment during scheduling
- Degree Programs
- Special Circumstances



Phase 2 - Student Visits and Referrals

- Initial Session
 - ◆ Referral to Services
 - ◆ Schedule Follow Up Appt.
- Follow up
 - ◆ Degree Progress
 - ◆ Registration for Next Semester
 - ◆ Graduation Application
- Referral to Services
- Collect Student Data for Reports



Phase 3 - Graduation & Beyond!

- Monitor progress to graduation
- Assist with Final Steps to Certificate or Degree Completion

PHASE 1 IDENTIFICATION AND SCHEDULING

CHALLENGES IN

- **Initial List (Pre-Civitas)**

3000+ students

Only 22% viable

- **Collaborations with other departments**

Student Enrollment

College Deans

Specific Degree Programs (Nursing)

“ **CHANGED PHONE OR ADDRESS**

“ **NO PHONE/EMAIL LISTED**

“ **DROPPED OUT/TRANSFERRED**

“ **CHANGED MAJOR**

PRE-CIVITAS VS. CIVITAS

Pre Civitas	Data Collected
Assisted, Graduated	113
Assisted, Not Graduated	197
No Services	1,158
Total:	1,468

Civitas	Data Collected
Assisted, Graduated	82
Assisted, Not Graduated	456
No Services	650
Total:	1,188

CIVITAS LEARNING ILLUME SOFTWARE



illume PERSISTENCE SCRATCHPAD

SAVED FILTERS
2.0+, EW, Assoc., Depts
Over 2.0, Both Campu...

FILTERS
Academic Level
Home Campus
Campus
Department
Degree
Degree Program
Start Term
Undergraduate Type
Full-time vs. Part-time
Completed Terms
Institution GPA
Financial Aid
Age
Gender
Ethnicity
Race

OVERVIEW

ACTIVE FILTERS - 2.0+, EW, ASSOC., DEPTS Clear All 1,922 of 11,100 Active Students

Campus: East Campus (Main Campus) (EC) x West Campus (WC) x

Department: Arts and Drama x Business Administration x Comm., Lang., & Rding x Dean-Arts & Sciences x English & Philosophy x Industrial Education x Social Sciences x

Institution GPA: ≥2.0 to 2.5 x ≥2.5 to 3.0 x ≥3.0 to 3.5 x ≥3.5 to 4.0 x Academic Standing: None x

PERSISTENCE PREDICTION

Active Filter - 1,922 76%

All Students - 11,100 68%

Fall 2017 - Spring 2018

PREDICTION DISTRIBUTION - FALL 2017 - SPRING 2018

Very Low	0%
Low	20%
Moderate	15%
High	21%
Very High	44%

1,922 Active Students

POWERFUL PREDICTORS Show all

1 Institutional Credits Earned (Cumulative)	6 Terms Attempted Ratio (Cumulative)
2 Term Season	7 Average Number of Days Enrolled Before Start (Current Term)
3 On-ground Credits Attempted (Current Term)	8 Percent Hispanic or Latino in Address 1 Zip Code
4 Age	9 Difference from Average in Count of Discrete Days of Any LMS Activity



COMMUNICATION WITH POTENTIAL STUDENTS

- Email
 - Standardized email messaging while tailoring to individual student.
- Phone
 - Made uniform messaging across Schedulers so students would get the same messaging no matter who made contact.

PHASE 2 STUDENT VISITS AND REFERRALS

PHASE 2 - MAPPING


Challenges

- Distinguishing Grad Coach role
 - * Shift from course planning to referring
- Consistency between coach approach

Purpose of Template

- Tracking and Goal-Setting
- Uncover student issues and concerns
- Discuss expected graduation date





DMC GRADUATION ROADMAP

Student Name: _____ DMC ID: _____
 Email: _____ WebDMC: _____@webdmc.delmar.edu
 Cell Number: _____ Alt Phone: _____
 Can we text you? Yes No If yes, include service provider: _____

What areas could you benefit from the most at this time?

Academic Accountability
 Financial Aid and Money Management
 Graduation Information
 Transfer Info & Guidance
 Career Readiness Workshop

Determine Expected Graduation Date

 Review Signed Degree Plan
 Undecided/ Major Change?
 Visit Career Readiness Institute

Register for Classes

 Meet with Academic Advisor
 Create a 2- or 4-Year Academic Plan
 Register for Classes Online
 Prior to Deadline

Pay For College

 Complete FAFSA | Payment Plan
 Meet with Title V Financial Planning Counselor (361) 698-1296
 Apply for scholarships, loans, grants
 Work Study or Student-Assistantship Program

Graduation Timeline

Major:	Expected Grad:
Semester, PT/FT	Notes

Follow up with your Graduation Coach by _____
 Stephanie Gallegos
 West Campus - H53 Rm.208 | (361) 698-2685 | sgallegos3@delmar.edu
DREAM BIG, SET GOALS, and TAKE ACTION

