

The Datatel Student System Steering Committee's recent discussion of whether to allow students to withdraw using the web and telephone has prompted a discussion of the broader issue of the college's intervention on behalf of students. Few of us would maintain that ACC has a true intervention model. The DSSSC proposes the following be undertaken during the fall 2005.

PROPOSAL

ACC will form an Ad Hoc Committee on Student Intervention Strategies to discuss immediate ways to increase personal, interactive contact with students.

PURPOSE

The primary purposes of this committee are (1) to recommend student intervention strategies designed to help students achieve their goals and to increase student retention and (2) to address the request for web and phone withdrawal capabilities for students. Ideas to discuss, for example, include refining our early alert system to be more proactive, modifying web/phone/walk-in processes to allow and/or require intervention, and providing greater personal contact with students.

One size does not fit all. The DSSSC requests that the college discuss how we can differentiate among students and intervene where necessary. The ad hoc committee will define the students for whom intervention is appropriate. Such students might include first-time college students, students required to take developmental courses, financial aid and veterans' benefits students, students with a certain number or percentage of withdrawals on their records, etc.

In addition, the ad hoc committee will discuss the differences in functionality between web and phone withdrawals and recommend whether the phone system would be able to parallel the web system.

COMMITTEE MEMBERSHIP

The committee will include counselors, advisors, a combination of adjunct and full-time faculty from each instructional dean area, representatives from Information Technology, Admissions and Records, Office of Institutional Effectiveness, Financial Aid, Distance Learning, and some members of the Student Access and Success Committee, for part of the purpose of SASC is already closely aligned with that of the proposed ad hoc committee.

The ad hoc committee will be chaired by a counselor, recommended by the Counseling Chair and approved by the Associate Vice President of Retention and Student Services.

TARGET IMPLEMENTATION DATE

Spring 2006

