

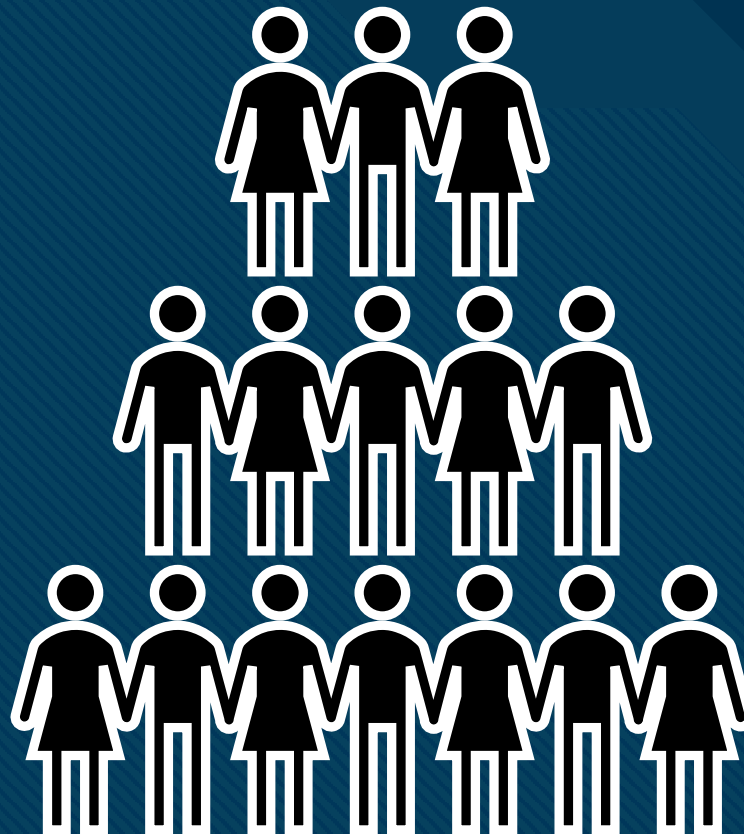
Toro Success Collaborative (TSC)

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What is TSC?

TSC is a tool used to connect students, advisors, tutors, faculty, and support centers through a collaborative care model.



Care Management Now

TSC is driven by care units. These units determine how interactions occur and how information is shared between areas.



Advising

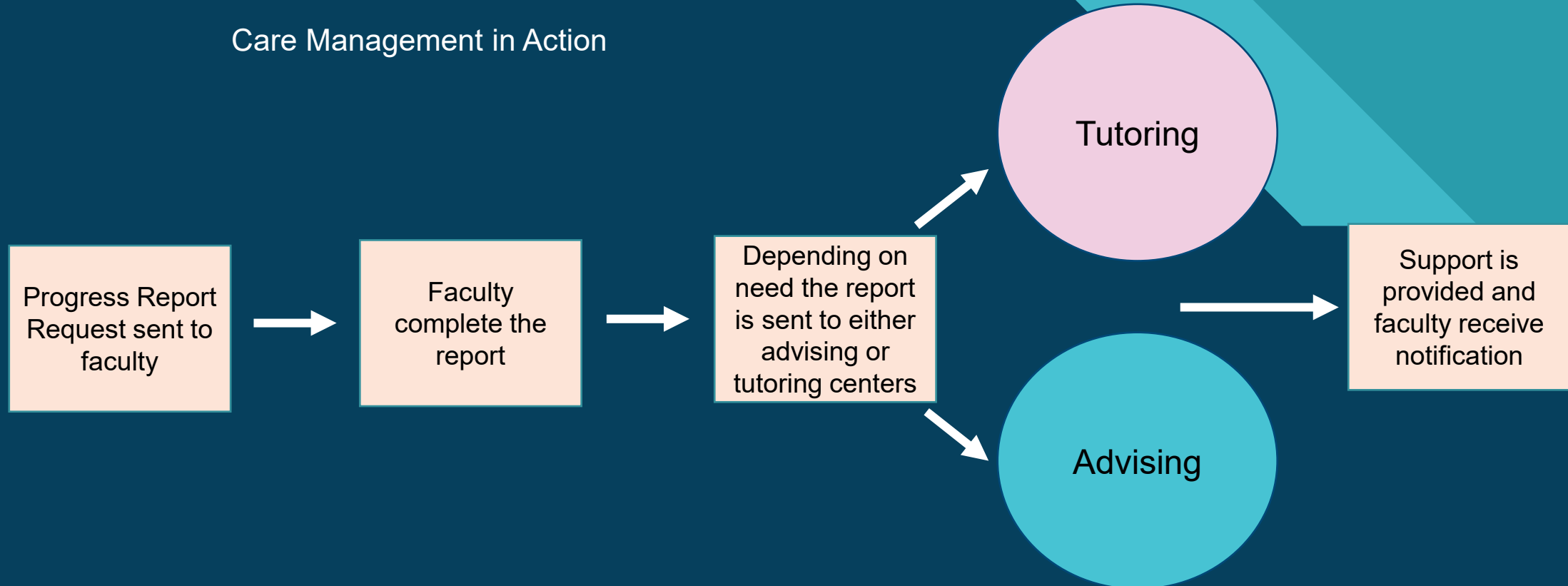
Between these care units exists built in pathways for collaboration and referrals