Graduation Concerns

 Consider Implications on current course completion and grad. timeline
 Create Action Plan
 Make a counseling appointment as needed (Prev. Confidential, No insurance required)

Prepare to Transfer

 Admissions and Transfer Info
 Speak with a transfer advisor
 Stay on top of financial aid & scholarship deadlines

Get your Dream Job

 Visit Career Readiness Institute
 Resume and Cover Letter Review
 Prepare for Interviews

Title V is a federally funded grant by the U.S. Department of Education

CAMPUS REFERRAL SERVICES

S

- Enrollment Services
 - Student Record changes
 - Transcript Evaluations
 - Registration
 - Payment (Bursars)
- Academic Services
 - Advising
 - Tutoring
- Testing services
 - TSI
 - CLEP



Counseling
Licensed Professional Counselors
Individual
Relationship/Family
Community Resources
Veteran Affairs
Disability
Transfer Center

TITLE V REFERRAL SERVICES



- Undecided Major and Career Goal
 - * Career Locker program
- Resume and Cover letter writing
- Interview Stream
- Professional Development workshops



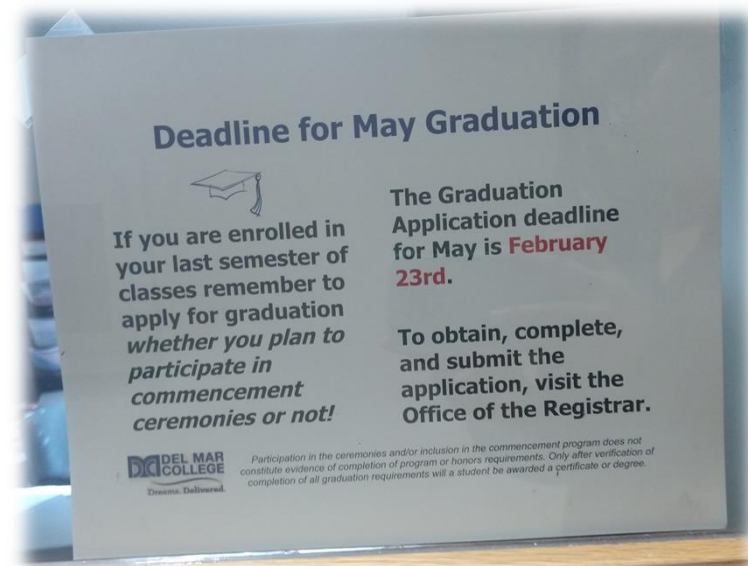
Financial Literacy Services

- Scholarships and grants
- Exit Loan Counseling
- Financial Aid Workshops
- Finances and Budgeting

PHASE 3 GRADUATION AND BEYOND!

GRAD APP AWARENESS

- Targeted Outreach
Last Semester
Abundance of credit
(60+)
- One on One
Appointments
- Graduation Application
Workshops



GRADUATION WORKSHOPS

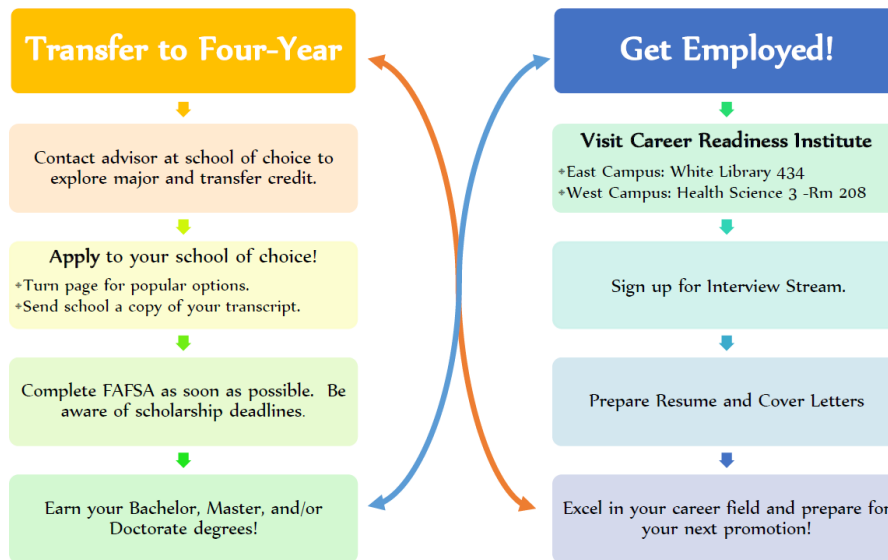
Graduation workshops are held a month before the graduation application deadline each semester.

- Graduation Application
- Change of Major
- Transcript Request
- Transfer and Career Information
- University Partnerships



TAKING THE NEXT STEP..

