

# Meeting Students Everywhere They Are

*Strengthening our Services and Supports*



*Dr. Leslie Hafer, Provost SP/G*

*Mr. Mike Bennett, AVP Financial Assistance Services*

# Student Affairs

## Student Affairs Departments/Responsibilities



## VALUE STATEMENT

### *STUDENT SUCCESS*

We believe students are the heart of SPC, and we align resources, decisions, and efforts to empower them to succeed.

- Admissions & Records
- Athletics
- Accessibility Services
- Articulations/Transfer
- Campus Business Office
- Career & Academic Advising
- Community Outreach
- Financial Assistance Services
- Graduation & Commencement
- Ombudsman
- New Student Onboarding
- Online Proctored Testing
- Online Webinars
- Placement Testing
- Recruitment
- Scholarships
- Student Life & Leadership
- The Student Experience (including technology and facilities)
- Veterans Services
- Women on the Way
- Wrap Around Services (e.g., CCAMPIS, B2B, Verizon)



# Digitalizing Student Affairs

## Website Updates

### CAREER AND ACADEMIC ADVISING

At SPC, advisors can help you with registration, course planning and scheduling, degree program exploration, transfer information and registration holds, among many other questions you may have. Here's how you can connect.

#### APPOINTMENTS

Meet with your assigned advisor for a **30-minute appointment** in person, virtually through Zoom or by phone (modality varies by advisor).

**Monday-Thursday**  
8:30am - 7pm

**Friday**  
8:30am - 12pm

#### VIRTUAL ADVISING CENTER

If you need **quick answers**, you can drop by our Virtual Advising Center to connect with the **first available advisor** through Zoom.

**Monday-Thursday**  
10am - 4pm

**Friday**  
10am - 12pm

#### CAMPUS HOURS

You're welcome to visit a campus for walk-in advising with the first available advisor. Please note that face coverings are required in all SPC buildings.

**Monday-Thursday**  
8:30am - 7pm

**Friday**  
8:30am - 12pm

- Simplified website
- MySPC updates now assigned advisor is on landing page



### CONNECT WITH AN ADVISOR

We are here to answer all your advising questions. You can schedule an appointment with your assigned advisor or drop by our Virtual Advising Center.

I want to:

- Set up an **appointment**

In person, by phone or through Zoom  
**Monday-Thursday** 8:30 a.m. - 7 p.m.  
**Friday** 8:30 a.m. - 12 p.m.

- Access the **Virtual Advising Center**

**Monday-Thursday** 10 a.m. - 4 p.m.  
**Friday** 10 a.m. - 12 p.m.

## Advisor Dashboard

### My Caseload

| <input type="checkbox"/> | Last Name | First Name | Student ID | FTIC | Last Enrl Term | Acad Status | SAP Stat | Career Status | Prog GPA | MLP | Community | Flag | Conv | Action |
|--------------------------|-----------|------------|------------|------|----------------|-------------|----------|---------------|----------|-----|-----------|------|------|--------|
| <input type="checkbox"/> |           |            |            |      | 0580           | Good        | SAP Met  | Green         | 3.034    | ⊗   | EDUC      |      | ⊗    | View   |

## Virtual Advising Center

# 16,063

## Student Visits

August 2020-April 2021

### Student Virtually "Walks-In"

- In Student's Environment
- Convenient and Comfortable
- Multitask while Waiting for Next Available Advisor



### Greet Student

- One-on-One Interaction
- Asks Probing Questions to Determine Services Needed

### Connects with Advisor

- One-on-One Conversation in Zoom Breakout Room
- Audio and Video



# Expanding Our Reach

## Just-in-Time Resources

## Student Life & Leadership

**SPC Student Resource Board**

- Online Study Tips**
  - How to be successful in Online Classes
  - SPC: Your Classes Were Moved Online...
  - Study Strategies
- Online Time Management Tips**
  - Titan Up Your Time
  - Titan Thursday: Titan Up Your Time
  - Time Saving Reading Strategies
- SPC Resources**
  - SPC Food Pantries
  - Learning Resource Services How To Guide
  - Get library research
- Technology Tips & Resources**
  - SPC Loaner Laptops
  - Student Technology Access from Home
  - Pulse Brightspace App
- Wellness Resources**
  - Student Health and Wellness Resources
  - Student Wellness FINAL 12.12.19
  - NAMI COVID-19 Resources

