



OCC Set to Launch Student Success Early Intervention Program in Fall 2021

Orange Coast College has officially launched a new software program called Star sh that will make it easier than ever to connect students with the resources they need to succeed in their coursework. Originally recommended by OCC's Guided Pathways implementation team, Star sh gives faculty the opportunity to identify problems early, and refer students to various student support services at the College

"This product is an early intervention system, so that faculty who are in the classroom can essentially raise a flag when there's a problem, or facilitate a referral to a service on campus," says Student Support Programs Project Coordinator Erin Fitzgerald.

The software, which fully integrates with OCC's existing student information system Banner and course management system Canvas, gives faculty the ability to not only flag issues early on, such as "low attendance" or "low score on early assignment," but also send "kudos" when a student is doing

well. Students also are able to self-identify their needs in Star sh, in order to connect with services they need.

"Students can raise their own hands in Star sh with sort of a broad 'I need help' request," says Fitzgerald. "This is a generic flag that directs them to OCC's Success Matters support team, who will subsequently reach out to the student and help connect them with various resources that are available to them, such as tutoring, financial aid, and counseling."

OCC offered Star sh training to all employees at its Fall Flex Day on Aug. 27. The four sessions focused on training faculty

program also gave the College's recently formed Success Matters team a chance to practice before Star sh formally launched in the fall.

Many of the employees who make up the Success Matters team are those whose job changed due the COVID-19 pandemic, which temporarily closed much of campus. Classi ed sta who were in positions that could not be shifted online transitioned into student outreach and intervention roles on the Success Matters team. "Many of the sta who shifted gears and joined our Success Matters team have spoken to me about how much they enjoy the work," says Fitzgerald. "They really like connecting with students."



President Suarez Welcomes Employees Back to Campus with Sweet Treats

Classi ed employees and managers who returned to campus during the week of Aug. 2-6 were treated to "Welcome Back" festivities in the College's nened ouro 20w7 the63.216 he wy the work,53vthetsi outrs nenangploy o0 (siD [(c0nen) s2 (eacmpus d not be s