



Retention Support Services



Division of General Counseling & Advising
De Anza College
March 2021

Retention Support Services



Retention Team



Laureen Balducci, MS
Dean, General Counseling and Advising



Patricia Del Rio
Program Coordinator



Sushini Chand
Student Success Specialist



Janet Weber
Retention Counselor

Retention Support Services helps students on probation return to good academic standing by providing services, resources and tools to successfully complete their academic goals.

Retention Workgroup

Name	Title
Laureen Balducci	Dean, Counseling and Disability Support Programs & Services
Nazy Galoyan	Dean, Enrollment Services & International Student Program
K.D. Le	Counselor / Instructor, Counseling Division
Patty Guiron	Chair, Counseling Division
Lisa Rodriguez	Administrative Assistant II, Admissions and Records
Melissa Luis	Academic Advisor, Counseling & Advising Division, Transfer Center
Bidya Subedi	Sr. Administrative Assistant, General Counseling & Advising
Sushini Chand	Student Success Specialist, Counseling Division
Patricia Del Rio	Program Coordinator, Counseling Division
Janet Weber	Retention Counselor, Counseling Division

Academic & Progress Probation



Academic Probation

- Attempted at least 18 quarter units
- Cumulative GPA < 2.0

Progress Probation

- Measured by course completion
- 51% or more Withdrawn (W), Incomplete (I) or No Pass (NP)

Probation Policies & Mandates: Student Impact

- May lose Financial Aid
- May be disqualified from student support program(s)
- Lose priority registration
- Are no longer eligible for scholarships, book vouchers

Probation Requirements



Interventions	Basic (Level 1)	Moderate (Level 2)	Severe (Level 3)	Pre-Dismissal	Dismissal	Returning from Leave of Absence	Progress Probation All Levels
Registration Hold	X	X	X	X	X	-	X
Meet with a Counselor	Strongly Encouraged	Strongly Encouraged	Required	Required	Required	Required	Required
COUN 5 Course / EDAC 1 (HUMA 20, CLP 7 or CLP 5)	Required	-	-	-	-	-	-
Retention Workshop	-	Required	-	-	-	-	-
Student Success Plan / Counseling Intervention Form	-	-	Required	-	-	Required	Required
Pre-Dismissal Student Success Plan / Counseling Intervention Form	-	-	-	Required	-	-	-
Academic Dismissal / Counseling Intervention Form	-	-	-	-	Required	-	-
Enrollment Limitation	-	-	Strongly Encouraged	Strongly Encouraged	Required	-	Strongly Encouraged
Update Education Plan	Strongly Encouraged	Strongly Encouraged	Required	Required	Required	Required	Required
Student Self-Assessment Survey	Strongly Encouraged	Strongly Encouraged	Strongly Encouraged	Strongly Encouraged	Strongly Encouraged	-	Strongly Encouraged
Leave of Absence	-	-	-	-	Contingent Upon Appeal	-	-
Reapply to De Anza College	-	-	-	-	Contingent Upon Appeal	Required	-
Petition for Re-Admissions	-	-	-	-	Contingent Upon Appeal	Contingent Upon Appeal	-

Campus-wide Collaborations



Goals:

- Establish initial baselines to capture future trends
- Develop a student profile
- Recognize equity gaps

Working with:

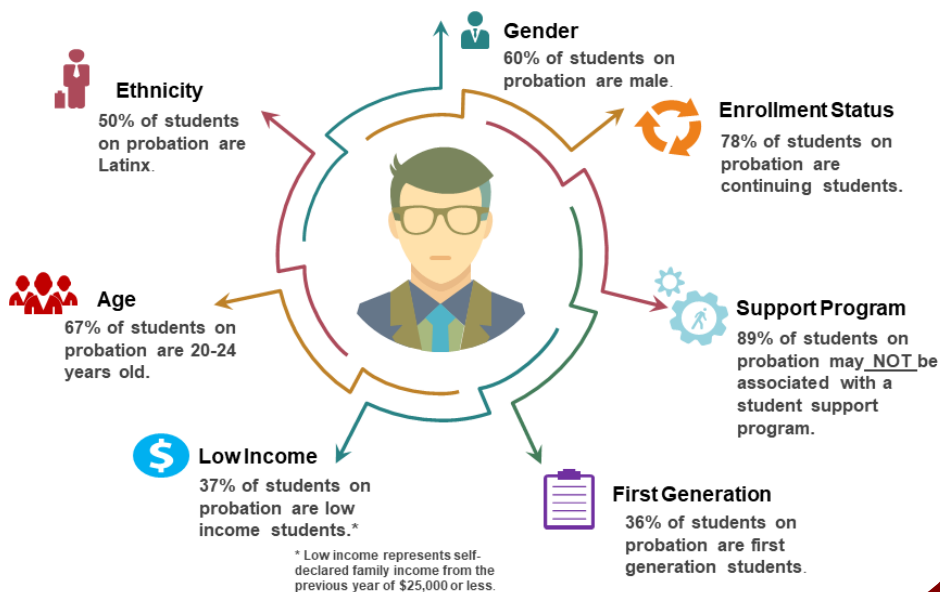
- Admissions & Records
- Information Technology (ETS)
- Institutional Research & Planning

Systems Utilized for Data:

- eSARS - Appointment System
- Banner/Argos - Student Information System
- Program Review Data Tool



Students on Probation - Spring 2020



Thru our data system, we are able to formulate a student profile for students on probation, and better align our services to this specific student population.

