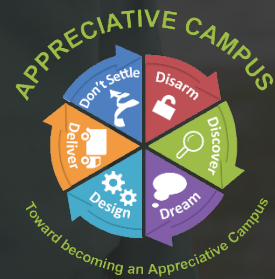




Pine Technical &  
Community College

# Becoming an Appreciative Campus Case Study: PTCC

Tuesday, November 7, 2023





# Welcome



**Robin Johnson,**  
Student Success Coordinator



**Kristin Madigan,**  
Director of Nursing,  
Nursing Program Faculty Advisor



**Mike Colestock,**  
Vice President of Academic and Student Affairs



**Sharon Weaver,**  
Chief Human Resource Officer



**Farfum Ladroma,**  
Director of Student Success



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# Today's Agenda

**The evolution of an Appreciative Campus at PTCC.**

**What does Appreciative Campus mean from a program faculty perspective?**

**Appreciative Administrator from the Vice President of Academic and Student Affairs (ASA).**

**Campus experience and culture.**

**Starting out or starting over in becoming an Appreciative Campus.**

**Key early indicators---is it really working?**

**Questions and answers from the PTCC team.**



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# ABOUT : PTCC

Located in Pine City, MN – 1 hour north of the twin cities metro.

Programs range from Liberal Arts (transfer degrees), healthcare, advanced manufacturing, business, human services, early childhood education, and gunsmithing.

Part Time—65%

Pell Eligible—63%

Secondary Students –30%

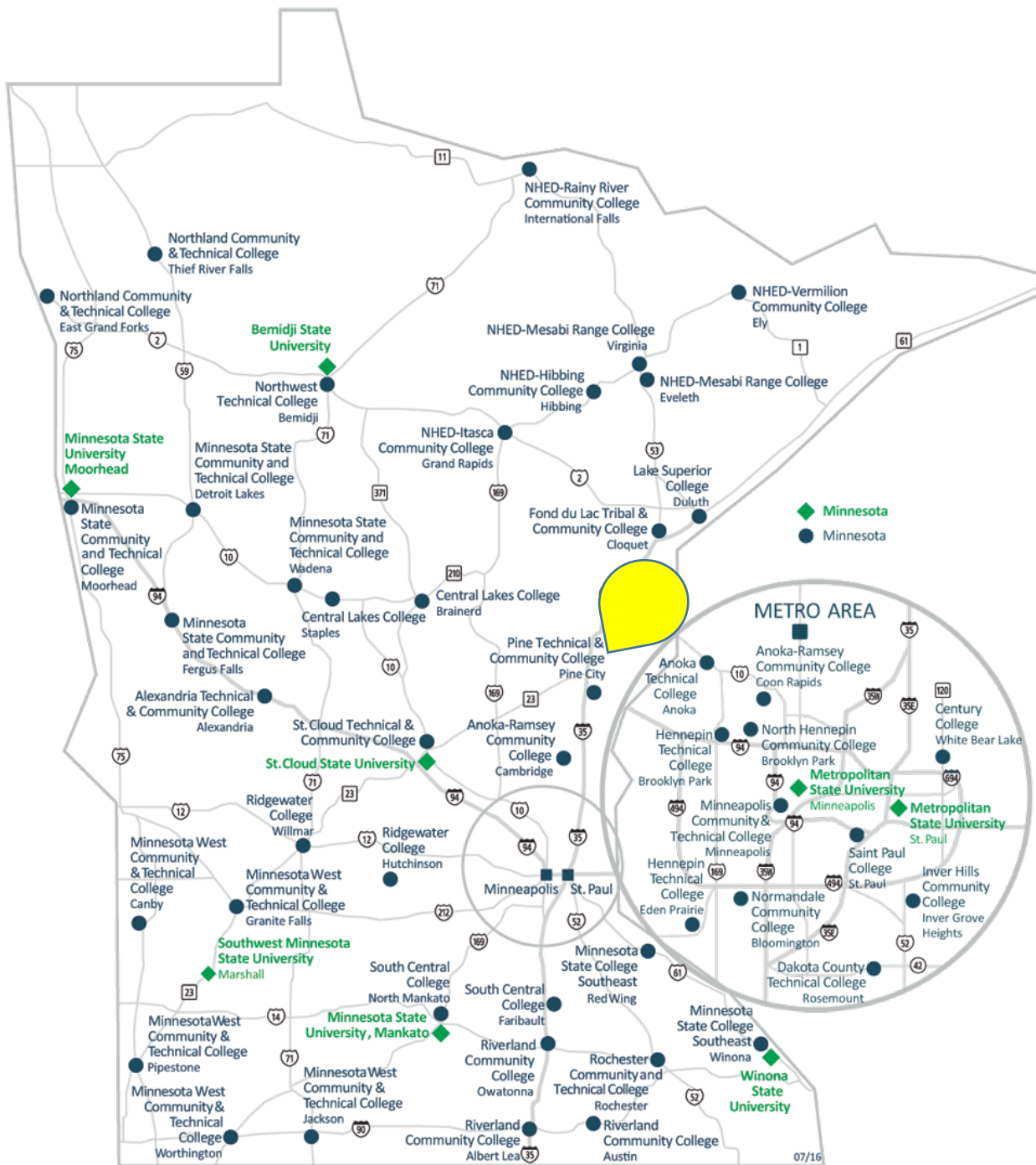
Goal to reach 1200 FYE by 2030 (currently at 806)



