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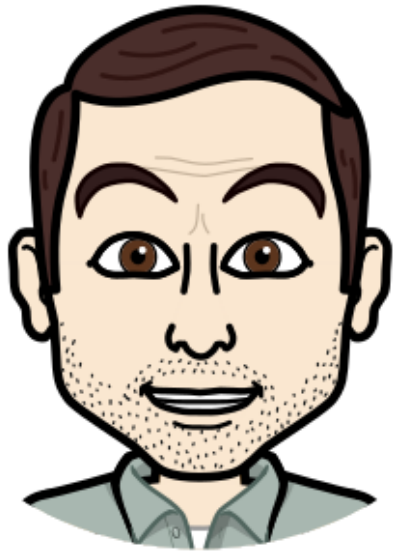
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# STUDENT SUCCESS WEEK-BY-WEEK: A HIGH-TOUCH APPROACH TO IMPROVING STUDENT OUTCOMES



# Introductions

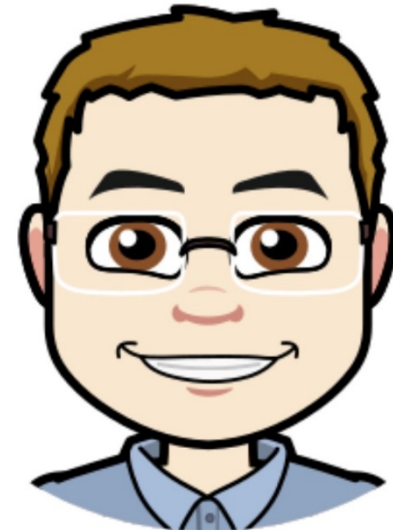
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**DEAN KELLY**  
DEAN OF STUDENT SUCCESS



**SCOTT LATIOLAIS**  
VICE PRESIDENT



**CAL ERWIN**  
DIRECTOR OF STUDENT LIFE

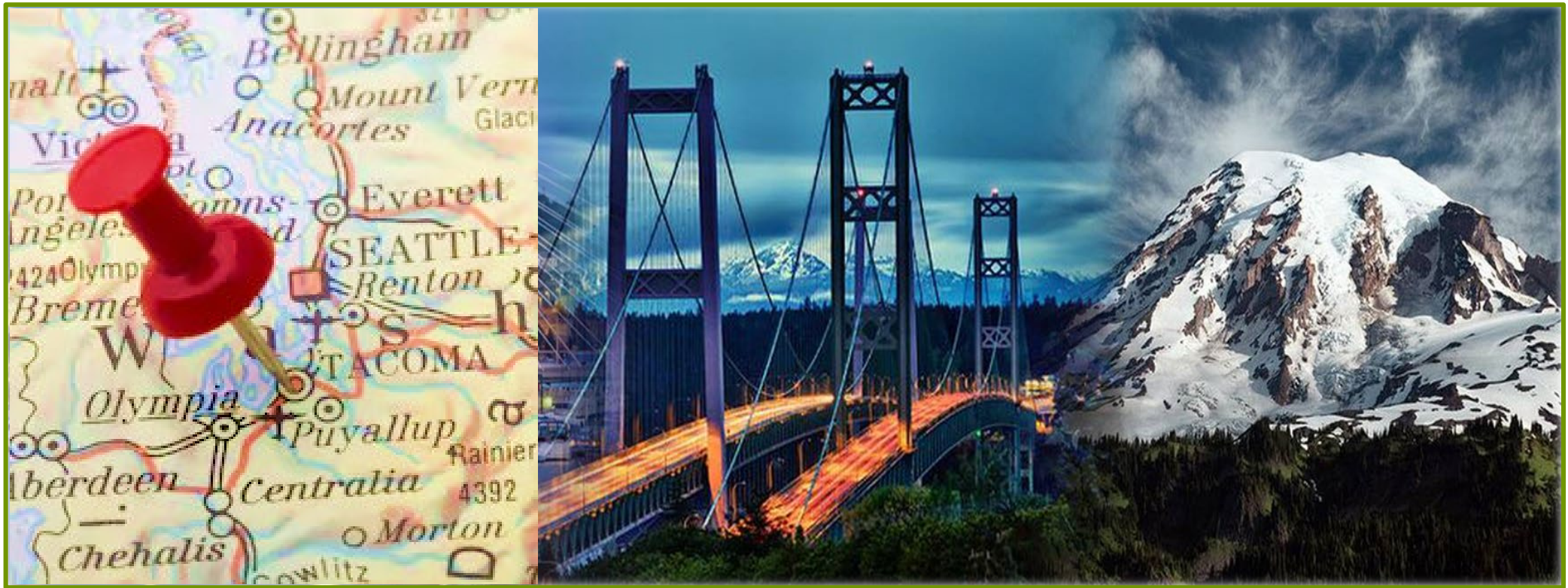
# Learning Outcomes

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- ✓ Examine a week-by-week high-touch student success model to improve student outcomes.
- ✓ Learn effective strategies to engage students, staff and faculty both in and out of the classroom.
- ✓ Discuss how to create a campus culture where instruction and student services collaborate to foster student success.
- ✓ Learn ways to engage all student service departments proactively in retention and completion work.

# Suburban Tacoma Washington

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# Clover Park | Fast Facts

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## Student Profile

65% Female; 35% Male  
56% Full-Time Students  
46% Students of Color  
80% Pierce County  
83% Student Aid  
29 Median Age

## By the Numbers

65% Fall-to-Fall Retention  
52% Completion Rate  
78% Job Placement Rate  
6,688 Annual Enrollment  
40 Programs  
4 Bachelor's Degrees



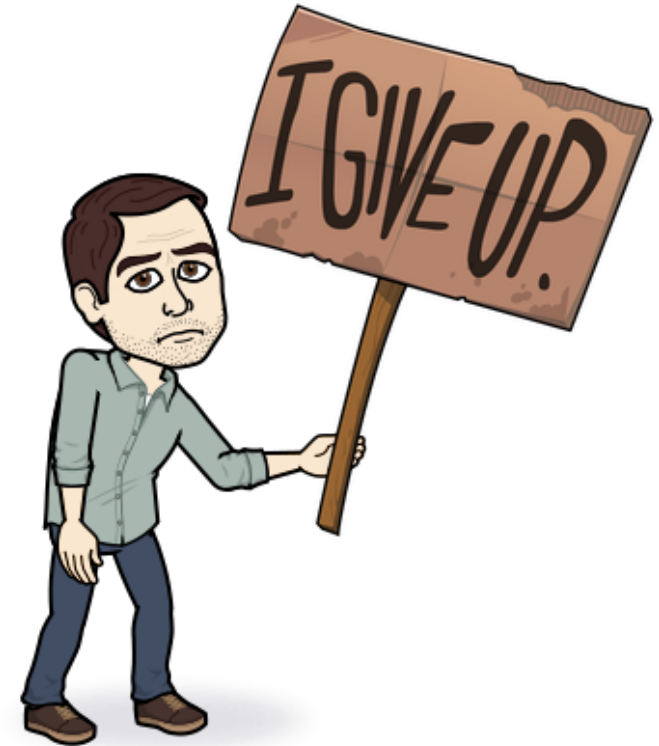
# FOUNDATIONS FOR STUDENT SUCCESS

Clover Park Technical College | Division of Student Success

# Our Old Model

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- 🥴 Inconsistent Philosophy & Approach
- 🥴 Lack of Data-Driven Decision Making
- 🥴 Reactive, No Mandatory Touchpoints
- 🥴 No Comprehensive Assessment Plan
- 🥴 Little Innovation, Embraced Status Quo