**African American History Month 2021 @ St. Petersburg College**

- February 2 @ 6pm African-American History Month Trivia
- February 3 @ 6pm - Netflix Watch Party: Becoming - SPC Reads
- February 10 @ 12:30pm - 1:30pm - Beaches, Benches, and Boycotts: The Civil Rights Movement in Tampa
- February 16 @ 6pm: Guess Who?
- February 17 @ 11:30AM - The History of Jazz
- February 22 @ 6pm American Stage: Satchmo - Preview



## Mantra Health

“Mantra helped me realize that I needed to take care of my mental health, which led to an overall drop in my anxiety, depression and focus problems with ADHD. It has **helped me stay focused on school work** and stress less about school.”

**Learning Plan:** View Printable

Total Credits: 6

Approval: Pending Approved Not Approved  
By Daniel Krause On 4/15/2021

Notes:

Add a course

Course Subject:  Catalog Number:

Course Title:

Choose a term (optional): No Term Assigned

Academic Pathways

Import from MySPC

Clear plan

## Updated Learning Plan



# Next Steps For The Virtual Experience

**212,509** Student Interactions

July 2020-May 5, 2021

## *New Operational Hours Starting July 6, 2021*

### Campus Hours

8:30 am 5:30 pm M-R

8:30 am to 1:00 pm F

### Virtual Hours

8:30 am to 8 pm M-R

8:30 am to 5 pm F

10 am to 3 pm S



## *Aligning Resources and Support*

- 4 Extended Evenings and Weekends Career and Academic Advisors
- Student Services Beyond Advising (e.g., Financial Aid, Testing, Business Office, Accessibility Services will also assist students in online capacity.
- Update our current system to provide virtual walk-ins and mobile scheduling
- Expansion of Campus Virtual KIOSKS to allows students to engage on-campus with virtual services.



# SENSE Survey

| Item 18: Think about your experiences from the time of your decision to attend SPC through the end of the first three weeks of your first semester.                  |                   |          |          |          |          |             |             |
|--|-------------------|----------|----------|----------|----------|-------------|-------------|
|  |                   | 2020 SPC | 2018 SPC | 2020 ATD | 2018 ATD | 2020 Cohort | 2018 Cohort |
| 18d. I was able to meet with an academic advisor at times convenient for me,   | Strongly Agree    | 42.8%    | 37.9%    | 27.8%    | 28.2%    | 27.4%       | 26.7%       |
|  | Agree             | 32.8%    | 39.9%    | 38.6%    | 41.3%    | 38.3%       | 39.7%       |
|  | Neutral           | 17.7%    | 17.0%    | 24.3%    | 22.5%    | 25.0%       | 24.6%       |
|  | Disagree          | 4.9%     | 4.0%     | 7.0%     | 6.2%     | 7.0%        | 6.8%        |
|  | Strongly Disagree | 1.8%     | 1.3%     | 2.3%     | 1.8%     | 2.3%        | 2.2%        |
| 18e. An advisor helped me to select a course of study, program, or major.  | Strongly Agree    | 45.0%    | 39.3%    | 31.3%    | 31.0%    | 31.1%       | 29.8%       |
|  | Agree             | 31.8%    | 33.9%    | 34.2%    | 36.0%    | 34.8%       | 35.5%       |
|  | Neutral           | 12.9%    | 16.3%    | 18.0%    | 17.4%    | 17.8%       | 18.2%       |
|  | Disagree          | 6.5%     | 7.7%     | 11.8%    | 11.4%    | 11.7%       | 12.0%       |
|  | Strongly Disagree | 3.8%     | 2.9%     | 4.7%     | 4.2%     | 4.6%        | 4.5%        |
| 18f. An advisor helped me to set academic goals and to create a plan for achieving them.   | Strongly Agree    | 33.0%    | 27.2%    | 21.0%    | 20.7%    | 21.5%       | 20.5%       |
|  | Agree             | 27.9%    | 32.1%    | 26.8%    | 28.3%    | 27.8%       | 28.0%       |
|  | Neutral           | 23.8%    | 25.3%    | 27.5%    | 27.3%    | 27.1%       | 27.6%       |
|  | Disagree          | 10.1%    | 12.8%    | 18.8%    | 18.3%    | 18.0%       | 18.4%       |
|  | Strongly Disagree | 5.3%     | 2.7%     | 5.9%     | 5.4%     | 5.6%        | 5.6%        |
| 18g. An advisor helped me to identify the courses I needed to take during my first semester/quarter.   | Strongly Agree    | 49.9%    | 44.7%    | 35.7%    | 35.9%    | 35.4%       | 34.2%       |
|  | Agree             | 31.6%    | 40.5%    | 39.9%    | 42.2%    | 40.1%       | 41.5%       |
|  | Neutral           | 10.8%    | 8.5%     | 13.4%    | 12.3%    | 13.7%       | 13.5%       |
|  | Disagree          | 5.1%     | 5.3%     | 7.6%     | 6.6%     | 7.4%        | 7.4%        |
|  | Strongly Disagree | 2.6%     | 1.0%     | 3.4%     | 3.0%     | 3.3%        | 3.3%        |
| 18h. A college staff member talked with me about my commitments outside of school (work, children, dependents, etc.) to help me figure out how many courses to take. | Strongly Agree    | 20.6%    | 17.4%    | 13.3%    | 12.7%    | 13.1%       | 12.8%       |
|  | Agree             | 18.4%    | 21.3%    | 19.4%    | 19.9%    | 19.3%       | 20.0%       |
|  | Neutral           | 24.8%    | 23.1%    | 24.3%    | 24.5%    | 25.1%       | 25.1%       |
|  | Disagree          | 24.1%    | 26.3%    | 31.2%    | 31.3%    | 30.8%       | 30.5%       |
|  | Strongly Disagree | 12.1%    | 12.0%    | 11.8%    | 11.6%    | 11.7%       | 11.6%       |

