

WEBVTT

NOTE language:en-US

NOTE Confidence: 0.853598415851593

00:00:12.380 --> 00:00:13.940

OK welcome everyone.

NOTE Confidence: 0.9477491974830627

00:00:14.100 --> 00:00:17.476

Thank you for joining us today for Part 1 of

NOTE Confidence: 0.9477491974830627

00:00:17.553 --> 00:00:22.924

the Student Success webinar series serving the whole student, creating

NOTE Confidence: 0.9477491974830627

00:00:23.001 --> 00:00:25.380

Student success and Connection.

NOTE Confidence: 0.8477587103843689

00:00:25.700 --> 00:00:27.300

My name is Star Longoria.

NOTE Confidence: 0.905731737613678

00:00:27.300 --> 00:00:31.542

I am a Client Success Manager for Watermark and this

NOTE Confidence: 0.905731737613678

00:00:31.623 --> 00:00:36.029

webinar is brought to you by Watermark, where our goal

NOTE Confidence: 0.905731737613678

00:00:36.110 --> 00:00:41.250

is to give higher education institutions the insights they need

NOTE Confidence: 0.905731737613678

00:00:41.331 --> 00:00:44.839

to drive student and institutional success.

NOTE Confidence: 0.920127272605896

00:00:51.960 --> 00:00:54.721

Just a few housekeeping items to go over before we

NOTE Confidence: 0.920127272605896

00:00:54.777 --> 00:00:55.440
get started.

NOTE Confidence: 0.9082504510879517

00:00:55.560 --> 00:00:58.820
The windows on your screen can be resized and moved,

NOTE Confidence: 0.9082504510879517

00:00:58.883 --> 00:01:02.519
so please adjust them to suit your individual preferences.

NOTE Confidence: 0.947170615196228

00:01:03.080 --> 00:01:05.400
Accessibility is important to Watermark.

NOTE Confidence: 0.9052550792694092

00:01:05.600 --> 00:01:09.155
Closed captions are enabled and can be toggled on or

NOTE Confidence: 0.9052550792694092

00:01:09.223 --> 00:01:11.480
off in the Presenter Cam section.

NOTE Confidence: 0.9655328392982483

00:01:12.200 --> 00:01:14.920
The icons at the bottom of your screen open.

NOTE Confidence: 0.9396570920944214

00:01:14.920 --> 00:01:17.829
Tools that let you do things like learn more about

NOTE Confidence: 0.9396570920944214

00:01:17.887 --> 00:01:21.320
Watermark, receive technical assistance, and ask questions.

NOTE Confidence: 0.9232944250106812

00:01:21.959 --> 00:01:24.100
We hope to have some time toward the end of

NOTE Confidence: 0.9232944250106812

00:01:24.149 --> 00:01:26.638
the presentation to answer those, and if we do not

NOTE Confidence: 0.9232944250106812

00:01:26.687 --> 00:01:29.873
get to your question today, a representative from Watermark will

NOTE Confidence: 0.9232944250106812

00:01:29.922 --> 00:01:30.520
be in touch.

NOTE Confidence: 0.9642612338066101

00:01:31.160 --> 00:01:33.686
We will be sending out a link to this recording,

NOTE Confidence: 0.9642612338066101

00:01:33.738 --> 00:01:36.160
so be on the lookout for that e-mail tomorrow.

NOTE Confidence: 0.947181761264801

00:01:37.080 --> 00:01:40.079
Finally, before the end of the presentation, be sure to

NOTE Confidence: 0.947181761264801

00:01:40.134 --> 00:01:43.025
leave your feedback by clicking Rate This tool at the

NOTE Confidence: 0.947181761264801

00:01:43.079 --> 00:01:44.279
bottom of your screen.

NOTE Confidence: 0.8520652651786804

00:01:44.959 --> 00:01:48.915
Now, it is my pleasure to introduce today's presenters, Marbeth

NOTE Confidence: 0.8520652651786804

00:01:48.978 --> 00:01:50.359
Holmes and Jamal Pitt.

NOTE Confidence: 0.8218080401420593

00:01:56.690 --> 00:01:59.610
Hi everyone, I am Marbeth Holmes.

NOTE Confidence: 0.9024534821510315

00:01:59.610 --> 00:02:03.534

Today we're going to talk about how Nash Community College

NOTE Confidence: 0.9024534821510315

00:02:03.602 --> 00:02:07.999

serves the whole student creating student success and connection.

NOTE Confidence: 0.963921844959259

00:02:08.240 --> 00:02:11.441

So thank you for joining us today and we'd love

NOTE Confidence: 0.963921844959259

00:02:11.509 --> 00:02:13.279

to know where you're from.

NOTE Confidence: 0.9457449913024902

00:02:13.280 --> 00:02:16.715

If you're comfortable putting that in the chat, please feel

NOTE Confidence: 0.9457449913024902

00:02:16.774 --> 00:02:17.240

free to.

NOTE Confidence: 0.8933955430984497

00:02:18.800 --> 00:02:22.368

I am Marbeth Holmes, I am our Dean of student

NOTE Confidence: 0.8933955430984497

00:02:22.447 --> 00:02:27.046

success and as of yesterday, Dean of student retention and

NOTE Confidence: 0.8933955430984497

00:02:27.125 --> 00:02:27.759

Success.

NOTE Confidence: 0.8425114154815674

00:02:28.919 --> 00:02:33.189

I have a GED, which is what initiated my law

NOTE Confidence: 0.8425114154815674

00:02:33.286 --> 00:02:38.720

for Community College work and a Masters of social Work.

NOTE Confidence: 0.8931894898414612

00:02:38.840 --> 00:02:42.738

And I'm also a licensed clinical social worker, a licensed

NOTE Confidence: 0.8931894898414612

00:02:42.805 --> 00:02:47.980

clinical addiction specialist and a certified clinical trauma professional in

NOTE Confidence: 0.8931894898414612

00:02:48.047 --> 00:02:48.719

that role.

NOTE Confidence: 0.9505150318145752

00:02:48.960 --> 00:02:53.013

And I have earned the status of professor in humanities

NOTE Confidence: 0.9505150318145752

00:02:53.087 --> 00:02:55.519

and social sciences here at Nash.

NOTE Confidence: 0.8858898282051086

00:02:55.800 --> 00:03:00.905

I'm an affirmative practitioner, harm reductionist, and my pronouns are

NOTE Confidence: 0.8858898282051086

00:03:00.977 --> 00:03:02.199

she, her and his.

NOTE Confidence: 0.9594335556030273

00:03:06.840 --> 00:03:07.520

Hello everyone.

NOTE Confidence: 0.7366983890533447

00:03:07.520 --> 00:03:08.920

My name is Jamal Pitts.

NOTE Confidence: 0.7850044965744019

00:03:09.160 --> 00:03:12.040

I have a master's in public administration, so I'm the

NOTE Confidence: 0.7850044965744019

00:03:12.093 --> 00:03:15.773

minority male success initiative coordinator as well as success coach

NOTE Confidence: 0.7850044965744019

00:03:15.826 --> 00:03:17.480
here at Nash Community College.

NOTE Confidence: 0.8351876735687256

00:03:17.480 --> 00:03:20.653
I also teach our ACA course say we're also known

NOTE Confidence: 0.8351876735687256

00:03:20.719 --> 00:03:24.223
as our first year college success course here at Nash

NOTE Confidence: 0.8351876735687256

00:03:24.289 --> 00:03:25.480
Community College.

NOTE Confidence: 0.9479130506515503

00:03:25.520 --> 00:03:27.320
And my pronouns are he and him.

NOTE Confidence: 0.96324223279953

00:03:30.520 --> 00:03:33.070
OK, so I thought it would be helpful today if

NOTE Confidence: 0.96324223279953

00:03:33.126 --> 00:03:36.526
we started with the mission statement for the North Carolina

NOTE Confidence: 0.96324223279953

00:03:36.583 --> 00:03:38.000
Community College system.

NOTE Confidence: 0.9684637188911438

00:03:38.000 --> 00:03:40.454
As I know many of you may not be from

NOTE Confidence: 0.9684637188911438

00:03:40.520 --> 00:03:43.439
North Carolina or familiar with our mission.

NOTE Confidence: 0.9711407423019409

00:03:43.640 --> 00:03:45.440
We have an open door policy.

NOTE Confidence: 0.9405466318130493

00:03:45.640 --> 00:03:52.381

We offer high quality, accessible educational opportunities to minimize barriers

NOTE Confidence: 0.9405466318130493

00:03:52.465 --> 00:03:57.100

to maximize student success with that goal to develop a

NOTE Confidence: 0.9405466318130493

00:03:57.184 --> 00:04:03.336

globally and multiculturally competent workforce, but also to improve the

NOTE Confidence: 0.9405466318130493

00:04:03.420 --> 00:04:08.982

lives and the well-being of individuals by providing education and

NOTE Confidence: 0.9405466318130493

00:04:09.066 --> 00:04:15.218

training and retraining, of course, and support for economic development,

NOTE Confidence: 0.9405466318130493

00:04:15.302 --> 00:04:19.599

but also services that improve the quality of life.

NOTE Confidence: 0.9211910367012024

00:04:19.640 --> 00:04:22.558

And I really think this is one of the areas

NOTE Confidence: 0.9211910367012024

00:04:22.626 --> 00:04:26.903

that makes North Carolina's 58 community colleges, the Grade 58

NOTE Confidence: 0.9211910367012024

00:04:26.970 --> 00:04:28.599

and Nash among the best.

NOTE Confidence: 0.9529452919960022

00:04:29.839 --> 00:04:34.045

So we'll start with just some general information about evidence

NOTE Confidence: 0.9529452919960022

00:04:34.111 --> 00:04:39.040
based correlations between social determinants of health and mental health.

NOTE Confidence: 0.9014534950256348

00:04:39.600 --> 00:04:44.358
So we know that folks who are underemployed or unemployed,

NOTE Confidence: 0.9014534950256348

00:04:44.440 --> 00:04:49.116
who have food insecurity, who have poor access to quality

NOTE Confidence: 0.9014534950256348

00:04:49.198 --> 00:04:53.792
health care, who may have low education, live in poverty

NOTE Confidence: 0.9014534950256348

00:04:53.874 --> 00:04:59.206
or low income, have poor neighborhoods, have social exclusion and

NOTE Confidence: 0.9014534950256348

00:04:59.288 --> 00:05:03.636
isolation, which all of us had during COVID, and have

NOTE Confidence: 0.9014534950256348

00:05:03.718 --> 00:05:08.640
housing instability, tend to have poor mental health and are

NOTE Confidence: 0.9014534950256348

00:05:08.722 --> 00:05:11.840
at risk for developing mental illness.

NOTE Confidence: 0.8468650579452515

00:05:12.040 --> 00:05:16.235
So that's very important for us with an open door

NOTE Confidence: 0.8468650579452515

00:05:16.320 --> 00:05:16.919
policy.

NOTE Confidence: 0.9407386183738708

00:05:17.720 --> 00:05:22.568
So we also know that basic needs affect students, food

NOTE Confidence: 0.9407386183738708

00:05:22.658 --> 00:05:28.136
and housing and security has a direct correlation to clinical

NOTE Confidence: 0.9407386183738708

00:05:28.226 --> 00:05:30.920
depression and severe anxiety.

NOTE Confidence: 0.8877525329589844

00:05:32.120 --> 00:05:35.733
When that security is low, one in three tend to

NOTE Confidence: 0.8877525329589844

00:05:35.810 --> 00:05:40.040
have or develop clinical depression and severe anxiety.

NOTE Confidence: 0.9639535546302795

00:05:40.440 --> 00:05:44.205
If it's very low, it's over half and then they

NOTE Confidence: 0.9639535546302795

00:05:44.287 --> 00:05:49.280
become three times more likely to seriously consider suicide.

NOTE Confidence: 0.9096037745475769

00:05:49.279 --> 00:05:53.756
So there is this cascading effect and that cascading effect

NOTE Confidence: 0.9096037745475769

00:05:53.832 --> 00:05:57.701
and the impact on mental health with the absence of

NOTE Confidence: 0.9096037745475769

00:05:57.777 --> 00:06:01.039
basic needs, one of our compelling tenants.

NOTE Confidence: 0.8996707797050476

00:06:02.320 --> 00:06:05.005
So today we're going to look at the how those

NOTE Confidence: 0.8996707797050476

00:06:05.065 --> 00:06:09.123
correlations of student basic needs and mental health impact success

NOTE Confidence: 0.8996707797050476

00:06:09.182 --> 00:06:09.720
capacity.

NOTE Confidence: 0.920933723449707

00:06:10.160 --> 00:06:14.205
We're going to explore the applications of Samsa's 8 dimensions

NOTE Confidence: 0.920933723449707

00:06:14.269 --> 00:06:17.866
of Wellness, which we use here at Nash Community College

NOTE Confidence: 0.920933723449707

00:06:17.930 --> 00:06:19.599
to create a culture shift.

NOTE Confidence: 0.9026909470558167

00:06:19.800 --> 00:06:21.960
And that culture we call blue love.

NOTE Confidence: 0.9423190355300903

00:06:22.360 --> 00:06:23.520
We Mr.

NOTE Confidence: 0.6220717430114746

00:06:23.520 --> 00:06:25.200
Pitt's shirt will say blue love.

NOTE Confidence: 0.9129266738891602

00:06:25.200 --> 00:06:26.560
I have blue love buttons.

NOTE Confidence: 0.9617840051651001

00:06:27.400 --> 00:06:31.000
I have blue love on my on my lapel.

NOTE Confidence: 0.9710214138031006

00:06:31.960 --> 00:06:34.324
It is a campus culture and we will talk about

NOTE Confidence: 0.9710214138031006

00:06:34.377 --> 00:06:34.640

that.

NOTE Confidence: 0.9270451664924622

00:06:34.800 --> 00:06:39.453

And we'll also, though, examine specific trauma informed approaches that

NOTE Confidence: 0.9270451664924622

00:06:39.518 --> 00:06:43.654

have really led to resilience building and academic success here

NOTE Confidence: 0.9270451664924622

00:06:43.719 --> 00:06:45.399

at Nash Community College.

NOTE Confidence: 0.949522078037262

00:06:47.320 --> 00:06:49.957

So it's very important to understand and to know a

NOTE Confidence: 0.949522078037262

00:06:50.010 --> 00:06:52.120

little bit about the counties you serve.

NOTE Confidence: 0.894259512424469

00:06:52.840 --> 00:06:55.000

So we're in the Twin Counties area.

NOTE Confidence: 0.878274142742157

00:06:55.000 --> 00:06:57.960

Edgecombe also has a Community College.

NOTE Confidence: 0.8293596506118774

00:06:58.760 --> 00:07:02.480

We know that our area is a rural resource desert.

NOTE Confidence: 0.9595420956611633

00:07:02.880 --> 00:07:05.120

There are barriers to access.

NOTE Confidence: 0.9311442375183105

00:07:05.520 --> 00:07:10.719

We know there's chronic poverty, long term economic stagnation, a

NOTE Confidence: 0.9311442375183105

00:07:10.799 --> 00:07:14.399
large population of color and minoritization.

NOTE Confidence: 0.8182309865951538

00:07:14.920 --> 00:07:19.000
There are high rates of foster care and kinship care.

NOTE Confidence: 0.9685508012771606

00:07:19.840 --> 00:07:23.600
We have lower levels of education generationally.

NOTE Confidence: 0.9243819713592529

00:07:24.400 --> 00:07:29.081
There's community trauma and distrust, and part of that is

NOTE Confidence: 0.9243819713592529

00:07:29.161 --> 00:07:33.519
a direct result of natural disasters that we have had.

NOTE Confidence: 0.9018378853797913

00:07:33.800 --> 00:07:37.929
We just just as recently as Friday when Helene came

NOTE Confidence: 0.9018378853797913

00:07:38.010 --> 00:07:40.520
through, we had tornado damage.

NOTE Confidence: 0.952738344669342

00:07:40.760 --> 00:07:42.960
So there's a lot of community trauma.

NOTE Confidence: 0.9563398957252502

00:07:42.960 --> 00:07:45.800
There's been towns wiped out from floods.

NOTE Confidence: 0.8137349486351013

00:07:46.080 --> 00:07:49.616
There have been many hurricane damages that have caused a

NOTE Confidence: 0.8137349486351013

00:07:49.678 --> 00:07:50.920
variety of flooding.

NOTE Confidence: 0.9461334347724915

00:07:50.920 --> 00:07:53.722

And some people have lost everything, just like you're seeing

NOTE Confidence: 0.9461334347724915

00:07:53.768 --> 00:07:54.320

on the news.

NOTE Confidence: 0.9243030548095703

00:07:55.200 --> 00:08:00.610

We also, though, have community and individual resiliency as a

NOTE Confidence: 0.9243030548095703

00:08:00.698 --> 00:08:03.839

result of those catastrophic events.

NOTE Confidence: 0.8759323954582214

00:08:04.320 --> 00:08:08.647

But we're located halfway between New York and Miami on

NOTE Confidence: 0.8759323954582214

00:08:08.726 --> 00:08:09.120

I-95.

