

**PALO ALTO COLLEGE  
COLLEGE PROCEDURES**

Procedure Number: S. 12.1  
 Procedure Title: Student Success Management  
 Relevant Board Policy: [F.6.1 Student Success](#)  
 Originating Unit: Dean of Student Success  
 Maintenance Unit: Vice President of Student Success

- I. Purpose: To establish and provide a Student Success Management Program that assists College students to make academic progress and persistence. All students will be contacted and monitored throughout their enrollment at Palo Alto College.
- II. Procedures Statement: The following Student Success Management Program will assist all students with their enrollment, retention, and graduation.
- III. Academic Advising Student Outcomes (0-30):
  - 1. Recognize personal responsibility is integral to student success
  - 2. Students will be able to identify strengths and weaknesses
  - 3. Know and understand critical policies and dates
  - 4. Understand how to develop and follow an ISP/degree plan/transfer plan or certificate
  - 5. Identify and utilize college resources
  - 6. Identify and utilize community resources
  - 7. Value the advisor/student relationship
  - 8. Value the completion of the educational pathway

<b>ONE TO FOUR MONTHS BEFORE 1<sup>ST</sup> DAY OF CLASS</b>				
<b>Student Activity</b>	<b>Student Program</b>	<b>Peer Advisor/ Advisor</b>	<b>Action Item</b>	<b>IR Reports</b>
<b>Student Success Activity I: SO 1, 2, 4</b>	The Assessment Center will conduct Post Assessment Advising. Advisors will conduct Post Refresher Advising by visiting the appropriate refresher course, pre-screening students, and registering eligible students for NSO.	Certified Advisor	PAA Checklist  PRA Checklist	
<b>Student Success Activity II: SO 1, 2, 3, 4, 5, 7, 8</b>	The Welcome Center will host New Student Orientations (NSO) that provide students with College information, resources, campus tours, group advising and registration. The students' contact information (Address/Phone number) and Alamo Institute/ Pre-Major will also be verified and students' will be introduced to their Academic Advisor. The FTIC List will be compared to the attendee list and any students who have not attended NSO will be contacted.	Welcome Center and Certified Advisor		FTIC List After Each NSO

<b>Student Success Activity III: SO 4</b>	Students will be provided with an Academic Advising Syllabus and introduced to their Individual Success Plan (ISP) for their Alamo Institute/Pre-Major major during NSO.	Certified Advisor		
<b>Student Success Activity IV: SO 3, 5</b>	Students will be provided with information on: How to research their Banner ID number; recognize their ACES Username ID; view ACES email, view Financial Aid status, and Bursar's payment deadlines.	Certified Advisor		
<b>Student Success Activity V: SO 3</b>	Advisors will email their caseload of students who attended New Student Orientation and welcome them to PAC and encourage students to verify their registration status.  Advisors and Peer Advisors will monitor FTIC and drop lists. FTIC students dropped for non-payment will be contacted via phone depending on payment deadline.	Certified Advisors and Peer Advisors	Email Template: Pre-semester Email	NSO Attendee List (WC report)  Drop List
<b>Student Success Activity VI: SO 1, 5, 8</b>	New Palomino Convocation (NPC) will be offered to all FTIC students. Convocation will provide motivational information to students and the opportunity to connect with student clubs and organizations. Peer Advisors will be introduced to FTIC students.	FYE Committee, Peer Advisors, Certified Advisors	Phone Template: NPC  NPC Postcards	NSO Attendee List (WC report)
<b>Student Success Activity VII</b>	Track student contacts	Certified Advisors and Peer Advisors	Data Tracking Template: SSM Data and Who's Next	
<b>WEEK BEFORE CLASS</b>				
<b>Student Success Activity I: SO 1, 3, 5, 7</b>	Advisors will email students with a reminder of New Palomino Convocation, and first day of class guide.	Certified Advisors	Email Template: New FTIC Week Before Class	STU 0220 Report
<b>Student Success Activity II</b>	Track student contacts	Certified Advisors and Peer Advisors	Data Tracking Template: SSM Data and Who's Next	
<b>FIRST WEEK</b>				

