



Embedded Supports for Student Success at Kirkwood Community College

November 12, 2024

OVERVIEW OF OUR WORK TOGETHER

ACADEMIC ADVISING

Dr. Molly Schwarz, Director Academic Advising

STUDENT SUCCESS

Bobbi Miller, Dean of Student Services

LEARNING SUPPORTS

Hailey Hebl, Associate Director of the Learning Commons

INCLUSIVE STUDENT SUPPORTS

Mialisa Wright, Director of Student Equity, Inclusion, and Support

TRANSFER ADVISING

Mark Ash, Iowa Admission Counselor, former Kirkwood Admissions Counselor

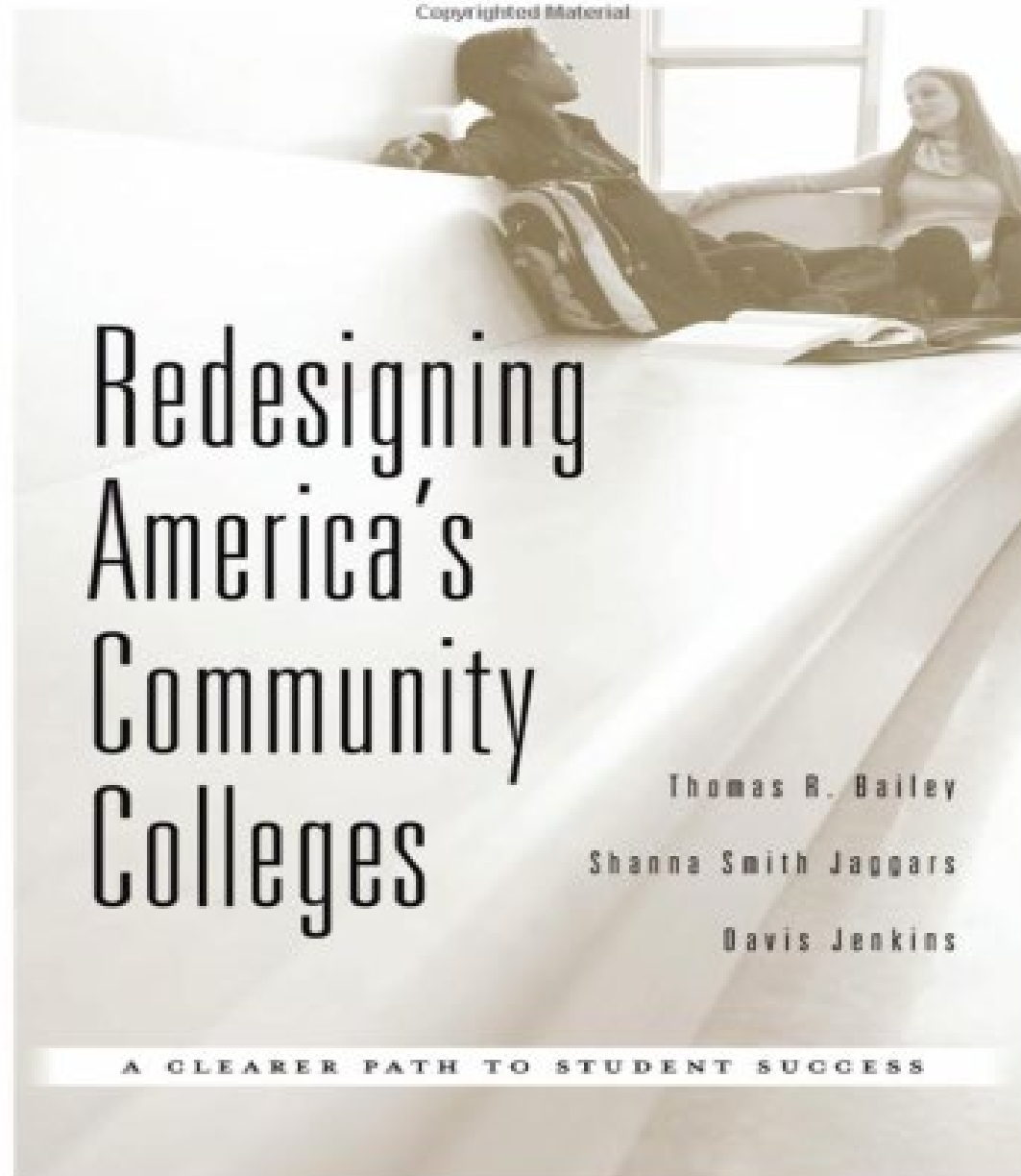


GUIDED PATHWAYS

Community College Reform
Guided Pathways Framework
Achieving Equitable Outcomes

Robert Johnstone, CCRC

- program organization & design new student onboarding
- remediation & academic support
- ongoing student advising
- teaching and learning