# Philosophy & Approach

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**Deliberate**

**Equity-Minded**

**Reoccurring  
Engagement**

**Intentional  
& Targeted**

**Proactive  
Support**

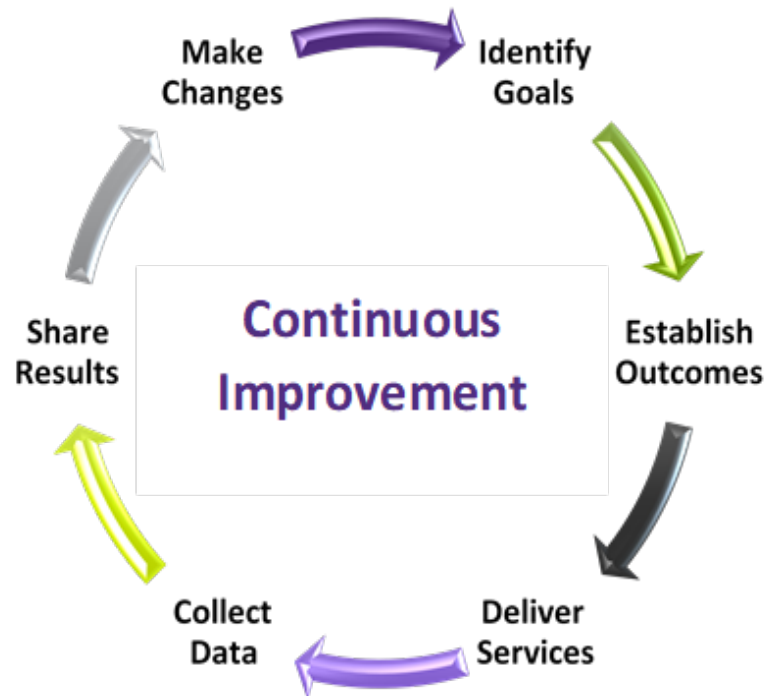
**High-Touch  
Approach**





# Student Success Formula

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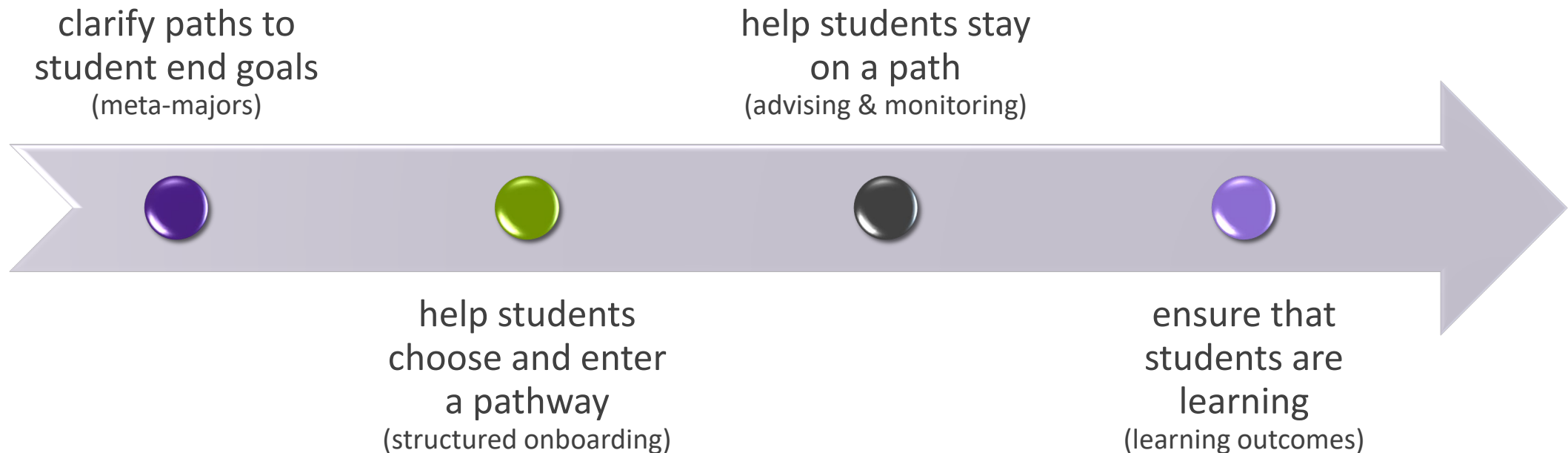


## Criteria for Decision Making:

- ✓ Be innovative, evidence-based, & data driven
- ✓ Foster collaboration across divisions/depts
- ✓ Be scalable and cost-efficient
- ✓ Encourage faculty-student-staff engagement
- ✓ Cultivate equity mindedness & student success
- ✓ Promote learning with measureable outcomes
- ✓ Help students select and stay on a pathway

# The Framework | Guided Pathways

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# High-Impact Practices



Academic Goal Setting & Planning	Accelerated Developmental Education	Alert & Intervention	Assessment & Planning
Class Attendance	Experiential Learning Beyond the Classroom	First-Year Experience	Learning Communities
New Student Orientation	Registration Before Classes Begin	Student Success Course	Supplemental Instruction & Tutoring



# THE IDEA & SOLUTION

Division of Student Success | Division of Student Success

# Student Success: Week-By-Week

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Predictable



Proactive &  
Deliberate

High-Touch



Collaborative

# Student Success Model

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WEEKS IN  
A QUARTER



HIGH-IMPACT  
PRACTICES



PARTICIPATING  
DEPARTMENTS



# Participating Departments

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Advising &  
Counseling

Child  
Development  
Services

College  
Foundation

Disability  
& Veterans  
Services (2)

Enrollment  
Services

Equity,  
Diversity, &  
Inclusion

Institutional  
Research

International  
Programs

Student Aid &  
Scholarships

Student  
Learning  
(Instruction)

Student  
Life

Workforce  
Education

# Teamwork Makes the Dream Work

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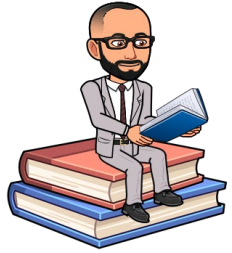






# Model Excerpt: Enrollment Services

Student Retention and Completion Plan																	
				WEEK OF THE QUARTER													
ENROLLMENT SERVICES	CORE THEME			1	2	3	4	5	6	7	8	9	10	11	BW	STATUS	ALOs
10-15 Credits Short (Near Completers)			SS	WP	X	X	X	X	X	X	X	X	X	X	X	Re-Imagining	
Auto Awarding of Degrees/Certificates			SS	WP			X	X	X							Current	◆
Calling/Texting Campaigns	EQ	IS	SS									X	X	X		Current	◆
Course/Program Withdrawals	EQ	IS	SS		X	X	X	X	X	X	X					Current	◆
Drop for Non-Payment	EQ	IS	SS		X										X	Current	◆
Group Registration	EQ		SS						X	X						Current	◆
Open Registration	EQ	IS	SS	WP						X	X	X	X	X	X	Current	◆
No Show Reporting		IS	SS		X	X	X	X	X	X						Current	◆
Pre-Requisite Checks	EQ		SS												X	Current	◆
Quarterly Communications	EQ	IS	SS				X	X	X						X	Current	◆
Satisfactory Academic Progress (SAP)	EQ	IS	SS	WP											X	Current	◆



# Activity Learning Outcome (ALO)

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## Group Registration

**Activity Type:** Required, All Students

**Core Themes:** Student Success

**Departments:** Advising & Counseling, Enrollment Services

**Activity Description:** Academic Advisors & Enrollment Associates go into program cohorts in week 6 of the quarter to register students for their upcoming quarter classes.

