



Whatcom Community College

Targeting Risk & Intervention

Description

- Targeting risk and intervention with use of an academic early alert progress survey, sent to faculty.
- Survey initially tracked attendance and general academic concerns.
- Beginning summer of 2013, survey was distributed via Hobsons Retain, a mass communication tool.
- Transitioned to using Hobsons Starfish in fall of 2016, a holistic intervention and communication tool.

Impact on Student Supports Services

- Allowed for creating framework for targeted intervention, such as phone-calling outreach to students at risk.
- Earlier identification of specific resource needs, including more opportunities for math center support offered to students in developmental math.
- Highlight institutional needs for special populations including returning and dual-enrollment.

Successes

- Active faculty participation rate; participation during spring 2016 exceeded 60%.
- Starting with first quarter of using Hobsons Starfish, the number of positive flags (“Kudos”) exceeded concerns.



Challenges

- Continued increase of faculty participation.
- Establishing consistency and scalability of student support.