GUIDED PATHWAYS PILLARS AND ADVISING

CLARIFY PATHS
TO STUDENT
END GOALS



HELP
STUDENTS GET
ON THE PATH



HELP
STUDENTS STAY
ON THEIR PATH



ENSURE
STUDENTS ARE
LEARNING



Kirkwood
COMMUNITY COLLEGE

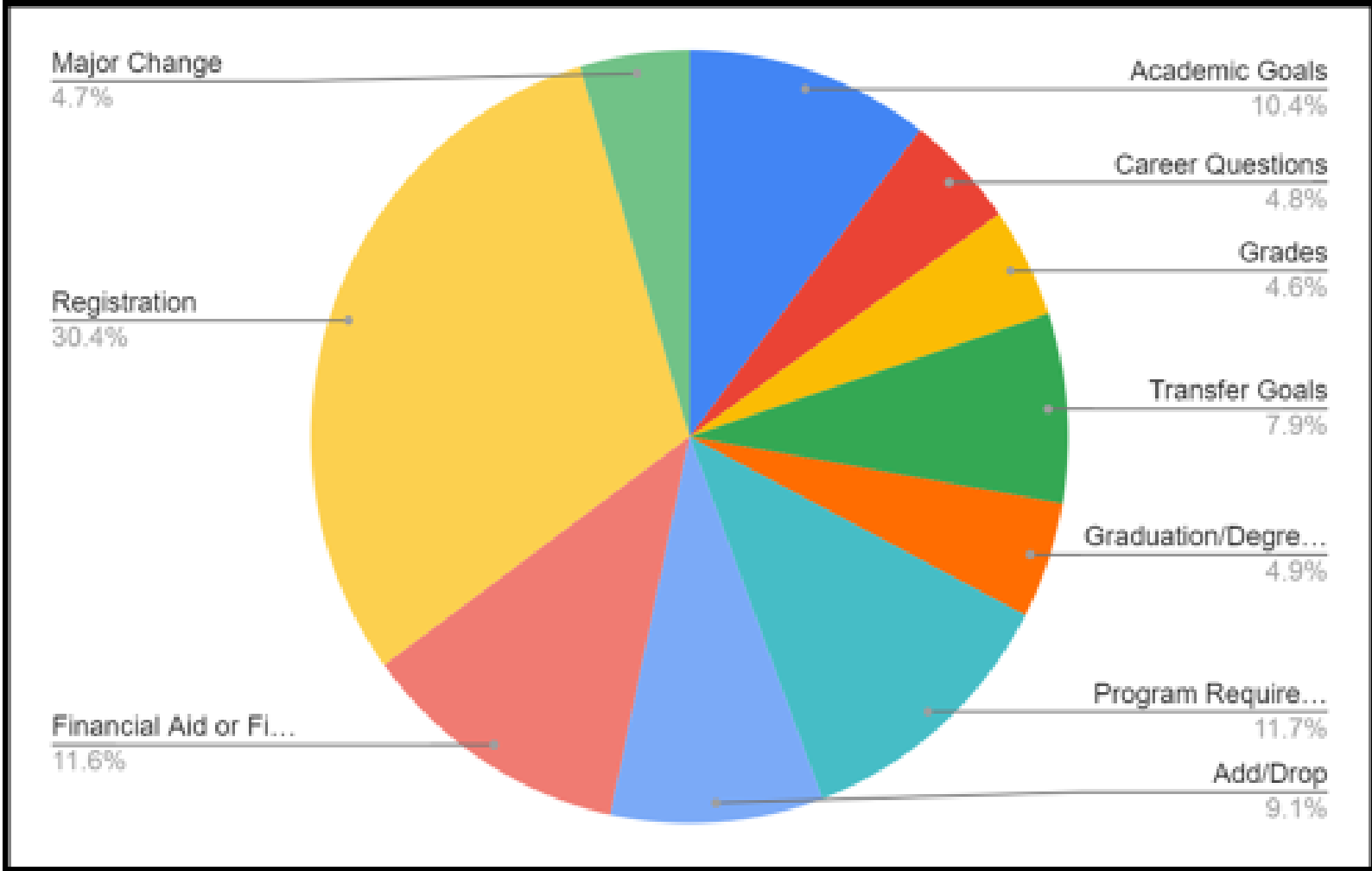


ACADEMIC ADVISING CENTRALIZATION

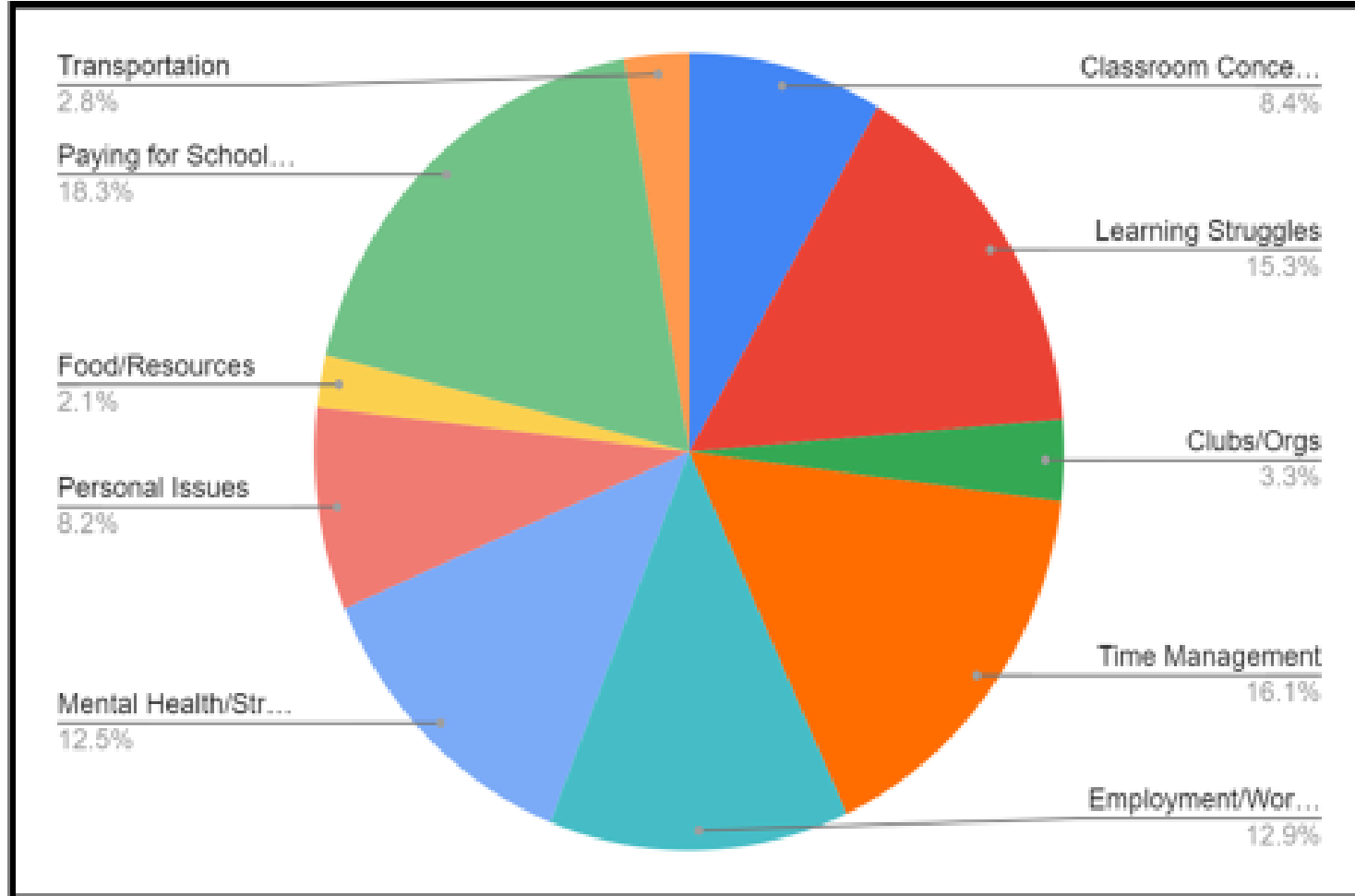
- **NACADA Core Competencies**
- **8 program areas**
- **24 academic advisors (hired 8 after centralization)**
- **Average: 288 students per advisor**
- **Leverage Technology**
 - **Standardized Appointments**
 - **Caseload management tool**
 - **Data Driven decision-making**
 - **Faculty Notes**
- **Collaboration with Departments and Student Resources**
- **Reimagining Student Onboarding, Student Experience, and Student Success**

