

DCCCD Retention Best Practice Submission Form

College/Location: **El Centro College**

The Retention Best Practice is primarily supported by what college/location area:
Student Services X (Counseling/Advising Office)

Contact Person: **Joe Martinez, 214-860-2396**

Retention Best Practice Title: **Retaining Students on Academic Probation: A Case Management Approach**

Retention Best Practice Area of Focus: Other **Probation Students**

Retention Best Practice Executive Summary: approximately 50 words (Please use additional pages for a detailed description)

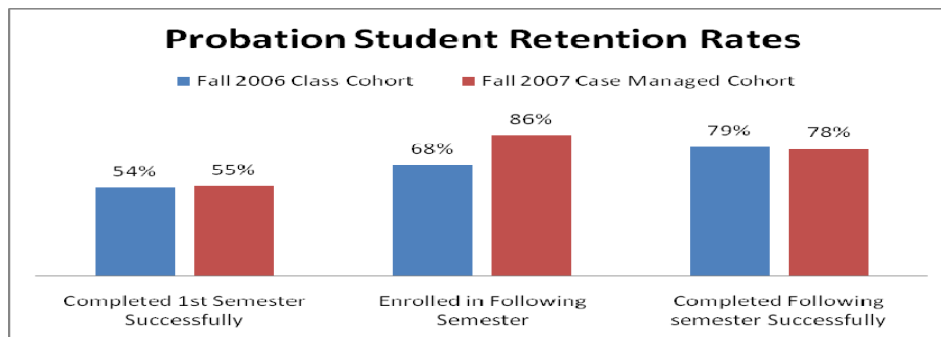
Retaining students on academic probation has always been a challenge. The purpose of this study was to evaluate the effectiveness of case management for students reinstated from Suspension, Academic Dismissal and Indefinite Dismissal. As well as, compare them to the traditional Human Development probation class results.

**Please see attached article for a more detailed description.*

Please describe the evaluation measures utilized to support this initiative as a best practice. **Retention and student success was evaluated on three measures: 1) the number of students who completed the Fall 2007 semester with a term GPA of 2.0 or higher, 2) the number of those “successful” students who then enrolled in the Spring 2008 semester, and finally 3) the number of those “successful” students who completed the Spring 2008 semester with a term GPA of 2.0 or higher.**

Provide a summary of the results, including data (such as trend lines over time) to show how it impacted retention and is a best practice.

The results of the study indicate that case managing as a retention strategy for probation students is just as effective as a probation lecture class. The major significant difference however, was the Fall to Spring retention rate. Case managing was 18% more successful at retaining students to enroll in the following semester than the class cohort. It’s my belief that case managing provided students with familiarity, trust and a connection to an individual on campus via the instructor/counselor who not only supported and encouraged the students, but also helped them enroll for the following semester.



What would be needed to replicate the practice at other DCCCD colleges?

A Counseling/Advising Office staff and director who are aware of the challenges that students on academic probation face, and a willingness to dedicate time and effort to purposely case manage that population. Depending on the number of probation students on each particular campus, it would be suggested to utilize two or three counselors, student support specialist and/or senior advisors to serve as probation case managers. A willingness from the particular academic division to offer two or three 1 credit hour Human Development courses (HDEV 0100). (Having students register for a course, makes them more accountable than just requiring them to meet with their case manager.)

Cost to implement this practice (financial and human):

Utilizing each locations current student services staff , it would be suggested to have two or three case managers. Costs incurred would be around \$656 - \$1969 for the cost of adjunct pay. Additional costs may be for purchase of case management software. Although the tracking software would very useful and beneficial, it's not a necessity for effective case management.