<b>Student Success Activity I: SO 1, 3, 5, 7</b>	Email new assigned FTICs, welcome them to campus, remind them about: Census Date, How to Access and Verify Institute/Pre-Major, Address in ACES, Upcoming Events and Employment Opportunities	Certified Advisor	Email: New FTIC 1 <sup>st</sup> /2 <sup>nd</sup> Week Template	FTIC List/STU 0220
<b>Student Success Activity II</b>	Email continuing students, welcome them back to campus, remind them about Census Date, How to Access and Verify Institute/Pre-Major, Address in ACES, Upcoming Events and Employment Opportunities	Certified Advisor	Email: Continuing 1 <sup>st</sup> /2 <sup>nd</sup> Week Template	
<b>Student Success Activity III: SO 5</b>	Student Success will sponsor Ask Me Tables at strategic locations across the College campus to provide students with classroom locations, course schedules and other useful/relevant information. Peer Advisors will assist at tables.	Student Life, Certified Advisors, and Peer Advisors		
<b>Student Success Activity IV: SO 1, 5, 7</b>	Phone new assigned FTICs to introduce yourself and define role. Phone continuing (42 hours and below) students to welcome them back to campus. <i>42+ will received phone call during week 3 to schedule graduation audit.</i>	Peer Advisors	Phone: FTIC and Continuing 1 <sup>st</sup> /2 <sup>nd</sup> Week Template	Enrollment List, PAC HS
<b>Student Success Activity V</b>	Track student contacts	Certified Advisors and Peer Advisors	Data Tracking Template: SSM Data and Who's Next	
<b>SECOND WEEK</b>				
<b>Student Success Activity I: SO 1, 3, 5, 7</b>	Continue mailing new assigned FTICs, welcome them to campus, and remind them about: Census Date, How to Access and Verify Alamo Institute/ Pre-Major, Address in ACES, Upcoming Events and Employment Opportunities.	Certified Advisor	Email: New FTIC 1 <sup>st</sup> /2 <sup>nd</sup> Week Template	
<b>Student Success Activity II</b>	Continue emailing continuing students, welcome them back to campus, and remind them about: Census Date, How to Access and Verify Major/Address in ACES, Upcoming Events and Employment Opportunities.	Certified Advisor	Email: Continuing 1 <sup>st</sup> /2 <sup>nd</sup> Week Template	
<b>Student Success Activity III: SO 1, 5, 7</b>	Call students and inquire about first week. Also, encourage students to check ACES email from Peer Advisor with important tutoring information. Encourage students to	Certified Advisor	Phone: FTIC and Continuing 2 <sup>nd</sup> /3 <sup>rd</sup> /4 <sup>th</sup>	

	visit to discuss Academic Advising Syllabus and Alamo GPS (FTIC) or schedule an appointment (continuing).		Week Template	
<b>Student Success Activity IV: SO 1, 4, 5, 7, 8</b>	Visit SDEV/EDUC 1300 courses and introduce how to find advisor in ACES and ISP Assignment. Pull course roster for SDEV course and send students who do not have an advisor to Data Analyst.	Certified Advisor, Peer Advisor		
<b>Student Success V: SO 5</b>	Email students and inquire about first week. Provide details about tutoring services on campus.	Peer Advisor	Email: FTIC and Continuing 2 <sup>nd</sup> Week Template	
<b>Student Success Activity VI: SO 1, 4, 7, 8</b>	Schedule and begin Advising Sessions (Peers will shadow). Review Academic Advising Syllabus (FTIC) and Alamo GPS.	Certified Advisor, Peer Advisor		
<b>Student Success Activity VII</b>	Track student contacts	Advisors and Peer Advisor	Data Tracking Template: SSM Data and Who's Next	
<b>THIRD WEEK</b>				
<b>Student Success Activity I: SO 1, 5</b>	Continue calling students and inquire about first week. Also, encourage students to check ACES email from Peer Advisor with important tutoring information. Encourage students to visit to discuss Academic Advising Syllabus and Alamo GPS (FTIC) or schedule an appointment (continuing).	Certified Advisor	Phone: FTIC and Continuing 2 <sup>nd</sup> /3 <sup>rd</sup> /4 <sup>th</sup> Week Template	
<b>Student Success Activity II: SO 2</b>	Continue emailing new FTIC students and encourage them to complete the First Week Experience Survey for a prize.	Peer Advisor	Email: New FTIC 3 <sup>rd</sup> Week Template	
<b>Student Success Activity III: SO 1, 4, 5, 7, 8</b>	Continue visiting SDEV/EDUC 1300 courses and introduce how to find advisor in ACES and ISP Assignment. Pull course roster for SDEV course and send students who do not have an advisor to Data Analyst.	Certified Advisor, Peer Advisor		
<b>Student Success Activity IV</b>	Conduct graduation audits on 42+ List and call students with their graduation status. Conduct graduation audit on all AAS student to verify if they are eligible for certificate.	Certified Advisor, Peer Advisor	Phone: Continuing Graduation Status	STU 0200
<b>Student Success Activity V:</b>	Continue scheduling and Advising Sessions (Peers will shadow). Review Academic Advising Syllabus (FTIC) and Alamo GPS.	Certified Advisors,		