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- Primary counties served: Pine, Chisago, Itasca, & Kanabec
  - Frequently near the top of state-wide poverty rankings & near the bottom of college attainment ratings

## Vision

Student-focused  
 Passionate  
 Inclusive  
 Respectful  
 Innovative  
 Transparent





# Student Success



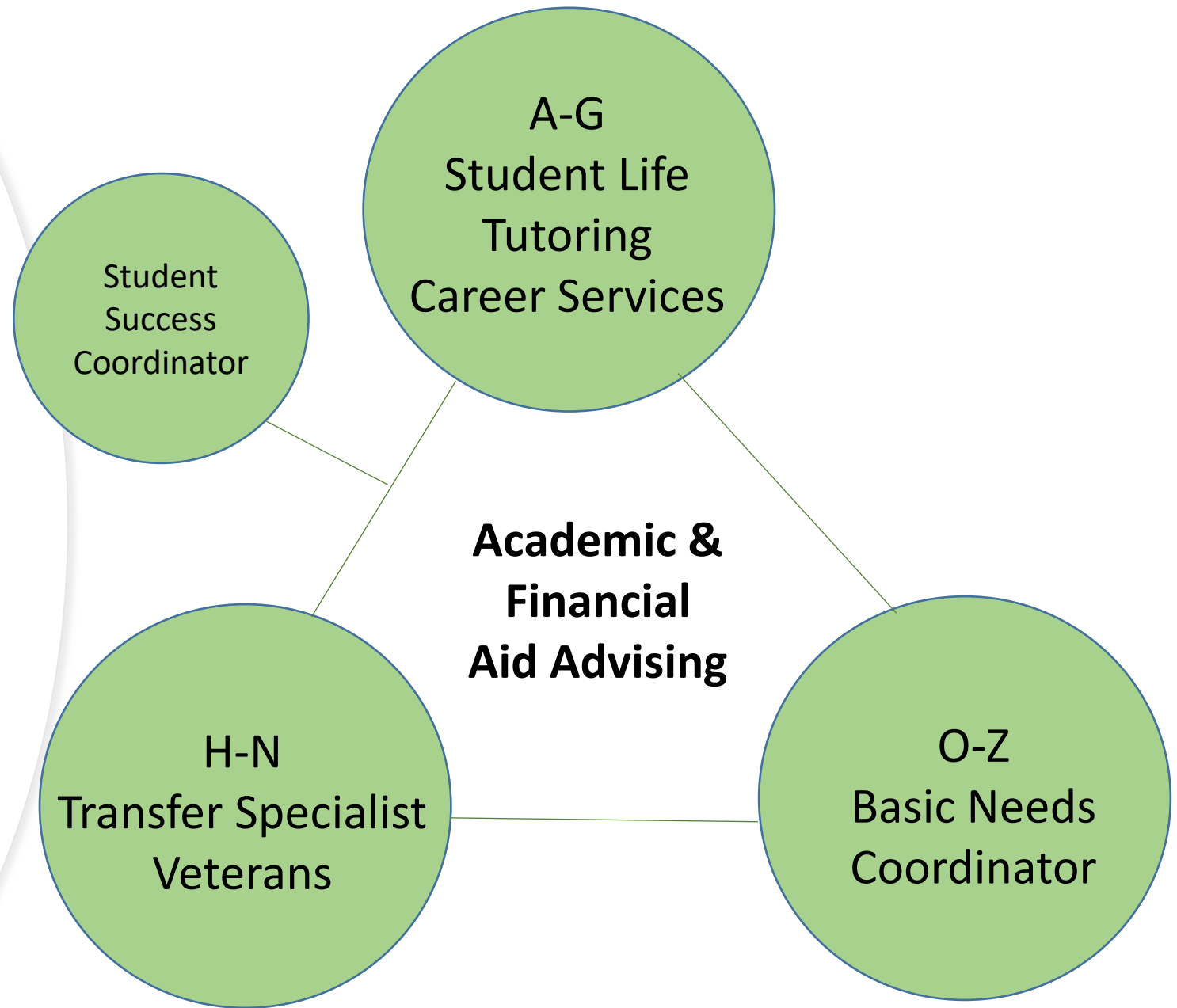
**Robin Johnson,**  
Student Success  
Coordinator



