## Student Engagement & Support

### Student Populations Focus Areas

<table>
<thead>
<tr>
<th><strong>Academic Performance</strong></th>
<th><strong>Academic Progress</strong></th>
<th><strong>Student Categories</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>- Probation or Suspension</td>
<td>- Low Credit Completion Ratios</td>
<td>- Receiving Accommodations</td>
</tr>
<tr>
<td>- Low GPAs (2.3 or below)</td>
<td>- Multiple Missed Success Markers OR Upcoming Success Markers</td>
<td>- LGBTQIA+ Students</td>
</tr>
<tr>
<td>- Low Midterm Grades</td>
<td>- Students Eligible to Graduate</td>
<td>- Housing/Food-Insecure</td>
</tr>
<tr>
<td>- Attendance or Academic Concern Students</td>
<td>- Not Enrolled for Upcoming Term</td>
<td>- Limited Tech Access</td>
</tr>
<tr>
<td>- Lack of Engagement in Course</td>
<td></td>
<td>- First Generation</td>
</tr>
</tbody>
</table>

### Beginning of Term
- **Pulse Check**
  - Review [advisee list](#)
  - Set appointment availability
  - Create [student lists](#) to target support
  - Text advisees to open a line of communication
  - Outreach & [Cases](#)
  - [Alerts Report](#) (current and past)

### Middle of Term
- **Academic Support**
  - [Alerts & Enrollment](#) Reports- flagged students/ low midterm grades
  - Outreach & [Cases](#)
  - [Appt. campaign](#) w/students of concern
  - Graduation Application Reminder

### Late Term
- **Engagement**
  - Registration Appt. Campaign
  - [Text-](#)registration reminder
  - Engage students of concern & high performing students (kudos)
  - Outreach & [Cases](#)

### End of Term
- **Academic Support**
  - [Text-](#)-semester transition support
  - [FASFA](#) reminder
  - Create list of students with barriers/concerns who need additional support between & next semester
  - [Academic Standing Check](#)

### Between Semesters
- **Enrollment**
  - Returning but Not Enrolled
  - Calling/Texting/Appointment Campaign
  - Engage & support advisees
  - Close remaining cases
  - New advisees

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**Note:**
- [advisee list](#)
- [student lists](#)
- [Cases](#)

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**Predictive Model Insights**
- Mid- to High- Financial Need OR Students Impacted by COVID-19

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