<b>SO 1-8</b>		Peer Advisors		
<b>Student Success Activity VI: SO 4, 5, 6, 8</b>	Email all students with 30+ hours to promote Second-Year Experience Celebration- September 21, 2016 (BOLD)	Peer Advisors		
<b>Student Success Activity VII</b>	Track student contacts	Certified Advisors and Peer Advisors	Data Tracking Template: SSM Data and Who's Next	
<b>FOURTH WEEK</b>				
<b>Student Success Activity I</b>	Contact students who have been identified through Early Alert: Flex 1. Visit appropriate course(s) with contact card if needed.	Certified Advisor	Phone & Email: Early Alert 4 <sup>th</sup> Week Template	Grades First Database
<b>Student Success Activity II: SO 1, 5</b>	Continue calling students and inquire about first week. Also, encourage students to check ACES email from Peer Advisor with important tutoring information. Encourage students to visit to discuss Academic Advising Syllabus and Alamo GPS (FTIC) or schedule an appointment (continuing).	Certified Advisor	Phone: FTIC and Continuing 2 <sup>nd</sup> /3 <sup>rd</sup> /4 <sup>th</sup> Week Template	
<b>Student Success Activity III: SO 1, 4, 5, 7, 8</b>	Continue visiting SDEV/EDUC 1300 courses and introduce how to find advisor in ACES and ISP Assignment	Certified Advisor, Peer Advisor		
<b>Student Success Activity IV</b>	Continue conducting audits on 42+ List and call students with their graduation status. Conduct graduation audit on all AAS student to verify if they are eligible for certificate.	Certified Advisor, Peer Advisor	Phone: Continuing Graduation Status	
<b>Student Success Activity V: SO 5</b>	Email continuing and FTIC students and provide information on Popcorn with Peers event scheduled for Week 5.	Peer Advisor	Email: FTIC and Continuing 4 <sup>th</sup> Week Template	
<b>Student Success Activity VI: SO 1-8</b>	Continue scheduling Advising Sessions (Peers will shadow). Review Academic Advising Syllabus (FTIC) and Alamo GPS.	Certified Advisors, Peer Advisors		
<b>Student Success Activity VII: SO 4, 5, 6, 8</b>	Call all students with 30+ hours to promote Second-Year Experience Celebration- September 21, 2016 (BOLD)	Peer Advisors		