Pine Technical &  
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**Advising**



# Our Advising Model: Student Success Advisors- Restructure





# Student Success

## Meet your

## Student Success Team



Santhi Sheehan-Lusk

### Student Success Advisor

- Financial/Academic/Scholarship Advising
- Student Last Name (A-G)**
- Student Life, Student Senate, Tutoring Services, Career Services

Santhi.Sheehan@pine.edu  
320.629.4541 (call or text) • Office 13



Amanda Folkestad

### Student Success Advisor

- Financial/Academic/ Scholarship Advising
- Student Last Name (H-N)**
- School Certifying Officer - Veteran Benefits
- Transfer Specialist

Amanda.Folkestad@pine.edu  
320.629.5157 (call or text) • Office 14



Renee Nanez

### Student Success Advisor

- Financial/Academic/Scholarship Advising
- Student Last Name (O-Z)**
- Connect 4 Success/SNAP E&T Advisor

Renee.Nanez@pine.edu  
320.629.4583 (call or text) • Office 15  
Beginning Sept. 13, 2023



Robin Johnson

### Student Success Coordinator

- Lead Academic/Scholarship Advisor
- INTERIM - Student Last Name (O-Z)**
- Disability Services and Student Accommodations (all students)
- Academic Alerts, Student Success Plans, Satisfactory Academic Progress (SAP) Appeals, EAPS

Robin.Johnson@pine.edu  
320.629.5174 (call or text) • Office 81



Jodie Klinkhammer

### K-12 Partnerships PSEO/Concurrent Enrollment Advisor

- All PSEO students (A-Z)

Jodie.Klinkhammer@pine.edu  
320.629.5117 (call or text) • Office 14

## Pine Technical & Community College Student Success Team MISSION

The Student Success team strives to engage all students during their time at Pine Technical and Community College. We work to optimize the students' use of resources to help students achieve academic success and social and professional growth.

The Student Success team offers a broad range of services, activities, and events that promote success by supporting the development of academic skills and strategies, awareness of educational, personal, and professional goals, connection to resources, and involvement in the campus community.

To learn more about Student Services at PTCC visit our website at:

[www.pine.edu](http://www.pine.edu)



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## Pine Technical & Community College

## Student Success Team



### Institutional Research & Financial Aid Coordinator

**Catherine Paro**  
Catherine.Paro@pine.edu  
320.629.4518 (call or text) • Office 34  
**General Financial Aid Assistance**  
financialaid@pine.edu



### Registrar

**Jennifer Haavisto**  
Jen.Haavisto@pine.edu  
320.629.5118 (call or text) • Office 48



### Testing Center Coordinator

**Patty Gerhardson**  
Patty.Gerhardson@pine.edu  
320.629.5197 (call or text) • Office 124



### Library & Information Technology

**Laurie Jorgensen**  
Laurie.Jorgensen@pine.edu  
320.629.5145 (call or text)  
• Library Front Desk



### College Librarian

**Sara Carman**  
Sara.Carman@pine.edu  
320.629.5169 (call or text)  
• Office 121



### College Counselor and Psychology Faculty

**Jennifer Reynolds**  
Jennifer.Reynolds@pine.edu  
320.629.4556 (call or text)  
• Office 82

## Available Services



An online 24/7 tool for students to tailor mental health resources to meet their needs.

## Handshake

Handshake connects PTCC students to 550,000 employers for career services and recruitment.



All financial aid overages will be sent through BANKMOBILE. Questions? Contact Business Services 320.629.5219.

To learn more about Student Services at PTCC visit our website at:

[www.pine.edu](http://www.pine.edu)



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# Advising Worksheet



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FAKE STUDENT

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Program Advising Worksheet  
Semester Spring 2023

Student Name: Craig Johnson Program Major: ~~Auto~~ Network Admin & Cyber Security

Student ID: 12345678 Cumulative GPA: N/A Attempted Credits: 11

Anticipated Graduation Term: \_\_\_\_\_ Academic Status: (1st Semester)

Educational/Career Goal: Thought wanted to do auto b/c dad did, really enjoys IT though...