Academic Supports

Help students stay on their path to end goals



Personalized Supports



Connect Students to
Resources that can
help them overcome
and succeed

IT'S ABOUT RELATIONSHIPS

“Advisor is always very helpful, especially with my last-minute changes to what I want to do. I swear I change my mind a million times and she's right there alongside me coming up with a game plan. 10/10 always.”

“Advisor has been great. I feel like she's on my team, rooting for my success. I know I can count on her throughout my journey.”

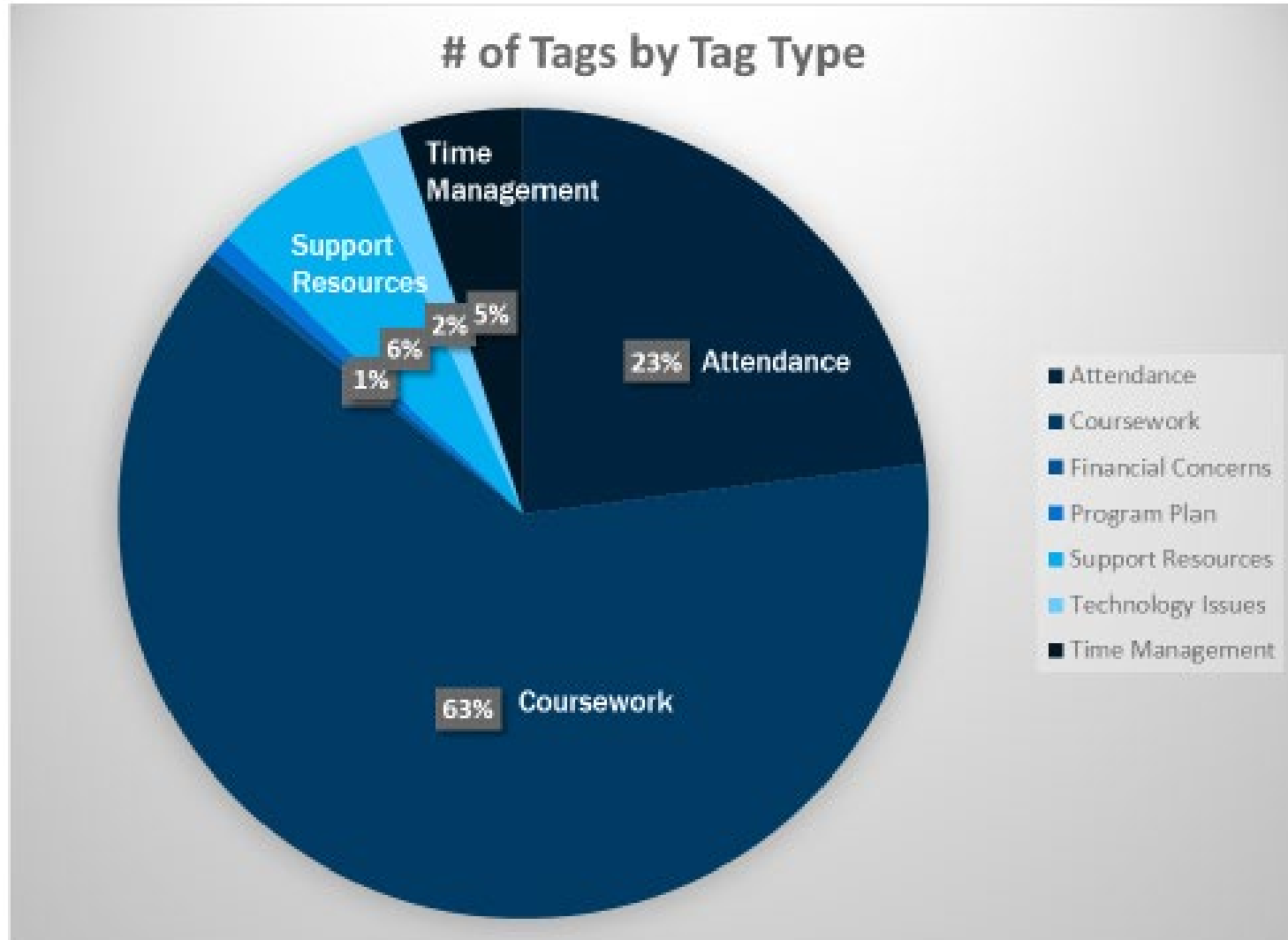
“Amazing atmosphere and all my questions were answered quickly and clearly. Advisor then sends me an email with all the information and links I needed to accomplish my goals this semester. I could not have asked for a better advisor meeting. I appreciate him greatly.”

