

GRCC CARES

A Network for Student Support

MARCH
2023



WINTER 2023 UPDATES

Semester numbers ending March 12

- 575 total cases initiated
- Overall closure rate of 92%,
- Current positive closure rate of 71%.
- 96% of cases are for Academic Concerns or Tutoring
- 18 Kudos Alerts initiated to praise and encourage individual students



FALL 2022 REVIEW

- 956 total cases initiated
- 73% positive case closure rate. Positive case closure means that we were successful in both contacting the student AND connecting them with the appropriate and/or necessary resource(s).



FALL TO WINTER RETENTION

When comparing students who we successfully connected with resource(s) and those we were unsuccessful in contacting, there was a 6% advantage in Fall 22' to Winter 23' retention.



FALL GPA IMPACT

When comparing students who we successfully connected with resource(s) versus those we were unsuccessful in contacting, there was an average of 0.4 or 9% increase in semester GPA for those students who returned Winter 23'.

SUCCESS STORIES



A student was facing housing insecurity and active eviction. After being connected with the CARES network, a CARES Manager discovered that the student was eligible for an Occupational Support scholarship. The student was able to use this additional funding to secure housing and refocus on their academic success.

A second year student with a 2.7 GPA was enrolled in multiple math courses, one of which was beyond their level of math knowledge. The instructor initiated a CARES notification and with the help of Advising, Student Records, and Financial Aid, the CARES Manager was able to assist the student and avoid any negative impact on their academic record or financial aid status.



FACULTY SPOTLIGHT



Kudos to **Maria McKee**, the Interim Language Arts Tutorial Lab Coordinator. She regularly utilizes the CARES Network to connect students with the right resources at the right time.

When submitting a referral, Maria intentionally provides a detailed and thoughtful narrative which helps to inform the Cares Manager about what resource may be best for the student; her narrative also provides a comment about the student's strengths. It's notable that Maria makes an extra effort to actually connect with the student directly to offer helpful information in addition to the Cares Network referral.

BEST PRACTICE TIPS

INSTRUCTORS AND OTHER CARES INITIATORS

- Connect with students prior to making a referral or sending notification. This helps students to better understand your genuine care about their success.
- Provide a narrative or comments to better help the CARES Manager prepare for outreach to the student.
- Check in with students after you receive case closure email notification

CARES MANAGERS

- Initiate action within **two** business days
- Make at least **two** attempts using various communication methods over the course of **two to three** days
- Share links to resources and close the case if unable to contact
- Be sure to add comments when closing cases and check box to include comments in closure email



QUICK LINKS



Video Link: How to initiate a referral notification in Navigate



Quick Guide

CARES MANAGER SPOTLIGHT



Denise Jones has been the Coordinator of Student Success since August 2021, and her primary responsibility is to manage the majority of the referrals that come through the GRCC Cares Network. In doing so, she works tirelessly and compassionately to provide support, resources, encouragement, and accountability to our most challenged students. Denise is a GRCC alumnus and began her work here as a Success Coach in 2015. She recently completed her MA in Ministry from Cornerstone and has a BA in Social Work from GVSU.