



The Incoming Student Experience (ICE)

- Dr. Alice M. Frye, Dean of Health Sciences
- Mr. Mark Payne, Dean of Enrollment Management

ACHIEVING
THE DREAMSM

COMMUNITY

COLLEGES

COUNT



ATC

- A comprehensive two-year college
- More than 80 programs of study
- In its 36th year, founded in 1972
- Average of 2,500 credit students per semester over last five years

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COLLEGES

COUNT



Issues

- **Fall 2006 enrollment goal not attained in spite of new programs.**
- **Fall to Fall retention and graduation rates lower than state average.**





Achieving the Dream

Success is what counts.

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COMMUNITY

COLLEGES

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Success is what counts.



What is AtD?

- A multiyear national initiative to help community college students succeed
- Emphasizes the use of data to drive change
- Particularly concerned about students that traditionally have faced barriers





AtD Colleges increase the % of students who:

- Complete the courses they take
- Advance from remedial to credit courses
- Complete gatekeeper courses
- Enroll from one semester to the next
- Earn degrees and certificates

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ATC and AtD

- ATC became 1 of 4 South Carolina Colleges to become a AtD College in 2007
- Since 2004, eighty-four colleges have been selected to participate

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Two Priorities

- Developmental Education
- Incoming Student Experience





Strategies

- **Developmental Education**

 - Prescriptive remediation**

 - Faculty learning community**

 - Professional development academy**

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Strategies

- **Incoming Student Experience**

Welcome Center

New Student and Family Orientation

Revision of the College Skills Course

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Marc Payne

INCOMING STUDENT EXPERIENCE



Success is what counts.



