Ready. Set. MontGo!

Designing a New Student Experience and Eliminating Barriers to Access and Student Success
Presenters

Dr. Kevin Pollock – President, Montgomery County Community College

Dr. Celeste Schwartz – Vice President of Information Technology and Chief Digital Officer

Phil Needles – Vice President of Student Services

Joe Mancini – Executive Director, Information Technology

Maureen O’Mara Carver – Executive Director, Enrollment Services
The Context: Enrollment, Retention, and Student Success Challenges

Please select the reason(s) you did not remain a student at MC3. (Top 5 Reported):

- An unexpected life event interrupted my ability to attend college: 29%
- I could not afford to continue attending: 20%
- I transferred to another institution: 16%
- I accepted a job offer or promotion: 16%
- MC3 was not offering the course(s) I needed or wanted at times that fit my schedule: 14%
Challenges in Enrollment, Retention, and Student Success

Why they really leave school

- Personal
- Finances
- Scheduling Issues
- Poor Service and Treatment
- College Doesn’t Care
- Not Worth it
- Grades
- Non transferring Quality

Student Success

- Teachers
- School Program
- Environment
- Academic Achievement
- Successes according to

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How did we decide to make a change?

- Where were the problem areas?
- Where weren’t we looking?
- Where were areas where change could be implemented?
Intentional Design

Intentional Conversation → *unintentional* Outcome

Process Improvement

Technology Integration

Resource Reallocation
A New Experience and Outcomes
Welcome Process

Ready. Set. MontGO! Checklist
Please take this sheet with you and give it to a Ready. Set. MontGO! staff member.

<table>
<thead>
<tr>
<th>ID #</th>
<th>Username</th>
</tr>
</thead>
</table>

**Do you know your Password? Yes/No**

<table>
<thead>
<tr>
<th>Ready. Set. MontGO! Checklist Items</th>
<th>Please Circle Yes or No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have you completed your placement testing?</td>
<td>Yes/No</td>
</tr>
<tr>
<td>Have you completed MyCareerPlan?</td>
<td>Yes/No</td>
</tr>
<tr>
<td>Do you have any college transcripts that you need to print out?</td>
<td>Yes/No</td>
</tr>
<tr>
<td>Do you need to change your major?</td>
<td>Yes/No</td>
</tr>
<tr>
<td>Have you watched the Ready. Set. MontGO! video yet?</td>
<td>Yes/No</td>
</tr>
<tr>
<td>Have you met with an advisor?</td>
<td>Yes/No</td>
</tr>
</tbody>
</table>

New Student Checklist
Advising Session

*Confirm Program of Study

*Review Intake Form Entries

*Review MyCareerPlan Results

*Introduce Student Educational Planner

*Discuss First Semester Courses

*Discuss Any Success-Related Concerns

*Identify Resources for Support
Facilitated Registration

*Help Students Register

*Introduce Students to Self-Service
Financial Aid
Payment Plans
Student Educational Planner

*Introduce Students to Blackboard

*Introduce Students to IT Resources
Checkout Process

Student Services Resource Center
Check Out Reminders

- Were you able to complete everything you came in for today?
- Are there any holds/notifications on the account that require attention or that prevented an action from being taken on the account today?
- Review class schedule
  - Confirm campus location
  - Course meeting days/times
  - Semester; just registered
- Print class schedule and bill
- Did you complete your FAFSA?
  - Confirm submission of FAFSA application
  - School code: 00452
  - Check financial aid status
  - Confirm that student is enrolled in aid eligible courses
  - Complete loan steps
- Do you/did you set up a Payment Plan?
- Schedule next advising appointment
  - Confirm student’s program of study
  - Confirm assigned advisor
- Review IT resources
  - Remind students to check their college (MC3) email frequently
  - Provide information on how to access BlackBoard and Tutorial resources
  - Encourage student to get MCC Virtual ID card
  - Provide student proxy information
- Other services
  - Discuss parking decal
  - Encourage early registration
- Do you have any further questions?
Supporting Communications and Sustaining Engagement

Summer Melt Campaign

KICK OFF THE NEW SCHOOL YEAR!

Your Ally, Your Expert, Your Advisor.

At Monico, everyone here is focused on helping you succeed. From your professors to the staff, we want to support you. One person in particular can help you meet your academic advisor. Your advisor knows your program inside and out. By meeting regularly, you’ll be able to outline your goals, and they can show you the steps to achieve them.

Stop into the Student Success Center for walk-in advising now through September 4 to finalize any last minute details.

Academic Advising
Challenges and Evaluation

• What challenges have been encountered?

• What initial design elements have not led to the intended outcomes?

• What outcomes are being evaluated? How will you know if the work has value?

• What has the early feedback been?
Early Outcomes / Indicators

New Students

Summer 2018  +2.5
Fall 2018  +3.5
Spring 2019  +57.39

Reduction in Withdrawals, Fall 2018 ~ 232 fewer than last year

Monitoring Fall to Spring Retention
Key Takeaways

• Don't be afraid to be aggressive.
• Imperfection is OK.
• Use an iterative design process.
• Use the $10 solution - e.g., Video production.
• Student involvement is critical.
Questions?