Educational Considerations			
Scholarships and Grants	Advising Notes:  <u>N/A</u>  <u>Qualify for Fostering Indep.?</u>	Financial Aid Status	Advising Notes: Next FAFSA Complete <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <u>Pell, MN Grant loans</u>
			Max Time Frame <input type="checkbox"/> Yes - (please complete academic plan for next year) <input checked="" type="checkbox"/> No Academic Alerts: <u>None</u> Employment (hours per week): <u>just got 2 jobs Bartender, Barbecues</u> Miscellaneous Commitments (hours per week): <u>Kids</u>
Support Needs Identified		<u>Housing - found temporary, need deposit - Hotspot, food</u>	

Degree Audit Report (DAR) Review				
Credits to Graduation:	<u>60</u>	Program GPA:	<u>1P</u>	<input type="checkbox"/> Full Time <input checked="" type="checkbox"/> Part Time
		Fall 2023	Spring	Summer
Advising Notes:	Courses Needed to Graduate:	This Year	<u>Cyber Essentials</u> <u>Network Admin I</u> <u>Colleg Alg.</u>	
<u>4 GES was too much this sem.</u>	Next Year			
Additional requirements not noted above: <u>* Check in after Finals about poss. Summer class</u>				
Action Steps: <u>Emerg. Grant sign up for food pantry, change of major, Address change, 023-24 FAFSA, Bank mobile e-fund selection.</u>				
Student Signature: _____		Date: _____		
Advisor Signature: _____		Date: _____		



# Student Success



**Robin Johnson,**  
Student Success  
Coordinator



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**01**

## Rear View Mirror

Historical Context of Advising

- Faculty advisors for technical programs
- Two and a half professional advisors
- Inconsistent practices and approaches
- Students bouncing between faculty and staff advisors

**02**

## Appreciative Advising Model

Restructuring of Advising

- Relationship building
- Partnerships between faculty advisors and student success advisors
- Personalized touchpoints
- Tools designed for advisors

**03**

## Programming

Designed to allow soft touch points with students

- Normalize advisor assistance
- Get students involved
- Share our language with students

**04**

## Outcomes

Increased engagement

- Students are engaged
- Staying in classes
- More prepared
- Faculty help make connections



# An Appreciative Campus



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## 6 Tenets of an Appreciative Mindset

REMEMBER YOUR POWER

CARE ABOUT & BELIEVE IN THE  
POTENTIAL OF EACH STUDENT

BE INSATIABLY CURIOUS ABOUT  
YOUR STUDENTS' STORIES

POSSESS AN ATTITUDE  
OF GRATITUDE

BE CULTURAL AWARE & RESPONSIVE

CONTINUALLY HONE YOUR CRAFT

@FloridaAtlanticUniversity  
Office of Appreciative Education



# Nursing Department



**Kristin Madigan,**  
Director of Nursing,  
Nursing Program  
Faculty Advisor



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# Nursing Department

- Faculty Retention and team building.
- Field experts to educators.
- Professional expectations and cultural change among nursing students.
- Partnership with Student Affairs and Success.
- Faculty willingness to try new pilot programs towards an Appreciative Campus.



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# Nursing Department

- Leader in continuous improvement at PTCC.
- Best in class for PN and ADN NCLEX results within all higher educational institution in Minnesota.
- Importance of faculty-student relationships.



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Now accepting  
online applications  
for the  
**Practical Nursing  
program**  
**Spring 2024  
semester**


**TOP 2  
IN MN!**

**First-time NCLEX Pass Rate  
LPN & RN programs**

**www.pine.edu**

*Training Future  
Nurses*

Scan here to **LEARN MORE** about the  
Practical Nursing Program at PTCC! 





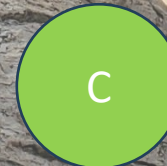
# Appreciative Administratio n



**Mike Colestock,**  
Vice President of  
Academic and  
Student Affairs



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# Appreciative Administration

Mike and Farfum took FAU's Appreciative Administration course.

The course helped validate the College's work in three important areas of Pine's work and student culture.

- Office culture and expectations.
- Program orientations.
- Professional development.



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# Office Culture and Expectation

Treat people right.

Tone matters in all our interactions.

Everyone at Pine is an educator – whether in the classroom or note.

Be great at what you do.

Fail forward.

It's not what happened that matters – it's what we do next.

Always go the extra mile.

Serve others as you would your grandmother or favorite nephew.



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# Pine Technical & Community College





# Program Orientations

Painting a vision.

Describing the graduation ceremony.

