

**Missouri Community College Association
Portal Program Evaluation
Jefferson College**

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Overview of Jefferson Portal Program

Jefferson College's portal includes a variety of supports. This includes intentional student advising support and PREP (the Personal Resource and Education Plan). In addition, the portal helps students in the pre-allied health to accelerate progress into and increase success in allied health courses/programs via the Health Professions Tutoring and Resource Lab (HPTRL). Jefferson is also incorporating the use of learning analytics to help identify those students with low probability of success and to match them with extra services.

All new students go through an orientation, meet with their program area navigator, have the option to tour the campus, complete their placement testing (if they've not already done so). Grant (as well as some pre-health occupations programs) students attend a "Welcome" orientation and set up WorkKeys assessments, as needed. MSW grant students are supported by two navigators (one for healthcare and one for technology). Navigators work with faculty to identify student loss/momentum points and better understand and predict when students may struggle with program content. By using data and learning analytics, navigators are partnering with the faculty to provide a more intentional approach to student advising, including the use of designated intervention strategies at key points in the student's experience. To further support the navigator and faculty team concept, navigators are embedded into each of the program areas, and have direct access to data to support student success.

About PREP

The PREP system has multiple functions. Students provide intake information on PREP, which is used by navigators to target potential academic as well as non-academic challenges, such as child care needs. PREP is used by navigators to identify areas to develop programming, such as workshops on test anxiety and time management.

Students also develop a semester by semester academic plan on PREP. The students can log in to the portal and see what they need to enroll for each semester. If they don't enroll in a course, the navigator gets a flag (an email every morning that tells them which students are off plan). In addition, the system has an early alert system that integrates with Blackboard, so faculty can submit an early alert that the navigator receives. PREP is linked with the college's student data system to ensure accurate information is loaded.

The PREP system has a resource guide which is a comprehensive guide of services, both off campus and on campus. Students can browse resources based on their challenges. The navigator and instructor can also identify challenges, and this shows up on the action plan,

to which students are required to follow up. Another feature is the journal feature. It allows the navigator to keep their notes all in the same place. Staff can also assign disability accommodations, upload individual student documents such as transcripts, letters. Finally, there is a notes system that can pull from distributed systems across campus, for example from the registrar, financial aid, academic advising offices.

Evaluation Methods

Multiple data sources were used for the evaluation. This included telephone Interviews with key staff, review of program documents accessed from the *SkillsCommons* website as well as review of an interim evaluation conducted by Cosgrove and Associates.

Strength, Weaknesses, Opportunities, Threats (SWOT) Analysis

<p>STRENGTHS</p> <ul style="list-style-type: none"> -Strong commitment to outreach into the high schools to better align HS with college application and onboarding. Outreach to other community venues in addition to HS. -Intentional advising program helps to create strong relationships between navigators and students -Ad hoc workshops designed for and resources tailored to the needs of students. -Health resources tutoring lab provides a great deal of support for students. 	<p>WEAKNESSES</p> <ul style="list-style-type: none"> -One interviewee mentioned that the software is too complex. Explained that there are too many screens to go through, and needs to be simplified -Grant funded positions
<p>OPPORTUNITIES</p> <ul style="list-style-type: none"> -The Prep system now being implemented throughout the college as a pilot program through the Academic Services Division. 	<p>THREATS</p> <ul style="list-style-type: none"> -Funding cuts -Student enrollment down

Discussion/Recommendations

This portal is a seasoned, and effective, approach to working with students, and can clearly help students, particularly low-skills students, stay in college and find work. In addition to the navigators, the PREP computer system is a multi-functional and multi-dimensional tool that, if used effectively, can help students and faculty ensure student success and completion. Based on the interviews, there is an active attempt to sustain the program (particularly the PREP system) and to scale up and implement across campus. The increased outreach to high schools and dual enrollment is a key strategy in addressing the student enrollment issue. In addition, there is fundraising going on to sustain the complete program (e.g., the navigators) via grant applications (for example, they are applying for a SNAP grant for wrap-around services for SNAP participants, and to the NSF for Advanced Technical Education).

The following is a list of recommendations:

- The program can benefit from more academic faculty. There is a need for professional tutors in the tutoring lab. The lab currently is staffed by peer tutors and the coordinator. This would mean recruiting and paying for part time or adjunct faculty to staff the lab, which is a model found in other community colleges.
- While the greatest challenge is sustainability, keeping the navigators should be a high priority, as the one-on-one intensive relationship, and intrusive, pro-active guidance is a key element for student success.

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