





Retention Alert = Student Success

- Introduce NVIT
- Why Retention Alert
- How we set up NVIT Retention Alert
- Creating an Alert through myNVIT (portal)
- Next Steps
- Questions



NVIT

- Is a small publicly funded Aboriginal institute with campuses in Merritt and Vancouver, BC;
- Our mandate is to deliver high quality education and services to Aboriginal learners.



Kamloops



Our Founding Bands

Shackan

Nooaitch

Lower Nicola

Merritt

Upper Nicola

THE NICOLA VALLEY

Coldwater

© 2007 Europa Technologies
Image © 2007 TerraMetrics

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**Started with a class in 1983,
then created a private institution**





Designated a “Provincial institute” under BC’s College & Institute Act in 1995



Vancouver Island
Image © 2007 TerraMetrics

Image NASA
© 2007 Europa Technologies

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Now with two campuses



Merritt

Vancouver





and services across BC
(in 24 centres last year)



Image NASA
© 2007 Europa Technologies

Image © 2007 TerraMetrics

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Pointer 54°02'49.54" N 122°48'53.67" W

Streaming ||||| 100%

Eye alt 1639.19 km



Our Mission



*To provide quality
Aboriginal education and
support services
appropriate to student
success and community
development...*



Our Culture...

- As an Aboriginal institution, we have a holistic approach with an emphasis on the student and their connection to family and community.
- We are therefore intrinsically linked to our students, their family and their community;
- This effect of colonization of Aboriginal peoples is still felt and we needed to be sensitive to that. We learned some new lessons when implementing RA.



In their writing on Aboriginal education, Kirkness and Barnhardt emphasize the four R's of:

- **Respect**
- **Relevance**
- **Reciprocity**
- **Responsibility**

“An emphasis on the need for a higher educational system that respects them for who they are, that is relevant to their view of the world, that offers reciprocity in their relationships with others, and that helps them exercise responsibility over their own lives”.

Kirkness, V.J & Barnhardt, R. (1991). First nations and higher education: the four r's – respect, relevance, reciprocity, responsibility. [*Journal of American Indian Education*](#), 30 (3)

This guided NVIT's implementation of Retention Alert.



Previous Retention Activities:

- Small institution in a small community where everyone knows everyone;
- Considered the use of “student profiling” questionnaires to identify “at-risk” students;
- Student Success Centres at each campus;
- Created new Academic Planner position to work directly with Prospects, Applicants, Students and Graduates;
- Engaged a Campus Risk Management Analyst to identify safety and security risks on campus;



Previous Retention Activities

- In the past, lots of people would know of a student that needed support but it was unclear who was doing what:
 - there was concern students were not being supported;
 - there were confidentiality concerns (post-it notes, emails and phone messages are not secure).
- Provincial discussions started on retention benchmarks;
- We saw the Datatel Retention Alert module as a tool to make sure students were supported.



Larimore and McClellan (2005) *“identified support from family, supportive staff and faculty, institutional commitment, and connections to homeland, and culture as key factors in the persistence of Native American students”*.

We felt that Retention Alert was an ideal tool to connect students with people who can support them, *at the time that they needed the support*.

Larimore, J. A. & McClellan, G. S. (2005). Native American student retention in US post-secondary education. *New Directions for Student Services*. 109, 17-32.



