Leading for Change

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Doctorate in Community College Leadership (DCCL)

- **Cohort Experience**

- **Course Work**
  - ❖ 15 Courses including a practicum experience
  - ❖ Face-to-Face Weekends

- **Dissertation**

- **Comprehensive Interviews & Presentations (CIPS)**
  - ❖ Program Outcomes Interview
  - ❖ Electronic Portfolio
  - ❖ CV & Cover Letter
  - ❖ Mock Interview
  - ❖ Leadership Scenario

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Program Outcomes

- Advance the college mission
- Orchestrate effective governance
- Implement institutional strategy
- Enhance academic quality
- Empower student success
- Cultivate community relationships
- Ensure fiscal stewardship
- Develop as a person, scholar, and leader

Class of 2018

Case Study: Evaluation of a Case Management Advising Model

Case Management at Harper College

❖ Implemented in Summer 2017

❖ Over 11,000 credential seeking students have been assigned to an advisor or counselor

❖ Prior to case management, advising was provided by 9 month faculty counselors

Purpose of the Study

Evaluate the impact of strategies and the effectiveness of the Case Management Advising Model on student persistence as measured by perceptions of students, advisors, and counselors and re-enrollment from one semester to the next at a community college.

Research Questions

1. How does the assignment to an advisor or counselor impact student persistence from one semester to the next?

2. What are the perceptions of the impacts of case management from students, advisors and counselors?

3. Are there some case management strategies that are more effective than others?

Literature

- Theory of Involvement - Astin
- College Dropout - Tinto & Spady
- Marginality & Mattering - Schlossberg

"Advising is the Cornerstone of student retention"

~Crockett

Methods

- **4 Focus Groups**

- **Persistence Data**

Student Theme Summary

- Building relationship is easier when you're assigned to one person.

- Navigating the college system is easier when you have one person to rely on.

- Advising is more relevant because the advisors know their students better.

- Students feel more confident in their ability to succeed in college.

Advisor & Counselor Theme Summary

- Case management provides a valuable framework for supporting students.

- Case management technology is complicated.

- Case management can be overly prescriptive and reliant on technology.

- There is pressure to build relationships with students too quickly.

Case Management Strategies

Student Theme Summary

- Degree Works helps students visualize their future.

- Proactive communication is helpful.

Advisor/Counselor Theme Summary

- Technology can detract from rapport building, and may overwhelm some students.
- Proactive communication is more effective when personalized.
- Students need extra encouragement to seek support services.

Persistence Data

Fall-Spring Persistence Comparison: Assigned vs Not Assigned

	Fall	Spring	Persistence
2016-2017 (No assigned A/C)	2305	1908	82.78%
2017-2018 (Assigned A/C)	2096	1800	86%

Persistence Data

Fall-Spring Persistence Comparison: Met with Assigned A/C vs Did Not Meet

	Fall	Spring	Persistence
Met with their assigned A/C	1424	1330	93.4%
Did not meet with their assigned A/C	672	470	69.90%

Next Steps

❖ Continue to evaluate model for improvements

❖ Managing & Leading Change

❖ Building Trust

Thank you for this opportunity!