CENTERING AROUND STUDENT EXPERIENCE, SERVICE & RESOURCES

- **Amazing and Inclusive Student Center**
- **Student Success Grant - \$130,000**
- **Student Events in Student Center**
- **Advisor helping at Student Events**
- **Intentional collaboration with faculty – 20% tool, department meetings, advising near program locations**
- **Student Success Teams – advisors, student assistance members, financial aid advisors, career services advisors, accommodation advisors**
- **Connecting Students with Resources**
- **Reducing Stigma to using Learning Services, Food Pantry**



OUTREACH TO STUDENTS



Status of Notes	#	%
Unread	211	6.96%
In Progress	686	22.64%
Done	2,133	70.40%

Learning to Date:

- CLEAR note
- Faculty communication with students

Learning Commons Services

- Study support for any subject
 - One-on-one
 - Walk-in
 - 24/7 study support through Brainfuse
- Academic skills development
- Computer lab with academic support software
- Private study rooms
- Currently supporting 196 classes on average/semester



Year 1

- Use of study support is up by **178%** compared to the previous year's use of tutoring in the former Tutoring Center
- In the KRCUI satellite location, we saw approximately **5,697** total daily visits
- The student satisfaction survey for fall 2023 showed satisfaction with the Learning Commons was rated **5.25** on a 6-point scale
 - second only to the Library
- Developed strategic partnerships across campus

Year 2 so far

- Continuing to grow
- Developing a new targeted campaign to connect with students - “I got this!”
- Piloting targeted study support for specific programs

Sept. – Oct. 2023 vs. Sept. – Oct. 2024				
Description	Fall 2023	Fall 2024	Difference+/-	%
Walk-in student visits	678	937	259	38%
Unique student walk-in visits	290	426	136	47%
Individual requests	421	517	96	23%

INCLUSIVE CENTRALIZED SPACES

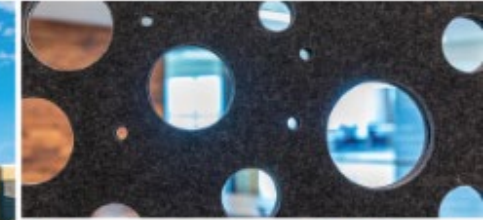
Multicultural Lounge

Pride Lounge

Food Pantry

Reflection Room

Veteran's Lounge



INCLUSIVE STUDENT OUTREACH

Resource Fair at Orientations

Mental Health Counseling and Outreach

Student Supports visiting classrooms

Career Coaches

Equity Coaches

Student Assistance Teams,

Equity Coaches

Academic Network with for high DFW courses

WTED

Computers for Students

Multicultural Campus Visit Days



PANEL

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