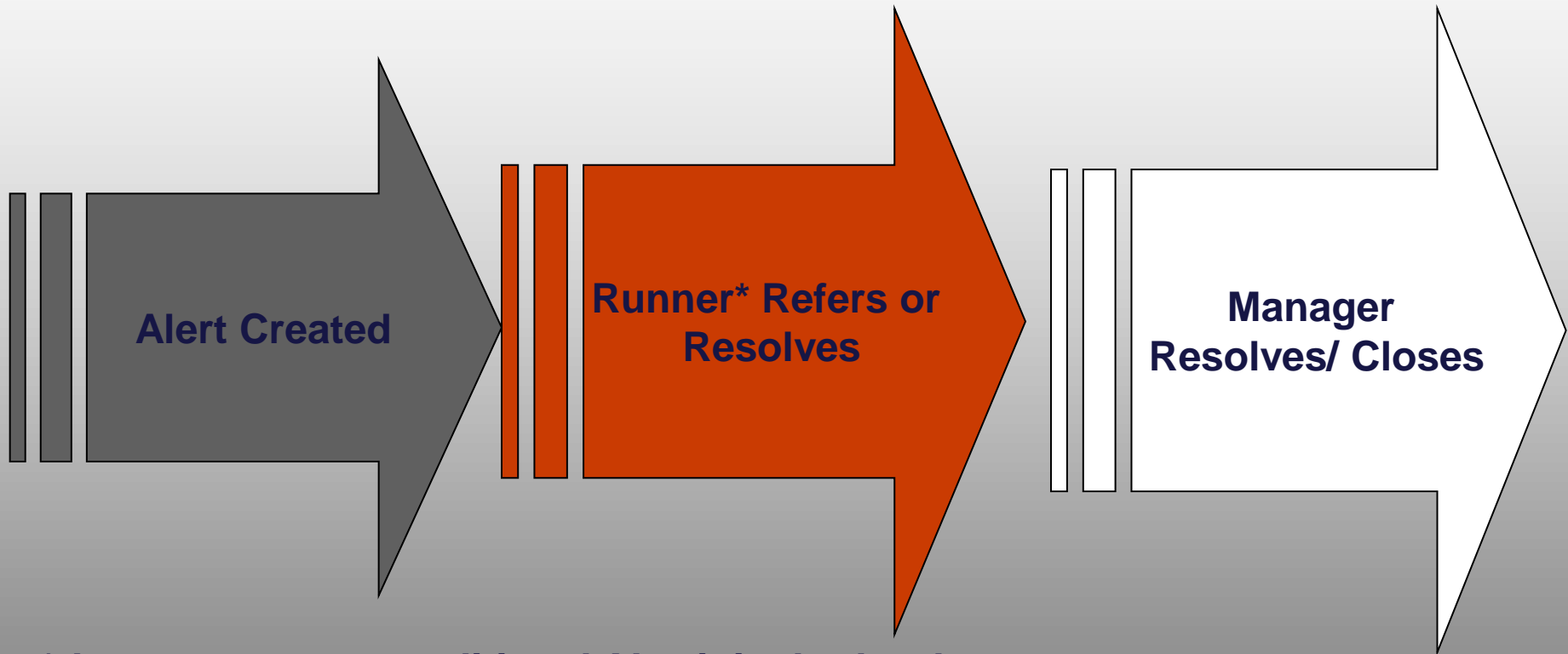
So **WHY** did we do it...?

We believed such a network of support was congruent with our culture and with our mission:

To provide quality Aboriginal education and support services appropriate to student success and community development.

HOW we designed RA...

First we created the Alert, the Referral and Resolution Flow



**the runner was a traditional Aboriginal role whose purpose was to bring communications between communities.*



Case Managers at NVIT

- Academic Planners
- Deans
- Department Head
- Elders*
- Financial Aid Staff
- Professional Counsellors (by contract both campuses)*
- Registrar
- Student Success Centre
- Vice-Presidents

**Elders and Counsellors are not employees – had to use a “proxy”*

www.nvit.ca

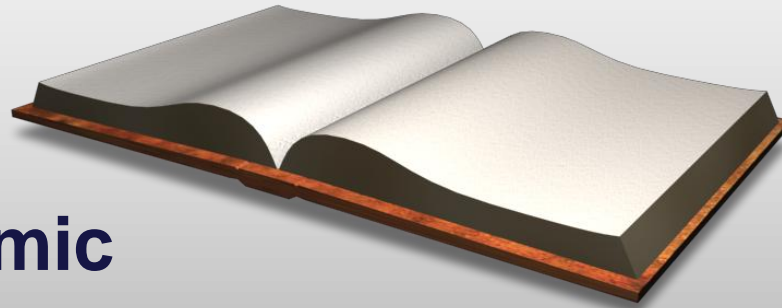


Elder Proxy and Counselling Proxy

- Elders and Counsellors are not NVIT employees and therefore cannot access NVITConnect (WA) or student records.
- Director of Enrolment Services receives cases for Contract Counsellors and makes referrals;
- Elder support staff person receives cases for Elders and talks to the Elders who then reach out to the student.

Then we defined two broad case categories:

Academic



Non-Academic





Improved retention does not result from a “one-size-fits-all” solution. Each student’s individual background, circumstances, motivation, mindset, and aptitude must be taken into account when prescribing a remedy.