Green = Highest Aspect of Student Engagement in comparison to 2020 Cohort

Bright Green = Areas we exceed the ATD and overall cohort for 2020

# SENSE Survey

| Item 18: Think about your experiences from the time of your decision to attend SPC through the end of the first three weeks of your first semester. |                   |          |          |          |          |             |             |
|---|-------------------|----------|----------|----------|----------|-------------|-------------|
|   |                   | 2020 SPC | 2018 SPC | 2020 ATD | 2018 ATD | 2020 Cohort | 2018 Cohort |
| 18a. The very first time I came to this college I felt welcome.   | Strongly Agree    | 36.0%    | 38.2%    | 32.3%    | 31.9%    | 32.1%       | 31.4%       |
|   | Agree             | 39.1%    | 42.4%    | 43.5%    | 45.1%    | 43.6%       | 44.8%       |
|   | Neutral           | 21.9%    | 17.6%    | 21.8%    | 20.9%    | 22.1%       | 21.6%       |
|   | Disagree          | 1.5%     | 1.5%     | 1.7%     | 1.5%     | 1.7%        | 1.6%        |
|   | Strongly Disagree | 1.5%     | 0.3%     | 0.7%     | 0.5%     | 0.6%        | 0.6%        |
| 18i. The college provided me with adequate information about financial assistance (scholarships, grants, loans, etc.).                              | Strongly Agree    | 30.7%    | 27.7%    | 20.6%    | 20.6%    | 20.5%       | 20.1%       |
|   | Agree             | 30.0%    | 31.7%    | 32.8%    | 33.7%    | 33.0%       | 33.5%       |
|   | Neutral           | 23.6%    | 25.3%    | 26.5%    | 26.3%    | 27.1%       | 26.7%       |
|   | Disagree          | 11.6%    | 11.0%    | 14.2%    | 13.7%    | 13.8%       | 13.8%       |
|   | Strongly Disagree | 4.1%     | 4.4%     | 5.9%     | 5.8%     | 5.6%        | 5.8%        |
| 18j. A college staff member helped me determine whether I qualified for financial assistance.   | Strongly Agree    | 24.3%    | 22.2%    | 15.0%    | 15.2%    | 15.1%       | 15.1%       |
|   | Agree             | 19.9%    | 20.9%    | 22.0%    | 22.9%    | 22.5%       | 23.1%       |
|   | Neutral           | 25.0%    | 24.0%    | 25.8%    | 25.5%    | 26.1%       | 26.0%       |
|   | Disagree          | 22.4%    | 24.5%    | 26.5%    | 26.1%    | 26.0%       | 25.8%       |
|   | Strongly Disagree | 8.4%     | 8.4%     | 10.7%    | 10.3%    | 10.2%       | 10.1%       |
| 18p. At least one college staff member (other than an instructor) learned my name.  | Strongly Agree    | 26.7%    | 24.1%    | 23.7%    | 24.3%    | 24.1%       | 24.4%       |
|   | Agree             | 25.1%    | 21.9%    | 24.3%    | 25.4%    | 25.0%       | 20.5%       |
|   | Neutral           | 26.2%    | 19.5%    | 18.6%    | 18.0%    | 18.7%       | 18.4%       |
|   | Disagree          | 13.0%    | 21.7%    | 21.2%    | 20.9%    | 20.5%       | 20.5%       |
|   | Strongly Disagree | 9.0%     | 12.8%    | 12.2%    | 11.5%    | 11.8%       | 11.4%       |
| 23. Was a specific person assigned to you so you could see him/her each time you needed information or assistance?                                  | Yes               | 68.7%    | 55.3%    | 66.6%    | 33.7%    | 31.8%       | 30.8%       |
|   | No                | 31.3%    | 44.7%    | 33.4%    | 66.3%    | 68.2%       | 69.2%       |