Setting expectations.

Professional conduct, speech,  
department.

Timing orientations to align with faculty  
feedback.

D2L, email log in, etc.



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# Professional Development

Timely employee reviews.

A bias toward “yes” for professional development opportunities and assignments.

Recognition of educational and professional attainment.

Regular meetings with employees and managers.

Cultivating the habit of “closing the loop.”  
Making sure people are answered back.  
Following up when you say you will.  
Professional accountability.



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# Appreciative Administration



**Sharon Weaver,**  
Chief Human  
Resources Officer



**Pine Technical &  
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# Campus Experience

Background and personal values.  
Private to public sector transition.  
Pine's SPIRIT Values.

How we show Pine's values to new employees.  
Are physical spaces welcoming?

Onboarding for new faculty, staff, and student employees.  
Customized onboarding plan & checklist.

Professional Development/In-Service Training.



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# Student Success



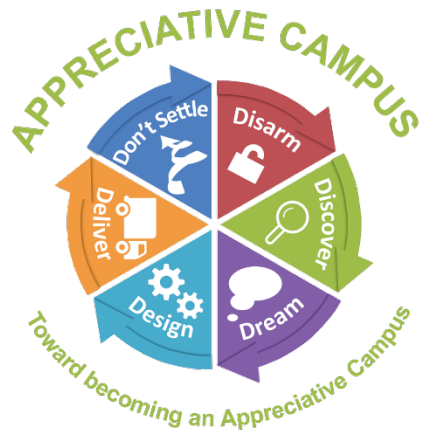
**Farum  
Ladroma,**  
Director of  
Student Success



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# Starting out or Starting over

- Identify champion(s) on campus.
- Create internal buy-in for the concept.
- Pragmatic timeline and action items.
- Continuous professional development.
  - Get creative with funding!
- Growth mindset—DON'T settle.



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# Student Success

- Review your institution Strategic Enrollment Management (SEM) and Institutional Assessment Plan—How to integrate?
- Get everyone involved!
- Optimization versus prioritization.
- Have FUN!