Dr. Jim Black, Creating a Retention Culture, SEM Works 05/30/2010



Retention Cases at NVIT

Case Type	Example
Academic Challenges	Grades, Study Skills, Literacy, Incomplete Homework, Cheating, Plagiarism
Behavioural (In Class)	In Class Behaviour/Behaviour Changes
Attendance	Student missing class/ no show
Behavioural (Out of Class)	Out of Class Behaviour/Behaviour Changes
Cultural	Smudging, Sweats, Hunting/Fishing, Journey, Gatherings
Flu-Like Symptoms Observed	Student displaying flu-like symptoms
Flu-like Symptoms Confirmed	Student confirmed diagnosis of flu
Disability Support	Learning, Physical, Emotional (diagnosed/undiagnosed)
Financial Aid (Essential Needs)	Food, Clothing, Gas, Daycare/Sitter, Transportation
Financial Aid (Loans etc)	Loans, Grants, Bursaries, Sponsorship, Scholarships
Housing	Accommodations
Issues (Legal)	Incarceration, Court Attendance
Issues (Medical)	Chronic/Serious Conditions, Short Term Illness
Issues (Personal)	Relationships, Family, Voting, Employment, Emergencies, Funerals etc.
Issues (Substance Abuse)	Drug or Alcohol or other Substance Abuse issues.
Student Voice	Where a student has an experience they want to share (good or bad).

NVIT added these 2 categories last year to track and report on H1N1 Cases



Attendance

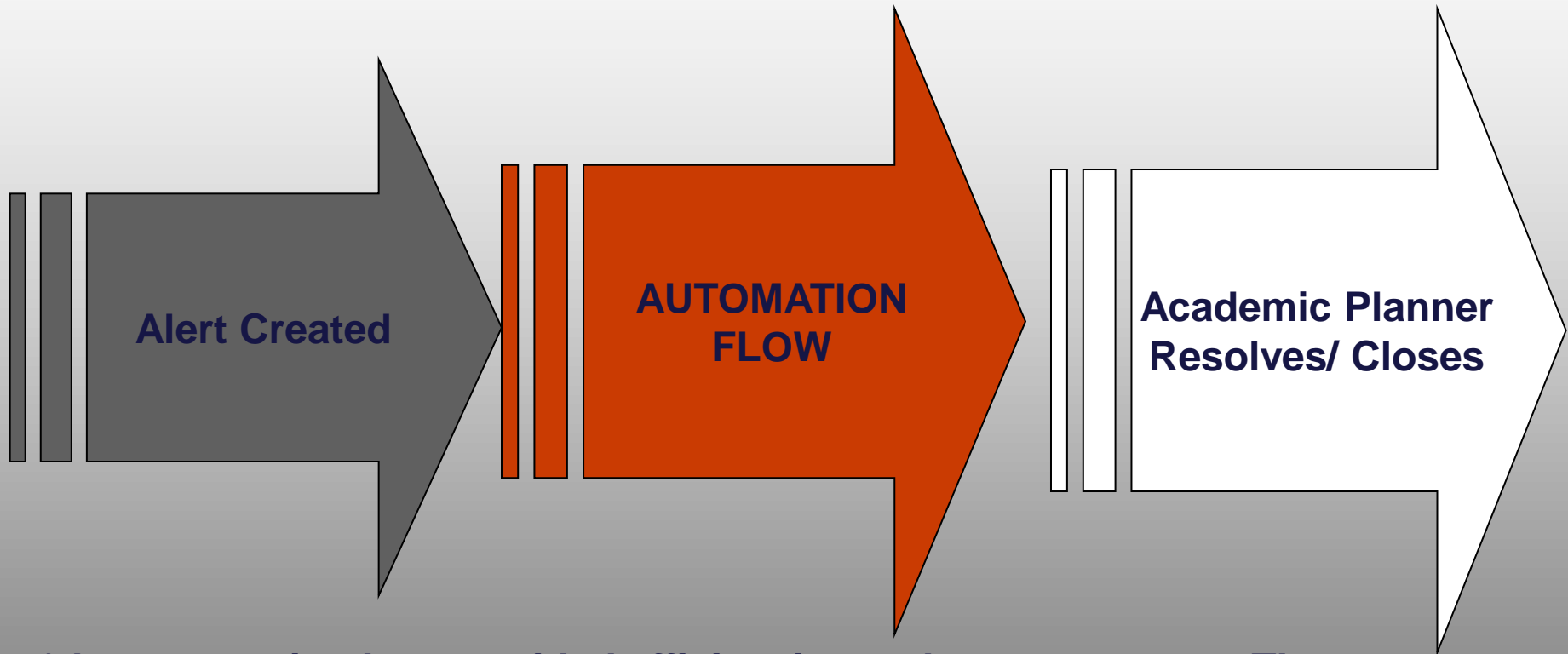
- Research has shown that:
 - *“Simply recording attendance (without awarding course credit for attendance) increased both attendance and overall academic performance” (Shimoff, 2001); and*
 - *“Few students will succeed if they are not physically and mentally present. Actively engaged learners persist and succeed” (Black, 2010).*
- Different faculty have different approaches with some faculty following up with students;

Shimoff, E. (2001). Effects of recording attendance on grades in introductory psychology. *Teaching of Psychology* Vol. 28, No. 3, pp. 192-195

Black, J. (2010). *Creating a Retention Culture*. SEM Works.