NOTE Confidence: 0.9337694048881531

00:08:09.400 --> 00:08:12.554

So we also see an influx of gang violence and

NOTE Confidence: 0.9337694048881531

00:08:12.625 --> 00:08:17.743

drug and human trafficking and disproportionate rates of incarceration of

NOTE Confidence: 0.9337694048881531

00:08:17.813 --> 00:08:21.599

male youth of color, especially between the ages of 16

NOTE Confidence: 0.9337694048881531

00:08:21.669 --> 00:08:22.160

and 25.

NOTE Confidence: 0.9396927356719971

00:08:22.920 --> 00:08:29.021

However, we also have emerging entrepreneurship and proven resilience and

NOTE Confidence: 0.9396927356719971

00:08:29.104 --> 00:08:34.453
very strong community partnerships, and that is essential to the

NOTE Confidence: 0.9396927356719971

00:08:34.536 --> 00:08:37.880
work that we do to support our students.

NOTE Confidence: 0.8638806343078613

00:08:40.280 --> 00:08:46.149
So specifically Nash Community College student demographics, we serve
about

NOTE Confidence: 0.8638806343078613

00:08:46.228 --> 00:08:50.689
3000 curriculum students, but over the course of the year

NOTE Confidence: 0.8638806343078613

00:08:50.767 --> 00:08:54.915
we serve about 20,000 plus students when we count our

NOTE Confidence: 0.8638806343078613

00:08:54.994 --> 00:09:00.785
con Ed programs, certificate programs, stackable credentials, our ESL,
our

NOTE Confidence: 0.8638806343078613

00:09:00.864 --> 00:09:04.777
GED's and when we look at the totality of students

NOTE Confidence: 0.8638806343078613

00:09:04.855 --> 00:09:05.560
we serve.

NOTE Confidence: 0.8916406035423279

00:09:05.880 --> 00:09:07.760
So that's pretty impressive number.

NOTE Confidence: 0.9328587651252747

00:09:09.040 --> 00:09:12.339
About a third of our students are male and 62%

NOTE Confidence: 0.9328587651252747

00:09:12.411 --> 00:09:13.199
are female.

NOTE Confidence: 0.827989935874939

00:09:14.320 --> 00:09:19.097
Interestingly, the majority of our students are part time, 70%

NOTE Confidence: 0.827989935874939

00:09:19.175 --> 00:09:22.720
or so are part time, with 30% being full time.

NOTE Confidence: 0.9289891719818115

00:09:23.640 --> 00:09:27.866
We are Early College high School and a City Innovative

NOTE Confidence: 0.9289891719818115

00:09:27.945 --> 00:09:32.093
high school site, so those schools are located on our

NOTE Confidence: 0.9289891719818115

00:09:32.172 --> 00:09:32.719
campus.

NOTE Confidence: 0.9609829783439636

00:09:32.880 --> 00:09:36.585
So the average age of our students is 22.3, but

NOTE Confidence: 0.9609829783439636

00:09:36.664 --> 00:09:40.606
if we take that out the high school students, it's

NOTE Confidence: 0.9609829783439636

00:09:40.685 --> 00:09:41.079
25.2.

NOTE Confidence: 0.9221959710121155

00:09:41.200 --> 00:09:44.240
So that's really the cusp of adult learners.

NOTE Confidence: 0.9549045562744141

00:09:44.920 --> 00:09:48.567
And 60% of our students are Nash County residents, but

NOTE Confidence: 0.9549045562744141

00:09:48.635 --> 00:09:52.079
the other 40 come from people all over the country.

NOTE Confidence: 0.9522193670272827

00:09:52.640 --> 00:09:56.287
And we are very proud to say that we do

NOTE Confidence: 0.9522193670272827

00:09:56.381 --> 00:10:01.618
have students all over and our annual economic impact of

NOTE Confidence: 0.9522193670272827

00:10:01.711 --> 00:10:05.639
the college is \$86 million to Nash County.

NOTE Confidence: 0.9465058445930481

00:10:05.960 --> 00:10:11.905
So we really do provide a meaningful service and impact

NOTE Confidence: 0.9465058445930481

00:10:12.014 --> 00:10:13.960
for our community.

NOTE Confidence: 0.9618956446647644

00:10:17.080 --> 00:10:20.120
People talk frequently about meeting students where they are.

NOTE Confidence: 0.974578320980072

00:10:21.040 --> 00:10:25.043
I like to say we meet students where they are

NOTE Confidence: 0.974578320980072

00:10:25.132 --> 00:10:26.199
as they are.

NOTE Confidence: 0.9624995589256287

00:10:26.880 --> 00:10:31.480
So we have about 50% of our college population.

NOTE Confidence: 0.8686603903770447

00:10:31.720 --> 00:10:35.719
We have students of color, they're African American, Latino, Native

NOTE Confidence: 0.8686603903770447

00:10:35.779 --> 00:10:39.599

American or Hispanic students is our fastest growing population.

NOTE Confidence: 0.9262688159942627

00:10:39.920 --> 00:10:44.816

We have many first generation college students, students who have

NOTE Confidence: 0.9262688159942627

00:10:44.891 --> 00:10:48.959

disabilities or caretakers of folks with disabilities.

NOTE Confidence: 0.8023844957351685

00:10:49.160 --> 00:10:52.000

They identify as LGBTQI.

NOTE Confidence: 0.9156561493873596

00:10:52.280 --> 00:10:57.025

They're often system graduates of CPS or foster care or

NOTE Confidence: 0.9156561493873596

00:10:57.112 --> 00:10:58.320

incarceration.

NOTE Confidence: 0.8679884076118469

00:10:59.160 --> 00:11:04.481

Their parents, usually single parents with children that they're taking

NOTE Confidence: 0.8679884076118469

00:11:04.556 --> 00:11:07.479

care of in addition to going to school.

NOTE Confidence: 0.8306196928024292

00:11:07.800 --> 00:11:13.760

And sometimes they're undocumented, their recipients of inadequate financial aid.

NOTE Confidence: 0.8944153189659119

00:11:14.160 --> 00:11:19.544

They experience chronic poverty, low wage jobs, often working multiple

NOTE Confidence: 0.8944153189659119

00:11:19.621 --> 00:11:22.160

part time jobs and are uninsured.

NOTE Confidence: 0.9226071238517761

00:11:23.040 --> 00:11:27.487

And our North Carolina Department of Health and Human Services

NOTE Confidence: 0.9226071238517761

00:11:27.559 --> 00:11:31.791

has identified the twin counties as an area where teenagers

NOTE Confidence: 0.9226071238517761

00:11:31.863 --> 00:11:35.880

are vulnerable to unwanted sexual contact at early ages.

NOTE Confidence: 0.9116025567054749

00:11:36.200 --> 00:11:40.320

And we see that housing insecurity also.

NOTE Confidence: 0.9483794569969177

00:11:40.520 --> 00:11:44.257

This information comes from the North Carolina Department of Health

NOTE Confidence: 0.9483794569969177

00:11:44.313 --> 00:11:47.270

and Human Services, but also from the Hope Center for

NOTE Confidence: 0.9483794569969177

00:11:47.326 --> 00:11:48.999

Community College and Justice.

NOTE Confidence: 0.9702099561691284

00:11:50.240 --> 00:11:53.120

And they do National Research on community colleges.

NOTE Confidence: 0.9514807462692261

00:11:53.559 --> 00:11:58.246

So Nash Community College Strategic Plan is very intentional about

NOTE Confidence: 0.9514807462692261

00:11:58.317 --> 00:12:02.080

the many ways that we serve and support our students.

NOTE Confidence: 0.9568334817886353

00:12:02.320 --> 00:12:07.600
So the vision is to help students with educational attainment.

NOTE Confidence: 0.9167396426200867

00:12:08.240 --> 00:12:12.262
The mission is that we are providing and creating an

NOTE Confidence: 0.9167396426200867

00:12:12.339 --> 00:12:17.831
educational environment that meets students where they are and prepares

NOTE Confidence: 0.9167396426200867

00:12:17.908 --> 00:12:22.085
them for success and rewarding careers in a global and

NOTE Confidence: 0.9167396426200867

00:12:22.162 --> 00:12:23.399
diverse society.

NOTE Confidence: 0.9713255763053894

00:12:23.640 --> 00:12:27.337
Not simply a job, but a career and that looks

NOTE Confidence: 0.9713255763053894

00:12:27.419 --> 00:12:29.719
different for every student.

NOTE Confidence: 0.9302613139152527

00:12:31.880 --> 00:12:38.006
So students experiences for North Carolina community colleges and specifically

NOTE Confidence: 0.9302613139152527

00:12:38.084 --> 00:12:42.561
I will share that this information comes from Trellis who

NOTE Confidence: 0.9302613139152527

00:12:42.639 --> 00:12:47.745
has done a national survey, financial Wellness survey of students

NOTE Confidence: 0.9302613139152527

00:12:47.823 --> 00:12:52.771
and this data comes from their North Carolina Community College

NOTE Confidence: 0.9302613139152527

00:12:52.850 --> 00:12:53.399
report.

NOTE Confidence: 0.9309440851211548

00:12:53.840 --> 00:13:00.443
So 50% of North Carolina Community College students say they

NOTE Confidence: 0.9309440851211548

00:13:00.553 --> 00:13:08.148
have food insecurity, 63% of parenting students have food insecurity,

NOTE Confidence: 0.9309440851211548

00:13:08.258 --> 00:13:11.559
50% have housing and security.

NOTE Confidence: 0.8864593505859375

00:13:11.840 --> 00:13:15.294
So we serve almost 300, almost 3/4 of a million

NOTE Confidence: 0.8864593505859375

00:13:15.367 --> 00:13:17.719
students, like 700,000 students.

NOTE Confidence: 0.9647492170333862

00:13:17.720 --> 00:13:20.615
So I just want you to think about what this

NOTE Confidence: 0.9647492170333862

00:13:20.682 --> 00:13:24.519
is like for Community College students in North Carolina.

NOTE Confidence: 0.9176393747329712

00:13:25.120 --> 00:13:29.371
50% have financial insecurity and over 70% of our the

NOTE Confidence: 0.9176393747329712

00:13:29.451 --> 00:13:34.024
students who responded said that at least one time during

NOTE Confidence: 0.9176393747329712

00:13:34.104 --> 00:13:38.115
the year, they completely ran out of money and had

NOTE Confidence: 0.9176393747329712

00:13:38.195 --> 00:13:39.800
absolutely no money.

NOTE Confidence: 0.9625048637390137

00:13:40.360 --> 00:13:43.460
26% of them said that they would not even be

NOTE Confidence: 0.9625048637390137

00:13:43.531 --> 00:13:46.279
able to raise \$500.00 for an emergency.

NOTE Confidence: 0.9122401475906372

00:13:46.480 --> 00:13:50.480
They have no savings, nowhere to turn, no one they

NOTE Confidence: 0.9122401475906372

00:13:50.560 --> 00:13:54.320
could ask for for \$500 in case of an emergency.

NOTE Confidence: 0.9564633369445801

00:13:55.520 --> 00:13:59.600
37% of our students are first generation students.

NOTE Confidence: 0.950346052646637

00:14:00.120 --> 00:14:02.880
69% report working.

NOTE Confidence: 0.8974180817604065

00:14:03.120 --> 00:14:07.579
Half of those report working more than 40% forty hours

NOTE Confidence: 0.8974180817604065

00:14:07.661 --> 00:14:08.240
a week.

NOTE Confidence: 0.778198778629303

00:14:08.720 --> 00:14:12.453
So we know it's reasonable that they have lower Gpas

NOTE Confidence: 0.778198778629303

00:14:12.525 --> 00:14:14.680

and more part time enrollment.

NOTE Confidence: 0.8982700705528259

00:14:15.000 --> 00:14:18.760
And then 15% identified as LGBTQIA.

NOTE Confidence: 0.9608368873596191

00:14:19.120 --> 00:14:23.264
So this is North Carolina Community College students and all

NOTE Confidence: 0.9608368873596191

00:14:23.333 --> 00:14:26.648
of this has the potential to lead to poor mental

NOTE Confidence: 0.9608368873596191

00:14:26.717 --> 00:14:31.000
health and the potential to lead to poor academic performance.

NOTE Confidence: 0.930393636226654

00:14:32.600 --> 00:14:36.541
But not to worry because Nash's campus culture of Blue

NOTE Confidence: 0.930393636226654

00:14:36.614 --> 00:14:38.439
Love is very intentional.

NOTE Confidence: 0.6893880367279053

00:14:38.720 --> 00:14:40.640
We value student success.

NOTE Confidence: 0.9700766801834106

00:14:41.560 --> 00:14:44.415
We want to support them and provide them with the

NOTE Confidence: 0.9700766801834106

00:14:44.473 --> 00:14:48.085
resources necessary to achieve their goals and gain that those

NOTE Confidence: 0.9700766801834106

00:14:48.144 --> 00:14:48.959
skills needed.

NOTE Confidence: 0.9507796764373779

00:14:49.840 --> 00:14:53.322

We value teaching and learning, and we have some of

NOTE Confidence: 0.9507796764373779

00:14:53.390 --> 00:14:57.759

the smartest, most brilliant faculty members that on our campus.

NOTE Confidence: 0.93693608045578

00:14:58.080 --> 00:15:04.397

We value integrity, uncompromising adherence to ethical principles, and responsible

NOTE Confidence: 0.93693608045578

00:15:04.473 --> 00:15:09.040

stewardship, and that includes our services to our students.

NOTE Confidence: 0.9603242874145508

00:15:09.560 --> 00:15:14.353

Respect, valuing diversity, equity and inclusion and believing that all

NOTE Confidence: 0.9603242874145508

00:15:14.421 --> 00:15:17.999

students should be treated with fairness and dignity.

NOTE Confidence: 0.928053617477417

00:15:18.320 --> 00:15:23.150

And we believe in community, serving our community with educational

NOTE Confidence: 0.928053617477417

00:15:23.222 --> 00:15:28.845

advancement, economic development and cultural enrichment, but also creating a

NOTE Confidence: 0.928053617477417

00:15:28.917 --> 00:15:30.719

community here on campus.

NOTE Confidence: 0.9222560524940491

00:15:31.600 --> 00:15:33.670

So we're going to start by looking at a case

NOTE Confidence: 0.9222560524940491

00:15:33.717 --> 00:15:33.999

study.

NOTE Confidence: 0.8429255485534668

00:15:34.240 --> 00:15:35.400
This is Jay.

NOTE Confidence: 0.9338197708129883

00:15:36.040 --> 00:15:39.467
She's a 22 year old African American single mother of

NOTE Confidence: 0.9338197708129883

00:15:39.531 --> 00:15:39.919
three.

NOTE Confidence: 0.9148427248001099

00:15:39.920 --> 00:15:43.607
She has children 75 and two, lives with her grandmother

NOTE Confidence: 0.9148427248001099

00:15:43.674 --> 00:15:44.679
in Rocky Mount.

NOTE Confidence: 0.9408890604972839

00:15:45.160 --> 00:15:47.775
She has a license to drive but shares a vehicle

NOTE Confidence: 0.9408890604972839

00:15:47.831 --> 00:15:48.999
with her grandmother.

NOTE Confidence: 0.8097557425498962

00:15:49.000 --> 00:15:50.520
Her father's incarcerated.

NOTE Confidence: 0.9608977437019348

00:15:50.760 --> 00:15:52.040
Her mother is absent.

NOTE Confidence: 0.8920300602912903

00:15:52.400 --> 00:15:55.562
She works part time at a local restaurant and inspires

NOTE Confidence: 0.8920300602912903

00:15:55.621 --> 00:15:57.320

to be a nurse to help others.

NOTE Confidence: 0.9668121337890625

00:15:57.920 --> 00:16:01.840

She's a new student who placed into our foundational courses.

NOTE Confidence: 0.9345033764839172

00:16:02.840 --> 00:16:05.080

She had an IEP from high school.

NOTE Confidence: 0.9657630920410156

00:16:05.440 --> 00:16:10.448

She qualifies for financial aid, and she reports feeling extremely

NOTE Confidence: 0.9657630920410156

00:16:10.524 --> 00:16:13.560

anxious all the time and very depressed.

NOTE Confidence: 0.9592521786689758

00:16:13.760 --> 00:16:17.880

So think about the barriers, the challenges she faces.

NOTE Confidence: 0.9738773107528687

00:16:18.760 --> 00:16:23.455

But in those challenges, also think about the strengths that

NOTE Confidence: 0.9738773107528687

00:16:23.533 --> 00:16:24.160

she has.

NOTE Confidence: 0.8849443793296814

00:16:25.280 --> 00:16:27.560

What are our initial predictions?

NOTE Confidence: 0.9761787056922913

00:16:28.000 --> 00:16:30.120

Do we think she's going to graduate?

NOTE Confidence: 0.8968455195426941

00:16:30.680 --> 00:16:34.556

Most of us would say probably not because the barriers

NOTE Confidence: 0.8968455195426941

00:16:34.627 --> 00:16:35.920
seem overwhelming.