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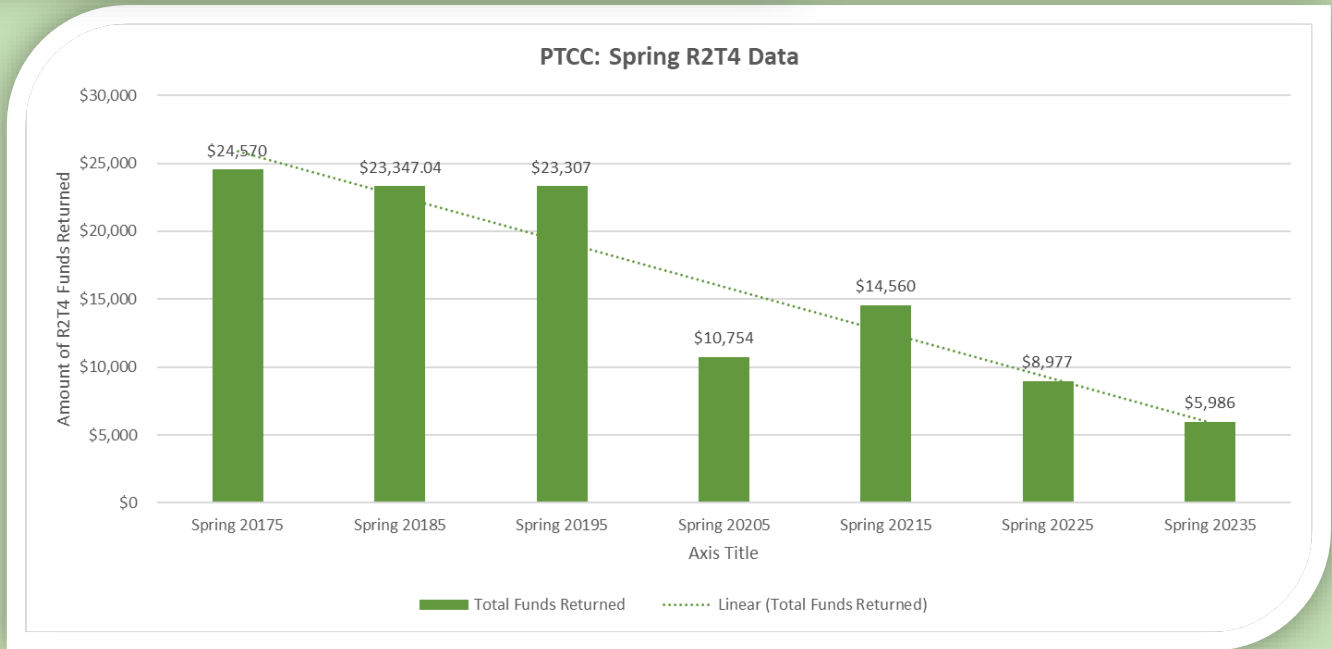
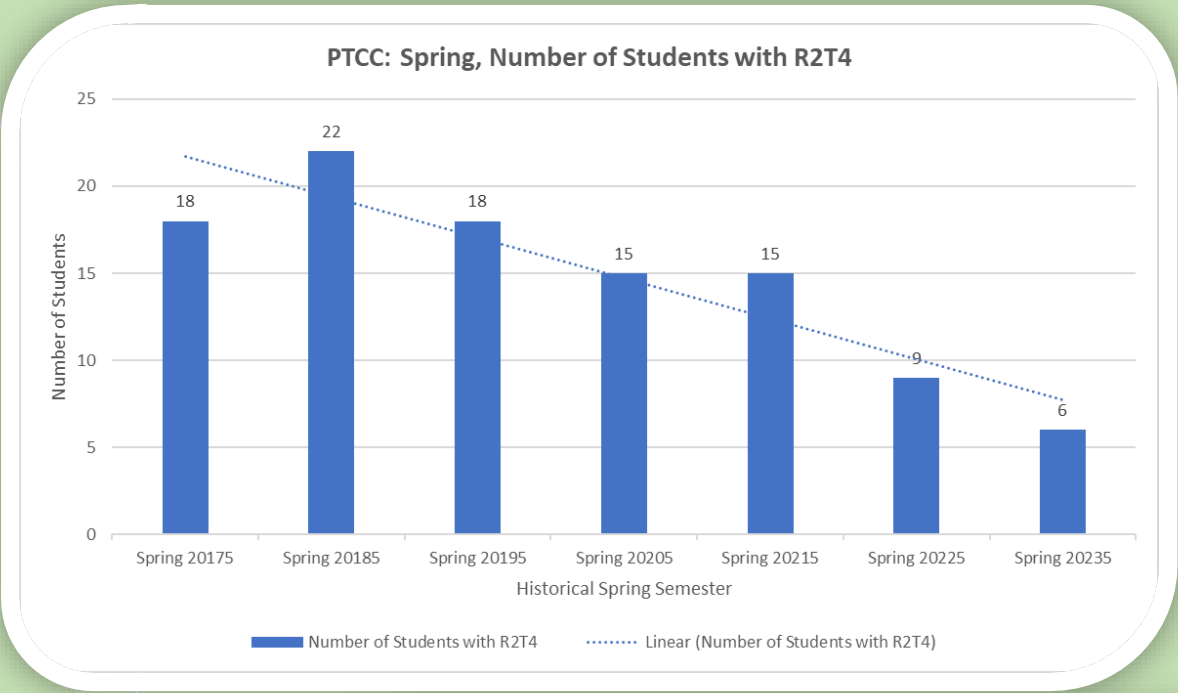


# Does it work?

- Reduction of Return of Title IV (R2T4) funds by the intuition.
  - Fall 2022—**18** R2T4s
  - Fall 2023—**2** R2T4s
- 89% less students who fully withdrew from PTCC with R2T4 implications.***
- Re-optimizing campus resources.