Bright Green = Areas we exceed the ATD and overall cohort for 2020





# Financial Assistance Services

## How do students get their questions answered?

*We provide information to them...*

**72** webpages with **162** updates

**600.6K** letters, emails & robocalls

**5.3K** videos watched

Printed collateral & Social media presence

## How do students get their questions answered?...and they ask us.

**107.5K** PETE questions answered!

April 2020 - **598%** increase in questions due to COVID

**24.8K** Call Center incoming phone calls

**33.9K** FAS walk-ins & phone calls

**17.3K** A\$KFA\$ online inquiries



# Financial Assistance Services

## For Families and Students

- 17.5K Awarded Students
- \$93.7M Disbursed- 54% Grants
- CARES Act & CARES 2- 17,212 students have received \$10,760,850!!!
- Covered \$1.2M of outstanding balances for 3,000+ students
- Institutional Scholarships

### *It's MY FUTURE!*

Comprehensive program to encourage financial literacy, debt management and default prevention

- ★ SUCCESS in lowering borrowing levels
  - ★ Through class presentations and on campus events, borrowing decreased by **\$50.5M in 8 years** while Pell stayed relatively the same
- ★ SUCCESS in lowering delinquency and default
  - ★ i3 Group - students speak with a live, trained counselor – **17.1K cures!**
  - ★ iontuition™ – online portal for student loan management and budgeting tools – **21.6K registrations!**
- ★ SUCCESS in lowering Cohort Default Rate
  - ★ Highest rate – FY 2011 – **21.9%**
  - ★ Most recent Official Rate – FY 2017 – **11.5%**
  - ★ Most recent draft rate – FY 2018 – **9.49%**
  - ★ Projected rate – FY 2019 – **3.5%**
- ★ Newest component – FINANCIAL WELLNESS SERIES
  - ★ VIRTUAL presentations on successful student loan repayment, iontuition™ registration, and a different featured topic every other week
  - ★ Featured topics include: Taxes, Budgeting, Scholarships, Credit & Identity Theft, Banking & Saving, Work-Don't Borrow and Adulting: Financial Advice for New Adults
    - ★ Funded by United Way grant

# Financial Assistance Services

## Community Outreach

- Pinellas County School Board Partnership
  - FAFSA events – **1.1K** students reached since 2011-12
  - **FAFSA: *Fill It Out!*** events – VIRTUAL, hands-on, individual assistance with completing the FAFSA
- Florida College Access Network
  - SPC Collegiate High School – **winner** of Florida FAFSA Challenge

## Electronic Updates

- ProDocs – **45** student-use financial aid forms are electronic
- Perceptive Content – college-wide imaging system
  - **26** workflows & **400+** work queues with **12.5M** documents!

## Who We Are

- 44 full-time, 3 part-time and 13 students
  - 8 Campuses
- 71 Student employees
  - \$227.1K in earnings
  - COMING SOON! Peer Advisors
- Professional Development & Leadership
  - Witness for Subcommittee on Higher Education & Workforce Training
  - Financial Aid associations – Florida, Southern & National
    - Including Past National Chair, past Eastern President & Past Florida & NJ Presidents
  - Advisory Boards – NASFAA, ASA, Sallie Mae, College Board
  - Presentations – NASPA, FABSA & FACC
  - Leadership St. Pete
  - Memberships – Institute for Financial Literacy
  - Financial Aid Certification Exams



Questions