NOTE Confidence: 0.9754148721694946

00:16:37.720 --> 00:16:40.782
But then think about what all we might be able

NOTE Confidence: 0.9754148721694946

00:16:40.849 --> 00:16:44.444
to do to improve the likelihood that she will graduate

NOTE Confidence: 0.9754148721694946

00:16:44.511 --> 00:16:48.039
because that is ultimately our goal for our students.

NOTE Confidence: 0.9021821022033691

00:16:49.440 --> 00:16:53.760
So I mentioned the 8 dimensions of Wellness that SAMSA

NOTE Confidence: 0.9021821022033691

00:16:53.840 --> 00:16:54.880
has provided.

NOTE Confidence: 0.9542614817619324

00:16:55.720 --> 00:17:05.920
So there's emotional, financial, social, spiritual, occupational,
physical, intellectual, environmental.

NOTE Confidence: 0.9310598373413086

00:17:06.320 --> 00:17:10.594
All of these are goals for us at Nash Community

NOTE Confidence: 0.9310598373413086

00:17:10.685 --> 00:17:16.143
College to serve our students in addition to the outstanding

NOTE Confidence: 0.9310598373413086

00:17:16.234 --> 00:17:20.600
high quality academic education we also provide.

NOTE Confidence: 0.9430245757102966

00:17:22.840 --> 00:17:25.588
And we have a campus culture of Blue love and

NOTE Confidence: 0.9430245757102966

00:17:25.649 --> 00:17:27.359
it's 10 years old this year.

NOTE Confidence: 0.9534103274345398

00:17:27.680 --> 00:17:30.640
It was implemented in 2014.

NOTE Confidence: 0.9329321980476379

00:17:31.000 --> 00:17:34.630
And we are happy to see that mental Wellness and

NOTE Confidence: 0.9329321980476379

00:17:34.705 --> 00:17:39.999
holistic supports across the country has really blossomed and bloomed.

NOTE Confidence: 0.9683953523635864

00:17:40.359 --> 00:17:43.283
And we are learning that it is important to serve

NOTE Confidence: 0.9683953523635864

00:17:43.343 --> 00:17:46.804
the whole student in order to achieve academic success for

NOTE Confidence: 0.9683953523635864

00:17:46.864 --> 00:17:47.640
that student.

NOTE Confidence: 0.9248640537261963

00:17:47.960 --> 00:17:50.654
And I'm very proud that Nash has been doing that

NOTE Confidence: 0.9248640537261963

00:17:50.710 --> 00:17:51.439
for 10 years.

NOTE Confidence: 0.8992876410484314

00:17:53.240 --> 00:17:56.525
We have Blue Love wrap around all around services to

NOTE Confidence: 0.8992876410484314

00:17:56.588 --> 00:17:58.800
shatter the stigma of help seeking.

NOTE Confidence: 0.9646618366241455

00:17:58.800 --> 00:18:01.493
We know the stigma of help seeking is a huge

NOTE Confidence: 0.9646618366241455

00:18:01.554 --> 00:18:02.839
barrier for students.

NOTE Confidence: 0.9659121036529541

00:18:03.920 --> 00:18:05.920
Our leadership is very innovative.

NOTE Confidence: 0.9701867699623108

00:18:06.120 --> 00:18:08.200
We have proactive strategies.

NOTE Confidence: 0.7350140810012817

00:18:09.000 --> 00:18:11.200
We offer professional development.

NOTE Confidence: 0.959330677986145

00:18:11.200 --> 00:18:13.360
We have strong classroom presence.

NOTE Confidence: 0.9596936106681824

00:18:13.760 --> 00:18:17.966
We have a very clear well defined referral process and

NOTE Confidence: 0.9596936106681824

00:18:18.044 --> 00:18:22.640
we understand and meet those basic needs and understand how

NOTE Confidence: 0.9596936106681824

00:18:22.717 --> 00:18:25.600
that integrates into student success.

NOTE Confidence: 0.9232776761054993

00:18:26.080 --> 00:18:30.853
And we have integrated resources and conversations about resources in

NOTE Confidence: 0.9232776761054993

00:18:30.922 --> 00:18:35.211

our orientations, in our master syllabus, in our media, campus

NOTE Confidence: 0.9232776761054993

00:18:35.280 --> 00:18:37.839
wide health and Wellness initiatives.

NOTE Confidence: 0.920152485370636

00:18:37.840 --> 00:18:42.288
We just recently had a recovery fair because September is

NOTE Confidence: 0.920152485370636

00:18:42.366 --> 00:18:44.239
national recovery Month.

NOTE Confidence: 0.9402211904525757

00:18:44.640 --> 00:18:48.868
It's also suicide prevention awareness month and we had the

NOTE Confidence: 0.9402211904525757

00:18:48.940 --> 00:18:52.953
QPR training to provide faculty with the tools to assist

NOTE Confidence: 0.9402211904525757

00:18:53.025 --> 00:18:56.680
and we'll be offering that again also for students.

NOTE Confidence: 0.9270017147064209

00:18:57.119 --> 00:19:00.467
We have on site helping services at no cost and

NOTE Confidence: 0.9270017147064209

00:19:00.538 --> 00:19:05.097
we have integrated partnerships all across areas of the college,

NOTE Confidence: 0.9270017147064209

00:19:05.168 --> 00:19:10.082
but also with our local community based organizations and faith-based

NOTE Confidence: 0.9270017147064209

00:19:10.153 --> 00:19:14.000
organizations and we normalize help seeking behaviors.

NOTE Confidence: 0.9490894079208374

00:19:15.359 --> 00:19:19.547
We also in order to do that create safety and

NOTE Confidence: 0.9490894079208374

00:19:19.640 --> 00:19:24.200
we have high ethical standards as social workers.

NOTE Confidence: 0.918508768081665

00:19:24.200 --> 00:19:27.947
Those of us who are providing clinical services adhere to

NOTE Confidence: 0.918508768081665

00:19:28.012 --> 00:19:31.760
our National Association of Social Worker Code of Ethics.

NOTE Confidence: 0.8787717819213867

00:19:32.160 --> 00:19:36.196
We are HIPAA compliant when we're working with students who

NOTE Confidence: 0.8787717819213867

00:19:36.265 --> 00:19:37.359
are in recovery.

NOTE Confidence: 0.8824089765548706

00:19:37.520 --> 00:19:42.517
We honor the F2, the 42 CFR for working specifically

NOTE Confidence: 0.8824089765548706

00:19:42.613 --> 00:19:44.919
with some substance use.

NOTE Confidence: 0.9110590815544128

00:19:45.200 --> 00:19:49.191
We are without a doubt FERPA compliant, as most all

NOTE Confidence: 0.9110590815544128

00:19:49.269 --> 00:19:50.599
schools would be.

NOTE Confidence: 0.9031866192817688

00:19:51.320 --> 00:19:55.086
We also report to our social work certification and license

NOTE Confidence: 0.9031866192817688

00:19:55.150 --> 00:19:59.683
your boards because we're licensed and our substance abuse professional

NOTE Confidence: 0.9031866192817688

00:19:59.747 --> 00:20:03.769
practice boards because we're licensed and because we do accept

NOTE Confidence: 0.9031866192817688

00:20:03.833 --> 00:20:07.600
federal funds and we do have students who receive financial

NOTE Confidence: 0.9031866192817688

00:20:07.664 --> 00:20:07.919
aid.

NOTE Confidence: 0.9510164260864258

00:20:08.080 --> 00:20:12.297
We are FERPA compliant and we have confidentiality agreements, which

NOTE Confidence: 0.9510164260864258

00:20:12.359 --> 00:20:14.840
really helps foster safety for students.

NOTE Confidence: 0.9683102369308472

00:20:15.080 --> 00:20:17.160
And then our success coaches, which Mr.

NOTE Confidence: 0.8796719312667847

00:20:17.160 --> 00:20:19.965
Pitts going to talk about in a minute, has also

NOTE Confidence: 0.8796719312667847

00:20:20.025 --> 00:20:21.040
a code of ethics.

NOTE Confidence: 0.9679626822471619

00:20:21.600 --> 00:20:24.363
So we are ethically bound, but in the process of

NOTE Confidence: 0.9679626822471619

00:20:24.420 --> 00:20:27.760
doing that, we build trust and create safety for students.

NOTE Confidence: 0.8952467441558838

00:20:29.280 --> 00:20:32.922

And as part of our quality enhancement plan in 2020,

NOTE Confidence: 0.8952467441558838

00:20:32.992 --> 00:20:37.055

we initiated our success network and I oversee our success

NOTE Confidence: 0.8952467441558838

00:20:37.125 --> 00:20:41.959

network, which includes our student Wellness Center, our advising and

NOTE Confidence: 0.8952467441558838

00:20:42.029 --> 00:20:43.079

success center.

NOTE Confidence: 0.9142910242080688

00:20:43.359 --> 00:20:48.356

It includes student engagement, SGA, our library services, our minority

NOTE Confidence: 0.9142910242080688

00:20:48.427 --> 00:20:52.931

male success initiative and we started the female counterpart to

NOTE Confidence: 0.9142910242080688

00:20:53.002 --> 00:20:54.479

be equitable in that.

NOTE Confidence: 0.9197463989257812

00:20:54.680 --> 00:20:59.475

It also includes our ACA academic success courses and the

NOTE Confidence: 0.9197463989257812

00:20:59.559 --> 00:21:04.438

ultimate student success is placement in a career of their

NOTE Confidence: 0.9197463989257812

00:21:04.522 --> 00:21:05.279

pursuits.

NOTE Confidence: 0.958700954914093

00:21:05.600 --> 00:21:10.029

And then we also brought on Watermark as retention software

NOTE Confidence: 0.958700954914093

00:21:10.104 --> 00:21:11.079
at that time.

NOTE Confidence: 0.8503831028938293

00:21:12.119 --> 00:21:13.964
So I'm going to talk just a little bit about

NOTE Confidence: 0.8503831028938293

00:21:14.006 --> 00:21:15.599
the student Wellness and our services.

NOTE Confidence: 0.9202886819839478

00:21:15.760 --> 00:21:19.753
We offer clinical therapy with a licensed clinical social worker

NOTE Confidence: 0.9202886819839478

00:21:19.816 --> 00:21:22.000
on campus at no charge to students.

NOTE Confidence: 0.9473246335983276

00:21:22.280 --> 00:21:24.720
We have a collegiate recovery program.

NOTE Confidence: 0.9129220247268677

00:21:24.920 --> 00:21:27.970
We are a single stop school and we have used

NOTE Confidence: 0.9129220247268677

00:21:28.039 --> 00:21:32.198
that technology to identify over \$8 million worth of helping

NOTE Confidence: 0.9129220247268677

00:21:32.268 --> 00:21:37.467
financial resources for students that might include SNAP benefits,
Medicaid

NOTE Confidence: 0.9129220247268677

00:21:37.536 --> 00:21:42.319
benefits, child care assistance, scholarships, those kinds of things.

NOTE Confidence: 0.959505558013916

00:21:42.640 --> 00:21:46.320
Our accessibility services is also under the student Wellness.

NOTE Confidence: 0.9491218328475952

00:21:46.520 --> 00:21:50.514
We do free health screenings and Wellness fairs, HIV awareness

NOTE Confidence: 0.9491218328475952

00:21:50.578 --> 00:21:52.640
events and testing for students.

NOTE Confidence: 0.8384156823158264

00:21:53.160 --> 00:21:54.840
We have a Blue Love Fund.

NOTE Confidence: 0.9440754652023315

00:21:55.000 --> 00:21:57.407
We do finish line grants for the state of North

NOTE Confidence: 0.9440754652023315

00:21:57.458 --> 00:21:57.920
Carolina.

NOTE Confidence: 0.893010675907135

00:21:58.160 --> 00:22:02.011
We have a food pantry and professional clothes closet that's

NOTE Confidence: 0.893010675907135

00:22:02.076 --> 00:22:03.360
overseen by our SGA.

NOTE Confidence: 0.8766512870788574

00:22:04.000 --> 00:22:09.019
We offer coping skills trainings, victims advocacy, grief counseling,
because

NOTE Confidence: 0.8766512870788574

00:22:09.084 --> 00:22:12.604
in our community there is an enormous amount of grief,

NOTE Confidence: 0.8766512870788574

00:22:12.669 --> 00:22:16.319
problem gambling and strong suicide prevention programs.

NOTE Confidence: 0.9641479253768921

00:22:16.320 --> 00:22:19.273
So just in case you need to be reminded, 988

NOTE Confidence: 0.9641479253768921

00:22:19.340 --> 00:22:20.279
is the number.

NOTE Confidence: 0.9546544551849365

00:22:20.800 --> 00:22:24.080
And we offer access to campus and community resources.

NOTE Confidence: 0.9312682151794434

00:22:24.240 --> 00:22:27.860
And we don't just tell our students where they need

NOTE Confidence: 0.9312682151794434

00:22:27.931 --> 00:22:32.545
to go, we offer them assistance with completing the applications,

NOTE Confidence: 0.9312682151794434

00:22:32.616 --> 00:22:36.875
which sometimes can be 1720 pages, sometimes which a student

NOTE Confidence: 0.9312682151794434

00:22:36.946 --> 00:22:41.773
who's experiencing a Wellness crisis isn't probably able to complete

NOTE Confidence: 0.9312682151794434

00:22:41.844 --> 00:22:44.399
without some assistance and support.

NOTE Confidence: 0.8973461389541626

00:22:45.480 --> 00:22:48.880
Our collegiate recovery program honors all pathways.

NOTE Confidence: 0.9435760974884033

00:22:49.160 --> 00:22:51.280
Just going to be brief for this.

NOTE Confidence: 0.922075092792511

00:22:51.280 --> 00:22:53.960
We have weekly clinical sessions.

NOTE Confidence: 0.9415748715400696

00:22:53.960 --> 00:22:57.304

We offer harm reduction and connect them to providers in

NOTE Confidence: 0.9415748715400696

00:22:57.363 --> 00:22:58.199

the community.

NOTE Confidence: 0.9149431586265564

00:22:58.840 --> 00:23:01.280

We have Narcan on our campuses.

NOTE Confidence: 0.9405343532562256

00:23:01.480 --> 00:23:04.720

We have weekly collegiate recovery support meetings.

NOTE Confidence: 0.8948824405670166

00:23:04.920 --> 00:23:07.848

And as a result of that, we started it in

NOTE Confidence: 0.8948824405670166

00:23:07.920 --> 00:23:10.991

the fall, in the spring of 2015 and we have

NOTE Confidence: 0.8948824405670166

00:23:11.062 --> 00:23:12.920

had 100% graduation rates.

NOTE Confidence: 0.9510100483894348

00:23:12.920 --> 00:23:14.960

So we're very proud of that.

NOTE Confidence: 0.9309255480766296

00:23:16.320 --> 00:23:18.800

We also work to bridge financial gaps.

NOTE Confidence: 0.962832510471344

00:23:19.760 --> 00:23:21.600

We have an equity building approach.

NOTE Confidence: 0.8419027924537659

00:23:21.600 --> 00:23:25.695

Our Blue Love Fund provides groceries card, gift cards for

NOTE Confidence: 0.8419027924537659

00:23:25.766 --> 00:23:27.320

Food Lion and Walmart.

NOTE Confidence: 0.6246590614318848

00:23:27.480 --> 00:23:29.320

We food pantry referrals.

NOTE Confidence: 0.8788213133811951

00:23:29.320 --> 00:23:31.777

If students are hungry on campus and they need a

NOTE Confidence: 0.8788213133811951

00:23:31.828 --> 00:23:33.160

MIL voucher, we have that.

NOTE Confidence: 0.9691219329833984

00:23:33.359 --> 00:23:37.276

If they have transportation needs, we can assist them with

NOTE Confidence: 0.9691219329833984

00:23:37.344 --> 00:23:38.559

gas or bus passes.

NOTE Confidence: 0.8312250971794128

00:23:39.080 --> 00:23:43.080

We do the workforce development WOA referrals.

NOTE Confidence: 0.9375971555709839

00:23:44.359 --> 00:23:47.641

We also have a Blue Love Reserve fund that can

NOTE Confidence: 0.9375971555709839

00:23:47.712 --> 00:23:52.421

provide them with assistance if they're facing eviction or utility

NOTE Confidence: 0.9375971555709839

00:23:52.492 --> 00:23:55.560

disconnection or have a catastrophic event.

NOTE Confidence: 0.888064980506897

00:23:55.880 --> 00:24:00.920
Maybe they're impacted by a natural disaster or there's some

NOTE Confidence: 0.888064980506897

00:24:01.004 --> 00:24:05.708
kind of significant death of a breadwinner in the family

NOTE Confidence: 0.888064980506897

00:24:05.792 --> 00:24:07.640
or a house burns down.

NOTE Confidence: 0.9263004660606384

00:24:07.640 --> 00:24:10.464
All of these are things we have had our students

NOTE Confidence: 0.9263004660606384

00:24:10.523 --> 00:24:14.525
experience and we have very strong partnerships with our faith-based

NOTE Confidence: 0.9263004660606384

00:24:14.584 --> 00:24:16.880
organizations and our local nonprofits.