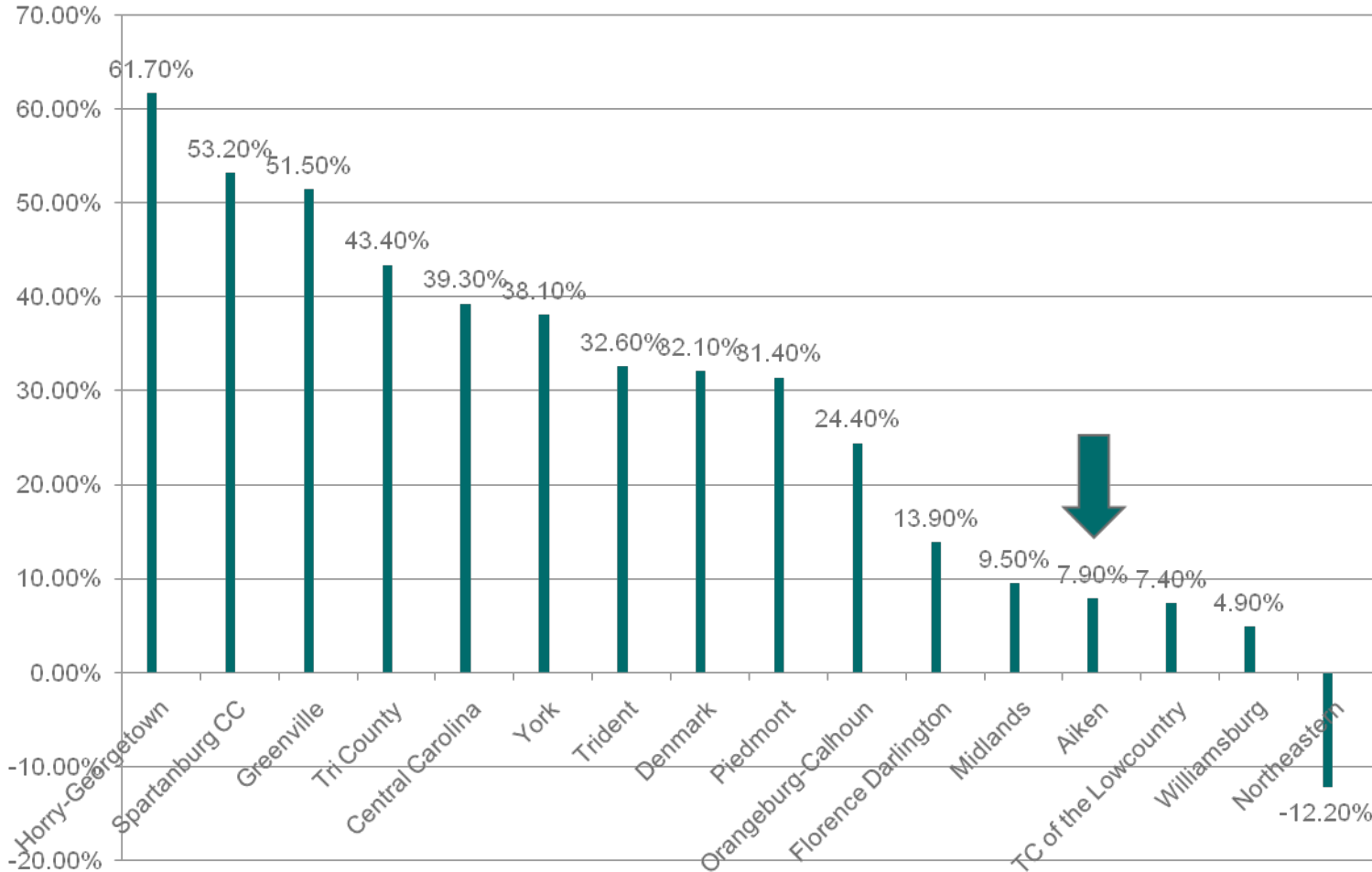
Incoming Student Experience Problems

- **Less than 50% of Applicants Made it Through the Enrollment Process and Registered**
- **Increases in ATC Enrollment Have Been Historically Lower Compared to the SC Technical College System Average**





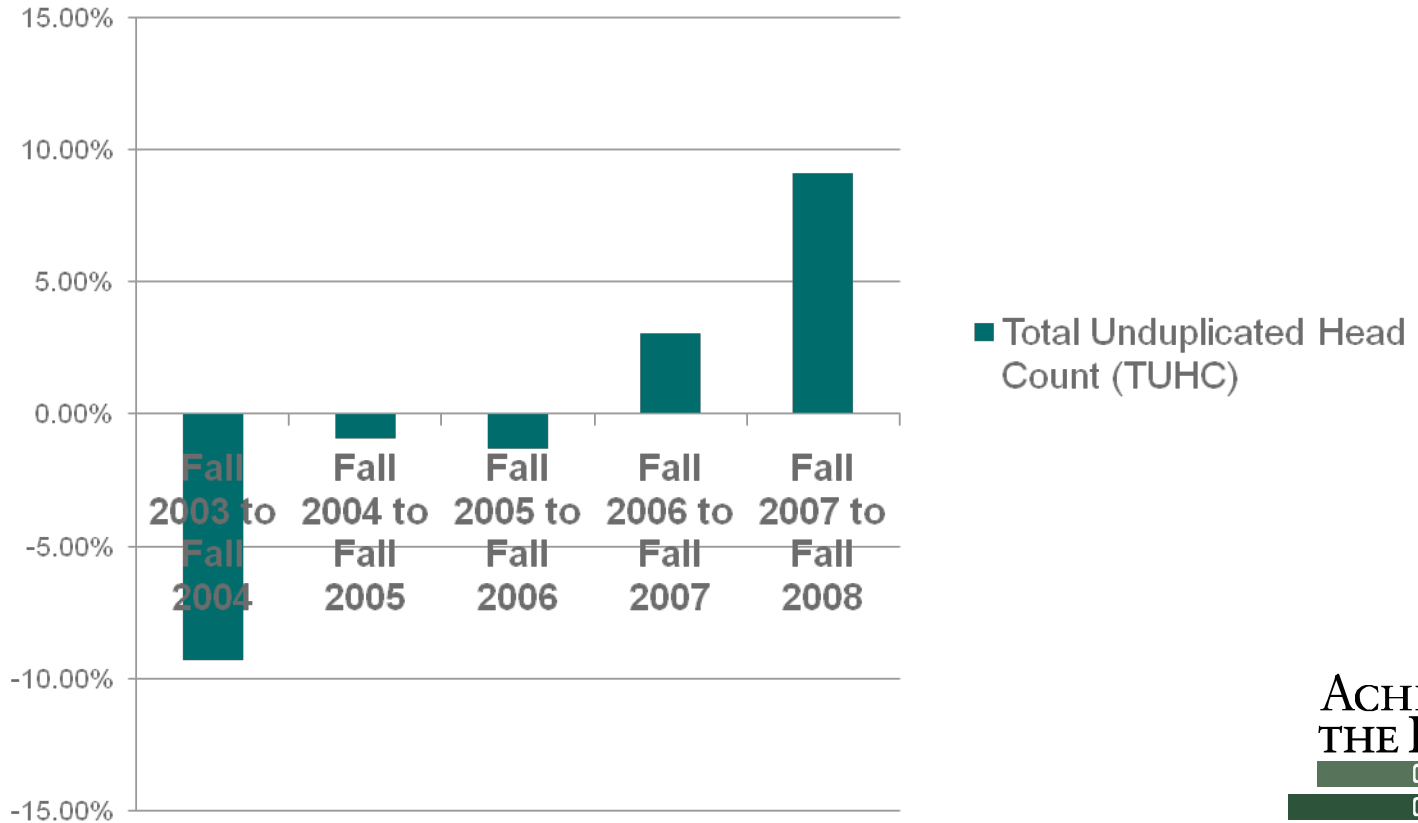
Ten Year Analysis of Full Time Equivalent (FTE) Enrollment