MODIFIED WORKFLOW FOR ATTENDANCE CASES



**the automation has provided efficiencies at the runner stage. The majority of cases are attendance related alerts.*



Attendance Alerts

Faculty create an alert for a student who has not attended.

Attendance Alerts are routed automatically to an Academic Planner who calls the student.



Student response has been great!

They appreciate the care of the Academic Planners and also use the contact to explore other questions, or issues.



NVIT Retention Alert

***“Students do not care how much you know
until they know how much you care”***

Doug Greenwood – Sheridan College, ACCC Gold Award –
Teaching Excellence



MyNVIT > Executive

My Week

Today's Date: 06 June 2010

June 2010						
S	M	T	W	T	F	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

- Sunday, 06 June
 - 08:00 AM Jensen Tri-athlon
- Monday, 07 June
 - 08:00 AM SS - Vacation
- Tuesday, 08 June
 - No events
- Wednesday, 09 June
 - 12:00 PM PAC

My To Do

- Expand All Collapse All
- Due: No due date
 - Academic Related Cases case 2068
 - Academic Related Cases case 2251

You have 176 unread messages.

Announcements

myNVIT Test Drive Winner Announced! 2010/05/20 03:46 PM
 by **Cathy Carson**
 Thanks to all who participated in the "Test Drive the Portal" contest today! Sheila Whittaker is the lucky winner of the netbook. Congratulations Sheila!

Please keep test driving the Portal and watch for a new contest at Student Orientation in the Fall!

myNVIT Portal 2010/04/23 05:21 PM
 by **Cathy Carson**
 Welcome to the myNVIT Portal. The Portal Basic Navigation and Advanced Tips documents are attached (and are posted in the HelpDesk team site under Portal Documents).

Campus Events

- National Aboriginal Day observed**
2010/06/21 12:00 AM Merritt/ Vancouver
- 10/Fall: Application Review~ Applications will be accepted after this date if there are still seats available.**
2010/07/01 12:00 AM Merritt/ Vancouver
- NVIT Closed - Canada Day**
2010/07/01 12:00 AM Merritt/ Vancouver

My Team Sites My Document Library

- Expand All Collapse All
- Organization
 - Management Committee
- Other

Merritt Vancouver
 Light Rain
 13°C
 Yahoo! Weather

Applications My Bookmarks

Informer

- MOODLE Online Learning @ NVIT
- Colleague UI 4.0

NVITConnect

- User Account
- Student Financial Information
- Registration
- Academic Profile
- Communication
- Faculty Information
- Retention Alert
- Employee Profile
- Financial Information
- Invoices



Lecture Theatre - 30 days from completion



- User Account
- Student Financial Information
- Registration
- Academic Profile
- Communication
- Faculty Information
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- Employee Profile
- Financial Information
- Invoices

Contribute Retention Info

BACK

IMPORTANT: In SUMMARY Field below, you must enter Campus MER or VANC

* = Required

Retention Case for Rae Tiessen

Type of Issue* Flu Symptoms Confirmed

Summary* MER - Rae will not be in class for next 5-10 days

Detailed Notes* Rae called this morning advising she has diagnosis of H1N1. Student was advised to stay off campus until flu symptoms subside. Student has family in the community and as such advised she does not require other support.

Did you contact this student? Check Any that Apply

In person

E-mail

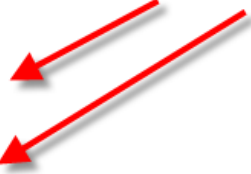
Phone

Standard mail

Message-Details in Notes

Do you want to report additional issues regarding this student?

SUBMIT





Why Retention Alert?

- It is truly a communication system with accountability elements built in
- Retention is as important, if not more important than recruitment
- Our Mission calls for Student Success
- Provides data elements used to create reports that identify critical student support services
- Real-time, effective, relevant



Next Steps:

The next phase of the project will deliver:

- Workbooks for each NVIT program outlining the Prospects, Applicants, Students and Graduates and the transition rates for each;
- An overall report outlining institutional transition rates;
- Basic Retention reports delivered on the NVIT Portal;
- Sharing of Retention Alert business processes with Colleagues;
- An analysis of how Retention Alert might be used in community deliveries;
- A review of Retention Alert Activities in Year 1 and 2 and recommendations for the future.





Questions?



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