

AY 2023-2024

BELLEVUE COLLEGE

TOP NEWS

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EARLY ALERT CELEBRATES FOUR YEARS

It's hard to believe that four years have already come and gone since the Early Alert program made its debut at Bellevue College. The program launched quickly in response to the COVID-19 pandemic and was built to scale for fall 2020. The program centers student well-being, recognizing that if the student is experiencing barriers in other areas of their life, it will have a direct impact on their academic success.

Outreach and connection are key components of the program. While not always successful in speaking directly with a student, Student Success & Retention Peer Educators attempt contact using both phone calls and emails, providing students with resources, strategies, and options best suited to meet their individual needs. While some students may be nervous about receiving a phone call, several have expressed gratitude for the program and surprise that anyone noticed them.

The following are items of note in a recent report conducted by the office of Effectiveness, Research and Analytics.

This report, written by Shayna Begun and Arsiney Minasov, is an analysis of Early Alert data from Summer 2020 to Spring 2024.

- Week 2 and Week 5 of the quarter tend to be when the most Early Alerts are submitted
- When an Early Alert is closed and marked as Successful Communication with Student, these students pass the course at a higher percentage (31.9%) than those closed with No Response from the students at 23.6% (see full Early Alert report for details).
- 70% of students on academic standing during the last 4 years did not have an Early Alert submitted.
- Early Alerts were submitted for 471 unique courses, with ENGL& 101, FYS 101 and PSYC& 100 being the top 3
- Geology, Oceanography and FYS were the top 3 programs/departments when comparing Early Alert submissions to total enrollment

To read the full report please go to [Early Alert Report September 2024.pdf](#)



STUDENT REENGAGEMENT

With the support of our Peer Educators, we have completed the first year of outreach.

During this academic year, we have reached out to students through text messages, emails, and phone calls. Our goal is to work with students to identify the barriers that impacted their success, connect them to campus resources based on specific needs, and support them to rejoin our BC community. Through calls, we serve as a check-in point, and work to provide resources to students to achieve their academic goals. While it would be ideal to make a personalized phone call, we quickly realized this was a challenge and was not feasible to reach out to each and every student who stopped out.

FIRST YEAR OF STUDENT REENGAGEMENT COMPLETED

Our program aims to support students who have left before completing a degree or certificate.

This academic year's focus:

- Refining outreach list
- Creating real-time sessions with students

Over the last several quarters, we have worked to refine our processes for outreach to make it more manageable and intentional as we work to bring back learners who have stopped out. While we provide email and text outreach to all students who have not enrolled for one or two quarters, we implemented filters to help us narrow our focus on who receives a live phone call.

Our program has collaborated with Enrollment Services to create reports and acquire account permissions so we can support with students' account updates directly during a call. This helps with keeping a smooth transition for students who are looking to return but have not been able to register due to an account-related issue.

For program data please read the [Student Reengagement Report for 2023-2024](#) written by Shayna Begun in Effectiveness, Research & Analytics.

PEER EDUCATORS MAKE MEANINGFUL CONNECTIONS WITH STUDENTS

The Peer Educator Program at Bellevue College was implemented over three years ago as a function of the Title III grant that was received late in 2019. The Peer Educator Program is integrated into many programs and departments at BC including the Welcome Center, First Year Seminar, and Academic Advising to name a few. For the purposes of this newsletter, however, we will focus on the impact the Peer Educators have made and continue to make in the Student Success & Retention Office.

When the Student Success & Retention Office was created in 2021, Peer Educators were hired to support outreach as part of the Early Alert Program. Three Peer Educators were hired and trained to make calls for students who received an Early Alert for not attending class, turning in assignments, or who were performing poorly. Not only did the Peer Educators make it possible to respond to Early Alerts within 24 hours of their submission, but these student staff also were able to relate to the students on a level professional staff could not. The Peer Educators shared stories with the students they contacted, provided advice, made recommendations, and most importantly let students know that they are seen, heard, and valued.

Skip ahead four years and it is exciting to see the ways the Peer Educator Program in Student Success & Retention has grown.

Academic Year 2023-2024		
Student Success Coaching	Early Alert	Student Reengagement
40 appts successfully completed*	953 calls and/or emails	9,028 texts, emails, and/or calls**

Now, Peer Educators not only support Early Alert outreach, but also outreach to stop-out students as part of the Student Reengagement Program. Their focus is to learn more about the barriers that impacted a student from continuing their education and providing them with resources, encouragement and next steps for returning.

Peer Educators who have been with the department for several quarters are then provided with the opportunity to become Lead Peer Educators. This change in title also comes with an increase in responsibilities, which include leading 30-minute Student Success Coaching appointments. These appointments focus on supporting students build skills in the areas of time management, goal setting, wellness, study strategies, and navigating BC. Coaching appointments provide time and space to dive more deeply into a conversation with a student beyond resource referral and instead educate them on tools/strategies that may aid in their success and coaching them through the application of these tools. Lead Peer Educators also choose a departmental program to support (such as Early Alert or Reengagement) and are an invaluable resource to the professional staff.

The Student Success & Retention Peer Educators are an integral part of the department and without them our programs could not function as they do now. Peer Educators make it possible for personalized outreach and connection to take place, centering the humanity of each student.

*Student Success Coaching is a new and growing program. It began in Fall 2023 and we are still trying to spread the word. Please help by recommending to students!
<https://www.bellevuecollege.edu/student-success/student-success-coaching/>

** Peer Educators were not able to individually contact each student. Some received automated emails and text messages.

ACADMIC STANDING AND HOW TO SUPPORT STUDENTS



Maintaining good academic standing is essential for students to gain confidence as well as fosters a sense of achievement and personal growth amongst students. Conversely, students not meeting academic standards can suffer from various mental health challenges including anxiety, stress, and low self-esteem. Students not making academic progress are given progressive consequences along with interventions to help support and guide them in repairing their academic standing. Quantitative data gathered from over 500 academic standing students from levels 1 and 2 found the following as the top 3 challenges when it came to challenges with academics: Mental Health Concerns; Challenges with Time Management; Lack of Motivation.

As evidenced by the data, early interventions are crucial for this population. During the 2023-2024 Academic year, over 1600 students not making academic progress received outreach in the form of an email, phone call, text, and/or individual appointment. Students reported that this outreach helped them connect to vital resources and many felt they were able to get back on track academically after connecting with our services. Shayna Begun, Student Success Data Specialist in the Office of Effectiveness, Research & Analytics recently completed a report on Academic Standing Fall 2020 – Winter 2024. The data revealed that of those students who were on Academic Standing during this period, 70% DID NOT receive a single Early Alert.

While submitting an Early Alert does not guarantee a student will pass the class, it is critical that these students be outreached to so that resources, support, and options are provided to them in a timely manner. Even we are unable to speak with the student directly, they still receive important information and are reminded that the campus is here to support them. Feeling seen and validated is an integral component of student success. This cannot happen if an Early Alert is not submitted. We need faculty engagement with the Early Alert program! Doing so helps students feel connected to and supported by the institution AND can also help prevent falling out of good academic standing. The more students feel seen and supported by the institution, the more likely they are to be retained. Increased retention helps students achieve their educational/career goals and helps the college remain open. Submitting an Early Alert does not only benefit the student, but the college as a whole. Please support this program and submit an Early Alert for your students!

Thank you for reading!

<https://www.bellevuecollege.edu/student-success/>