Success is what counts.

Enrollment History Last 5 Years

Total Unduplicated Head Count (TUHC)





Incoming Student Experience Solution

- 1. Develop a Welcome Center Concept**
- 2. Simplify the Enrollment Process**





Strategy 1: Centralized Location

Provide a Centralized Location for Students to Access Enrollment Services

Phase 1: Self Registration Center

- Recent Changes: 300 Building
 - Admissions
 - Financial Aid
 - Web Training
 - Registration
 - Computer Bank for Web Advisor Access

Phase 2: Locate all Student Services in the Student Welcome Center

- Information Center
- Counseling Services
- ID Cards
- Cashier Station
- Self Registration Computer Bank
- Call Center (Switchboard and Call Center)





Strategy 2: Enhance 1st Term Planning

Phase 1:

- After Orientation, Counselors Select 1st Term Courses with New Students

Phase 2:

- Implement Individual Graduation Plans for All New Students Developed with Assistance from their Advisors During Their First Term of Enrollment





Results

- **Counselors Received Clear Program Guides on what First Term Students Should Take**
- **Increased Student Career Exploration with Counselors**
- **Students have More Defined Career Goals**
 - May Result in Reduced Changes in Major
- **Provides Expanded Hours and Open Door Opportunity for Students to Discuss Course Scheduling**





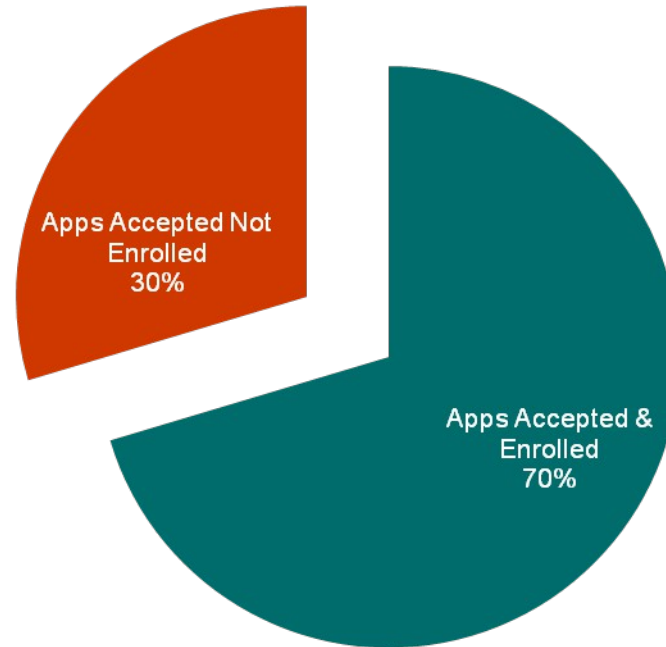
Results

- **Frees up Faculty Advisors to Spend More Time with Current students**
- **Resulted in Smaller Lines and Less Wait Times for Advising During Peak Registration Periods**
- **New Students can Complete the Enrollment Process in 2 Days**
- **Less Trips to Campus for Students**



Applicants Accepted and Enrolled

Accepted Applications



Apps Accepted & Enrolled	1285	70%
Apps Accepted <u>Not Enrolled</u>	541	29%



Enrolled Applicants

Application Admit Status	#Enrolled	
First Time	655	51.0%
Transfer	305	23.7%
Readmit	315	24.5%
Special	0	0.0%
Transient	8	0.6%
High School Student	2	0.2%
Summary	1285	100.0%



Success is what counts.