NOTE Confidence: 0.8137922286987305

00:24:17.359 --> 00:24:22.296
We also offer child care assistance, finance, financial assistance for

NOTE Confidence: 0.8137922286987305

00:24:22.367 --> 00:24:22.720
that.

NOTE Confidence: 0.9618492722511292

00:24:23.000 --> 00:24:26.699
We have laptop loans and calculator loans in our library

NOTE Confidence: 0.9618492722511292

00:24:26.765 --> 00:24:28.879
that are available for students.

NOTE Confidence: 0.8743239641189575

00:24:29.120 --> 00:24:32.280
We do meal cards for our Midway Cafe.

NOTE Confidence: 0.8989783525466919

00:24:32.440 --> 00:24:36.459
We have hygiene items and school supplies, all to help

NOTE Confidence: 0.8989783525466919

00:24:36.533 --> 00:24:38.320
meet our students needs.

NOTE Confidence: 0.9712637662887573

00:24:38.920 --> 00:24:39.360
And Mr.

NOTE Confidence: 0.8180060386657715

00:24:39.360 --> 00:24:41.480
Piet, I'm going to turn it over to you now.

NOTE Confidence: 0.7602395415306091

00:24:43.359 --> 00:24:45.960
Thank you to say I'm here to talk about how

NOTE Confidence: 0.7602395415306091

00:24:46.021 --> 00:24:50.134
watermark and their students that's an engagement retention tool has

NOTE Confidence: 0.7602395415306091

00:24:50.195 --> 00:24:50.799
helped us.

NOTE Confidence: 0.8796972036361694

00:24:50.800 --> 00:24:52.520
These are some of our best practices.

NOTE Confidence: 0.8530362844467163

00:24:52.800 --> 00:24:54.977
As Tom mentions, we do have quite some of the

NOTE Confidence: 0.8530362844467163

00:24:55.026 --> 00:24:58.075
brightest and smartest professors here on campus and that leads

NOTE Confidence: 0.8530362844467163

00:24:58.123 --> 00:25:01.607
into performing partnerships with those faculty members for our students

NOTE Confidence: 0.8530362844467163

00:25:01.656 --> 00:25:03.785
that we engage with ass and S coaches say we

NOTE Confidence: 0.8530362844467163

00:25:03.834 --> 00:25:06.350
also like to make the student feel like they're also

NOTE Confidence: 0.8530362844467163

00:25:06.399 --> 00:25:09.254
a stakeholder in their success because they feel like, hey,

NOTE Confidence: 0.8530362844467163

00:25:09.302 --> 00:25:11.432
I'm in the driver's seat and I'm as a coach,

NOTE Confidence: 0.8530362844467163

00:25:11.480 --> 00:25:12.399
I'm in the pasture.

NOTE Confidence: 0.888413667678833

00:25:12.400 --> 00:25:14.538
They have that supports person with them to sort of

NOTE Confidence: 0.888413667678833

00:25:14.580 --> 00:25:16.635
point them in the right direction or act as their

NOTE Confidence: 0.888413667678833

00:25:16.677 --> 00:25:17.599
Google map to success.

NOTE Confidence: 0.8205255270004272

00:25:18.040 --> 00:25:20.580
So we help them by creating tags and watermark to

NOTE Confidence: 0.8205255270004272

00:25:20.632 --> 00:25:24.208
identify special populations such as our minority nail population, as

NOTE Confidence: 0.8205255270004272

00:25:24.260 --> 00:25:27.112
well as our female students of color and other targeted

NOTE Confidence: 0.8205255270004272

00:25:27.163 --> 00:25:30.066
populations such as our City High students and our early

NOTE Confidence: 0.8205255270004272

00:25:30.118 --> 00:25:31.000
college students.

NOTE Confidence: 0.7199745774269104

00:25:31.280 --> 00:25:34.620
Because as Miss Holmes mentioned, we are dual enrollment school,

NOTE Confidence: 0.7199745774269104

00:25:34.672 --> 00:25:37.543
say Watermark helps us by providing a caseload and case

NOTE Confidence: 0.7199745774269104

00:25:37.596 --> 00:25:40.153
management tool so that we can sort of drill down

NOTE Confidence: 0.7199745774269104

00:25:40.206 --> 00:25:42.555
and sort of see using those tags who are sort

NOTE Confidence: 0.7199745774269104

00:25:42.607 --> 00:25:45.008
of our high Flyers, who are sort of mid range,

NOTE Confidence: 0.7199745774269104

00:25:45.060 --> 00:25:47.044
who we need to sort of check in on and

NOTE Confidence: 0.7199745774269104

00:25:47.096 --> 00:25:49.079
who was our or say high risk students.

NOTE Confidence: 0.9280652403831482

00:25:49.080 --> 00:25:51.174
So we can identify those and give them access to

NOTE Confidence: 0.9280652403831482

00:25:51.218 --> 00:25:51.479

those.

NOTE Confidence: 0.7105521559715271

00:25:51.480 --> 00:25:55.198
Supports say we also have grade alerts and a student

NOTE Confidence: 0.7105521559715271

00:25:55.269 --> 00:25:57.200
say staff initiated alerts.

NOTE Confidence: 0.8171020150184631

00:25:57.240 --> 00:26:01.489
The automatic grade alerts say flag to those students when

NOTE Confidence: 0.8171020150184631

00:26:01.562 --> 00:26:05.080
the grade falls below a 75%, it can be 74.99999.

NOTE Confidence: 0.7535513639450073

00:26:05.080 --> 00:26:08.009
Just like hand sanitizer, it will still flag and say,

NOTE Confidence: 0.7535513639450073

00:26:08.065 --> 00:26:09.999
so students, you know, it's coming.

NOTE Confidence: 0.7651570439338684

00:26:10.000 --> 00:26:12.096
They sometimes they preemptively come meet with me or the

NOTE Confidence: 0.7651570439338684

00:26:12.133 --> 00:26:14.045
other coach say, hey, well, I know I'm getting alert

NOTE Confidence: 0.7651570439338684

00:26:14.082 --> 00:26:15.479
because I didn't do well on this quiz.

NOTE Confidence: 0.8823491334915161

00:26:15.480 --> 00:26:16.440
I'm trying to beat you to it.

NOTE Confidence: 0.8006722331047058

00:26:16.600 --> 00:26:17.400
Usually they don't.

NOTE Confidence: 0.8464857935905457

00:26:17.400 --> 00:26:19.701
Sometimes they do, but we still sit down and have

NOTE Confidence: 0.8464857935905457

00:26:19.748 --> 00:26:21.956
that conversation to sort of see what we can do

NOTE Confidence: 0.8464857935905457

00:26:22.003 --> 00:26:23.599
better on that next quiz or tests.

NOTE Confidence: 0.7402985692024231

00:26:23.600 --> 00:26:27.078
We get referrals from other services for throughout our success

NOTE Confidence: 0.7402985692024231

00:26:27.133 --> 00:26:30.501
network, whether it be through our laptop learning program or

NOTE Confidence: 0.7402985692024231

00:26:30.556 --> 00:26:33.483
referrals for our gas cards and meal vouchers for our

NOTE Confidence: 0.7402985692024231

00:26:33.538 --> 00:26:36.851
student Wellness Center and say as well as tutoring services

NOTE Confidence: 0.7402985692024231

00:26:36.906 --> 00:26:39.335
for us to tutoring for our math tank and our

NOTE Confidence: 0.7402985692024231

00:26:39.390 --> 00:26:40.439
English studio say.

NOTE Confidence: 0.8464003801345825

00:26:40.440 --> 00:26:42.520
We also engage in academic planning.

NOTE Confidence: 0.8546903729438782

00:26:42.520 --> 00:26:45.007
So we only don't only just plan for this fall

NOTE Confidence: 0.8546903729438782

00:26:45.062 --> 00:26:45.559
semester.

NOTE Confidence: 0.8252631425857544

00:26:45.720 --> 00:26:49.107
We also plan for the upcoming semesters for the spring,

NOTE Confidence: 0.8252631425857544

00:26:49.168 --> 00:26:51.570
summer and say as far as all the way to

NOTE Confidence: 0.8252631425857544

00:26:51.632 --> 00:26:54.526
next fall, say we like to get investment buy in

NOTE Confidence: 0.8252631425857544

00:26:54.588 --> 00:26:58.159
for success coaching, say we highly believe in this model.

NOTE Confidence: 0.8188480138778687

00:26:58.440 --> 00:27:00.143
So some of the ways you do that is through

NOTE Confidence: 0.8188480138778687

00:27:00.184 --> 00:27:01.319
motivational money messages.

NOTE Confidence: 0.8882820010185242

00:27:01.320 --> 00:27:05.147
They include different quotes or different tidbits of information for

NOTE Confidence: 0.8882820010185242

00:27:05.203 --> 00:27:07.200
upcoming events, say here on campus.

NOTE Confidence: 0.9218155741691589

00:27:07.200 --> 00:27:09.723
Like for instance, we have a Halloween event coming up

NOTE Confidence: 0.9218155741691589

00:27:09.769 --> 00:27:12.246
where we have a costume contest for our students here

NOTE Confidence: 0.9218155741691589

00:27:12.292 --> 00:27:12.759
on campus.

NOTE Confidence: 0.9142780900001526

00:27:12.760 --> 00:27:15.279
Some of them are very creative and some of them

NOTE Confidence: 0.9142780900001526

00:27:15.333 --> 00:27:17.799
are just as simple as wearing a banana outfit.

NOTE Confidence: 0.921908974647522

00:27:17.800 --> 00:27:20.480
But say everyone tries and it's a great time.

NOTE Confidence: 0.8997967839241028

00:27:20.760 --> 00:27:24.252
We also made notes to our students and run reports,

NOTE Confidence: 0.8997967839241028

00:27:24.320 --> 00:27:24.800
say we.

NOTE Confidence: 0.9163921475410461

00:27:25.400 --> 00:27:27.306
That way we feel like students won't have to repeat

NOTE Confidence: 0.9163921475410461

00:27:27.343 --> 00:27:29.400
the same story over and over again to different people.

NOTE Confidence: 0.7487428784370422

00:27:29.480 --> 00:27:31.402
Say we keep track of those so that way they

NOTE Confidence: 0.7487428784370422

00:27:31.447 --> 00:27:33.905
engage with someone else on campus rather be another or

NOTE Confidence: 0.7487428784370422

00:27:33.950 --> 00:27:34.799
no support service.

NOTE Confidence: 0.8516102433204651

00:27:34.800 --> 00:27:37.193
They don't have to retell that story because that can

NOTE Confidence: 0.8516102433204651

00:27:37.238 --> 00:27:38.909
be a lot of grief and a lot of trauma

NOTE Confidence: 0.8516102433204651

00:27:38.954 --> 00:27:40.399
to resurface for those students.

NOTE Confidence: 0.7989454865455627

00:27:40.480 --> 00:27:42.647
We also give out kudos when they do well on

NOTE Confidence: 0.7989454865455627

00:27:42.697 --> 00:27:43.000
tests.

NOTE Confidence: 0.864835262298584

00:27:43.000 --> 00:27:45.229
So we have midterms coming up on our campus, so

NOTE Confidence: 0.864835262298584

00:27:45.276 --> 00:27:46.319
that's pretty pivotal.

NOTE Confidence: 0.8246117830276489

00:27:46.320 --> 00:27:49.439
So they do enjoy those when they get to do

NOTE Confidence: 0.8246117830276489

00:27:49.514 --> 00:27:53.079
well on those tests and keep going, say it's the

NOTE Confidence: 0.8246117830276489

00:27:53.154 --> 00:27:55.679

next exam or next quiz after that.

NOTE Confidence: 0.8389123678207397

00:27:55.680 --> 00:27:58.680

Some our resiliency strategies are always being available.

NOTE Confidence: 0.8875555396080017

00:27:58.680 --> 00:28:01.411

We have to be available 24 hours a day, seven

NOTE Confidence: 0.8875555396080017

00:28:01.471 --> 00:28:03.959

days a week and 365 days out of the year.

NOTE Confidence: 0.9437052011489868

00:28:04.200 --> 00:28:06.489

A lot of times for our students, that's just how

NOTE Confidence: 0.9437052011489868

00:28:06.537 --> 00:28:08.875

we are and that's just our blue love culture here

NOTE Confidence: 0.9437052011489868

00:28:08.922 --> 00:28:09.399

on campus.

NOTE Confidence: 0.8881217837333679

00:28:09.840 --> 00:28:13.416

We are unconditionally positive in regards to that and we

NOTE Confidence: 0.8881217837333679

00:28:13.478 --> 00:28:15.800

like to build trust for our students.

NOTE Confidence: 0.9296534657478333

00:28:16.040 --> 00:28:18.002

We don't want them to feel like they can't come

NOTE Confidence: 0.9296534657478333

00:28:18.044 --> 00:28:19.964

to us and tell us certain things or can't have

NOTE Confidence: 0.9296534657478333

00:28:20.006 --> 00:28:20.799
hard conversations.

NOTE Confidence: 0.7090180516242981

00:28:20.800 --> 00:28:23.621
We like to practice the pause in the state, especially

NOTE Confidence: 0.7090180516242981

00:28:23.673 --> 00:28:25.919
in in success network, as well as the wait.

NOTE Confidence: 0.8689339756965637

00:28:25.920 --> 00:28:27.762
We're not sure what they want to say or what

NOTE Confidence: 0.8689339756965637

00:28:27.804 --> 00:28:28.599
we should say next.

NOTE Confidence: 0.8248313665390015

00:28:28.600 --> 00:28:29.600
We sit there in that policy.

NOTE Confidence: 0.8704915046691895

00:28:29.600 --> 00:28:31.769
We don't shy away from say we also have a

NOTE Confidence: 0.8704915046691895

00:28:31.821 --> 00:28:34.255
club for service and share, say in terms of we

NOTE Confidence: 0.8704915046691895

00:28:34.308 --> 00:28:37.112
engage our students and let them know that hey, look,

NOTE Confidence: 0.8704915046691895

00:28:37.165 --> 00:28:39.439
value service here on campus as well as us.

NOTE Confidence: 0.878262996673584

00:28:39.440 --> 00:28:42.910
So we engage in different opportunities across campus, whether it

NOTE Confidence: 0.878262996673584

00:28:42.963 --> 00:28:47.021

be different, say community service activities, especially donations for the

NOTE Confidence: 0.878262996673584

00:28:47.074 --> 00:28:49.850

storms that hit here in North Carolina, say, as well

NOTE Confidence: 0.878262996673584

00:28:49.904 --> 00:28:52.200

as other events that we have across campus.

NOTE Confidence: 0.8267385959625244

00:28:52.920 --> 00:28:55.920

We help them engage with not only ourselves, but also

NOTE Confidence: 0.8267385959625244

00:28:55.977 --> 00:28:59.034

form that bond with our peer mentor and mentee program

NOTE Confidence: 0.8267385959625244

00:28:59.091 --> 00:29:00.280

for our CCP students.

NOTE Confidence: 0.866958737373352

00:29:00.280 --> 00:29:02.257

So that way they can feel like they can build

NOTE Confidence: 0.866958737373352

00:29:02.301 --> 00:29:04.499

a bond with not only the other students, but other

NOTE Confidence: 0.866958737373352

00:29:04.543 --> 00:29:07.224

people they might be in different classes or programs because

NOTE Confidence: 0.866958737373352

00:29:07.268 --> 00:29:09.202

they see a lot of the same people over again

NOTE Confidence: 0.866958737373352

00:29:09.246 --> 00:29:11.400

in those classes for certain programs and majors.

NOTE Confidence: 0.7851315140724182

00:29:11.400 --> 00:29:13.540
So we quote, tell them to find a study buddy,

NOTE Confidence: 0.7851315140724182

00:29:13.587 --> 00:29:15.680
find someone to share your information with.

NOTE Confidence: 0.825442373752594

00:29:16.080 --> 00:29:18.068
So that way you can always remind if you miss

NOTE Confidence: 0.825442373752594

00:29:18.112 --> 00:29:20.234
class, you run late, or someone just need a high

NOTE Confidence: 0.825442373752594

00:29:20.278 --> 00:29:21.559
5 after you finish your exam.

NOTE Confidence: 0.8280675411224365

00:29:22.320 --> 00:29:25.625
So we also like to target relevant outreach using our

NOTE Confidence: 0.8280675411224365

00:29:25.688 --> 00:29:26.000
tags.

NOTE Confidence: 0.8924666047096252

00:29:26.000 --> 00:29:28.706
So we know exactly who we're going, who we're reaching

NOTE Confidence: 0.8924666047096252

00:29:28.756 --> 00:29:31.211
out to, what population to reach out to, and what

NOTE Confidence: 0.8924666047096252

00:29:31.262 --> 00:29:33.617
works best for those using our tags all the way

NOTE Confidence: 0.8924666047096252

00:29:33.667 --> 00:29:34.720

down to the zip code.

NOTE Confidence: 0.923579216003418

00:29:34.720 --> 00:29:35.720
Using those tags.

NOTE Confidence: 0.7483168244361877

00:29:36.240 --> 00:29:40.720
We practice biopsychological and social, spiritual, academic layered support.

