

2021
COLLEGE CHANGES EVERYTHING[®]
CONFERENCE

Supporting Student Success and Retention through In-Class Support Programs

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Agenda

- Who we are- Triton College
- Audience questions
- Overview of in class support programs: Virtual Navigator and Peer Mentoring Collaborative programs
- Peer mentor videos
- Conversation with Virtual Navigator, Vez Osmani
- Q & A

Who We Are

- Triton College
 - Public, Community college
 - Located in River Grove, IL
 - 9,192 students enrolled (fall 2020)
 - Hispanic Serving Institution
 - 40% Hispanic or Latino student population
 - 58% minority student population



- Did your institution have any in-class support programs pre Covid?
- If so, how effective were these programs during the pandemic?

Overview of the Virtual Navigator Program

The Virtual Navigator Program was launched as a response to students transitioning to online learning and virtual support services due to the COVID-19 pandemic. In the program, Triton staff volunteer to serve as Virtual Navigators and are paired with faculty by request. Virtual Navigators are embedded into the online classroom throughout the semester to serve as another point of contact for students.

Virtual Navigators support includes:

- Connect students to Triton College student support services & community resources.
- Assist in supporting and coaching students to adapt to online learning.
- Support students who may need guidance navigating the Blackboard learning platform.
- Direct all content questions to the assigned faculty member.

Fall 2020

Sections supported: 36
Virtual Navigators: 24
Faculty: 22
Student Success: + 8%
Retention: + 8%

Virtual Navigator Sections		Non- Virtual Navigator Sections	
Success Rate	Retention Rate	Success Rate	Retention Rate
76%	88%	68%	80%

Student feedback:

- 84% of students indicated that they felt supported by their Virtual Navigator.
- “My Virtual Navigator has done an extraordinary job at being supportive to his students by sending emails, keep mentioning assignments that are due by, and always checking to see if there are any questions throughout the virtual session.”
- “Our virtual navigator also sent us a link for grants and loans which is what some students may not of utilized if our virtual navigator hadn't brought it to our attention.”

Spring 2021

Sections supported: 25
Virtual Navigators: 17
Faculty: 14
Student Success: + 10%
Retention: + 7%

Virtual Navigator Sections		Non- Virtual Navigator Sections	
Success Rate	Retention Rate	Success Rate	Retention Rate
77.8%	89.1%	67.7%	81.4%

Survey Feedback:

- 83% of students indicated that they felt supported by their virtual navigator.
- 100% of faculty indicated their virtual navigator was beneficial to their class.
- "Even if students aren't using the services in droves, I appreciate the navigator having all of our backs." - faculty

Overview of the Peer Mentoring Collaborative Program (PMC)

The Peer Mentoring Collaborative (PMC) program is a classroom-based peer mentoring program that embeds peer mentors into the classroom at faculty's request. PMC merges academic support with traditional peer mentoring to provide students with the best opportunity for success.

Peer Mentors:

- Active, degree/certificate seeking Triton students
- Have a cumulative gpa of 2.8 or higher
- Have earned an "A" grade in the class that they are assigned to.
- Offer in class academic support and ongoing mentoring outside of the class through facilitated study groups and office hours where they meet with students one on one.

Fall 2020

Sections Supported: 6

Peer Mentors: 5

Faculty: 4

Student Success: + 4%

Retention: + 6%

Peer Mentor Sections		Non- Peer Mentor Sections	
Success Rate	Retention Rate	Success Rate	Retention Rate
82%	93%	78%	87%

Instructor feedback:

- “I can only say that the Peer Mentor Program is top notch. I'm convinced that our PSY and SOC students profit immeasurably from the constant contact and continuous support offered by our Peer Mentors.”
- My peer mentor “ is outstanding. She is punctual, helps in getting students to participate, has contributed ideas for class activities and You Tube clips. She also keeps excellent records for class attendance and participation. I give her the highest marks in everything.”

Spring 2021

Sections Supported: 8
Peer Mentors: 6
Instructor: 5
Student Success: +17%
Retention: +12%

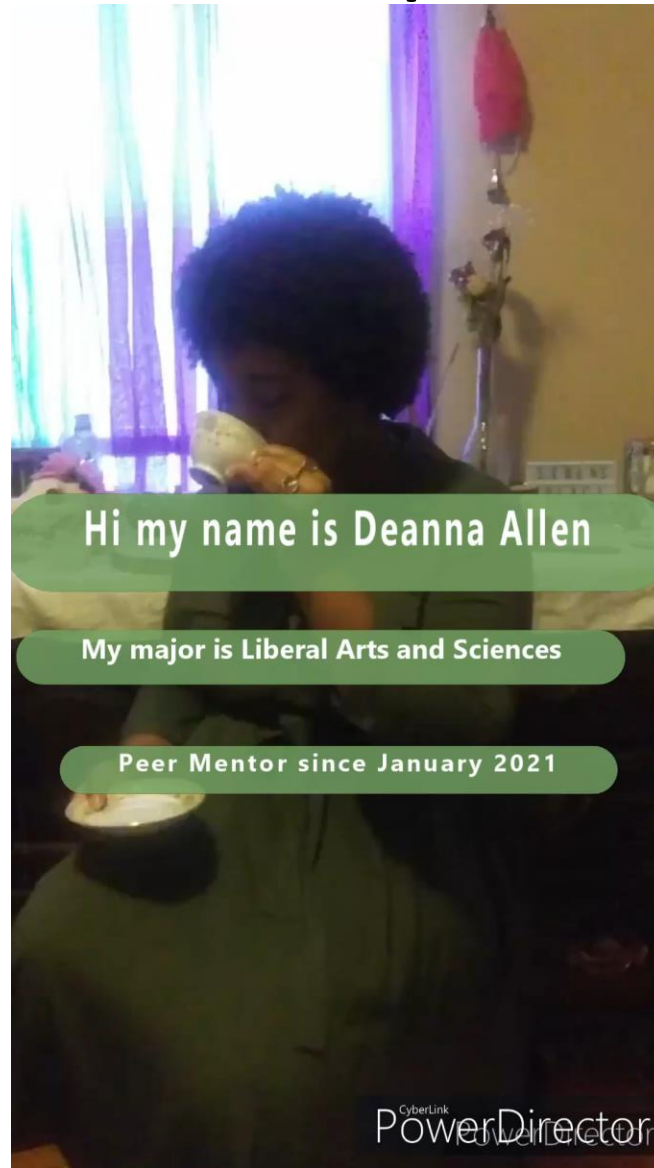
Peer Mentor Sections		Non- Peer Mentor Sections	
Success Rate	Retention Rate	Success Rate	Retention Rate
84%	95%	67%	83%

Student feedback:

- 100% of students indicated they felt supported by their peer mentor.
- 84% of students indicated their peer mentor enhanced their understanding of campus resources.

Message from our peer mentor

Deanna Allen
Peer Mentor for spring 2021
Peer Mentored “Principles
of Biology I”



Hi my name is Deanna Allen

My major is Liberal Arts and Sciences

Peer Mentor since January 2021

Message from our peer mentor

Charles Kriedler

Peer Mentor for spring 2021

Peer Mentored “Intro to
Psychology”

Message from our Virtual Navigator

Conversation with Vezire Osmani

Q & A

Thank You

Feel free to contact me with any questions

Christina Hunt

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