Strategy



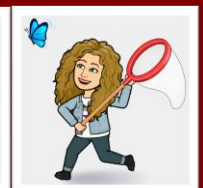
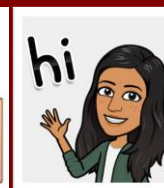
- Flip the negative connotation associated with probation
- Practice “relational” student interaction
- Ethics of Care
- *High Frequency - High Touch* contact



Interventions



- Calls & Continuous Touchpoints
- Case Management Counseling
- Drop-in Sessions
- Triage Students towards Campus Resources & Services
- Book Vouchers
- Reach out to Stop-out Students
- COUN 5 / EDAC 1 Course
- Retention Workshop
- Mini Sessions/Workshops
- Intervention Follow-up
- And More!



Year One Results



End of Term		Fall 2018	Winter 2019	Spring 2019	Fall 2019	Winter 2020	Spring 2020	Fall 2020
Continuing Students		562	601	745	556	490	532	167
New Students		763	702	659	765	149	0	276
	Returning Students	276	130	192	191	100	0	173
	Level 1 Students	487	572	467	574	49	0	103
Total Academic Probation		1325	1303	1404	1321	639	532	443
Students Returning to Academic Good Standing from Previous Term		17	6	2	101	211	106	41
Did Not Enroll from Previous Term		614	718	556	747	620	1	324

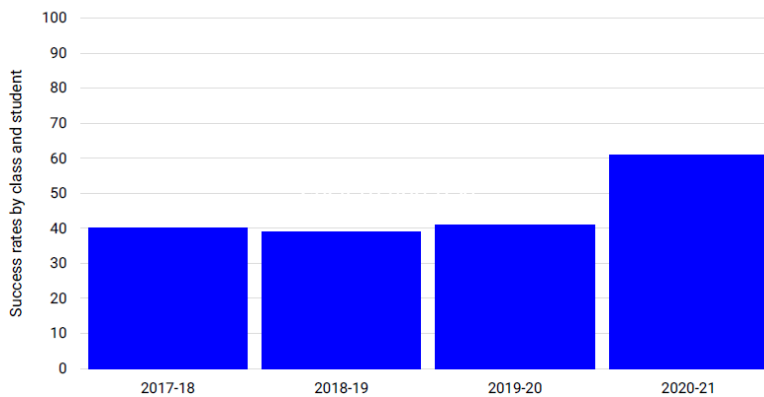
~ 52% drop, in the number of students on academic probation from fall 2019 to winter 2020

~ Drastic reduction, in the number of students on academic probation, who did not re-enroll

~ 24% of students on Academic Probation returned to Good Standing in a span of two terms

Success Rates by Class and Student

Limits:
Using W20 All



Limits:
Using W20 All
Success rates by class and student

Measures	2017-18	2018-19	2019-20	2020-21
	40%	39%	41%	61%



The student success rate jumped to 61% - a 49% increase

Spring 2020 Highlights



77%

of students on probation persisted from winter term to spring term 2020

1414

touchpoints between students on probation and the Retention Team during spring 2020

849

unduplicated students on probation served by the Retention Team during spring 2020

24%

of students on academic probation regained Good Academic Standing during winter 2020 and spring 2020

Jason's Story - 3.18 GPA



2019 Fall De Anza (Top)

Unofficial

Academic Standing: 3rd Level Probation

Subject	Course	Title	Level	Grade
ANTH	D002.	CULTURAL ANTHROPOLOGY	DU	FW
F/TV	D075G	HIST OF ANIMATION (1900-PRES)	DU	A-
PSYC	D004.	ABNORMAL PSYCHOLOGY	DU	F

2020 Fall De Anza (Top)

Unofficial

Academic Standing: Good Standing

Subject	Course	Title	Level	Grade	Credit Hours	Quality Points	R
EWRT	D001A	COMPOSITION AND READING	DU	A-	5.00	18.50	
MATH	D114.	MATH PREP LEVEL 3:INTERMED ALG	DU	A	5.00	20.00	

Term Totals (De Anza Undergraduate)

	Attempt Hours	Passed Hours	Earned Hours	GPA Hours	Quality Points	GPA
Term	10.000	10.000	10.000	10.000	38.50	3.85
Cumulative	74.000	45.000	45.000	49.000	155.90	3.18

- With just a little bit of individualized support, Jason was able to go from a 1.8 to 3.8 GPA!

- Jason's narrative, illustrates how the Retention Team works collaboratively, taking a case management and student centric approach, to help students return to Good Standing.

- By flipping the negative connotation associated with probation, and practicing "relational" student interactions thru the Ethics of Care, Retention Support Services IS moving the needle and increasing student success.

Next Steps



Our Next Steps focus on reducing the number of students who fall into Academic and Progress Probation and include:

- An Early Alert Initiative expanding our student contact
- Strengthening our partnerships with current campus resources and services
- Promoting opportunities for student engagement & community
- Continuing to uncover student needs and search for ways to meet these needs

Retention Support Services



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Thank You!