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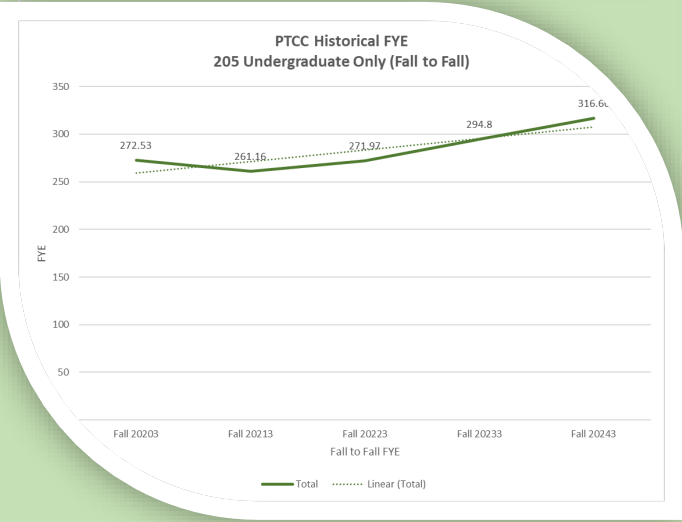
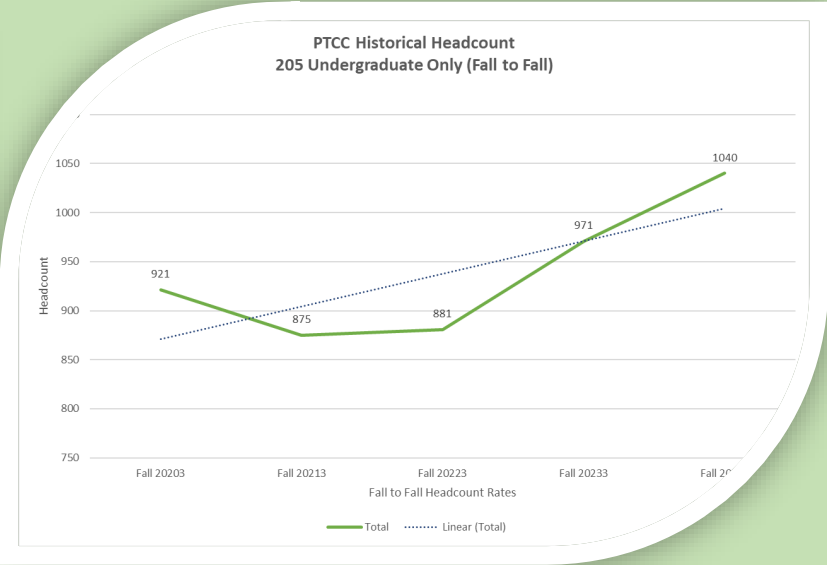
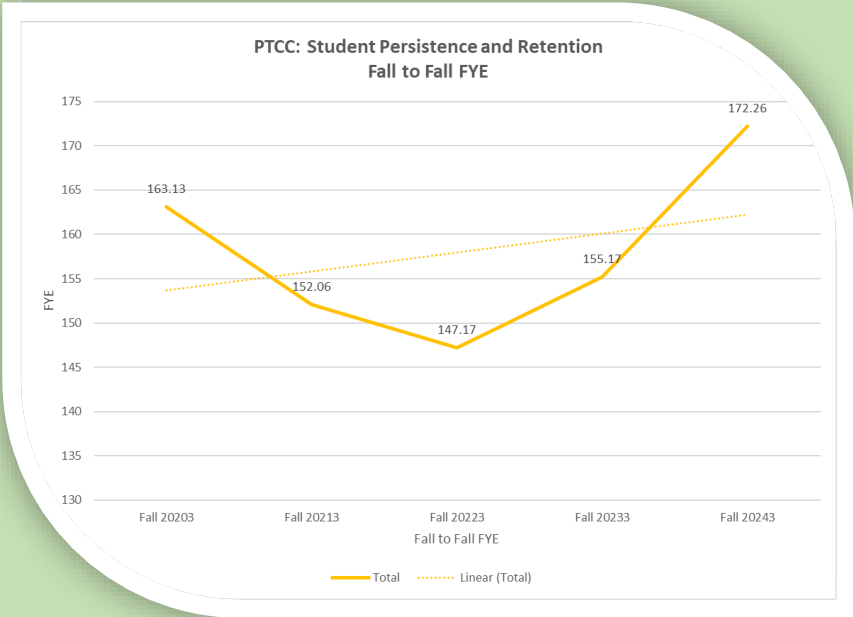




# Does it work?

- Enrollment and Retention impacts.
- Student completion rates with Sexual Violence Prevention Training :

**Fall 2023—61.75%**  
 Fall 2022—27%  
 Fall 2021—22%





# Examples of Action Items

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**Process Improvement Proposal and Checklist**

Pine Technical and Community College (PTCC) is dedicated to providing an inclusive learning and working environment through equitable opportunities for all students, staff, and faculty. The college appreciates diversity and is committed to supporting and honoring the dignity of each person by creating a campus climate where each individual is welcomed, supported, and respected. All internal stakeholders are welcome to submit proposals for process improvement to be reviewed with members of the Administrative team for feedback and feasibility as it aligns with PTCC's mission and vision.

- 1) What problems am I trying to solve?
- 2) Stakeholders
 

Who are three key stakeholders I plan to include in solving this problem?	A.
	B.
	C.
- 3) Assessment and Data-Informed Change
 

What assessment/data do I need to tackle the problem?	
---	--
- 4) Leveraging Opportunities & Overcoming Barriers
 

a) What is one opportunity within my institution to gain buy-in?	
b) What are the barriers to this opportunity?	
- 5) Determining Impact
 

a) How will I determine success/impact?	
b) What is one step I can do in the next 30 days to work towards generating buy-in to tackle this problem?	
- 6) In what way will this process improvement/proposal have a positive impact opportunity for underrepresented populations?
- 7) How have you considered the potential adverse impacts of this proposal on equity (considering things like accessibility, affordability, safety, culture)?
- 8) Are there any remaining concerns regarding this process input and inclusion (e.g. accessibility, affordability, safety, culture, get, discuss further)? If so, who are you planning on reaching out to?