<b>Student Success Activity VIII</b>	Track student contacts	Certified Advisors and Peer Advisors	Data Tracking Template: SSM Data and Who's Next	
<b>FIFTH WEEK</b>				
<b>Student Success Activity I</b>	Contact students who have been identified through Early Alert: 16 Week. Visit appropriate course(s) with contact card if needed.	Certified Advisor	Phone & Email: Early Alert 5 <sup>th</sup> Week Template	
<b>Student Success Activity II: SO 1, 4, 5, 7, 8</b>	Continue visiting SDEV/EDUC 1300 courses and introduce how to find advisor in ACES and ISP Assignment	Certified Advisor, Peer Advisor		
<b>Student Success Activity III</b>	Continue conducting audits on 42+ List and call students with their graduation status. Conduct graduation audit on all AAS student to verify if they are eligible for certificate.	Certified Advisor, Peer Advisor	Phone: Continuing Graduation Status	
<b>Student Success Activity IV: SO 1-8</b>	Continue remaining Advising Sessions (Peers will shadow). Review Academic Advising Syllabus (FTIC) and Alamo GPS.	Certified Advisor, Peer Advisor		
<b>Student Success Activity V: SO 5, 7</b>	Host Popcorn with Peers Monday thru Friday, 9AM-3PM. Locations will include: the Courtyard, Sabine/Brazos, and San Jacinto (parking lot side). Also encourage students to apply for graduation.	Certified Peer Advisors	On Campus event	
<b>Student Success Activity VI: SO 4, 5, 6, 8</b>	Second-Year Experience Celebration- September 21, 2016 (BOLD)			
<b>Student Success Activity VII</b>	Track student contacts	Certified Advisors and Peer Advisors	Data Tracking Template: SSM Data and Who's Next	
<b>SIXTH WEEK</b>				
<b>Student Success Activity I</b>	Contact students who have been identified through Early Alert: Flex I Midterm. Visit appropriate course(s) with contact card if needed.	Certified Advisor	Phone & Email: Early Alert 6 <sup>th</sup> Week Template	

<b>Student Success Activity II</b>	Finalize and set forth plans for Advising Month (October/March)	Certified Advisor		
<b>Student Success Activity III: SO 1, 4, 5, 7, 8</b>	Continue visiting SDEV/EDUC 1300 courses and introduce how to find advisor in ACES and ISP Assignment	Certified Advisor, Peer Advisor		
<b>Student Success Activity IV</b>	Conduct audits on 42+ List and call students with their graduation status. Conduct graduation audit on all AAS student to verify if they are eligible for certificate.	Certified Advisor, Peer Advisor	Phone: Continuing Graduation Status	
<b>Student Success Activity V: SO 1-8</b>	Continue remaining Advising Sessions (Peers will shadow). Review Academic Advising Syllabus (FTIC) and Alamo GPS.	Certified Advisor, Peer Advisor		
<b>Student Success Activity VI: SO 5</b>	Call all students and promote Advising Month.	Peer Advisor	Phone: FTIC and Continuing 6 <sup>th</sup> Week Template	
<b>Student Success Activity VII: SO 4, 5, 6, 8</b>	Email all students with 30+ hours to promote Second-Year Experience Celebration- October 18, 2016 (SEED)	Peer Advisors		
<b>Student Success Activity VII</b>	Track student contacts	Certified Advisors and Peer Advisors	Data Tracking Template: SSM Data and Who's Next	
<b>SEVENTH WEEK</b>				
<b>Student Success Activity I: SO 1, 5, 7</b>	Advising Month (October/March): Conduct advising sessions and prepare for registration. Set up tables outside in Courtyard, Sabine/Brazos, and San Jacinto (parking lot side) during various days/times of the week and promote Advising Month and Graduation Application.	Certified Advisor, Peer Advisor		
<b>Student Success Activity II: SO 5</b>	Call continuing and FTIC students who have not responded to any contacts to remind them of advising month. Let FTIC students know they will receive a hold on their record if they don't respond.	Certified Advisor	Phone: FTIC and Continuing 7 <sup>th</sup> /8 <sup>th</sup> /9 <sup>th</sup> Week Template	
<b>Student Success Activity III</b>	Continue conducting audits on 42+ List and call students with their graduation status. Conduct graduation audit on all AAS	Certified Advisor,	Phone: Continuing	