NOTE Confidence: 0.7230135202407837

00:29:40.720 --> 00:29:43.681
And that comes in those supports, the supports from the

NOTE Confidence: 0.7230135202407837

00:29:43.735 --> 00:29:46.804
student say net, say student Cess Network and the Student

NOTE Confidence: 0.7230135202407837

00:29:46.858 --> 00:29:47.719
Wellness Center.

NOTE Confidence: 0.8299775719642639

00:29:48.080 --> 00:29:50.870
We have a shared resource bank for basic needs through

NOTE Confidence: 0.8299775719642639

00:29:50.922 --> 00:29:53.712
our single stop program and our Wellness Center and we

NOTE Confidence: 0.8299775719642639

00:29:53.764 --> 00:29:56.399
also have trauma informed professional development.

NOTE Confidence: 0.8341770768165588

00:29:57.080 --> 00:30:00.863
We practice implicit bias training save as well as attendance

NOTE Confidence: 0.8341770768165588

00:30:00.925 --> 00:30:02.599
and assignment flexibility.

NOTE Confidence: 0.8505403399467468

00:30:02.640 --> 00:30:05.188
Say not only for the classes, say that our we

NOTE Confidence: 0.8505403399467468

00:30:05.245 --> 00:30:08.360
teach assess coaches, which is our ACA class, our first

NOTE Confidence: 0.8505403399467468

00:30:08.416 --> 00:30:11.418
year seminar course, but as well as our other classes

NOTE Confidence: 0.8505403399467468

00:30:11.475 --> 00:30:14.363
such as English, math, science, all the way down to

NOTE Confidence: 0.8505403399467468

00:30:14.420 --> 00:30:15.440
our drama classes.

NOTE Confidence: 0.7658541202545166

00:30:16.080 --> 00:30:17.400
Say we celebrate our first Gen.

NOTE Confidence: 0.8798151016235352

00:30:17.400 --> 00:30:20.160
students, as you saw earlier with our nighthawk first Gen.

NOTE Confidence: 0.7746123671531677

00:30:20.160 --> 00:30:22.080
little logo on the previous slot.

NOTE Confidence: 0.8144792914390564

00:30:22.400 --> 00:30:24.788
So we value those students the most because they're the

NOTE Confidence: 0.8144792914390564

00:30:24.831 --> 00:30:27.046
ones that have taken taken one of the biggest steps

NOTE Confidence: 0.8144792914390564

00:30:27.089 --> 00:30:29.173
to decide they want to come to school and pursue

NOTE Confidence: 0.8144792914390564

00:30:29.217 --> 00:30:30.519
an education in their fitting.

NOTE Confidence: 0.804296612739563

00:30:30.840 --> 00:30:32.593
So a lot of times they do need that extra

NOTE Confidence: 0.804296612739563

00:30:32.635 --> 00:30:34.773
layer of support and extra layer of store to stick

NOTE Confidence: 0.804296612739563

00:30:34.816 --> 00:30:36.826
with in this from our coaches to make them feel

NOTE Confidence: 0.804296612739563

00:30:36.868 --> 00:30:39.135
more engaged and feel more part of our community here

NOTE Confidence: 0.804296612739563

00:30:39.177 --> 00:30:39.520
at Nash.

NOTE Confidence: 0.7784262299537659

00:30:40.080 --> 00:30:43.159
So we practice self-care for our students and for ourselves

NOTE Confidence: 0.7784262299537659

00:30:43.212 --> 00:30:46.083
because as we mentioned earlier in the pre station, due

NOTE Confidence: 0.7784262299537659

00:30:46.135 --> 00:30:49.632
to the different storms and hurricanes and the pandemic especially,

NOTE Confidence: 0.7784262299537659

00:30:49.684 --> 00:30:52.608
this makes students feel more isolated than ever so they

NOTE Confidence: 0.7784262299537659

00:30:52.660 --> 00:30:53.600
can get to campus.

NOTE Confidence: 0.9619377255439758

00:30:53.840 --> 00:30:55.720

We're here to provide that safe space for them.

NOTE Confidence: 0.8915238380432129

00:30:56.560 --> 00:30:58.886

Say we have increased based on the needs of our

NOTE Confidence: 0.8915238380432129

00:30:58.936 --> 00:31:02.253

students, our laptop loan and calculator loan program, because that

NOTE Confidence: 0.8915238380432129

00:31:02.302 --> 00:31:04.629

can be very expensive for a lot of our students

NOTE Confidence: 0.8915238380432129

00:31:04.678 --> 00:31:06.559

to find the access to those resources.

NOTE Confidence: 0.9173721671104431

00:31:06.560 --> 00:31:09.300

As you mentioned, \$500 is quite a bit of money

NOTE Confidence: 0.9173721671104431

00:31:09.360 --> 00:31:11.684

to not be able to get access to for our

NOTE Confidence: 0.9173721671104431

00:31:11.743 --> 00:31:12.280

students.

NOTE Confidence: 0.9054156541824341

00:31:12.280 --> 00:31:14.240

So we found that to be a barrier.

NOTE Confidence: 0.8303918242454529

00:31:14.240 --> 00:31:16.779

So we tried to eliminate the eliminate that barrier so

NOTE Confidence: 0.8303918242454529

00:31:16.826 --> 00:31:19.459

that they have access to those two pivotal resources for

NOTE Confidence: 0.8303918242454529

00:31:19.506 --> 00:31:20.399
them going forward.

NOTE Confidence: 0.8459151983261108

00:31:21.240 --> 00:31:24.592
We also showed them how to navigate their courses during

NOTE Confidence: 0.8459151983261108

00:31:24.652 --> 00:31:28.064
our say orientation events and our welcome back bashes to

NOTE Confidence: 0.8459151983261108

00:31:28.124 --> 00:31:30.280
help them out with those things say.

NOTE Confidence: 0.7113017439842224

00:31:30.280 --> 00:31:32.732
We also help them out with the tutoring, say at

NOTE Confidence: 0.7113017439842224

00:31:32.784 --> 00:31:35.863
walking them to those places, as was only mentioned earlier

NOTE Confidence: 0.7113017439842224

00:31:35.915 --> 00:31:39.463
to tutoring service, sitting with them during tutoring, walking them

NOTE Confidence: 0.7113017439842224

00:31:39.515 --> 00:31:42.437
to the library, showing them how to reserve study rooms,

NOTE Confidence: 0.7113017439842224

00:31:42.490 --> 00:31:45.359
say across Canvas and online and walking into the book.

NOTE Confidence: 0.7787324786186218

00:31:45.360 --> 00:31:47.510
Sort of show them where they're, they can get access

NOTE Confidence: 0.7787324786186218

00:31:47.551 --> 00:31:49.660
to their resource or the access code, a notebook or

NOTE Confidence: 0.7787324786186218

00:31:49.701 --> 00:31:51.355
even a pencil, which is what I had to do

NOTE Confidence: 0.7787324786186218

00:31:51.396 --> 00:31:52.719
earlier for one of our students.

NOTE Confidence: 0.9194214940071106

00:31:55.920 --> 00:31:58.967
After that, say our framework is based on the wheel

NOTE Confidence: 0.9194214940071106

00:31:59.026 --> 00:32:00.640
right there on your screen.

NOTE Confidence: 0.7777948379516602

00:32:00.640 --> 00:32:03.577
Say we provide, say the services that I mentioned as

NOTE Confidence: 0.7777948379516602

00:32:03.634 --> 00:32:06.571
well as a few others for say, Watermark, the faculty

NOTE Confidence: 0.7777948379516602

00:32:06.628 --> 00:32:07.079
members.

NOTE Confidence: 0.8811206221580505

00:32:07.080 --> 00:32:09.861
That comes all in the form of our appreciative advising

NOTE Confidence: 0.8811206221580505

00:32:09.912 --> 00:32:12.693
model and our framework to help connect our students to

NOTE Confidence: 0.8811206221580505

00:32:12.744 --> 00:32:15.880
community and campus resources from application to graduation.

NOTE Confidence: 0.9605759382247925

00:32:16.200 --> 00:32:17.640
Because at the end, that is the goal.

NOTE Confidence: 0.7719140648841858

00:32:18.000 --> 00:32:19.862
Say we want our students, all of our students to

NOTE Confidence: 0.7719140648841858

00:32:19.901 --> 00:32:21.686
be able to walk across that stage of their cap

NOTE Confidence: 0.7719140648841858

00:32:21.725 --> 00:32:23.200
and yep to be able to turn the tassel.

NOTE Confidence: 0.8533123135566711

00:32:23.200 --> 00:32:25.080
That is one of our favorite days here at Nashville.

NOTE Confidence: 0.8630964159965515

00:32:25.080 --> 00:32:27.998
College is a rather large party for all of us,

NOTE Confidence: 0.8630964159965515

00:32:28.062 --> 00:32:30.600
and I do cry at every single graduation.

NOTE Confidence: 0.787921667098999

00:32:30.600 --> 00:32:32.160
So please, you know, get those photos.

NOTE Confidence: 0.8262118101119995

00:32:32.160 --> 00:32:34.660
They I'm an ugly crier, say that is based on

NOTE Confidence: 0.8262118101119995

00:32:34.716 --> 00:32:38.637
our appreciative advising framework, which we use to disarm, discover

NOTE Confidence: 0.8262118101119995

00:32:38.694 --> 00:32:41.592
and help our students dream about what they want to

NOTE Confidence: 0.8262118101119995

00:32:41.649 --> 00:32:44.944
obtain, whether it be something small, whether I just want

NOTE Confidence: 0.8262118101119995

00:32:45.001 --> 00:32:47.729
a credential or something huge as hey, I want to

NOTE Confidence: 0.8262118101119995

00:32:47.785 --> 00:32:51.138
be the next business owner that discovers this and provides

NOTE Confidence: 0.8262118101119995

00:32:51.195 --> 00:32:54.093
these new AI software, sends rockets to the moon or

NOTE Confidence: 0.8262118101119995

00:32:54.149 --> 00:32:55.399
whatever the dream is.

NOTE Confidence: 0.9034512639045715

00:32:55.400 --> 00:32:57.897
We're here to help them find, figure out a plan,

NOTE Confidence: 0.9034512639045715

00:32:57.949 --> 00:33:00.915
design that plan and deliver whatever resources we can to

NOTE Confidence: 0.9034512639045715

00:33:00.967 --> 00:33:02.320
help them reach that goal.

NOTE Confidence: 0.8056918978691101

00:33:02.600 --> 00:33:04.720
And most importantly, tell them not to settle.

NOTE Confidence: 0.7949464321136475

00:33:04.800 --> 00:33:06.920
Say, don't just accept that.

NOTE Confidence: 0.751154363155365

00:33:07.280 --> 00:33:10.216
Say this is my reality just because these circumstances have

NOTE Confidence: 0.751154363155365

00:33:10.265 --> 00:33:11.879
caused me to be in the situation.

NOTE Confidence: 0.8634077906608582

00:33:12.320 --> 00:33:13.480
That's not what we do here at Nash.

NOTE Confidence: 0.8571365475654602

00:33:13.480 --> 00:33:15.040
We're here to help them dream and dream big.

NOTE Confidence: 0.939704179763794

00:33:18.280 --> 00:33:20.538
After we create all do all those things, we help

NOTE Confidence: 0.939704179763794

00:33:20.585 --> 00:33:22.279
create connections for our students.

NOTE Confidence: 0.8040149807929993

00:33:22.280 --> 00:33:25.092
Say we have a strong rapport building for our students,

NOTE Confidence: 0.8040149807929993

00:33:25.143 --> 00:33:28.058
say we also as coaches, we go through multiple trainings,

NOTE Confidence: 0.8040149807929993

00:33:28.109 --> 00:33:30.768
whether it be through DEI, our mental health and say

NOTE Confidence: 0.8040149807929993

00:33:30.819 --> 00:33:32.199
mental health and Wellness.

NOTE Confidence: 0.8401017189025879

00:33:32.440 --> 00:33:34.600
We have safe zone training, Green Zone training.

NOTE Confidence: 0.8912053108215332

00:33:34.920 --> 00:33:37.365

Miss Holmes mentioned we have a code of ethics that

NOTE Confidence: 0.8912053108215332

00:33:37.413 --> 00:33:39.906

we follow say through our students and we also focus

NOTE Confidence: 0.8912053108215332

00:33:39.954 --> 00:33:41.679

on special populations for students.

NOTE Confidence: 0.7636728882789612

00:33:42.160 --> 00:33:43.360

We ask open-ended questions.

NOTE Confidence: 0.8812050819396973

00:33:43.360 --> 00:33:45.280

We want to give our students the space and safety

NOTE Confidence: 0.8812050819396973

00:33:45.319 --> 00:33:47.239

to know that their voice is heard and it matters.

NOTE Confidence: 0.7743716239929199

00:33:47.640 --> 00:33:49.959

So we all of our conversations are confidential during our

NOTE Confidence: 0.7743716239929199

00:33:49.999 --> 00:33:50.599

code of ethics.

NOTE Confidence: 0.8647830486297607

00:33:50.600 --> 00:33:52.989

So they know that whatever this is discussed in our

NOTE Confidence: 0.8647830486297607

00:33:53.036 --> 00:33:55.378

office is private or outside of our office is also

NOTE Confidence: 0.8647830486297607

00:33:55.425 --> 00:33:55.800

private.

NOTE Confidence: 0.7593586444854736

00:33:55.800 --> 00:33:57.739
So we won't go back and let them know that,

NOTE Confidence: 0.7593586444854736

00:33:57.784 --> 00:33:59.724
Hey, I, that one is short that don't let me

NOTE Confidence: 0.7593586444854736

00:33:59.769 --> 00:34:00.039
speak.

NOTE Confidence: 0.7805121541023254

00:34:00.040 --> 00:34:01.000
You're not going to tell them, right?

NOTE Confidence: 0.8315182328224182

00:34:01.080 --> 00:34:02.680
I promise I'll take it to the grave room.

NOTE Confidence: 0.8248946070671082

00:34:03.840 --> 00:34:07.151
So we also practice active listening and leaning in to

NOTE Confidence: 0.8248946070671082

00:34:07.213 --> 00:34:07.519
them.

NOTE Confidence: 0.7905539870262146

00:34:07.520 --> 00:34:09.750
So we know they, they understand that we care and

NOTE Confidence: 0.7905539870262146

00:34:09.796 --> 00:34:12.437
they absolutely, we actually love them, which goes back to

NOTE Confidence: 0.7905539870262146

00:34:12.482 --> 00:34:13.119
our blue love.

NOTE Confidence: 0.8577482104301453

00:34:14.120 --> 00:34:16.650
Say we meet our students where they are literally as

NOTE Confidence: 0.8577482104301453

00:34:16.698 --> 00:34:19.277
as we mentioned earlier in the hallway, the Cafe, the

NOTE Confidence: 0.8577482104301453

00:34:19.326 --> 00:34:22.002
sidewalk parking lot, which is what happened to me this

NOTE Confidence: 0.8577482104301453

00:34:22.050 --> 00:34:22.440
morning.

NOTE Confidence: 0.8365268707275391

00:34:22.440 --> 00:34:24.349
When I help a student, a student need to give

NOTE Confidence: 0.8365268707275391

00:34:24.391 --> 00:34:25.961
me a high 5 and let me know that they

NOTE Confidence: 0.8365268707275391

00:34:26.003 --> 00:34:28.039
are the man because they passed their math test.

NOTE Confidence: 0.48084935545921326

00:34:28.760 --> 00:34:29.320
Let's say.

NOTE Confidence: 0.6912005543708801

00:34:29.320 --> 00:34:31.973
We also meet them in our office virtually and by

NOTE Confidence: 0.6912005543708801

00:34:32.028 --> 00:34:32.360
phone.

NOTE Confidence: 0.8163252472877502

00:34:32.760 --> 00:34:35.533
Say we give them the access to holistic supports and

NOTE Confidence: 0.8163252472877502

00:34:35.586 --> 00:34:38.359
say provide referrals and access to other resources.

NOTE Confidence: 0.798432469367981

00:34:38.760 --> 00:34:41.177

And we advocate for our students because we like to

NOTE Confidence: 0.798432469367981

00:34:41.225 --> 00:34:43.927

tell them that we are, say their backpack and essentially

NOTE Confidence: 0.798432469367981

00:34:43.974 --> 00:34:45.159

we have access resources.

NOTE Confidence: 0.9359895586967468

00:34:45.239 --> 00:34:46.677

All they have to do is just reach out to

NOTE Confidence: 0.9359895586967468

00:34:46.713 --> 00:34:47.720

us and we'll get them there.

NOTE Confidence: 0.9101521968841553

00:34:47.840 --> 00:34:50.140

And we follow up most importantly, so we can close

NOTE Confidence: 0.9101521968841553

00:34:50.186 --> 00:34:52.349

that loop in terms of making sure that they got

NOTE Confidence: 0.9101521968841553

00:34:52.395 --> 00:34:54.879

access, we're able to obtain what they need to obtain.

NOTE Confidence: 0.8460900187492371

00:34:57.239 --> 00:35:00.143

After that, say our based on all of that information,

NOTE Confidence: 0.8460900187492371

00:35:00.198 --> 00:35:03.649

say our resiliency intervention, say we share a common resource

NOTE Confidence: 0.8460900187492371

00:35:03.704 --> 00:35:04.800

guide across campus.

