



Divisional Strategic Planning Brief – Learning Support 5/31/2017

Campus Outcome –

In support of the College’s strategic plan focused on Learning Assurance East Campus has set as **Objective #4**; Continue to address, review and improve low-performing programs and courses

Department Outcome –

Share best practices to utilize CARE [Continuous Assessment and Responsive Engagement].

- ◆ First CARE Course starts September 28, 2015 [Faculty Centered];
 - ◆ Partnership with Student Affairs to share best-practice strategies to promote student success;
 - ◆ Partnership with Probation/Suspension Team to promote retention and student success.
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BACKGROUND

In the spirit of *collaboration*, listening sessions were conducted with faculty in Fall of 2012. Among other concerns raised, the need to establish a systematic process (often referred to as an Early Alert or Academic Alert system) for identifying and supporting struggling students emerged as one of the most pressing. Subsequently, a program design team made up of faculty and staff on the East Campus was formed to begin exploring strategies that would be authentic to Valencia and support its learning-centered mission. After months of research, discussion, and consideration of promising national innovations in the area of Early Alert, the design team realized the most potent fulcrum for cultural change at Valencia would be to use its BIG ideas as theoretical foundation for program development. The team agreed to pursue the development of an early alert model in a way that would rely heavily on faculty involvement, be rooted in shared purpose, and build on the cultural values of the institution.

INTERVENTION

By placing faculty at the center of the program development process and focusing on assessment and student engagement, the design team has decided to refer to its early alert work as **C.A.R.E. – Continuous Assessment and Responsive Engagement**. The acronym CARE, and what it stands for, better represents the cultural values and beliefs that will serve as the foundation for the approach to Early Alert at Valencia College.

Faculty who participate in the 6-week CARE Faculty Development course receive an orientation to the literature on Faculty Engagement, learn about the Learning Support and Student Service resources available at the College, learn best practices in the area of retention strategies from national studies, connect with other faculty at the College who are currently engaging (informally) in this work, and design their own micro-intervention (aka CARE Plan) for implementation for implementation in their individual courses.

STRATEGIC RESULTS

Since 2014 over 90 faculty have participated in CARE courses and developed plans for implementation in their courses. To scale the initiative and provide greater levels of support for faculty enrolling in CARE courses, the program planning team will expand membership in 3 phases. Phase 1 - faculty recruitment and training through faculty development course (CARE). Phase 2 – staff recruitment and training through edge courses. Phase 3 – student recruitment and training through skillshops and co-curricular development opportunities.

The CARE Planning team created CARE+workteams to focus on 5 disadvantaged groups initially; Veterans, Homeless, Financially needy, First-Generation, and Formerly Incarcerated students. The Planning team will work with the teams supporting these groups to offer a CARE track during Destinations 2018 and will focus on analytic tool integration for tracking, and the development of an assessment plan and additional advising support and resources for struggling students.

NEXT STEPS

CARE has evolved into a program this past year, to include training and development for staff and students in supporting student success. Here are some highlights of the proposed three-phase model.

- **Phase One:** The original faculty development course, Continuous Assessment and Responsive Engagement (CARE) Strategies, is being re-branded as LEAI (LifeMap Early Alert and Intervention). The new version of the course is scheduled to launch in fall 2017. Notable changes to the course include reducing the professional development hours from 20 to 10 and offering the course in a full online modality to increase access.
- **Phase Two:** The development of Phase Two began this past April and is being led by several workgroups with members from across the College. Known as CARE+, this training will be supported by Employee Development and Inclusion, and it will likely be offered through the **Valencia EDGE**. The objective of the training is to provide an opportunity for Valencia staff to support potentially at-risk or underserved populations, and it will serve as a resource for students facing difficulties and students in need of assistance.
- **Phase Three:** The third and final phase of CARE will be designed to involve Valencia students working with faculty and staff to support their peers. To begin work on this phase, preliminary discussions and brainstorming sessions with the Student Government Association officers are planned over the summer.