	student to verify if they are eligible for certificate.	Peer Advisor	Graduation Status	
<b>Student Success Activity IV: SO 5, 6</b>	Student Life will host a Resource Fair for students.	Student Activities		
<b>Student Success Activity V SO 3, 4, 7, 8</b>	Contact all students that have a 45 hour and 15 hours registration PIN. Release PIN to all student that have had an advising appointment. Contact students who have not has an advising appointment. Refer to PIN Procedure.	Certified Advisors	Pin Procedure Document	
<b>Student Success Activity VI: SO 4, 5, 6, 8</b>	Call all students with 30+ hours to promote Second-Year Experience Celebration- October 18, 2016 (SEED)	Peer Advisors		
<b>Student Success Activity VII</b>	Track student contacts	Certified Advisors and Peer Advisors	Data Tracking Template: SSM Data and Who's Next	
<b>EIGHTH WEEK</b>				
<b>Student Success Activity I</b>	Contact students who have been identified through Early Alert: Start II. Visit appropriate course(s) with contact card if needed.	Certified Advisor	Phone & Email: Early Alert 8 <sup>th</sup> Week Template	
<b>Student Success Activity II: SO 5</b>	Call continuing and FTIC students who have not responded to any contacts to remind them of advising month. Let FTIC students know they will receive a hold on their record if they don't respond.	Certified Advisor, Peer Advisor	Phone: FTIC and Continuing 7 <sup>th</sup> /8 <sup>th</sup> /9 <sup>th</sup> Week Template	
<b>Student Success Activity III: SO 1-8</b>	Advising Month (October/March): Conduct advising sessions and prepare for registration. Set up tables outside in Courtyard, Sabine/Brazos, and San Jacinto (parking lot side) during various days/times of the week and promote Advising Month and Graduation Application.	Certified Advisor, Peer Advisor		
<b>Student Success Activity IV SO 3, 4, 7, 8</b>	Continue contacting all students that have a 45 hour and 15 hours registration PIN. Release PIN to all student that have had an advising appointment. Contact students who have not has an advising appointment. Refer to PIN Procedure.	Certified Advisors	Pin Procedure Document	



<b>Student Success Activity V: SO 4, 5, 6, 8</b>	Second-Year Experience Celebration- October 18, 2016 (SEED)			
<b>Student Success Activity VI</b>	Track student contacts	Certified Advisors and Peer Advisors	Data Tracking Template: SSM Data and Who's Next	
<b>NINTH WEEK</b>				
<b>Student Success Activity I: SO 5</b>	Continue calling continuing and FTIC students who have not responded to any contacts to remind them of advising month. Let FTIC students know they will receive a hold on their record if they don't respond.	Certified Advisor, Peer Advisor	Phone: FTIC and Continuing 7 <sup>th</sup> /8 <sup>th</sup> /9 <sup>th</sup> Week Template	
<b>Student Success Activity II: SO 1-8</b>	Advising Month (October/March): Conduct advising sessions and prepare for registration. Set up tables outside in Courtyard, Sabine/Brazos, and San Jacinto (parking lot side) during various days/times of the week and promote Advising Month and Graduation Application.	Certified Advisor, Peer Advisor		
<b>Student Success Activity III SO 3, 4, 7, 8</b>	Continue contacting all students that have a 45 hour and 15 hours registration PIN. Release PIN to all student that have had an advising appointment. Contact students who have not has an advising appointment. Refer to PIN Procedure.	Certified Advisors	Pin Procedure Document	
<b>Student Success Activity IV: SO 4, 5, 6, 8</b>	Email all students with 30+ hours to promote Second-Year Experience Celebration- November 16, 2016 (STEM)	Peer Advisors		
<b>Student Success Activity V</b>	Track student contacts	Certified Advisors and Peer Advisors	Data Tracking Template: SSM Data and Who's Next	
<b>TENTH WEEK</b>				
<b>Student Success Activity I</b>	Contact students who have been identified through Early Alert: 16 Week Midterm. Visit appropriate course(s) with contact card if needed.	Certified Advisor		Grades First Database
<b>Student Success Activity II</b>	Add "Advising & Counseling Hold" to FTIC Student Record for those students who have not responded to Advisor or Peer	Certified Advisor		