NOTE Confidence: 0.8656243681907654

00:35:04.800 --> 00:35:07.333

So that way everyone is aware of the times and

NOTE Confidence: 0.8656243681907654

00:35:07.388 --> 00:35:10.307

days that our resources are open, say for basic needs

NOTE Confidence: 0.8656243681907654

00:35:10.362 --> 00:35:12.785

such as the food pantry, all the way down to

NOTE Confidence: 0.8656243681907654

00:35:12.841 --> 00:35:15.759

hey, what time does the Stein's Tutoring Center open?

NOTE Confidence: 0.8647132515907288

00:35:15.760 --> 00:35:16.880

What time do they close?

NOTE Confidence: 0.8462105393409729

00:35:16.880 --> 00:35:18.240

I get out of work at 3:00.

NOTE Confidence: 0.8501266241073608

00:35:18.239 --> 00:35:20.131

If I get there at 3:30, is someone going to

NOTE Confidence: 0.8501266241073608

00:35:20.175 --> 00:35:20.879

be there for me?

NOTE Confidence: 0.7842811346054077

00:35:20.880 --> 00:35:21.320

Yes.

NOTE Confidence: 0.804848849773407

00:35:21.760 --> 00:35:24.324

So we base that on zip codes and our other

NOTE Confidence: 0.804848849773407

00:35:24.385 --> 00:35:25.240

documentation.

NOTE Confidence: 0.9014759063720703

00:35:25.239 --> 00:35:27.671

Say we partner with our students and faculty members to

NOTE Confidence: 0.9014759063720703

00:35:27.715 --> 00:35:28.600

create action plans.

NOTE Confidence: 0.8773161768913269

00:35:28.600 --> 00:35:31.150

If they fall behind in their courses, whether it be

NOTE Confidence: 0.8773161768913269

00:35:31.200 --> 00:35:33.700

for something as simple as Hey, they would just go

NOTE Confidence: 0.8773161768913269

00:35:33.750 --> 00:35:36.550

to tutoring, they would figure out why they can't answer

NOTE Confidence: 0.8773161768913269

00:35:36.600 --> 00:35:38.950

#4 on their on that quiz to creating the longer

NOTE Confidence: 0.8773161768913269

00:35:39.000 --> 00:35:41.200

action plans in the form of OK, they need to

NOTE Confidence: 0.8773161768913269

00:35:41.250 --> 00:35:44.250

be in tutor Monday through Thursday in preparation for their

NOTE Confidence: 0.8773161768913269

00:35:44.300 --> 00:35:44.600

tests.

NOTE Confidence: 0.917641818523407

00:35:44.600 --> 00:35:46.383

Because if I can sit down with them outside of

NOTE Confidence: 0.917641818523407

00:35:46.421 --> 00:35:48.359
class, I can get them to understand this material.

NOTE Confidence: 0.8213139176368713

00:35:48.880 --> 00:35:51.815
We use evidence based and strength based and say student

NOTE Confidence: 0.8213139176368713

00:35:51.868 --> 00:35:55.013
centered approaches when we reach out for these services and

NOTE Confidence: 0.8213139176368713

00:35:55.065 --> 00:35:57.319
we're doing our outreach to these students.

NOTE Confidence: 0.8613656759262085

00:35:57.360 --> 00:36:00.169
We promote soft skills for our students and say in

NOTE Confidence: 0.8613656759262085

00:36:00.225 --> 00:36:03.596
the form of also our career placement coordinator, say helps

NOTE Confidence: 0.8613656759262085

00:36:03.652 --> 00:36:07.304
them with their resume building, building those soft skills, mock

NOTE Confidence: 0.8613656759262085

00:36:07.361 --> 00:36:10.956
interviews and everything because most people haven't had a mock

NOTE Confidence: 0.8613656759262085

00:36:11.013 --> 00:36:14.665
interview or tell you that they get nervous during presentations,

NOTE Confidence: 0.8613656759262085

00:36:14.721 --> 00:36:17.811
say, or during say a public speaking engagement for our

NOTE Confidence: 0.8613656759262085

00:36:17.867 --> 00:36:19.159
public speaking course.

NOTE Confidence: 0.849635660648346

00:36:19.360 --> 00:36:21.729

We also teach them self advocacy because we want them

NOTE Confidence: 0.849635660648346

00:36:21.774 --> 00:36:23.964

to have the self accusation that they can do this

NOTE Confidence: 0.849635660648346

00:36:24.009 --> 00:36:25.931

with or without us or we have to hold their

NOTE Confidence: 0.849635660648346

00:36:25.976 --> 00:36:26.199

hand.

NOTE Confidence: 0.8430154919624329

00:36:26.440 --> 00:36:27.280

We're right there beside.

NOTE Confidence: 0.873710572719574

00:36:27.920 --> 00:36:30.327

We also use the tags and watermarks to alert and

NOTE Confidence: 0.873710572719574

00:36:30.378 --> 00:36:33.588

provide proactive outreaches to our students, help us inform our

NOTE Confidence: 0.873710572719574

00:36:33.638 --> 00:36:36.999

processes going forward, say, for the next semester and throughout.

NOTE Confidence: 0.8164397478103638

00:36:39.280 --> 00:36:41.448

And with that, I think I'm going to hand it

NOTE Confidence: 0.8164397478103638

00:36:41.499 --> 00:36:42.759

back over to Miss Holmes.

NOTE Confidence: 0.9331673383712769

00:36:44.480 --> 00:36:44.880

OK.

NOTE Confidence: 0.8828765749931335

00:36:44.880 --> 00:36:47.536
So I want to talk a little bit about student

NOTE Confidence: 0.8828765749931335

00:36:47.597 --> 00:36:51.159
success outcomes when our students are engaged in supports.

NOTE Confidence: 0.9443898797035217

00:36:51.360 --> 00:36:55.160
So we have seen clinical services increase because it's a

NOTE Confidence: 0.9443898797035217

00:36:55.226 --> 00:36:58.626
safe space and we have helped eliminate or at least

NOTE Confidence: 0.9443898797035217

00:36:58.693 --> 00:37:00.959
reduce the stigma of help seeking.

NOTE Confidence: 0.9536641240119934

00:37:01.840 --> 00:37:04.684
We also see higher completion rates within the semester and

NOTE Confidence: 0.9536641240119934

00:37:04.732 --> 00:37:07.432
persistence and retention rates, which we will look at a

NOTE Confidence: 0.9536641240119934

00:37:07.480 --> 00:37:09.120
little bit more on the next slide.

NOTE Confidence: 0.796903133392334

00:37:09.400 --> 00:37:14.013
An increase number and credit hours completed per semester, higher

NOTE Confidence: 0.796903133392334

00:37:14.083 --> 00:37:16.319
completion rates of C or better.

NOTE Confidence: 0.9075687527656555

00:37:16.920 --> 00:37:21.253
And we've had enrollment growth of 10 percent, 7% among

NOTE Confidence: 0.9075687527656555

00:37:21.332 --> 00:37:25.902
our Black, Indigenous people of color students and that it

NOTE Confidence: 0.9075687527656555

00:37:25.981 --> 00:37:27.400
continues to grow.

NOTE Confidence: 0.9203962087631226

00:37:27.920 --> 00:37:34.112
Students report regaining a sense of connection, especially after COVID

NOTE Confidence: 0.9203962087631226

00:37:34.199 --> 00:37:40.653
that has been extremely vital, improved self regulation, overall
Wellness,

NOTE Confidence: 0.9203962087631226

00:37:40.740 --> 00:37:43.879
resilience, feelings of restoration.

NOTE Confidence: 0.8852737545967102

00:37:44.040 --> 00:37:47.782
And this is what our students report to us, and

NOTE Confidence: 0.8852737545967102

00:37:47.862 --> 00:37:52.560
we see an increase in self determination and self advocacy.

NOTE Confidence: 0.9503725171089172

00:37:53.160 --> 00:37:56.600
Learning how to navigate systems is extremely challenging.

NOTE Confidence: 0.9638258814811707

00:37:56.600 --> 00:37:59.248
And we operate often under the assumption that people know

NOTE Confidence: 0.9638258814811707

00:37:59.294 --> 00:38:01.532
how to navigate and how to figure things out, but

NOTE Confidence: 0.9638258814811707

00:38:01.577 --> 00:38:02.080
they don't.

NOTE Confidence: 0.938100278377533

00:38:02.360 --> 00:38:05.935
But after our students have engaged in using our success

NOTE Confidence: 0.938100278377533

00:38:05.999 --> 00:38:10.085
network services and our success coaching, they are very skilled

NOTE Confidence: 0.938100278377533

00:38:10.149 --> 00:38:12.639
at learning to advocate for themselves.

NOTE Confidence: 0.94657963514328

00:38:12.840 --> 00:38:15.640
So they've learned to navigate those systems.

NOTE Confidence: 0.8526434302330017

00:38:15.880 --> 00:38:19.460
They've learned that they have choices and that their voice

NOTE Confidence: 0.8526434302330017

00:38:19.521 --> 00:38:21.160
matters and that we listen.

NOTE Confidence: 0.9370627999305725

00:38:21.440 --> 00:38:25.080
And as a result, we've had improved student success.

NOTE Confidence: 0.9427120089530945

00:38:25.600 --> 00:38:29.366
So more specifically, in case there are administrators on the

NOTE Confidence: 0.9427120089530945

00:38:29.427 --> 00:38:31.280
call, how well does this work?

NOTE Confidence: 0.9788351058959961

00:38:31.520 --> 00:38:33.280
What do you really mean by that?

NOTE Confidence: 0.9579629302024841

00:38:33.280 --> 00:38:38.414
We've had persistence rates of 20.3% higher than our baseline

NOTE Confidence: 0.9579629302024841

00:38:38.499 --> 00:38:38.920
year.

NOTE Confidence: 0.8596287369728088

00:38:39.280 --> 00:38:41.680
And keep in mind this is for our QEP.

NOTE Confidence: 0.9570197463035583

00:38:42.200 --> 00:38:45.400
Retention rates are 10.7% higher.

NOTE Confidence: 0.9128767848014832

00:38:46.080 --> 00:38:50.531
We've had 100% graduation rate for our collegiate recovery program,

NOTE Confidence: 0.9128767848014832

00:38:50.598 --> 00:38:54.120
students graduating with honors, with highest honors.

NOTE Confidence: 0.930155873298645

00:38:54.400 --> 00:38:58.486
We've also been able to get expungements for students who

NOTE Confidence: 0.930155873298645

00:38:58.557 --> 00:39:03.002
might have had some early unfortunate experiences and now want

NOTE Confidence: 0.930155873298645

00:39:03.073 --> 00:39:07.160
to go into the helping healthcare field career placement.

NOTE Confidence: 0.9104486107826233

00:39:07.520 --> 00:39:10.753
And then we also have had students who attend the

NOTE Confidence: 0.9104486107826233

00:39:10.819 --> 00:39:15.504
leadership Academy that has provided by the addictions professionals of

NOTE Confidence: 0.9104486107826233

00:39:15.570 --> 00:39:16.559
North Carolina.

NOTE Confidence: 0.8998399972915649

00:39:17.120 --> 00:39:22.673
Our retention rate has was 64.6 and then it dipped

NOTE Confidence: 0.8998399972915649

00:39:22.784 --> 00:39:27.449
a little after COVID and now it is back up

NOTE Confidence: 0.8998399972915649

00:39:27.560 --> 00:39:28.560
to 62.67.

NOTE Confidence: 0.9487096071243286

00:39:28.720 --> 00:39:30.400
This is campus wide.

NOTE Confidence: 0.9324467778205872

00:39:30.600 --> 00:39:34.029
And keep in mind our persistence rates of students who

NOTE Confidence: 0.9324467778205872

00:39:34.092 --> 00:39:36.760
are utilizing services is a little higher.

NOTE Confidence: 0.9230461716651917

00:39:37.680 --> 00:39:41.209
2% increase in retention each year for the past 3%

NOTE Confidence: 0.9230461716651917

00:39:41.279 --> 00:39:44.950
three years for success coaching and this was one of

NOTE Confidence: 0.9230461716651917

00:39:45.021 --> 00:39:48.903
our QEP goals is to see a steady increase incrementally

NOTE Confidence: 0.9230461716651917

00:39:48.974 --> 00:39:49.679
each year.

NOTE Confidence: 0.828101396560669

00:39:50.360 --> 00:39:56.370

We've had the fewest withdrawal rates in 20 that fall

NOTE Confidence: 0.828101396560669

00:39:56.484 --> 00:39:59.999

that we have had in five years.

NOTE Confidence: 0.911879301071167

00:40:00.200 --> 00:40:03.094

So that included pre Covic and we have been able

NOTE Confidence: 0.911879301071167

00:40:03.155 --> 00:40:04.119

to sustain that.

NOTE Confidence: 0.9599984288215637

00:40:04.320 --> 00:40:08.604

Although I'll say withdrawals is still something we closely monitor

NOTE Confidence: 0.9599984288215637

00:40:08.668 --> 00:40:11.993

because our goal is really to retain students and to

NOTE Confidence: 0.9599984288215637

00:40:12.057 --> 00:40:14.360

see them be academically successful.

NOTE Confidence: 0.9612529873847961

00:40:15.120 --> 00:40:18.360

We've offered eight week classes now more of them.

NOTE Confidence: 0.9154525995254517

00:40:18.360 --> 00:40:22.747

And for our ACA college success course, all of those

NOTE Confidence: 0.9154525995254517

00:40:22.831 --> 00:40:26.543

are 8 weeks and we've been able to spring we

NOTE Confidence: 0.9154525995254517

00:40:26.628 --> 00:40:30.002

had 4% WS and then in our fall four week

NOTE Confidence: 0.9154525995254517

00:40:30.087 --> 00:40:33.039
class, we've only had only had one.

NOTE Confidence: 0.9635854363441467

00:40:33.719 --> 00:40:37.623
And we have seen with our success coaches teaching that

NOTE Confidence: 0.9635854363441467

00:40:37.694 --> 00:40:42.308
college success course that first semester that students are with

NOTE Confidence: 0.9635854363441467

00:40:42.379 --> 00:40:45.360
us getting that connection with the coach.

NOTE Confidence: 0.9698315858840942

00:40:45.600 --> 00:40:49.698
There's been higher completion rates and students are reporting more

NOTE Confidence: 0.9698315858840942

00:40:49.758 --> 00:40:53.253
value to the course and understanding how the course helps

NOTE Confidence: 0.9698315858840942

00:40:53.314 --> 00:40:54.640
them navigate college.

NOTE Confidence: 0.8856242299079895

00:40:55.400 --> 00:40:59.541
We've also seen enrollment growth of 30% with our dual

NOTE Confidence: 0.8856242299079895

00:40:59.617 --> 00:41:04.295
enrolled and CCP college and career promise program and fewer

NOTE Confidence: 0.8856242299079895

00:41:04.372 --> 00:41:06.519
withdrawals in that as well.

NOTE Confidence: 0.8567073941230774

00:41:07.000 --> 00:41:10.295
Our career fair that we offered on last last year

NOTE Confidence: 0.8567073941230774

00:41:10.362 --> 00:41:13.120
and we're offering another one this fall.

NOTE Confidence: 0.9522750973701477

00:41:13.120 --> 00:41:17.846
We had a 250% increase in student participation and this

NOTE Confidence: 0.9522750973701477

00:41:17.930 --> 00:41:20.799
is also open to community members.

NOTE Confidence: 0.91792231798172

00:41:21.239 --> 00:41:25.092
And just this fall, in the end of August, we

NOTE Confidence: 0.91792231798172

00:41:25.180 --> 00:41:29.032
had a welcome back bash and we had over 1000

NOTE Confidence: 0.91792231798172

00:41:29.120 --> 00:41:32.360
attendees for that, for our students.

NOTE Confidence: 0.9595257639884949

00:41:32.360 --> 00:41:36.990
So we know students are feeling engaged and feeling connected

NOTE Confidence: 0.9595257639884949

00:41:37.065 --> 00:41:40.709
to the college and we are working hard to create

NOTE Confidence: 0.9595257639884949

00:41:40.785 --> 00:41:45.035
that sense of belonging and connection, which we know is

NOTE Confidence: 0.9595257639884949

00:41:45.111 --> 00:41:47.920
necessary to sustain student success.

NOTE Confidence: 0.891685426235199

00:41:48.600 --> 00:41:50.480
It's not just about their enrollment.

NOTE Confidence: 0.9675201177597046

00:41:50.640 --> 00:41:53.160
We want our students to be successful.

NOTE Confidence: 0.9479350447654724

00:41:53.160 --> 00:41:56.373
So that's really what that culture of blue Love Is

NOTE Confidence: 0.9479350447654724

00:41:56.437 --> 00:41:57.079
All about.

NOTE Confidence: 0.8083490133285522

00:41:57.800 --> 00:41:58.160
And Mr.

NOTE Confidence: 0.9106038808822632

00:41:58.160 --> 00:41:59.760
Pitt, I'll let you take over.