## **Activity Learning Outcomes:**

- ✓ Students will register classes in their classrooms during weeks 6 and 7 of the current quarter.
- ✓ Students with registration holds will resolve outstanding issues before registration.
- ✓ Students will reflect on the importance of full-time registration to maintain academic progress.

**Key Metrics:** Percent of Students Registered Via Group  
Percent of Students Registered Via Traditional

**Data Sources:** Enrollment Services

# Students Don't Do Optional



## Reactive Measures

Advising in Financial Aid Appeals  
Add/Drop Advising  
Auto Awarding  
Exit Advising  
Outreach to No Shows  
Outreach to Unregistered Students  
Satisfactory Academic Progress

## Proactive Measures

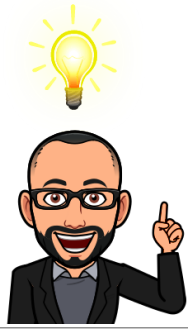
College Success for All  
Classroom Visits  
Early Alert  
Entry Advising  
Faculty Interventions  
Group Registration  
Multiple Measures  
New Student Orientation  
Special Populations

# More Key Activities





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13<sup>th</sup> Year Program  
Academic Support  
Center for Strong Families  
CPTC C.A.R.E.S.  
Child Development Center  
Food Security  
Learning Cohorts  
Program Data Review  
Student Success Socials  
Transportation  
Workforce Funding





# Measuring Student Success

-  Benchmarking & Student Engagement (*SENSE & CCSSE*)
-  Student Learning Outcomes (DLOs & ALOs)
-  Department Review & Professional Standards (CAS)
-  The Student Experience (NASE & SIMON)
-  Use of Programs, Services, & Facilities



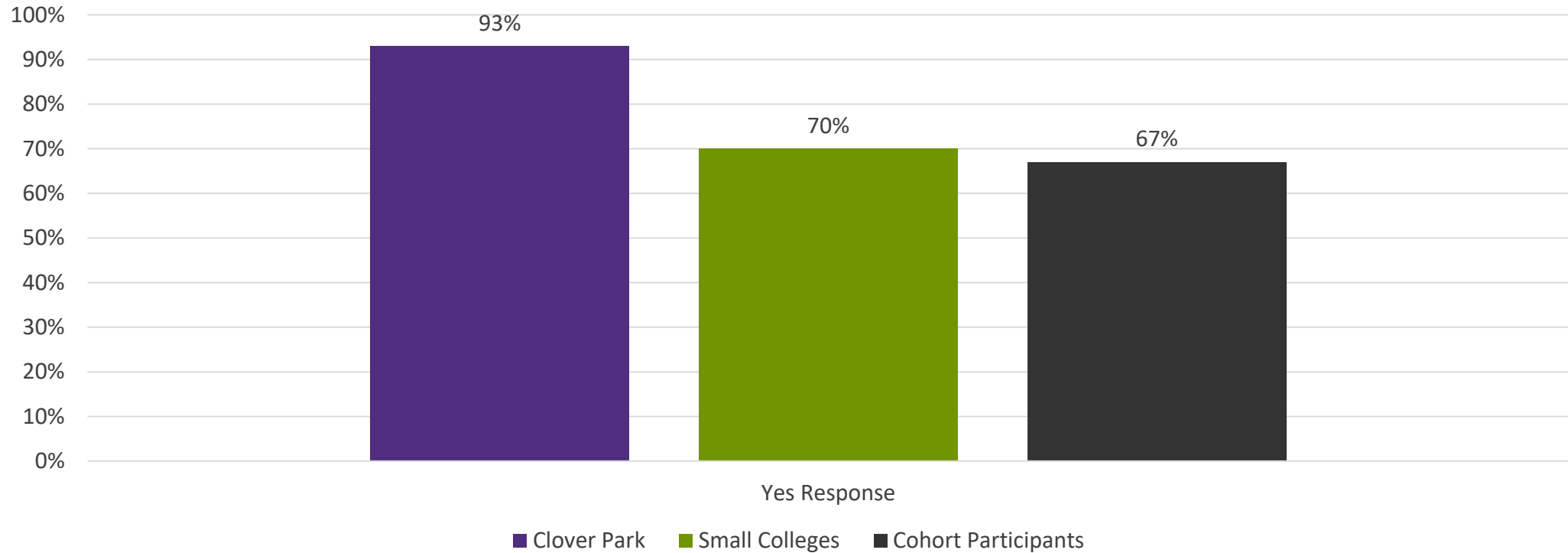
# STUDENT EXPERIENCE DATA

Division of Student Success | Division of Student Success



# SENSE Survey Data

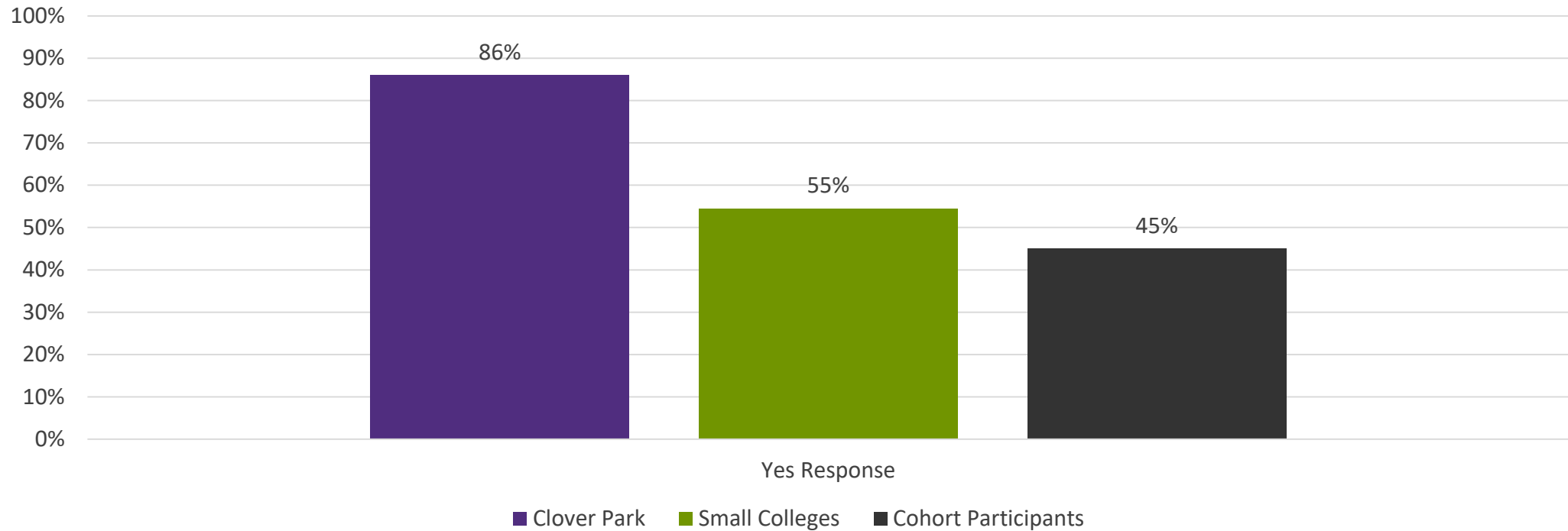
I am required to follow an academic plan that prescribes my courses.