	Advisor. The hold must have notation “See SPACMNT.” In SPACMNT, list the following: Advising & Counseling Hold – PAC FTIC Advising Required with Advisor, Name, Phone and Email			
<b>Student Success Activity III</b>	Advise students of Career/Job Fair (Fall Only)/Employer Panel and Fashion Show (April 1)	Certified Advisor, Peer Advisor		
<b>Student Success Activity IV: SO 1-8</b>	Advising Month (October/March): Conduct advising sessions and prepare for registration. Set up tables outside in Courtyard, Sabine/Brazos, and San Jacinto (parking lot side) during various days/times of the week and promote Advising Month and Graduation Application.	Certified Advisor, Peer Advisor		
<b>Student Success Activity V SO 3, 4, 7, 8</b>	Continue contacting all students that have a 45 hour and 15 hours registration PIN. Release PIN to all student that have had an advising appointment. Contact students who have not has an advising appointment. Refer to PIN Procedure.	Certified Advisors	Pin Procedure Document	
<b>Student Success Activity VI: SO 4, 5, 6, 8</b>	Call all students with 30+ hours to promote Second-Year Experience Celebration- November 16, 2016 (STEM)	Peer Advisors		
<b>Student Success Activity VII</b>	Track student contacts	Certified Advisors and Peer Advisors	Data Tracking Template: SSM Data and Who’s Next	
<b>ELEVENTH WEEK</b>				
<b>Student Success Activity I</b>	Contact students who have been identified through Early Alert: Start II Midterm. Visit appropriate course(s) with contact card if needed.	Certified Advisor	Phone & Email: Early Alert 11 <sup>th</sup> Week Template	
<b>Student Success Activity II: SO 1-8</b>	All offices conduct advising sessions and peer advisors to shadow, if available.	Certified Advisors, Peer Advisors		
<b>Student Success Activity III</b>	Transfer Fair (Fall Only)	Advising Team Leader		
<b>Student Success Activity IV</b>	Email all students and promote registration (formally Destination Registration)	Peer Advisor	Email: FTIC and Continuing	

			11 <sup>th</sup> Week Template	
<b>Student Success Activity V SO 3, 4, 7, 8</b>	Continue contacting all students that have a 45 hour and 15 hours registration PIN. Release PIN to all student that have had an advising appointment. Contact students who have not has an advising appointment. Refer to PIN Procedure.	Certified Advisors	Pin Procedure Document	
<b>Student Success Activity VI: SO 4, 5, 6, 8</b>	Second-Year Experience Celebration- November 16, 2016 (STEM)	Peer Advisors		
<b>Student Success Activity VII</b>	Track student contacts	Certified Advisors and Peer Advisors	Data Tracking Template: SSM Data and Who's Next	
<b>TWELFTH WEEK</b>				
<b>Student Success Activity I</b>	Assist students during first week of registration.	Certified Advisor, Peer Advisor		
<b>Student Success Activity II</b>	Contact students who have been identified through Early Alert: Flex II. Visit appropriate course(s) with contact card if needed.	Certified Advisor	Phone & Email: Early Alert 12 <sup>th</sup> Week Template	
<b>Student Success Activity III: SO 3, 4, 5, 7</b>	Send an e-mail to all FTIC and continuing students regarding upcoming deadlines, advising dates, college activities, and registration dates.	Certified Advisor	Email: FTIC and Continuing 12 <sup>th</sup> Week Template	
<b>Student Success Activity IV: SO 1-8</b>	All offices conduct advising sessions and peer advisors to shadow, if available.	Certified Advisors, Peer Advisors		
<b>Student Success Activity V</b>	Track student contacts	Certified Advisors and Peer Advisors	Data Tracking Template: SSM Data and Who's Next	
<b>THIRTEENTH WEEK</b>				
<b>Student Success Activity I</b>	With Peers, visit all INRW and ENGL1301 courses to share information about, registration time ticketing, payment deadlines, and advising center locations.	Certified Advisor, Peer Advisor		