NOTE Confidence: 0.8982213139533997

00:42:02.320 --> 00:42:05.054
Back to our student Jay from earlier who had was

NOTE Confidence: 0.8982213139533997

00:42:05.111 --> 00:42:07.959
a mother of three and stayed with her grandmother.

NOTE Confidence: 0.8258747458457947

00:42:08.080 --> 00:42:10.527
Due to the all the holistic supports that we have

NOTE Confidence: 0.8258747458457947

00:42:10.577 --> 00:42:13.024
mentioned and the blue love that she felt here at

NOTE Confidence: 0.8258747458457947

00:42:13.074 --> 00:42:15.920
National College and access to the right three sources at

NOTE Confidence: 0.8258747458457947

00:42:15.970 --> 00:42:16.720
the right time.

NOTE Confidence: 0.8754288554191589

00:42:17.239 --> 00:42:19.782
She was able to go to our student Wellness Center

NOTE Confidence: 0.8754288554191589

00:42:19.834 --> 00:42:22.688
and work with our coordinator to complete a single stop

NOTE Confidence: 0.8754288554191589

00:42:22.740 --> 00:42:24.920
screening and she utilized full resources.

NOTE Confidence: 0.7855302691459656

00:42:25.360 --> 00:42:28.694
She engaged in trauma and foreign clinician services through our

NOTE Confidence: 0.7855302691459656

00:42:28.746 --> 00:42:32.394
student Wellness Center director and I certified Commission weekly for

NOTE Confidence: 0.7855302691459656

00:42:32.446 --> 00:42:33.280
three semesters.

NOTE Confidence: 0.910438060760498

00:42:33.400 --> 00:42:36.407
And yes, she did graduate, but not only graduate, but

NOTE Confidence: 0.910438060760498

00:42:36.464 --> 00:42:39.415
with honors and she was able to attain that position

NOTE Confidence: 0.910438060760498

00:42:39.472 --> 00:42:42.082
that she wanted in the full time in her career

NOTE Confidence: 0.910438060760498

00:42:42.139 --> 00:42:42.480
field.

NOTE Confidence: 0.5953641533851624

00:42:43.440 --> 00:42:45.280
So then we say blue love.

NOTE Confidence: 0.8729656934738159

00:42:45.280 --> 00:42:46.280
We mean blue love.

NOTE Confidence: 0.8991035223007202

00:42:46.280 --> 00:42:48.479
And with the services that she was able to access,

NOTE Confidence: 0.8991035223007202

00:42:48.523 --> 00:42:49.359
she was successful.

NOTE Confidence: 0.7819398045539856

00:42:49.840 --> 00:42:52.985
Another example is someone listening near and dear to my

NOTE Confidence: 0.7819398045539856

00:42:53.041 --> 00:42:55.120
heart as well in his home, say Frank.

NOTE Confidence: 0.8745073080062866

00:42:56.160 --> 00:42:58.462
Frank is one of my students I worked with when

NOTE Confidence: 0.8745073080062866

00:42:58.512 --> 00:43:01.465
he first got here at National Community College through the

NOTE Confidence: 0.8745073080062866

00:43:01.515 --> 00:43:04.268
Minority male program, and he also was able to graduate

NOTE Confidence: 0.8745073080062866

00:43:04.318 --> 00:43:05.920
from National Community College.

NOTE Confidence: 0.805299699306488

00:43:05.920 --> 00:43:09.112

That's his photo with one of our board members with

NOTE Confidence: 0.805299699306488

00:43:09.174 --> 00:43:11.678
his honor Sash and say he was one of our

NOTE Confidence: 0.805299699306488

00:43:11.740 --> 00:43:15.057
first work study students who have his first job here

NOTE Confidence: 0.805299699306488

00:43:15.120 --> 00:43:16.560
in the Success network.

NOTE Confidence: 0.8677002191543579

00:43:16.560 --> 00:43:20.189
He would go on to later transfer to East Carolina

NOTE Confidence: 0.8677002191543579

00:43:20.263 --> 00:43:24.411
University and obtain his first degree and then obtain a

NOTE Confidence: 0.8677002191543579

00:43:24.485 --> 00:43:28.040
second degree, say this past summer at ECU for a

NOTE Confidence: 0.8677002191543579

00:43:28.114 --> 00:43:32.039
master's in business administration for July of 2024.

NOTE Confidence: 0.9157964587211609

00:43:32.360 --> 00:43:34.638
The quote I'll read to you quickly is I wouldn't

NOTE Confidence: 0.9157964587211609

00:43:34.685 --> 00:43:35.920
be successful without him.

NOTE Confidence: 0.6105384826660156

00:43:36.800 --> 00:43:38.320
He's the him is myself.

NOTE Confidence: 0.9291782379150391

00:43:38.840 --> 00:43:40.760
We talk about not giving up on our work.

NOTE Confidence: 0.7486056089401245

00:43:40.760 --> 00:43:42.971
He's there to push us to the limit until we

NOTE Confidence: 0.7486056089401245

00:43:43.022 --> 00:43:43.279
pass.

NOTE Confidence: 0.8679203987121582

00:43:43.280 --> 00:43:45.666
He has helped me since day one with our mail

NOTE Confidence: 0.8679203987121582

00:43:45.720 --> 00:43:49.787
mentoring group meetings on financial aid, money management, success
skills

NOTE Confidence: 0.8679203987121582

00:43:49.841 --> 00:43:51.359
as well as one-on-one talks.

NOTE Confidence: 0.7992703318595886

00:43:51.719 --> 00:43:54.680
And while COVID has kept classes online, he has been

NOTE Confidence: 0.7992703318595886

00:43:54.737 --> 00:43:56.559
able available online in person.

NOTE Confidence: 0.8735519051551819

00:43:57.240 --> 00:43:59.560
So that is what I have about Frank.

NOTE Confidence: 0.758089542388916

00:43:59.560 --> 00:44:02.232
I will pass it back in his homes before I

NOTE Confidence: 0.758089542388916

00:44:02.297 --> 00:44:03.080
shed a tear.

NOTE Confidence: 0.8890954256057739

00:44:04.600 --> 00:44:04.760
OK.

NOTE Confidence: 0.9143043160438538

00:44:04.800 --> 00:44:08.367
We've also had a female separated mother of four came

NOTE Confidence: 0.9143043160438538

00:44:08.435 --> 00:44:13.079
prepared to withdraw from school amid significant financial distress.

NOTE Confidence: 0.9354259967803955

00:44:13.600 --> 00:44:16.570
She completed a single stop screening in our student Wellness

NOTE Confidence: 0.9354259967803955

00:44:16.619 --> 00:44:16.960
Center.

NOTE Confidence: 0.9463138580322266

00:44:16.960 --> 00:44:22.478
We identified \$12,500 of financial helping resources that we were

NOTE Confidence: 0.9463138580322266

00:44:22.563 --> 00:44:25.960
able to connect her with for her family.

NOTE Confidence: 0.9617457389831543

00:44:26.200 --> 00:44:27.680
She remained in school.

NOTE Confidence: 0.9192149043083191

00:44:27.880 --> 00:44:31.955
She graduated the following May, went straight into a position

NOTE Confidence: 0.9192149043083191

00:44:32.021 --> 00:44:35.767
in her field, and like many Community College students do

NOTE Confidence: 0.9192149043083191

00:44:35.833 --> 00:44:39.120
at Nash, she returned to complete a second degree.

NOTE Confidence: 0.9375115633010864

00:44:39.600 --> 00:44:43.082

And she's a strong advocate for Swell and Single Stop

NOTE Confidence: 0.9375115633010864

00:44:43.148 --> 00:44:46.040

and shares her story of success with others.

NOTE Confidence: 0.9595758318901062

00:44:46.200 --> 00:44:48.971

Many times students will come in and say I need

NOTE Confidence: 0.9595758318901062

00:44:49.030 --> 00:44:51.920

to do a single stop screening and they will share

NOTE Confidence: 0.9595758318901062

00:44:51.979 --> 00:44:54.869

that she has told them about the benefits of that

NOTE Confidence: 0.9595758318901062

00:44:54.928 --> 00:44:55.400

program.

NOTE Confidence: 0.9200234413146973

00:44:55.560 --> 00:45:00.065

And remember I said we had identified \$8 million worth

NOTE Confidence: 0.9200234413146973

00:45:00.149 --> 00:45:03.319

of helping resources for our students.

NOTE Confidence: 0.9035676717758179

00:45:03.760 --> 00:45:07.473

Another student success story, a family of three, the husband

NOTE Confidence: 0.9035676717758179

00:45:07.533 --> 00:45:10.759

disabled and employer based insurance was terminated.

NOTE Confidence: 0.9603415727615356

00:45:11.280 --> 00:45:12.440

We did a screening.

NOTE Confidence: 0.7903128266334534

00:45:12.440 --> 00:45:14.800
He completed a SNAP application.

NOTE Confidence: 0.8647103309631348

00:45:15.320 --> 00:45:18.008
It was approved for SNAP and Medicaid and WIC and

NOTE Confidence: 0.8647103309631348

00:45:18.063 --> 00:45:19.600
affordable health insurance.

NOTE Confidence: 0.91262286901474

00:45:19.800 --> 00:45:24.094
And we offer free tax prep service as part of

NOTE Confidence: 0.91262286901474

00:45:24.189 --> 00:45:26.480
the single Stop program.

NOTE Confidence: 0.9710620641708374

00:45:26.719 --> 00:45:31.304
The student graduated in December and the spouse graduated in

NOTE Confidence: 0.9710620641708374

00:45:31.379 --> 00:45:31.679
May.

NOTE Confidence: 0.9209493398666382

00:45:31.680 --> 00:45:35.152
So that's very exciting for us when we can have

NOTE Confidence: 0.9209493398666382

00:45:35.226 --> 00:45:37.960
family members complete their degree.

NOTE Confidence: 0.9299018979072571

00:45:38.440 --> 00:45:42.594
So we do celebrate a decade of doing this work,

NOTE Confidence: 0.9299018979072571

00:45:42.682 --> 00:45:46.925
a decade of blue love, a decade dedicated to the

NOTE Confidence: 0.9299018979072571

00:45:47.013 --> 00:45:51.080
Wellness and holistic support of our students.

NOTE Confidence: 0.9628282189369202

00:45:51.640 --> 00:45:55.642
The supports have grown and evolved as the needs of

NOTE Confidence: 0.9628282189369202

00:45:55.720 --> 00:45:59.879
students have shifted and changed or been identified.

NOTE Confidence: 0.9153822064399719

00:46:01.040 --> 00:46:05.040
I will say we offer online.

NOTE Confidence: 0.9683884382247925

00:46:05.040 --> 00:46:08.658
We have many online students now and we offer our

NOTE Confidence: 0.9683884382247925

00:46:08.732 --> 00:46:11.760
services both virtually and face to face.

NOTE Confidence: 0.9669170379638672

00:46:12.400 --> 00:46:15.120
We offer all of the services.

NOTE Confidence: 0.9060103297233582

00:46:15.239 --> 00:46:18.496
Some services can be done through a link on our

NOTE Confidence: 0.9060103297233582

00:46:18.565 --> 00:46:21.960
web page for the student Wellness or the coaches.

NOTE Confidence: 0.9418375492095947

00:46:21.960 --> 00:46:26.288
We offer face to face and virtual coaching sessions for

NOTE Confidence: 0.9418375492095947

00:46:26.366 --> 00:46:31.088
students and we even have offered virtual events for student

NOTE Confidence: 0.9418375492095947

00:46:31.167 --> 00:46:36.675
government type, sponsored events for student engagement and maybe had

NOTE Confidence: 0.9418375492095947

00:46:36.754 --> 00:46:40.767
a movie and everybody watched the movie at the same

NOTE Confidence: 0.9418375492095947

00:46:40.846 --> 00:46:41.239
time.

NOTE Confidence: 0.8934072852134705

00:46:41.239 --> 00:46:44.667
And then we get in a discussion Zoom link and

NOTE Confidence: 0.8934072852134705

00:46:44.743 --> 00:46:46.800
talk, talk about the movie.

NOTE Confidence: 0.9567592740058899

00:46:47.200 --> 00:46:50.651
So we have done some engaging in those kinds of

NOTE Confidence: 0.9567592740058899

00:46:50.725 --> 00:46:51.680
ways as well.

NOTE Confidence: 0.9545496106147766

00:46:53.440 --> 00:46:55.920
And we celebrate all of our Nash Nighthawks.

NOTE Confidence: 0.9666478633880615

00:46:56.560 --> 00:46:58.240
I can't express enough.

NOTE Confidence: 0.9444870352745056

00:46:58.240 --> 00:47:01.720
That includes faculty and staff and team Nash.

NOTE Confidence: 0.8688169121742249

00:47:02.239 --> 00:47:05.708

We are also Nighthawks, the blue love we show to

NOTE Confidence: 0.8688169121742249

00:47:05.780 --> 00:47:06.719

our students.

NOTE Confidence: 0.9695713520050049

00:47:06.880 --> 00:47:09.360

We also show to one another.

NOTE Confidence: 0.9380130171775818

00:47:09.640 --> 00:47:13.426

And I think that's important in creating a campus culture

NOTE Confidence: 0.9380130171775818

00:47:13.492 --> 00:47:17.146

that truly meets the needs of students and put students

NOTE Confidence: 0.9380130171775818

00:47:17.212 --> 00:47:20.600

first, but also understands that in order for us to

NOTE Confidence: 0.9380130171775818

00:47:20.667 --> 00:47:24.520

best support our students, we have to support one another.

NOTE Confidence: 0.9687885642051697

00:47:26.160 --> 00:47:29.160

So that is the end of our presentation.

NOTE Confidence: 0.9663262963294983

00:47:29.440 --> 00:47:33.115

I appreciate your attention and we this is our contact

NOTE Confidence: 0.9663262963294983

00:47:33.183 --> 00:47:33.999

information.

NOTE Confidence: 0.9725374579429626

00:47:34.000 --> 00:47:37.360

Feel free to reach out to me or to Mr.

NOTE Confidence: 0.7978155612945557

00:47:37.360 --> 00:47:40.040
Pitt, but we are now going to pause.

NOTE Confidence: 0.9682464003562927

00:47:40.040 --> 00:47:43.230
And if there are questions or suggestions, we are all

NOTE Confidence: 0.9682464003562927

00:47:43.290 --> 00:47:46.120
about learning best practices from other folks.

NOTE Confidence: 0.9715312719345093

00:47:46.120 --> 00:47:50.131
So if you have some suggestions or questions, please feel

NOTE Confidence: 0.9715312719345093

00:47:50.202 --> 00:47:51.680
free to ask them now.

NOTE Confidence: 0.9742703437805176

00:47:52.760 --> 00:47:53.280
Thank you.

NOTE Confidence: 0.6994149088859558

00:47:54.320 --> 00:47:56.160
Thank you, Marbeth and Jamal.

NOTE Confidence: 0.9179181456565857

00:47:56.160 --> 00:47:59.440
We do have a few questions in the Q&A inbox.

NOTE Confidence: 0.9331095814704895

00:48:00.000 --> 00:48:03.566
The 1st is student success has a great influence with

NOTE Confidence: 0.9331095814704895

00:48:03.633 --> 00:48:05.720
on campus or commuter students?

NOTE Confidence: 0.8479326963424683

00:48:06.200 --> 00:48:09.779

Have you experienced working with remote or online students that

NOTE Confidence: 0.8479326963424683

00:48:09.835 --> 00:48:12.520
need assistance from the Student Success Center?

NOTE Confidence: 0.9545493125915527

00:48:13.000 --> 00:48:15.597
If So, what type of support is available and how

NOTE Confidence: 0.9545493125915527

00:48:15.651 --> 00:48:16.679
is it accomplished?

NOTE Confidence: 0.9069070816040039

00:48:17.640 --> 00:48:21.520
That's an excellent question, especially coming out of the pandemic.

NOTE Confidence: 0.9350276589393616

00:48:22.080 --> 00:48:25.692
During the pandemic, everybody went online and then coming out

NOTE Confidence: 0.9350276589393616

00:48:25.751 --> 00:48:29.422
of it, students, some students have really recognized the value

NOTE Confidence: 0.9350276589393616

00:48:29.480 --> 00:48:32.860
of online scheduling for their work schedule or their home

NOTE Confidence: 0.9350276589393616

00:48:32.918 --> 00:48:33.559
life needs.

NOTE Confidence: 0.9634190201759338

00:48:33.840 --> 00:48:37.594
So I will say that we absolutely have a wonderful

NOTE Confidence: 0.9634190201759338

00:48:37.670 --> 00:48:42.727
working relationship with our faculty who teach online classes and

NOTE Confidence: 0.9634190201759338

00:48:42.803 --> 00:48:43.799
face to face.

NOTE Confidence: 0.9571598768234253

00:48:44.360 --> 00:48:49.645
We have a strong marketing targeting program that reaches online

NOTE Confidence: 0.9571598768234253

00:48:49.727 --> 00:48:52.039
and virtual remote students.