# SENSE Survey Data

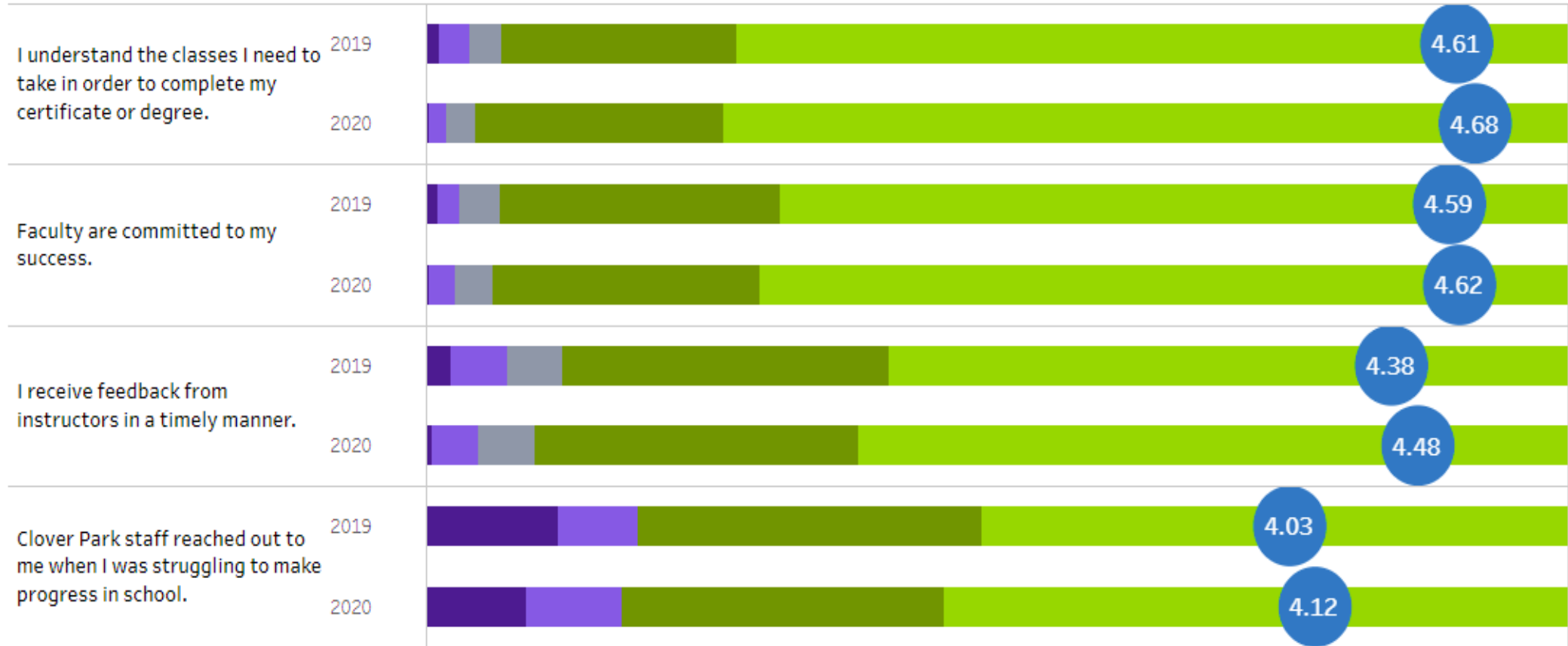
A staff member spoke with me about time required to complete a degree.