Thank you for your time with this one process improvement proposal. Please submit to [redacted]



**FANTASTIC FOUR-As**

- Academic Alerts
- Attendance/FN/LDA
- Accommodations
- Advising

4

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**Check in with your student**

**Disarm**  
Make a positive first impression with students to build rapport and create a safe and welcoming space.

- How are you doing?
- How is the semester going for you?
- Any highlights or challenges you care to share?

**Learn their perspective**

- How are you doing in your program and courses?
- If there was one thing that would make your education better, what would that be?
- What has surprised you about your program or coursework so far?

**Discover**  
Ask generative, open-ended questions that help advisors learn about students' strengths, skills, and abilities.

**Learn about their dream**

- What do you want to do when you finish your program?
- What's your dream job?

**Identify where they are and where they need to go**

- Review Degree Audit Report (DAR)
- Identify next steps

**Design**  
Students and advisors co-create a plan for making students' dreams a reality.

**Encourage and support your student**

- Remind them they've got this
- Provide them with a way to contact you and the hours you are available
- Ask if there is anything you can do to help them find success

**Hold them accountable**

- Have them tell you what their plan for success is going forward
- Ask them to set a goal for this semester and next

**Don't Settle**  
Students and advisors set their own internal bars of expectations high.

**WELCOME**

- New Year-New Opportunities
- #CareOutLoud: Lead with empathy, authenticity, compassion, & intentionally care about others.
- #People Before Process: Fully Human-Centered
- GOAL: to help ALL members of the campus community THRIVE

## SPRING 2024 & SUMMER 2024

### Program Completion & Registration

#### Mon., October 9 Priority Registration

For continuing students who have earned 21+ credits and veterans

#### Wed., October 11 Open Registration

For all current and new students

SCAN HERE FOR MORE INFORMATION ABOUT REGISTRATION RESOURCES!



### ADVISING WEEK

*Kick-Off!*

October 2-6

### and continuing through the remainder of fall semester

Advising Week is the official "kick-off" to plan your course selection for the spring and summer semesters at PTCC! Students are encouraged to connect with their Program Advisor or Student Success Advisor for course sequencing and registration assistance.

#### Connect with a Student Success Advisor for assistance with:

- FAFSA completion and financial aid
- Veteran Services
- PTCC scholarship requirements
- Explore available scholarships and grants (e.g. Fostering Independence Grant, Future Together Grant, Childcare Grant, and more)
- Fall Application for Graduation
- Transfer-related questions
- Basic Needs and Connect 4 Success program

#### Plan for Fall Graduation and Transfer

All PTCC students graduating after the Fall semester must complete the online Graduation Application form by **November 22**. Students who are transferring, do not forget to send your official transcript to your next college/university. For assistance, please contact [records@pine.edu](mailto:records@pine.edu).

#### PSEO Students

Connect with Jodie Klunkhammer, PTCC PSEO Advisor, to plan your next semester PSEO courses.



All individuals are welcome to attend PTCC-sponsored events. If you need an accommodation due to a disability, please contact [Robin.Johnson@pine.edu](mailto:Robin.Johnson@pine.edu)



Thank  
you!



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How many  
green dots did  
you see  
during the  
presentation?



# Connect with US



**Sharon Weaver,**  
Chief Human Resource Officer  
[Sharon.Weaver.2@pine.edu](mailto:Sharon.Weaver.2@pine.edu)



**Robin Johnson,**  
Student Success Coordinator  
[Robin.Johnson@pine.edu](mailto:Robin.Johnson@pine.edu)



**Kristin Madigan,**  
Director of Nursing, Nursing Program  
Faculty Advisor  
[Kristin.Madigan@pine.edu](mailto:Kristin.Madigan@pine.edu)



**Mike Colestock,**  
Vice President of Academic and Student  
Affairs  
[Mike.Colestock@pine.edu](mailto:Mike.Colestock@pine.edu)



**Farfum Ladroma,**  
Director of Student Success  
[Farfum.Ladroma@pine.edu](mailto:Farfum.Ladroma@pine.edu)



SCAN ME

Connect with us on social media!



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