NOTE Confidence: 0.9786940813064575

00:48:52.320 --> 00:48:55.082
We have, like I said, students from all over the

NOTE Confidence: 0.9786940813064575

00:48:55.139 --> 00:48:55.600
country.

NOTE Confidence: 0.9270304441452026

00:48:56.160 --> 00:48:59.341
So if a student has a anxiety need we would

NOTE Confidence: 0.9270304441452026

00:48:59.415 --> 00:49:03.039
respond to that with the Student Wellness Center.

NOTE Confidence: 0.9206324219703674

00:49:03.040 --> 00:49:07.473
For an example is going to the National Association of

NOTE Confidence: 0.9206324219703674

00:49:07.555 --> 00:49:12.480
Social Work looking up the students zip code and identifying

NOTE Confidence: 0.9206324219703674

00:49:12.562 --> 00:49:17.159
a potential resource for that student in that area also.

NOTE Confidence: 0.9689311385154724

00:49:17.520 --> 00:49:21.737
Or we can schedule a virtual session with our clinical

NOTE Confidence: 0.9689311385154724

00:49:21.815 --> 00:49:24.079
social worker here on campus.

NOTE Confidence: 0.9659843444824219

00:49:24.280 --> 00:49:26.991
We always give students the choice to do what makes

NOTE Confidence: 0.9659843444824219

00:49:27.044 --> 00:49:28.480
them feel more comfortable.

NOTE Confidence: 0.9700669050216675

00:49:29.640 --> 00:49:31.720
The same with food pantry.

NOTE Confidence: 0.953062117099762

00:49:31.920 --> 00:49:36.523
If they don't live geographically close enough to come to

NOTE Confidence: 0.953062117099762

00:49:36.603 --> 00:49:40.560
ours, we find local ones for them to access, Like

NOTE Confidence: 0.953062117099762

00:49:40.641 --> 00:49:45.325
I said, also our success coaching is offered virtually and

NOTE Confidence: 0.953062117099762

00:49:45.406 --> 00:49:49.039
in person, so we have virtual group sessions.

NOTE Confidence: 0.9372251033782959

00:49:49.040 --> 00:49:52.679
The link is sent out through our marketing and social

NOTE Confidence: 0.9372251033782959

00:49:52.747 --> 00:49:53.159
media.

NOTE Confidence: 0.9628552794456482

00:49:53.920 --> 00:49:59.828
Those kinds of locations, we don't have the same degree

NOTE Confidence: 0.9628552794456482

00:49:59.935 --> 00:50:01.439
of engagement.

NOTE Confidence: 0.9480156302452087

00:50:01.480 --> 00:50:04.424
I think it's fair to say we may not have

NOTE Confidence: 0.9480156302452087

00:50:04.498 --> 00:50:07.442
30 people show up in a Zoom link, but we

NOTE Confidence: 0.9480156302452087

00:50:07.516 --> 00:50:08.400
may have 10.

NOTE Confidence: 0.9411030411720276

00:50:09.120 --> 00:50:13.143
And all of those online students will have information about

NOTE Confidence: 0.9411030411720276

00:50:13.210 --> 00:50:17.568
it from their instructor, information about it from our marketing

NOTE Confidence: 0.9411030411720276

00:50:17.635 --> 00:50:21.793
team, information about it from our coaches, because they also

NOTE Confidence: 0.9411030411720276

00:50:21.860 --> 00:50:25.280
coach distance or online students, remote students.

NOTE Confidence: 0.9699556827545166

00:50:25.560 --> 00:50:29.337
So they will have that information those three ways and

NOTE Confidence: 0.9699556827545166

00:50:29.406 --> 00:50:32.290
then have the option to Zoom in if they so

NOTE Confidence: 0.9699556827545166

00:50:32.359 --> 00:50:32.839
choose.

NOTE Confidence: 0.8872656226158142

00:50:34.160 --> 00:50:37.503

And sometimes they want a one-on-one virtual session with their

NOTE Confidence: 0.8872656226158142

00:50:37.556 --> 00:50:39.679

success coach, and we arrange that, too.

NOTE Confidence: 0.8562015295028687

00:50:41.440 --> 00:50:45.858

Thank you, yes we have a follow up for online

NOTE Confidence: 0.8562015295028687

00:50:45.956 --> 00:50:46.839

students.

NOTE Confidence: 0.9290618300437927

00:50:46.880 --> 00:50:51.271

What methods have you found that help increase communication from

NOTE Confidence: 0.9290618300437927

00:50:51.338 --> 00:50:52.959

the students with staff?

NOTE Confidence: 0.9421330094337463

00:50:53.400 --> 00:50:56.194

We have a lot of online students and can find

NOTE Confidence: 0.9421330094337463

00:50:56.256 --> 00:50:59.857

it hard to communicate with them at times, especially when

NOTE Confidence: 0.9421330094337463

00:50:59.919 --> 00:51:01.720

trying to offer some support.

NOTE Confidence: 0.9205379486083984

00:51:01.720 --> 00:51:03.320

Some may be resistant to help.

NOTE Confidence: 0.9282325506210327

00:51:03.600 --> 00:51:06.480

We're looking for ways to navigate those situations.

NOTE Confidence: 0.9280057549476624

00:51:08.200 --> 00:51:12.907

It is more challenging to engage online students in help

NOTE Confidence: 0.9280057549476624

00:51:12.991 --> 00:51:18.119

seeking, but because our success network and our services are

NOTE Confidence: 0.9280057549476624

00:51:18.203 --> 00:51:23.079

integrated into the master syllabus, it is included in the

NOTE Confidence: 0.9280057549476624

00:51:23.163 --> 00:51:27.703

videos that the online instructors do for on the first

NOTE Confidence: 0.9280057549476624

00:51:27.787 --> 00:51:28.879

day of class.

NOTE Confidence: 0.8683613538742065

00:51:29.560 --> 00:51:33.200

All throughout the semester, our coaches do videos.

NOTE Confidence: 0.9040724635124207

00:51:33.200 --> 00:51:36.121

Our executive director of advising services will do a video

NOTE Confidence: 0.9040724635124207

00:51:36.171 --> 00:51:37.359

about coaching services.

NOTE Confidence: 0.894355058670044

00:51:37.360 --> 00:51:40.176

Our director of Student Wellness will do a video about

NOTE Confidence: 0.894355058670044

00:51:40.228 --> 00:51:42.679

the services that we offer in student Wellness.

NOTE Confidence: 0.9117157459259033

00:51:42.920 --> 00:51:46.816

Our career placement does a video about the services that

NOTE Confidence: 0.9117157459259033

00:51:46.884 --> 00:51:50.234

we offer there and all of those are uploaded into

NOTE Confidence: 0.9117157459259033

00:51:50.302 --> 00:51:52.079

their online Moodle shell.

NOTE Confidence: 0.9403061270713806

00:51:52.239 --> 00:51:56.520

So they they get that information and get that opportunity

NOTE Confidence: 0.9403061270713806

00:51:56.594 --> 00:51:58.439

to schedule appointments.

NOTE Confidence: 0.9143338203430176

00:51:58.640 --> 00:52:02.160

And we also use, you know, technology to make appointments.

NOTE Confidence: 0.8840371966362

00:52:02.160 --> 00:52:05.511

So student can go to the Nash website and go

NOTE Confidence: 0.8840371966362

00:52:05.588 --> 00:52:09.549

through our chat bot and go through that process and

NOTE Confidence: 0.8840371966362

00:52:09.625 --> 00:52:14.272

schedule an appointment with anyone in our success network at

NOTE Confidence: 0.8840371966362

00:52:14.348 --> 00:52:15.719

their convenience.

NOTE Confidence: 0.9331010580062866

00:52:15.760 --> 00:52:19.182

And we keep our calendars open and up to date

NOTE Confidence: 0.9331010580062866

00:52:19.258 --> 00:52:21.920
for students who choose to do that.

NOTE Confidence: 0.9127867817878723

00:52:22.080 --> 00:52:25.438
And we also make phone calls to students because if

NOTE Confidence: 0.9127867817878723

00:52:25.504 --> 00:52:28.269
if we don't hear from them or they're a no

NOTE Confidence: 0.9127867817878723

00:52:28.335 --> 00:52:31.496
show, we'll pick up the phone and call and leave

NOTE Confidence: 0.9127867817878723

00:52:31.562 --> 00:52:35.249
a kind message that is student centered and empathic and

NOTE Confidence: 0.9127867817878723

00:52:35.315 --> 00:52:36.040
supportive.

NOTE Confidence: 0.9693984985351562

00:52:36.280 --> 00:52:40.000
Rather than saying you didn't show up for your appointment.

NOTE Confidence: 0.9133154153823853

00:52:40.640 --> 00:52:43.075
We say, I'm sorry things came up and things got

NOTE Confidence: 0.9133154153823853

00:52:43.126 --> 00:52:46.079
complicated and you weren't able to make the appointment.

NOTE Confidence: 0.8897702097892761

00:52:46.280 --> 00:52:49.520
But hey, let's try to connect at another time.

NOTE Confidence: 0.9251046180725098

00:52:50.080 --> 00:52:52.827
So it is important in the way in which we

NOTE Confidence: 0.9251046180725098

00:52:52.894 --> 00:52:57.184
present information that we are empathic and supportive and that

NOTE Confidence: 0.9251046180725098

00:52:57.251 --> 00:53:00.200
we understand the trauma informed practices.

NOTE Confidence: 0.9017576575279236

00:53:00.200 --> 00:53:03.542
So rather than laying the blame on a student, we

NOTE Confidence: 0.9017576575279236

00:53:03.612 --> 00:53:07.999
try to find alternatives and understand that something came up.

NOTE Confidence: 0.9477398991584778

00:53:08.200 --> 00:53:10.666
If they made the appointment, their intention was to keep

NOTE Confidence: 0.9477398991584778

00:53:10.710 --> 00:53:10.839
it.

NOTE Confidence: 0.9682925343513489

00:53:11.040 --> 00:53:14.520
But life happens and things come up and that's OK.

NOTE Confidence: 0.9725276827812195

00:53:14.720 --> 00:53:17.280
We still try to reach out and reach them.

NOTE Confidence: 0.8396114706993103

00:53:18.320 --> 00:53:19.520
So I hope that was helpful.

NOTE Confidence: 0.8561908006668091

00:53:20.880 --> 00:53:23.742
Love it, Martin Beth, we have we have time for

NOTE Confidence: 0.8561908006668091

00:53:23.804 --> 00:53:27.040
one more question and we have an audience member who

NOTE Confidence: 0.8561908006668091

00:53:27.102 --> 00:53:30.400
is wondering if you could talk about your single stop

NOTE Confidence: 0.8561908006668091

00:53:30.462 --> 00:53:30.960
program.

NOTE Confidence: 0.9313135743141174

00:53:33.160 --> 00:53:36.679
I'm sure our single stop program, I don't know if

NOTE Confidence: 0.9313135743141174

00:53:36.750 --> 00:53:41.203
people are familiar, it is a poverty alleviation software that

NOTE Confidence: 0.9313135743141174

00:53:41.275 --> 00:53:42.640
is used nationally.

NOTE Confidence: 0.9177778363227844

00:53:43.080 --> 00:53:47.092
We were funded through a Belk Endowment grant in 2015,

NOTE Confidence: 0.9177778363227844

00:53:47.166 --> 00:53:51.030
when we had finished our first year with the Student

NOTE Confidence: 0.9177778363227844

00:53:51.105 --> 00:53:55.340
Wellness Pilot, and we were moving forward to broaden the

NOTE Confidence: 0.9177778363227844

00:53:55.415 --> 00:53:59.947
scope of the needs that students had identified through needs

NOTE Confidence: 0.9177778363227844

00:54:00.022 --> 00:54:01.880
assessment, which we did.

NOTE Confidence: 0.9089195132255554

00:54:02.600 --> 00:54:06.515

And it is a technology that screens for based on

NOTE Confidence: 0.9089195132255554

00:54:06.597 --> 00:54:12.389

the information that students or community members enter and identifies

NOTE Confidence: 0.9089195132255554

00:54:12.471 --> 00:54:17.039

their eligibility for federal, state and local benefits.

NOTE Confidence: 0.7940161824226379

00:54:17.040 --> 00:54:23.915

And that would include SNAP benefits, WIC, Medicaid, affordable healthcare,

NOTE Confidence: 0.7940161824226379

00:54:24.007 --> 00:54:29.600

tax, earned income credit, childcare assistance for students.

NOTE Confidence: 0.9321666359901428

00:54:29.800 --> 00:54:32.852

And we now it is extended to the families of

NOTE Confidence: 0.9321666359901428

00:54:32.921 --> 00:54:36.529

our students as well and to our community members as

NOTE Confidence: 0.9321666359901428

00:54:36.598 --> 00:54:40.761

yet another way that Nash Community College tries to connect

NOTE Confidence: 0.9321666359901428

00:54:40.830 --> 00:54:43.120

and serve our community at large.

NOTE Confidence: 0.9580615758895874

00:54:43.920 --> 00:54:48.293

But it is, it has worked very well for us

NOTE Confidence: 0.9580615758895874

00:54:48.399 --> 00:54:52.239

and it's at no cost to the students.

NOTE Confidence: 0.9616700410842896

00:54:56.120 --> 00:54:59.411
And then of course, we work to help connect them

NOTE Confidence: 0.9616700410842896

00:54:59.480 --> 00:55:02.428
to the places they need to go to access the

NOTE Confidence: 0.9616700410842896

00:55:02.497 --> 00:55:06.200
resources and help them with that application process.

NOTE Confidence: 0.9562989473342896

00:55:06.440 --> 00:55:10.046
Because as I said, sometimes just navigating an application can

NOTE Confidence: 0.9562989473342896

00:55:10.103 --> 00:55:13.079
be a challenge, especially to a student in distress.

NOTE Confidence: 0.7686830759048462

00:55:16.400 --> 00:55:18.760
1000% Well, thank you, Marbeth.

NOTE Confidence: 0.8665352463722229

00:55:18.760 --> 00:55:22.062
And if we weren't able to get to your question

NOTE Confidence: 0.8665352463722229

00:55:22.133 --> 00:55:26.368
today, we will have somebody from the Watermark staff reach

NOTE Confidence: 0.8665352463722229

00:55:26.440 --> 00:55:29.742
out to you or please feel free to contact both

NOTE Confidence: 0.8665352463722229

00:55:29.814 --> 00:55:33.690
Marbeth Holmes and Jamal Pitt directly as they have so

NOTE Confidence: 0.8665352463722229

00:55:33.762 --> 00:55:37.279
graciously listed their contact information here.

NOTE Confidence: 0.9162055850028992

00:55:37.800 --> 00:55:40.965
As a reminder, we will be sending a recording of

NOTE Confidence: 0.9162055850028992

00:55:41.031 --> 00:55:42.680
this presentation to you.

NOTE Confidence: 0.8703212738037109

00:55:42.680 --> 00:55:45.920
So be be on the lookout for that e-mail tomorrow.

NOTE Confidence: 0.8936491012573242

00:55:45.920 --> 00:55:49.624
And then also in the Q&A, we did put information

NOTE Confidence: 0.8936491012573242

00:55:49.701 --> 00:55:54.022
about parts two and three of our student success webinar

NOTE Confidence: 0.8936491012573242

00:55:54.099 --> 00:55:54.640
series.

NOTE Confidence: 0.910283088684082

00:55:55.040 --> 00:55:58.398
If you have any questions, please don't please don't hesitate

NOTE Confidence: 0.910283088684082

00:55:58.454 --> 00:56:00.546
to reach out to us and and let us know

NOTE Confidence: 0.910283088684082

00:56:00.601 --> 00:56:02.969
what we would love to see you at parts 2:00

NOTE Confidence: 0.910283088684082

00:56:03.024 --> 00:56:03.519
and 3:00.

NOTE Confidence: 0.9174533486366272

00:56:04.000 --> 00:56:06.880
So finally, before the end of the presentation, be sure

NOTE Confidence: 0.9174533486366272

00:56:06.932 --> 00:56:09.708
to leave your feedback by clicking the rate this tool

NOTE Confidence: 0.9174533486366272

00:56:09.761 --> 00:56:11.280
at the bottom of your screen.

NOTE Confidence: 0.8226482272148132

00:56:11.560 --> 00:56:14.074
Thank y'all so much for spending an afternoon with us

NOTE Confidence: 0.8226482272148132

00:56:14.121 --> 00:56:15.639
and thank you Marbeth and Jamal.

NOTE Confidence: 0.9444766640663147

00:56:16.000 --> 00:56:18.537
We so loved hearing about Blue Love and we are

NOTE Confidence: 0.9444766640663147

00:56:18.592 --> 00:56:21.736
really, really grateful for the work that you're doing to

NOTE Confidence: 0.9444766640663147

00:56:21.791 --> 00:56:22.840
help your students.

NOTE Confidence: 0.9014407992362976

00:56:22.840 --> 00:56:23.440
Succeed.

NOTE Confidence: 0.9584997296333313

00:56:25.000 --> 00:56:26.360
Thank you for having us.

NOTE Confidence: 0.8054929375648499

00:56:26.720 --> 00:56:27.960
It's a great opportunity.