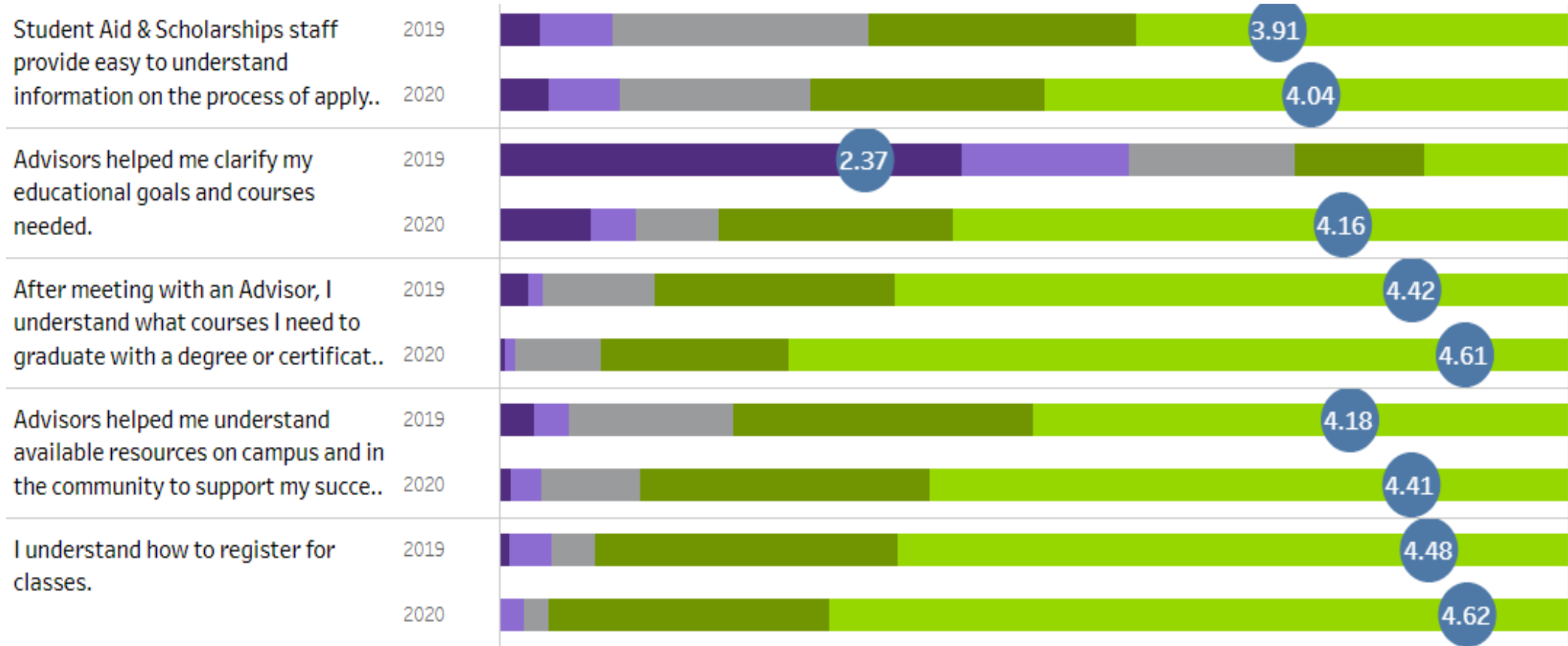


# NASE Survey Data | Instruction



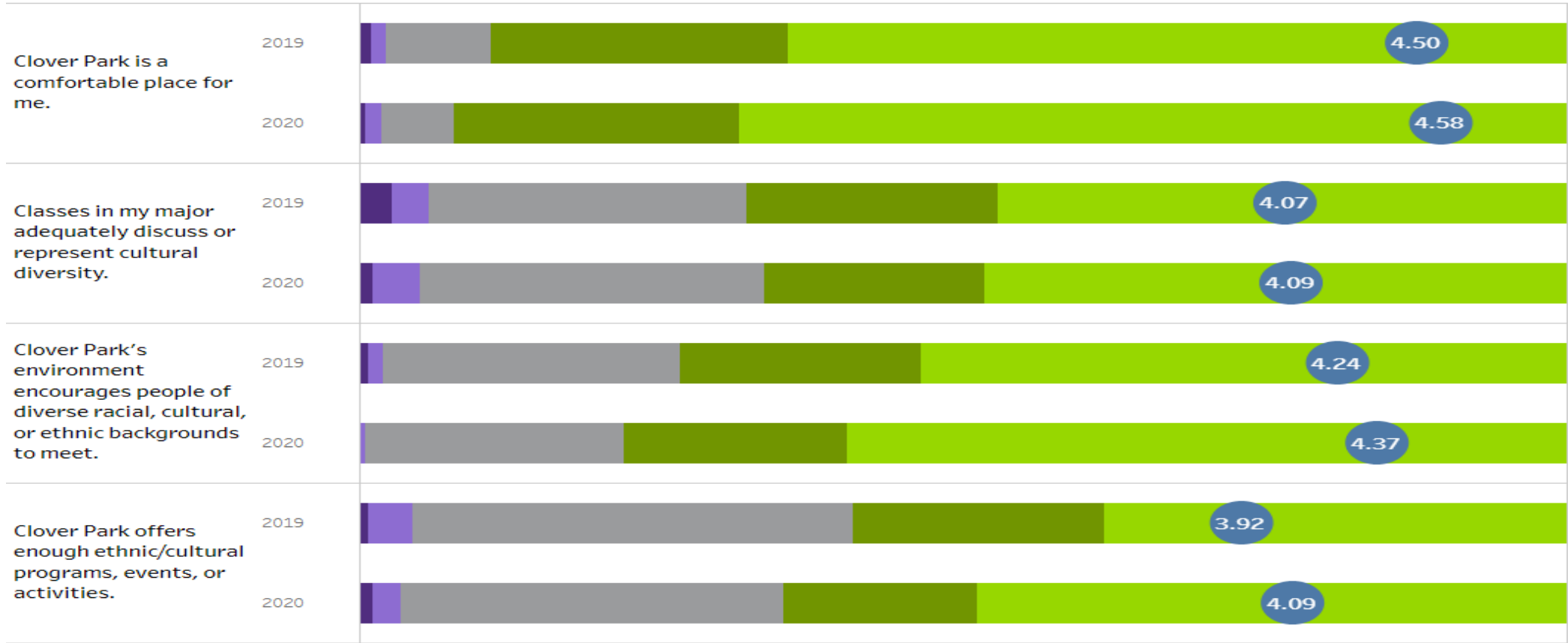


# NASE Survey Data | Student Services



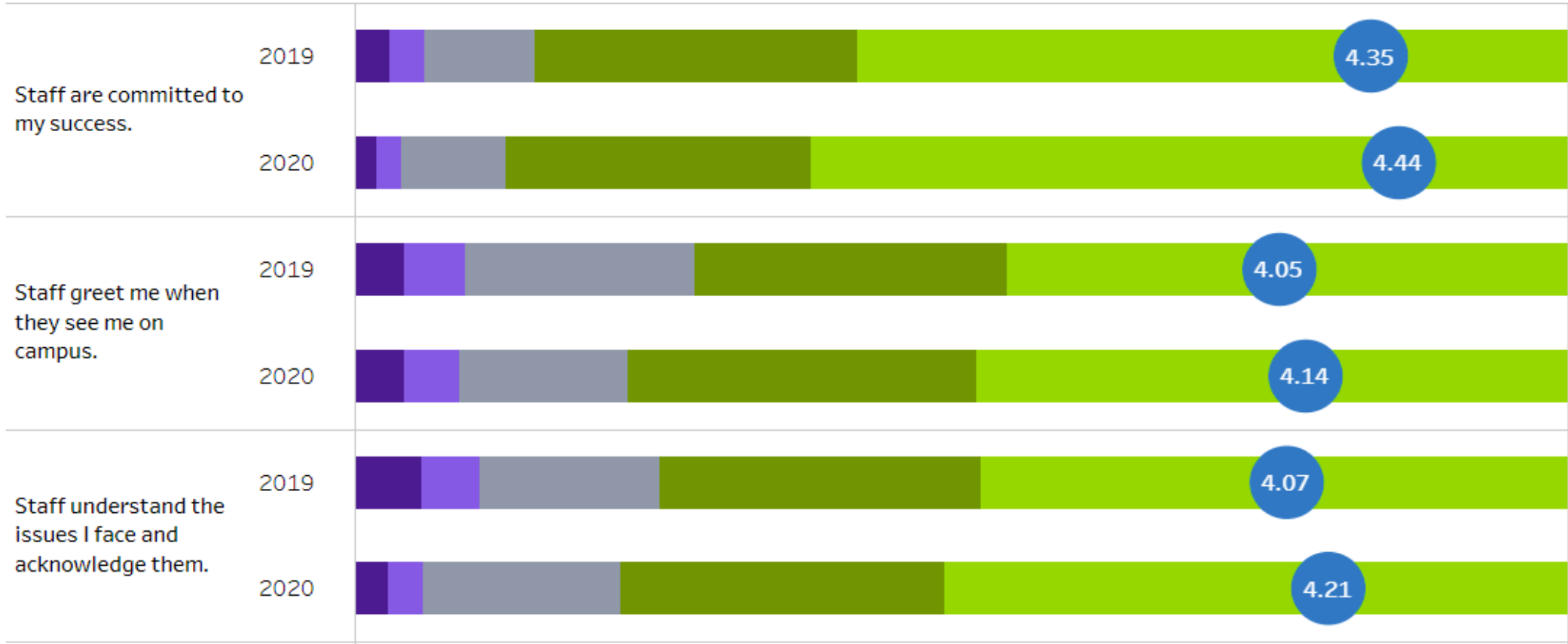


# NASE Survey Data | Equity & Inclusion





# NASE Survey Data | CPTC C.A.R.E.S.