What are your #DMCGradGoals?



Transferring?

<p>Texas A&M University – Corpus Christi</p> <p>6300 Ocean Drive Corpus Christi, TX 78412 ☎ 361.825.5700 www.tamucc.edu</p> <p>Financial Aid: ☎ 361.825.2338 ✉ faoweb@tamucc.edu Transfer Center: aatc.tamucc.edu Scholarship Office: osfa.tamucc.edu/scholarships.html Veteran's Office: vets.tamucc.edu</p> <p>*Visit Dr. Patricia Hill at the Harvin Center on Thursday's 9:00 AM – 4:00 PM for transfer information.</p>	<p>Texas A&M University – Kingsville</p> <p>700 University Blvd. Kingsville, TX 78363 ☎ 361.593.2111 www.tamuk.edu</p> <p>Financial Aid: ☎ 361.593.3911 ✉ FinancialAid@tamuk.edu Transfer Center: www.tamuk.edu/admission/transfers Scholarship Office: www.tamuk.edu/ugscholarships Veteran's Office: www.tamuk.edu/veterans</p>							
<p>University of Incarnate Word – Corpus Christi</p> <p>5350 S. Staples St. #300 Corpus Christi, TX 78411 ☎ 361.888.5445 www.adulted.uivw.edu/corpus-christi</p> <p>Financial Aid: ☎ 210.829.6008 ✉ fnaid@uivw.edu Transfer Center: www.uivw.edu/transfer Scholarship Office: www.uivw.edu/scholarships Veteran's Office: www.veterans.uivw.edu</p>	<p>Texas State University</p> <p>601 University Dr. San Marcos, TX 78666 ☎ 512.245.2111 www.txstate.edu</p> <p>Financial Aid: ☎ 512.245.2315 ✉ FinancialAid@txstate.edu Transfer Center: www.admissions.txstate.edu Scholarships Office: www.finaid.txstate.edu Veteran's Office: www.txstate.edu</p>							
<p>University of Texas – San Antonio</p> <p>1 UTSA Circle San Antonio, TX 78249 ☎ 210.458.4011 www.utsa.edu</p> <p>Financial Aid: ☎ 210.458.8000 ✉ onestop@utsa.edu Transfer Center: www.utsa.edu/transfer Scholarships Office: www.utsa.edu/scholarships Veteran's Office: www.utsa.edu/va</p>	<p>University of Texas – Rio Grande Valley</p> <p>1201 W. University Dr. Edinburg, TX 78539 ☎ 1.844.ATUTRGV www.utrgv.edu</p> <p>Financial Aid: ☎ 956.882.8983 ✉ ucentral@utrgv.edu Transfer Center: www.utrgv.edu/transfer Scholarship Office: www.utrgv.edu/scholarships Veteran's Office: www.utrgv.edu/veterans</p>							
<p>FOLLOW US ON:</p> <p>Facebook: Title V DMC Twitter: @titlevdmc Instagram: titlevdmc LinkedIn: titlevdelmarcollege</p>	<p>Contact your Graduation Coach</p> <table border="1"> <thead> <tr> <th>EAST CAMPUS</th> <th>EAST CAMPUS</th> <th>WEST CAMPUS</th> </tr> </thead> <tbody> <tr> <td> Amanda Garza ✉ agarza568@delmar.edu ☎ 361.698-2461 Office: SSC 107 </td> <td> Stephanie Herrera ✉ sherrera21@delmar.edu ☎ 361.698.2248 Office: SSC 106 </td> <td> Stephanie Gallegos ✉ sgallegos3@delmar.edu ☎ 361.698.2685 Office: HS3 211 </td> </tr> </tbody> </table>		EAST CAMPUS	EAST CAMPUS	WEST CAMPUS	Amanda Garza ✉ agarza568@delmar.edu ☎ 361.698-2461 Office: SSC 107	Stephanie Herrera ✉ sherrera21@delmar.edu ☎ 361.698.2248 Office: SSC 106	Stephanie Gallegos ✉ sgallegos3@delmar.edu ☎ 361.698.2685 Office: HS3 211
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OUTCOMES

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- **Students with no services provided**
 - Decreased by 50% after Civitas introduced
- **Increased percentage of assisted students**
 - From 22% to 47%
- **Graduation Rate**
 - 32% of students meeting with a coach

OUTCOMES

- **Increased graduation applications**
 - Increased graduation applications by 26%. Del Mar was expecting 5% at best
- **Increased earlier graduation**
 - Students were now graduating with Liberal Arts degrees
- **Financial Literacy**
 - Loan delinquency rates have decreased by 4%. (18% to 14%)
 - Increased awareness for additional student aid



THANK YOU!

QUESTIONS?



CONNECT WITH US



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