Future Initiatives

- E-Advising
- Placement Preparation
- Digital Imaging System





Dr. Alice Frye

NEW STUDENT AND FAMILY ORIENTATION



Success is what counts.



Orientation Committee

- **Dr. Alice Frye** **Committee Chair**
- **Ms. Nell Tyler** **Welcome Session**
- **Mr. Donald Miles** **Registration/Data**
- **Ms. Demica Jackson** **Student Orientation**
- **Ms. Julie Carlton** **Student Orientation**
- **Mr. Paul Leslie** **Student Orientation**
- **Ms. Dawn Butts** **Information Tables**
- **Mr. Tony Faircloth** **Security/Parking**





Promoting the Event

- **Presentation to Faculty and Staff**
- **Presentation to Each Division**
- **Emails to All Faculty and Staff**
- **Web Page**
- **Signage**
- **Two Mailings to Students**
- **Contact Numbers**





Agenda

Friday, August 15, 2008

- **8:30 to 9:00** **Coffee and Registration**
- **9:00 to 9:15** **Welcome and Overview**
- **9:15 to 9:30** **Escort to Areas**
- **9:30 to 11:00** **Family Orientation**
- **9:30 to 11:00** **Student Orientation**
- **11:00 to Noon** **Information Tables**





Folders

- **Agenda**
- **Room Schedule**
- **Information Tables**
- **Map**
- **Academic Success Center**
- **Important Fall Semester Dates**
- **FERPA Guidelines**
- **Advisor List**
- **Activity Period Flyer**
- **Safety and Security Brochure**
- **Aiken Technical College Pen**





Talking Points for Faculty

- **Meet the Faculty and Advisors**
- **Orientation to Program/Department**
- **FERPA**
- **Introduce Activity Period**
- **Outcome Example (Video/AV's/Graduates)**
- **Tour (Department Building/ASC)**
- **Reminder to go the Cafeteria for Information Tables**





Family Orientation

- **Welcome and Congratulations**
- **Vice President of Student Services**
- **Vice President of Academic Affairs**
- **Campus Security**
- **How to Effectively Support Your Adult Learner**
- **Tour Academic Success Center**





How to Effectively Support Your Adult Learner

- **The Big Four**

1. Go to Class and Complete Assignments
2. Practice Time Management and Good Study Skills
3. Know your Faculty/Advisors (Posted Office Hours)
4. Seek Help Early
 - ◆ Information Tables in the Cafeteria
 - ◆ Catalog and Student Handbook
 - ◆ COL 103

- **Checklist**





Evaluation Plan

- **Compare the Students who Attended the Orientation With and Without Family in January 2009**
- **Compare these Students to Students Who did not Attend Orientation in January 2009**
- **Evaluation by Attendees and Committee**
- **Focus Groups of Students who Attended Orientation**





Janet Amos

COLLEGE SKILLS WORK PLAN



Success is what counts.



1st Year College Skills Committee

**Determine student learning outcomes
(LOs) for College Skills course**





1st Year College Skills Committee

- 1. Include representatives from Student Services, Academic Affairs, Workforce and Business Development, and advisory committees**
- 2. Committee reviews:**
 - Barriers to student success (AtD Data)
 - College success courses/syllabi around the nation
 - Current ATC College Skills LOs
- 3. Determine committee plan of action**





1st Year College Skills Committee

4. Committee representatives meet with their constituencies to obtain recommendations for College Skills LOs

- LOs → What do we want College Skills students to:
 - *Know (Information)*
 - *Think (success attitudes and values)*
 - *Apply (success skills, strategies, habits, behaviors)*





1st Year College Skills Committee

5. Committee:

- Merges, narrows, and determines wording of LOs
- Recommends assignments and assessments that will ensure students achieve LOs