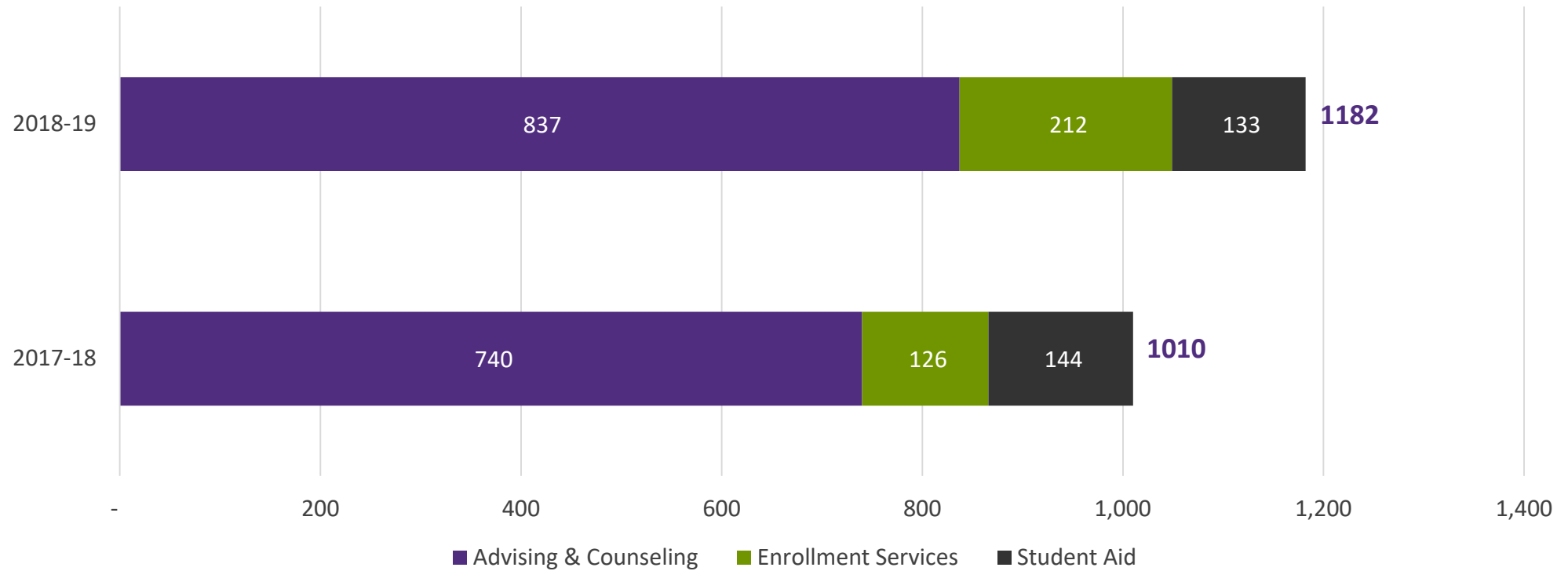
# STUDENT SUCCESS DATA

Division of Student Success | Division of Student Success



# Academic Program Visits

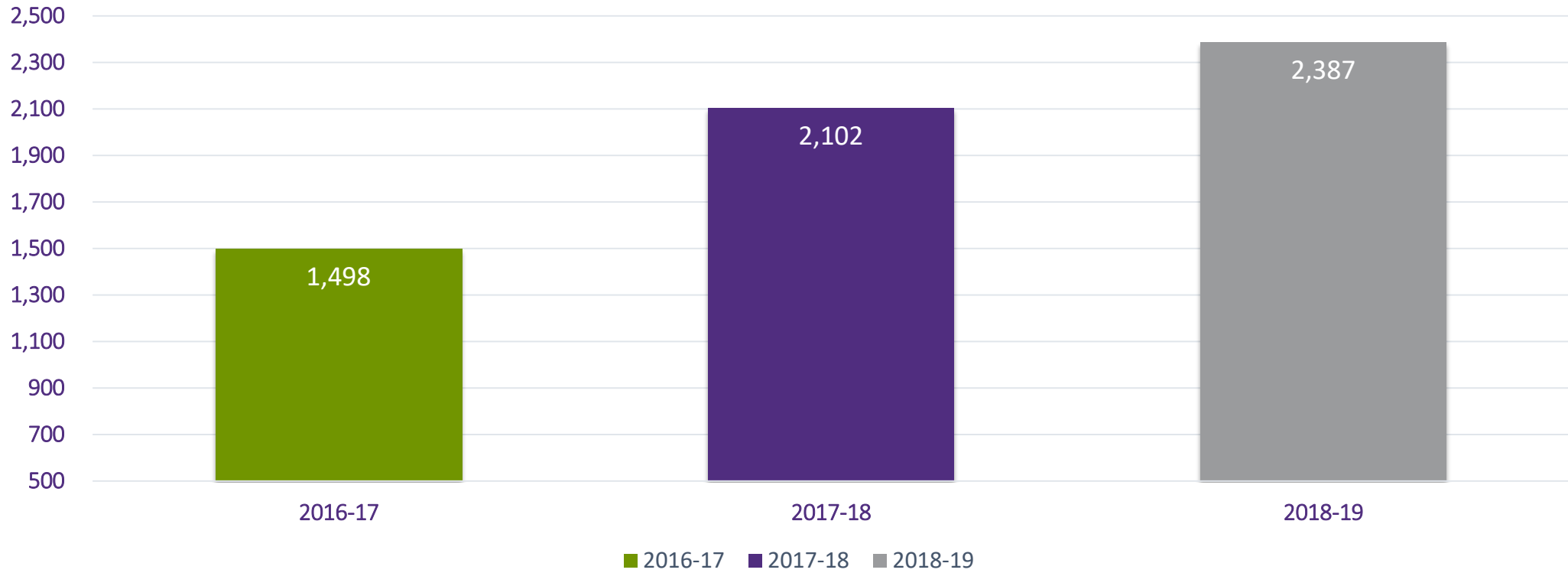
## Student Services Visits to Academic Programs





