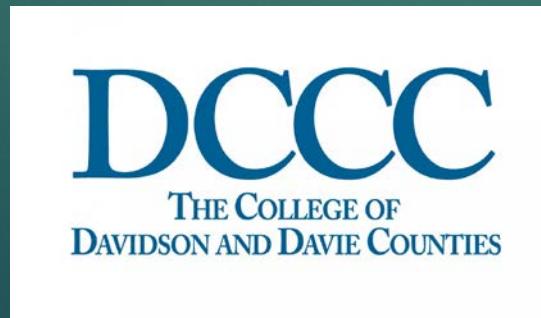


Best Practices for Overcoming Non-Academic Barriers to Completion

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Our Roles

Stacy

Davidson County
Community College

- ▶ Single Stop, Director
 - ▶ Community Liaison
 - ▶ Coordinate Single Stop Grant Activities
- ▶ 3 Years as Coordinator of Technology and Learning/ The University of Alabama
 - ▶ Academic Advising
 - ▶ Prior Learning
 - ▶ Online Learning Media
- ▶ 5 Years as Faculty Member/ Tidewater Community College
 - ▶ Earth/Environmental Science
- ▶ Past Experience in State and Local Government

Matt

Dabney S. Lancaster
Community College

- ▶ Associate Vice President
 - ▶ Institutional Effectiveness
 - ▶ Academic Support
 - ▶ TAT, Title IX, SDV
- ▶ 8 Years as Director of Student Services
 - ▶ Academic Advising
 - ▶ Off Campus Center
 - ▶ Admissions
 - ▶ Financial Aid
 - ▶ Student Activities
- ▶ Past Experience in Admissions and Residence Life

Davidson County Community College

- ▶ UHC: 3797
- ▶ Financial Aid: 87% / 57% Pell
- ▶ Avg. Student Age: 29
- ▶ 300 Fulltime employees
- ▶ 102 Fulltime faculty members
- ▶ Largest programs:
 - ▶ General Education
 - ▶ Associate Degree Nursing
 - ▶ Business Administration
 - ▶ Criminal Justice
 - ▶ Early Childhood Education
 - ▶ Medical Assisting
 - ▶ Pharmacy Technology
- ▶ Achieving the Dream Leader College
- ▶ 46% of funding from state appropriations.
Less than 9% from localities
- ▶ Service Region 834 square miles
- ▶ Two counties, four school districts

Dabney S. Lancaster Community College

- ▶ UHC: 1800
- ▶ Dual Enrollment: 23% of FTE
- ▶ Avg. Student Age: 22.5
- ▶ 76 Fulltime employees
- ▶ 17 Fulltime faculty members
- ▶ Largest programs:
 - ▶ General Studies
 - ▶ Nursing
 - ▶ Forestry
 - ▶ Welding
 - ▶ Electrical and Instrumentation
 - ▶ Education
 - ▶ Business Management
- ▶ 2014 ASPEN Top 150 Community Colleges
- ▶ 43% of funding from state appropriations. Less than 1% from localities
- ▶ Service Region 1800 square miles
- ▶ Four counties, six school districts



Common Non-Academic Barriers

- ▶ Transportation
- ▶ Food Insecurity
- ▶ Income Management
- ▶ Housing
- ▶ Childcare
- ▶ Access to Healthcare

Transportation Challenges

DCCC

- ▶ Public transportation only serves the cities in the service region
- ▶ Bus does not reach campus until after 8am
- ▶ Service region is rural farmland

DSLCC

- ▶ No public transportation system that serves entire service region.
- ▶ Public bus system that does exist does not jibe with academic schedule
- ▶ Windy mountain roads in winter



Transportation Best Practices

DCCC

- ▶ Moving class start times to 8:30am
- ▶ Free emergency bus pass
- ▶ Local agency to offer free or low cost car repair
- ▶ Campus automotive classes conduct car maintenance for free
- ▶ Referrals to Student Support Office

DSLCC

- ▶ Membership on local public transportation advisory committee
- ▶ Rideshare
- ▶ Multiple options for NSO, College Success Courses
- ▶ Consideration when delaying or cancelling for inclement weather
- ▶ 4-day class schedule reduces commuting costs

Food Insecurity Challenges

DCCC

- ▶ Students sometime must choose between food or attending class
- ▶ Many students do not qualify for Food Stamps

DSLCC

- ▶ No Dining Services
- ▶ Students sometime must choose between food or attending class
- ▶ Unhealthy dining options near campus



Food Insecurity Best Practices

DCCC

- ▶ On campus dining facility
- ▶ Free emergency meal pass
- ▶ Campus food pantry
- ▶ Microwave for student use
- ▶ Request \$50 of loan money to be added to student ID before disbursement
- ▶ Snacks available in some offices
- ▶ Handout listing all local food pantries
- ▶ Assist in completing and submitted a Food Stamp Application
- ▶ Referrals to Student Support Office

DSLCC

- ▶ Food pantry opening Fall 2017
- ▶ Partnership with local ministerial alliance to provide low cost meals two days a week
- ▶ Discounts for students at local restaurants
- ▶ Fundraising opportunity for clubs

Housing Challenges

DCCC

- ▶ Non-residential
- ▶ Local housing authority can have a wait list of one year or more
- ▶ Private income based housing units require full-time employment
- ▶ Rural parts of the area lack housing
- ▶ Emergency shelter options are minimal

DSLCC

- ▶ Non-residential
- ▶ Unique programs, lack of affordable housing in some parts of service region
- ▶ Challenges of the rural homeless