1st Year and Ongoing

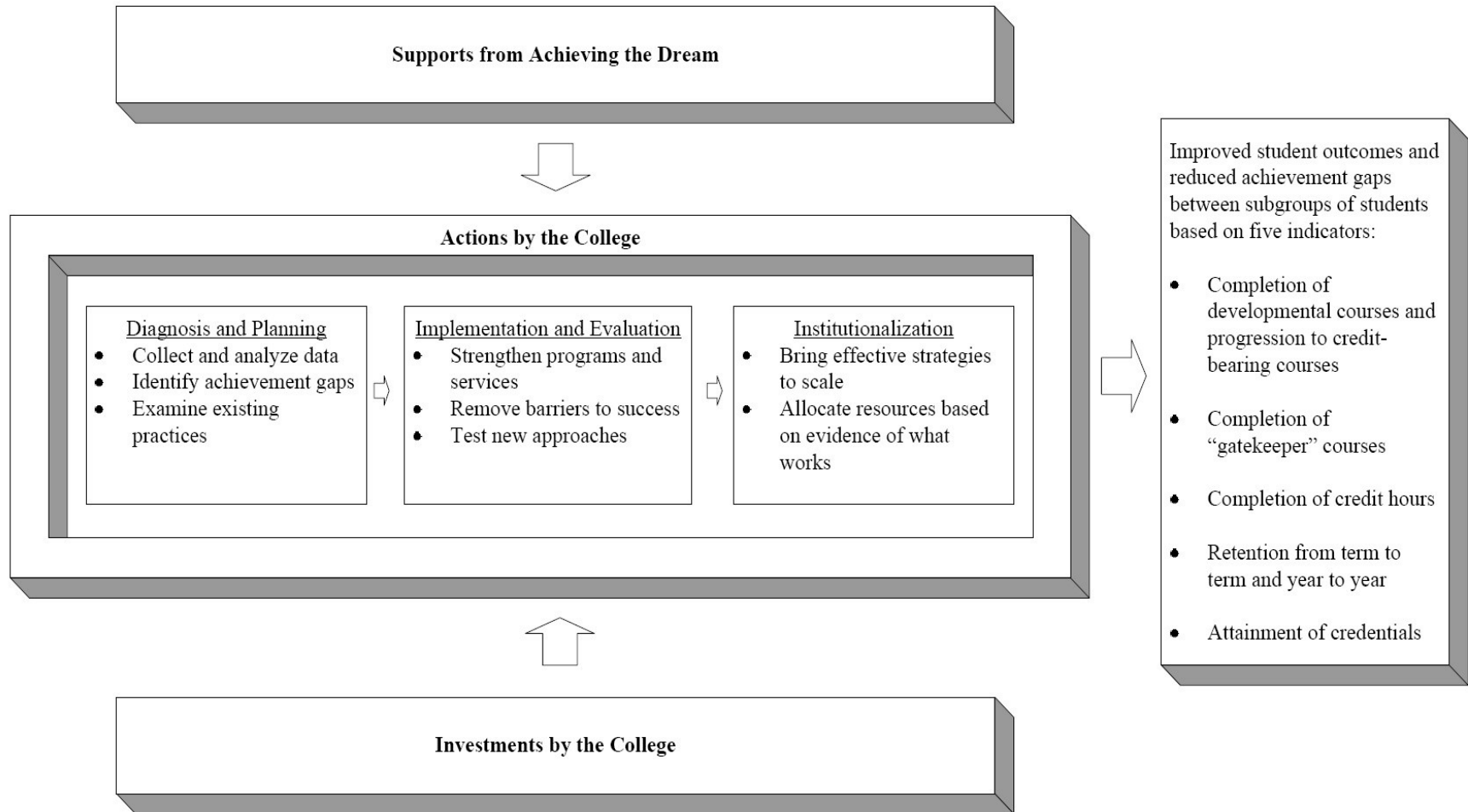
- 1. Custom design College Skills course to focus on determined learning outcomes and create a comprehensive LOs assessment plan for the course**
- 2. Design training materials and schedule professional development for faculty scheduled to instruct College Skills**



Achieving the Dream: Community Colleges Count

Figure ES.2

Theory of Action for the Achieving the Dream Initiative



ES-4



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