# Auto Awarding

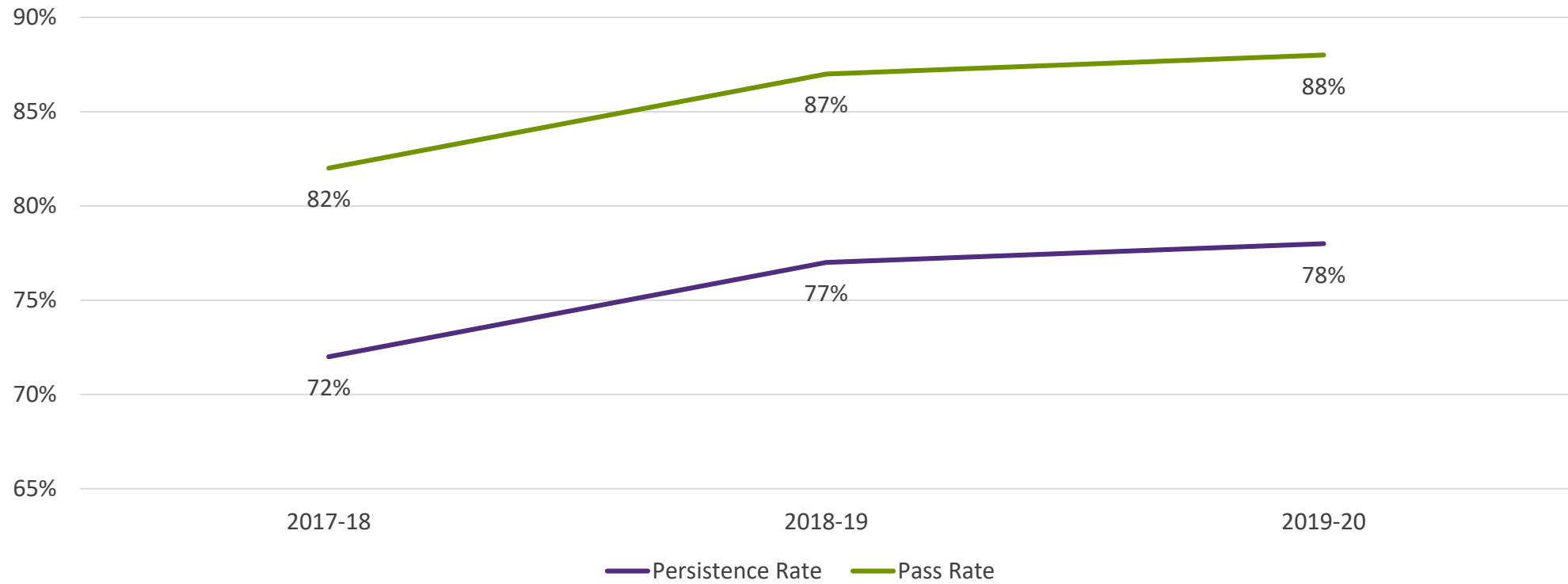
## Completion Headcount





# College Success for All

### Student Persistence & Pass Rates

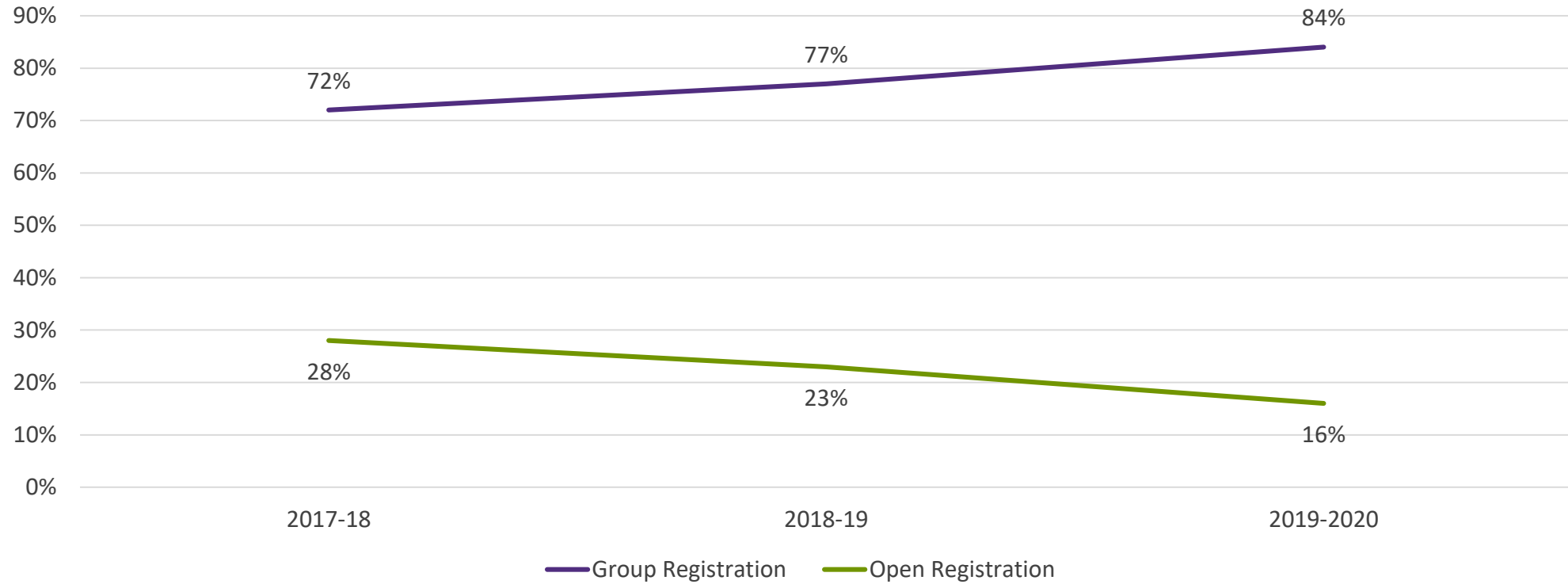






# Group Registration

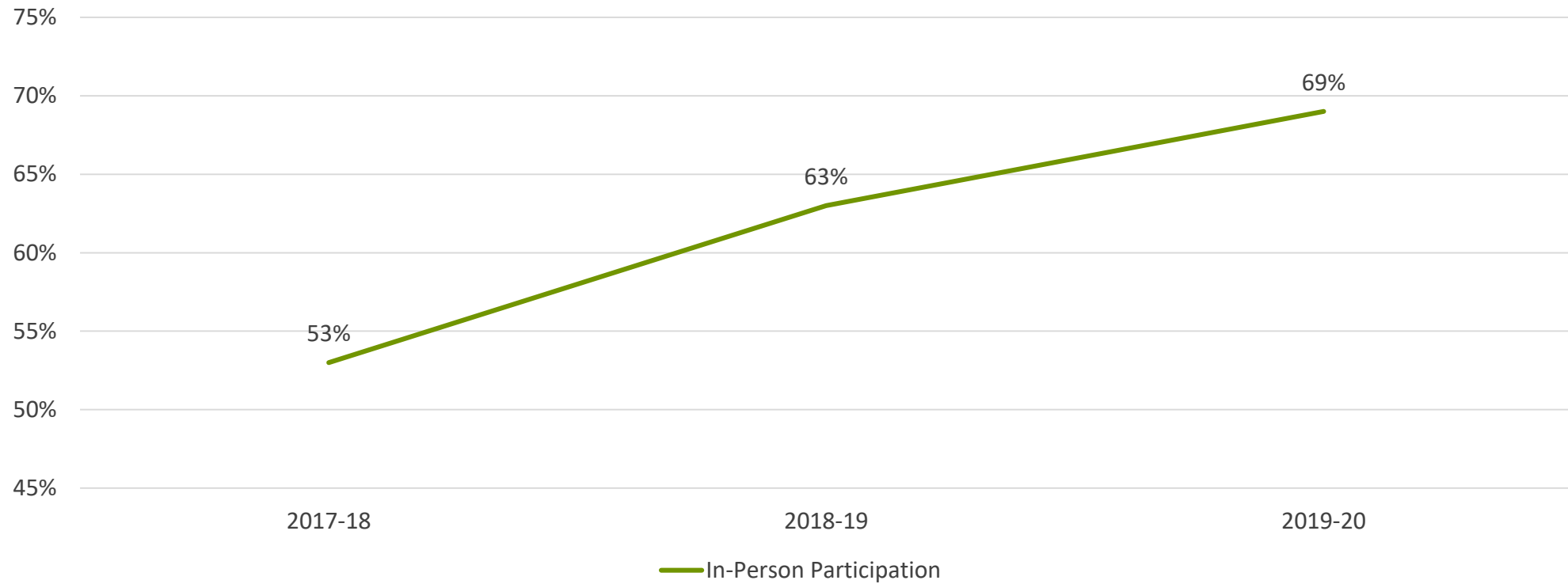
## Student Participation





# New Student Orientation

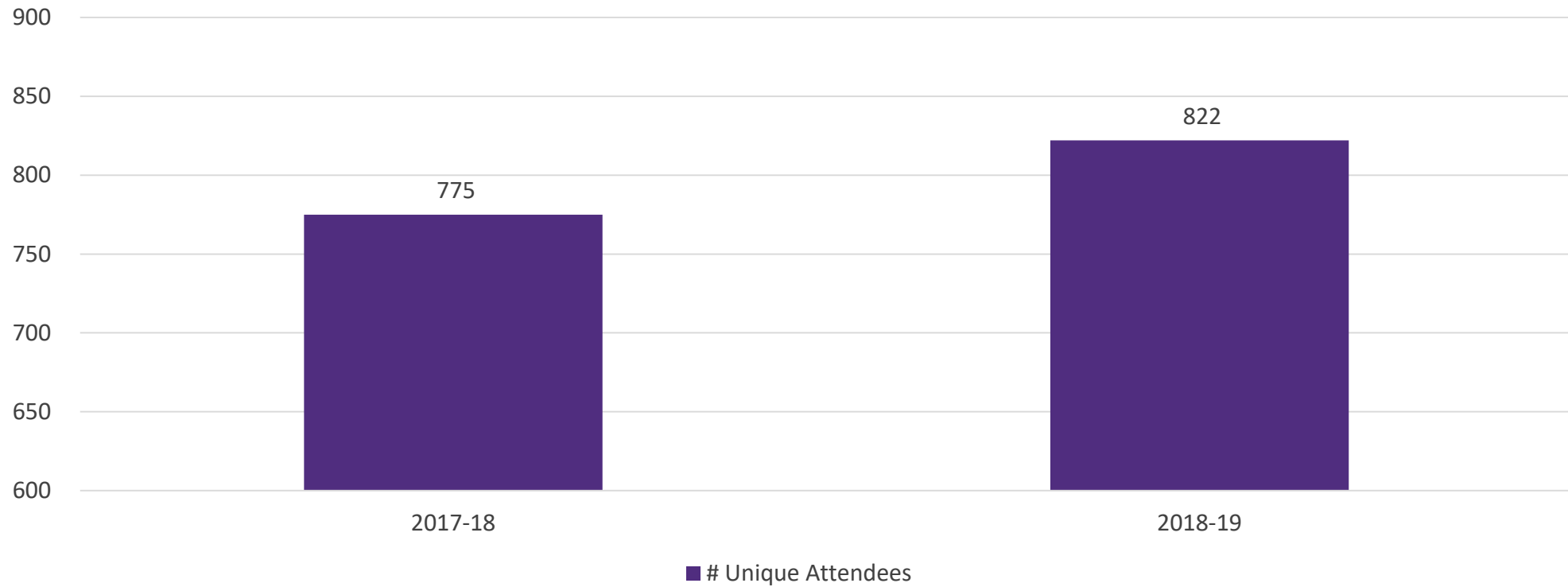
Student Participation





# Student Life Events & Activities

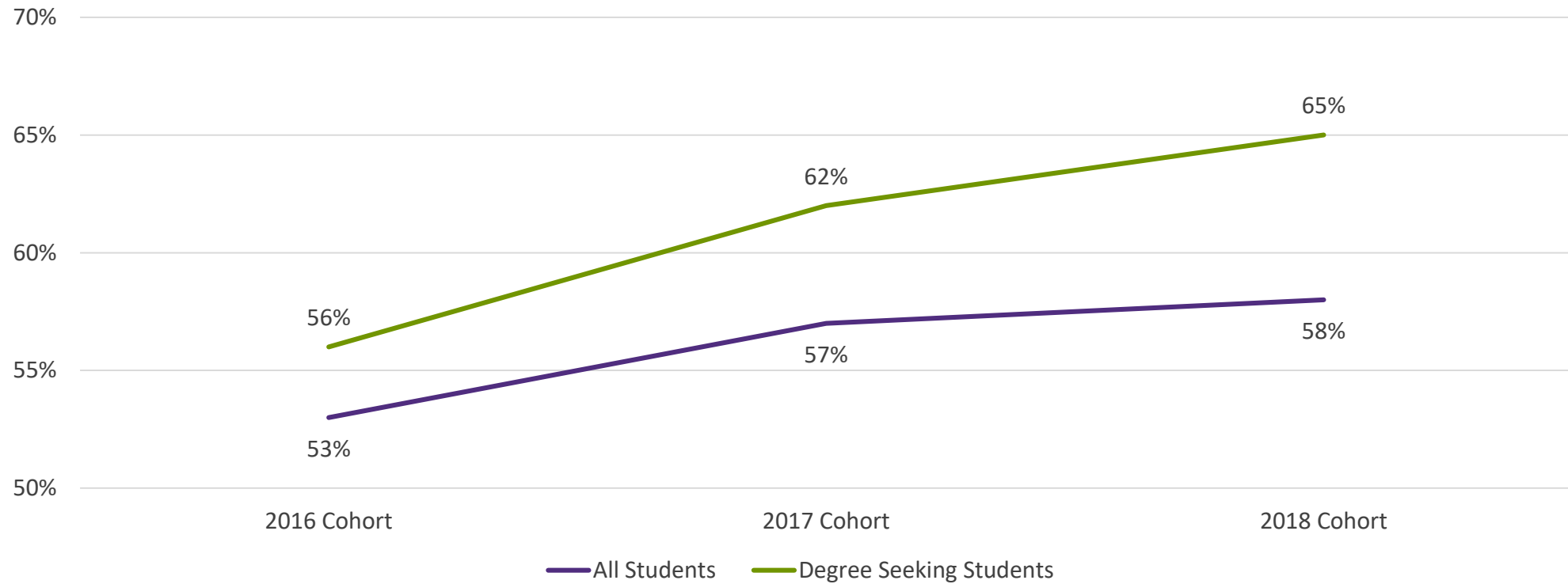
Student Participation





# Student Retention

## Fall to Fall Student Retention





# NEXT STEPS

Clover Park Technical College | Division of Student Success

