

Carolina Works—Coaching “Treatment” Visual Guide

<p>The “treatment” some students will receive in the First in the World (FITW) validation study for Carolina Works is <i>assignment to a FITW Success Coach, who is trained to conduct proactive outreach to students on his/her caseload</i>. Success Coaches will know if treatment students receive automated Aviso alerts, and will also receive faculty-initiated early alerts for students on their caseload. Coaches will be trained to follow up directly with students, and also to use the Aviso platform to prioritize outreach to treatment students who are “at-risk” in courses based on Aviso’s predictive analytic algorithm.</p>	
Prior to term start	<div style="display: flex; align-items: center; gap: 20px;"> <div style="border: 1px solid black; padding: 5px; background-color: #fce4d6;">Receive not registered and payment alerts</div> <div style="font-size: 2em;">→</div> <div style="border: 1px solid black; padding: 5px; background-color: #e1f5fe;">Outreach to students who have not registered or paid fees for upcoming term</div> </div>
1 st and 3 rd day of classes	Conduct outreach to all new students on your caseload. Send an introductory email, make initial contact via phone to introduce yourself and set up an in-person appointment if appropriate
Various points during term	<div style="display: flex; align-items: center; gap: 20px;"> <div style="border: 1px solid black; padding: 5px; background-color: #fce4d6;">Receive <u>non-attendance</u>, <u>low grade</u>, and <u>“off-plan”</u> alerts</div> <div style="font-size: 2em;">→</div> <div style="border: 1px solid black; padding: 5px; background-color: #e1f5fe;">Outreach to students who are not attending classes, who have low grades and/or who are “off plan”</div> </div>
Various points during term	Positive achievement message sent to students with high grades (automated by Aviso, but comes from coach). Birthday greeting message also sent on student’s birthday
Various points during term	<div style="display: flex; align-items: center; gap: 20px;"> <div style="border: 1px solid black; padding: 5px; background-color: #fce4d6;">Receive instructor-initiated “early alert”</div> <div style="font-size: 2em;">→</div> <div style="border: 1px solid black; padding: 5px; background-color: #e1f5fe;">Contact other staff member at college receiving “early alerts”</div> <div style="font-size: 2em;">→</div> <div style="border: 1px solid black; padding: 5px; background-color: #e1f5fe;">Follow-up with instructor, outreach to student, & close alert in coordination w/ other staff member</div> </div>
Various points during term	<div style="display: flex; align-items: center; gap: 20px;"> <div style="border: 1px solid black; padding: 5px; background-color: #e1f5fe;">Prioritize students with yellow-band designation as “at-risk” in a class</div> <div style="font-size: 2em;">→</div> <div style="border: 1px solid black; padding: 5px; background-color: #e1f5fe;">Touch base with students on occasion for positive reinforcement. Remind these students through email/phone that coach is available to support them</div> </div>
Pre-registration	Conducts outreach to all students in caseload to encourage registration, advising and receipt of any outstanding items for the following term
End of Term	<div style="display: flex; align-items: center; gap: 20px;"> <div style="border: 1px solid black; padding: 5px; background-color: #fce4d6;">Overall GPA alerts</div> <div style="font-size: 2em;">→</div> <div style="border: 1px solid black; padding: 5px; background-color: #e1f5fe;">Coach researches student circumstance and initiates action plan.</div> </div> <div style="border: 1px solid black; padding: 5px; background-color: #fce4d6; margin-top: 5px; display: inline-block;">Final Grade Achievements</div>