

MCO Participant Tracking

CCC grant staff met with our Vice President of Student Services to develop a plan for tracking MCO participants. It was determined that our Datatel student information system would be used to code students as MCO participants as well as code them when they use various MCO services. The following custom codes were created using the Datatel screen CMC:

Code	Description
TRMCO1	MCO Participant
TRMCO2	Success Coach Services Used
TRMCO3	NCWORKS Services Used
TRMCO4	Digital Tutoring Services Used
TRNCW1	NCWORKS – Student Registered

Creating the Codes

The screen shot below shows the information that should be filled in on the CMC screen when creating each code. Since CCC only wanted MCO grant staff to have access to these codes the same “Office” was used for all of them during their creation. Since CCC was not currently using the “CN Counseling” office code for anything else it was used for the grant. Another required step during set-up was to relate this office code to the SVM record.

The screenshot displays the 'CMC - Communication Codes' interface in the Datatel Colleague system. At the top, there's a navigation bar with 'st-cmc', 'Search', 'SEARCH RESULTS', 'NAVIGATION', 'FAVORITES', and a 'Logout' button. Below this, a message states 'No Active Context'. The main form area is titled 'CMC - Communication Codes' and includes a 'File' menu, 'Options', and 'Help'. The form fields are as follows:

- Code:** TRMCO1
- Description:** MCO Participant
- Explanation:** A table with two rows. Row 1 contains '1' and Row 2 contains '2'.
- Office:** CN Counseling (selected from a dropdown)
- FA Year:** (empty field)
- Trigger the following actions when THIS correspondence is received:** (empty section)
- Immediate Print Documents:** Two rows of input fields, each with a magnifying glass icon.
- Special Actions:** Two rows of input fields, each with a magnifying glass icon.
- Correspondence Requests:** Two rows of input fields, each with a magnifying glass icon, followed by an 'Action' dropdown menu.
- Follow up on the following tracks:** Two rows of input fields, each with a magnifying glass icon, followed by an 'Action' dropdown menu.

Adding and Using the Codes

The TRMCO1 code for all participants will be used to mark all students who are considered an MCO participant based on their program of study/courses enrolled in at CCC. An Informer report was created that will produce all MCO students and create a saved list so that we can batch upload the TRMCO1 MCO Participant code to this list of students using the screen CRG. As students have individual meetings with MCO staff, the staff member checks to ensure the code has already been added to the student's record using the screen CRI and adds it, if needed.

The other codes will be added to students individually using the Datatel screen CRI each time they use the service. Some of these codes, such as TRMCO2, will be added to a student's record as a new entry on CRI, by the MCO staff member, each time the student uses that service. Tracking the number of times a student uses a service(s) will be useful in evaluating the services to compare program performance of students who use the services with a certain frequency compared to students who do not take advantage of the services.

To add codes individually to students' records using CRI, the appropriate code will be chosen under "Code Instance" (see screen shot below) which will then auto populate the Description and Assgn Date. Then click the dropdown box under "Status Comment" and choose "Received" which will automatically populate the Stat Date. Ensure the code being added is correct before saving out of the student's record. This is important since codes incorrectly added to a student's record can only be removed by Student Services staff with certain rights.

CRI - Communication Code Entry

Default File Suite Year: 2014

Origin: [Dropdown] Origin Date: [Date Picker]

Code Instance	Description	Status Comment	Stat Dt
1 TRMCO1	MCO Participant	Received	04/14/14
2 TRMCO2	Success Coach - Servi	Received	01/24/14
3 TRMCO2	Success Coach - Servi	Received	08/04/14
4			
5			
6			

Controller Communication Codes
Comm Code LookUp

Reports

Customized Informer Reports are created to pull information such as frequency of certain codes on students' records within certain date ranges or terms, students with a certain communication code on their record etc.

Wage Data

The Datatel student information system is used to mark participants as employed and show (incumbent workers). The Datatel screens EMPL/EMPD are used to mark these participants. The information housed on these screens is only accessible to select grant staff who use the data for grant reporting purposes in addition to select Student Services administrative staff.

Each term a custom created Informer report is used to get a list of new MCO participants. This list is checked to verify if they were employed when they entered the MCO related program (done through use of U.I. wage data). For those that were employed, a custom created employer "MCO Employed" is added to the student's Datatel record on the screen EMPL. Another custom created Informer report is used to pull a list of students with the MCO Employed code to determine the incumbent workers who will be reported on for the Annual Performance Report to DOL. CCC is choosing to enter the data into the Datatel student information system upfront in order to use the reports to pull for the APR instead of having to add up columns in spreadsheets at reporting time.