# Next Steps...

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Closing Student  
Equity Gaps

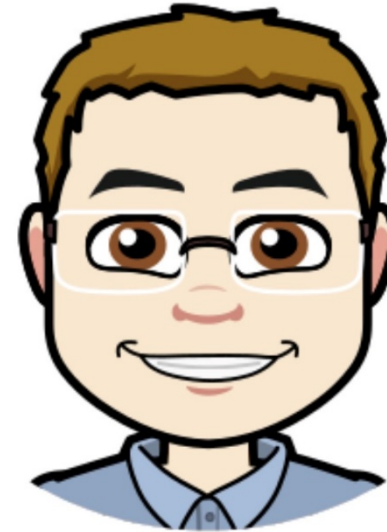
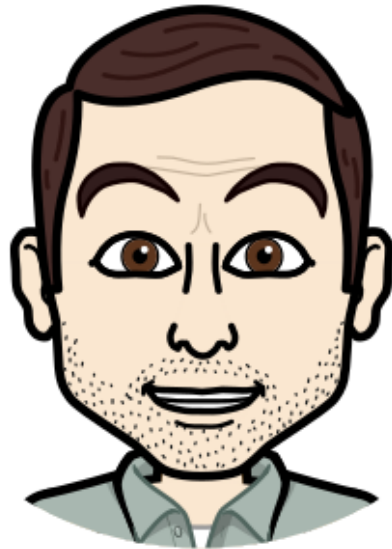
Student  
Reengagement  
Strategies

Student Exit  
Data Collection  
& Analysis

Career Advising  
& Exploration

# Questions?

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EQUITY.

RESPECT.

DIVERSITY.

EXCELLENCE.

INNOVATION.

STUDENT SUCCESS.

LIFELONG LEARNING.

SOCIAL RESPONSIBILITY.

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