Housing Best Practices

DCCC

- ▶ Developed a working relationship with local housing authorities and emergency shelters
- ▶ Develop a working relationship with local law enforcement
- ▶ Referrals to Student Support Office
- ▶ Foundation is investigating building dorms
- ▶ Patterned with a local attorney who works with landlord/tenant issues for FREE

DSLCC

- ▶ Negotiated extended-stay rates with local hotels.
- ▶ Negotiated lower housing rates for company housing at the local resort that employs many students
- ▶ In works to lease college land to build hotel with agreement to employ students

Income Management Challenges

DCCC

- ▶ Pell Disbursements and financial aid refunds
- ▶ Attendance patterns before payday
- ▶ Lack of understanding financial management

DSLCC

- ▶ Pell Disbursements and financial aid refunds
- ▶ Attendance patterns before payday

Income Management Best Practices

DCCC

- ▶ Mandatory in-person entrance and exit loan counseling
- ▶ Talent Search Coaches in high schools
- ▶ TRiO programming-Student Support Services
- ▶ Single Stop programming- Financial Literacy Workshops
- ▶ VITA programming- Free tax preparation on campus
- ▶ Community Action relationship provides family based financial stability assistance

DSLCC

- ▶ Mandatory in-person entrance and exit loan counseling
 - ▶ Keep you default rate down!
- ▶ Personal finance and budgeting exercises college success courses
- ▶ College Success course with personal finance emphasis taught as dual enrollment course
- ▶ TRiO programming- Student Support Services and Achievement Center
- ▶ College Success Coaches
- ▶ Career Coaches in High Schools

Childcare Challenges

DCCC

- ▶ Daycare is expensive
- ▶ Daycare is not often convenient to campus
- ▶ Few daycares will charge lower rates for part-time care
- ▶ Waiting lists for subsidized daycare can be long

DSLCC

- ▶ No childcare facility
- ▶ Reliable data challenges.
Anecdotal vs survey information

Childcare Best Practices

DCCC

- ▶ Working relationship with DSS, Smart Start, and Head Start
- ▶ Childcare scholarships for our on campus daycare
- ▶ Partnering with local Parks and Recreation Departments for camps and after school groups
- ▶ Partnering with Boys and Girls Club
- ▶ Referrals to Student Support Office

DSLCC

- ▶ Counseling at point of entry
- ▶ College Success Coaches
- ▶ Exploring grant opportunities for on-campus option

Healthcare Challenges

DCCC

- ▶ Access to healthcare
- ▶ Affordability of health insurance
- ▶ Substance abuse
- ▶ Mental health counseling

DSLCC

- ▶ Access to healthcare in rural area
- ▶ Mental health counseling needs
- ▶ Substance abuse
- ▶ No hospital in our service region has maternity ward

Healthcare Best Practices

DCCC

- ▶ Partnered with Family Services to have a mental health counselor on campus 20 hours a week
- ▶ Partnered with the Health Department to have a nurse on campus 20 hours a week
- ▶ Partnered with local free clinic to conduct intake and income assessment on campus
- ▶ Member of Vision USA
- ▶ Partnered with a local dentist office for emergency referrals and payment plans
- ▶ Wellness Wednesdays

DSLCC

- ▶ Personal wellness component of college success classes
- ▶ Resources at NSO
- ▶ MOU with CSB
- ▶ Programming related to mental health, TAT
- ▶ College Success Coaches
- ▶ Education faculty: *Recognizing and Responding to Students in Distress: A Faculty Handbook*



Sources of Information

Internal

- ▶ Counseling Staff
- ▶ Academic Advisors
- ▶ Academic Early Alert Systems
- ▶ TAT/BIT
- ▶ Veteran's Affairs
- ▶ Foundation Office
- ▶ Faculty
- ▶ Student Leadership
- ▶ Point of Contact for Student Support Services
- ▶ Surveys- campus climate, entrance survey, CCSSE, graduate exit survey

External

- ▶ CSBs
- ▶ Health Departments/Clinics
- ▶ Local Police/Sheriff Office
- ▶ Social Services
- ▶ Homeless Shelters/ Housing support
- ▶ Economic Development
- ▶ Daycare Providers
- ▶ Local Attorney

Relationships

- ▶ Central point of contact on campus with community knowledge
- ▶ Create a referral process for faculty and staff to send a student for help
- ▶ Create a way for a student to seek help on their own
- ▶ To be actionable, information and referrals must be timely
- ▶ Have a community network of stakeholders to connect students to quickly
- ▶ Can we build it into curricula? College success courses, NSO, elsewhere?

Community Network

- ▶ Social Services
- ▶ Health Department
- ▶ Free Clinic/ Medical Offices
- ▶ Daycare Providers
- ▶ Attorneys
- ▶ Veteran Support Groups
- ▶ Food Bank/Pantry
- ▶ Local Churches
- ▶ Local Non-Profits (emergency housing, utility assistance, clothing, etc.)
- ▶ Mental Health Counseling/Support Groups
- ▶ Local Law Enforcement

Start the Conversation on Your Campus

- ▶ [NPR Marketplace on Hungry and Homeless Community College Students](#)
- ▶ [Washington Post Article on Homeless Community College Students](#)
- ▶ [The Atlantic Article on Food Insecurity](#)
- ▶ [Inside Higher Ed Article on Community College Students' Transportation Challenges](#)
- ▶ [Washington Post Article on Childcare](#)
- ▶ [Achieving the Dream Article on Income Management](#)
- ▶ [Link to Recognizing and Responding to Students in Distress a Faculty Handbook- Free Ebook!](#)

Questions?

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