	Encourage students to log into ACES and check for any holds on their record.			
<b>Student Success Activity II: SO 1-8</b>	All offices conduct advising sessions and peer advisors to shadow, if available.	Advisors, Peer Advisors		
<b>Student Success Activity III</b>	Track student contacts	Advisors and Peer Advisors	Data Tracking Template: SSM Data and Who's Next	
<b>FOURTEENTH WEEK</b>				
<b>Student Success Activity I</b>	Contact students who have been identified through Early Alert: Flex II Midterm. Visit appropriate course(s) with contact card if needed.	Certified Advisor	Phone & Email: Early Alert 14 <sup>th</sup> Week Template	
<b>Student Success Activity II</b>	With Peers, visit all developmental MATH courses to share information about registration time ticketing, payment deadlines, and advising center locations. Encourage students to log into ACES and check for any holds on their record.	Certified Advisor, Peer Advisor		
<b>Student Success Activity III: SO 5</b>	Visit all SDEV courses and assist instructors with registration.	Certified Advisor, Peer Advisor		
<b>Student Success Activity IV: SO 1, 3, 4, 5, 7, 8</b>	Research whether or not students have registered for the next semester. All students who have not registered will be contacted via phone.	Peer Advisors	Phone: FTIC and Continuing 14 <sup>th</sup> /15 <sup>th</sup> /16 <sup>th</sup> Week Template	
<b>Student Success Activity V: SO 1-8</b>	All offices conduct advising sessions and peer advisors to shadow, if available.	Certified Advisors, Peer Advisors		
<b>Student Success Activity IV</b>	Track student contacts	Certified Advisors and Peer Advisors	Data Tracking Template: SSM Data and Who's Next	
<b>FIFTEENTH WEEK</b>				
<b>Student Success Activity I:</b>	Send email to FTIC and Continuing students to conclude the semester.	Certified Advisor	Email: FTIC and Continuing	

<b>SO 1, 7</b>			15 <sup>th</sup> Week Template	
<b>Student Success Activity II: SO 1, 7</b>	Send email to students to wish them good luck on finals and share your studying tips.	Peer Advisor	Email: FTIC and Continuing 15 <sup>th</sup> Week Template	
<b>Student Success Activity III: SO 1, 3, 4, 5, 7, 8</b>	Research whether or not students have registered for the next semester. All students who have not registered will be contacted via phone.	Peer Advisors	Phone: FTIC and Continuing 14 <sup>th</sup> /15 <sup>th</sup> /16 <sup>th</sup> Week Template	
<b>Student Success Activity IV: SO 5</b>	Student Activities will host Final Exam Information tables, provide information on how to overcome test anxiety and provide final exam schedules.	Student Activities		
<b>Student Success Activity V: SO 1-8</b>	All offices conduct advising sessions and peer advisors to shadow, if available.	Certified Advisors, Peer Advisors		
<b>Student Success Activity VI</b>	Track student contacts	Certified Advisors and Peer Advisors	Data Tracking Template: SSM Data and Who's Next	
<b>SIXTEENTH WEEK</b>				
<b>Student Success Activity I: SO 5</b>	Student Activities will host a Final's Week Breakfast.	Student Activities		
<b>Student Success Activity II: SO 1-8</b>	All offices conduct advising sessions and peer advisors to shadow, if available.	Certified Advisors, Peer Advisors		
<b>Student Success Activity III: SO 1, 3, 4, 5, 7, 8</b>	Research whether or not students have registered for the next semester. All students who have not registered will be contacted via phone.	Peer Advisors	Phone: FTIC and Continuing 14 <sup>th</sup> /15 <sup>th</sup> /16 <sup>th</sup> Week Template	
<b>Student Success Activity IV</b>	Track student contacts	Advisors and Peer Advisors	Data Tracking Template: SSM Data and Who's Next	

POST SEMESTER				
<b>Student Success Activity I: SO 1-8</b>	Send letter to all students on Academic Dismissal and Probation.	Certified Advisors, Team Leaders	Data Tracking Template: SSM Data and Who's Next	

**Additional Contacts:**

- Graduation Applications and Advising (Fall: September – October 31; Spring: January – March 31)
- Financial Aid Appeals (Fall- October; Spring- June)

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Approved: (signed) Dr. Mike Flores  
President