Tutoring

Other

Progress Report Structure

Care Management in Action



Over 22k individual reports filed by faculty in Fall 20 and Spring 21

4600 students were marked as needing support in Fall 20 and Spring 21

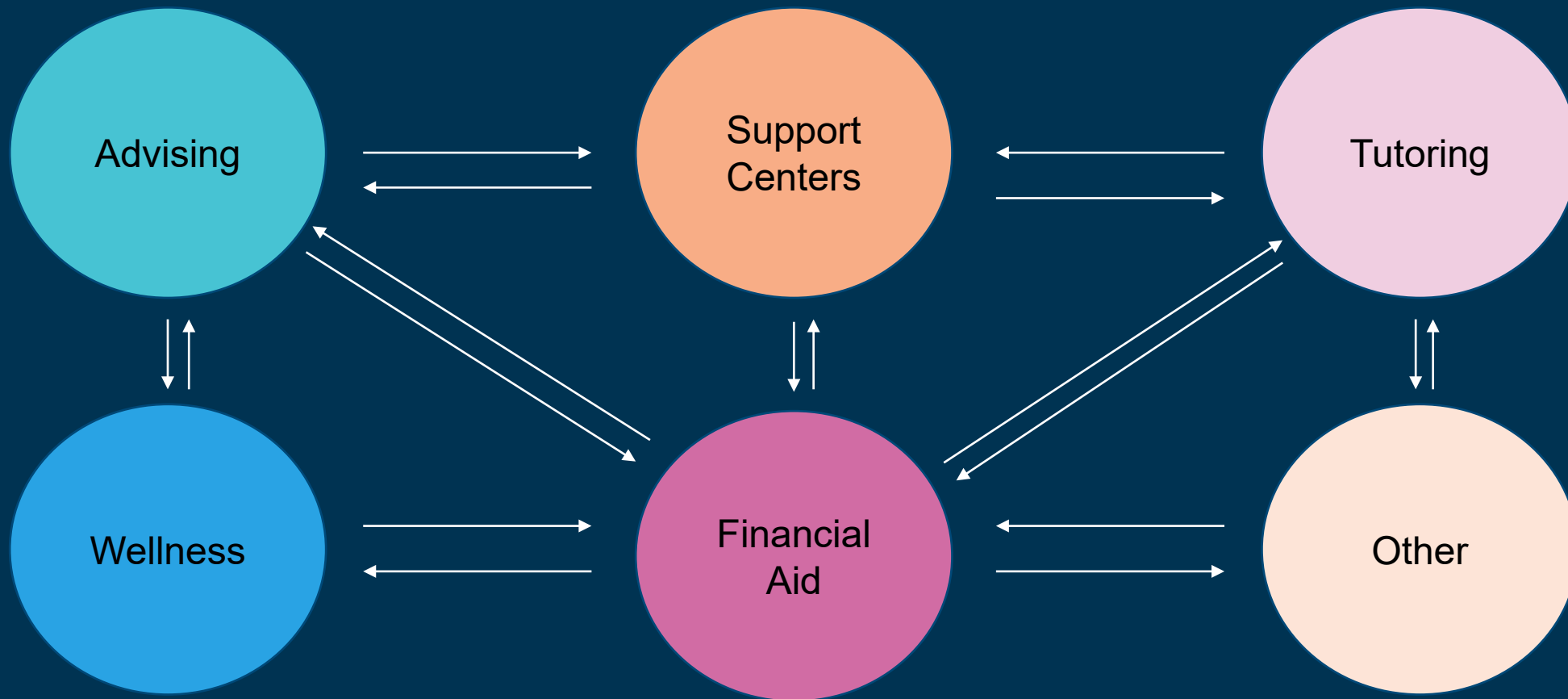
Students who received tutoring support had a 9% higher Spring 21 retention rate

Onboarding Efforts

- The following departments/areas are in various stages of the onboarding process:
 - Student Affairs
 - Toro Dreamers Success Center
 - Basic Needs
 - Rose Black Resource Center
 - Male Success Alliance
 - Toro Guardian Scholars
 - Veteran's Resource Center
 - Women's Resource Center
 - Latinx Resource Center
 - Academic Affairs
 - Anthropology
 - CAH-Student Success Center
 - Chemistry
 - Computer Science
 - History
 - Pre-Health Advisors
 - Psychology
 - Sociology



Care Management in the Future



- Training and communication plans are being developed by student employees of the Student Affairs Assessment Office.
- These will include “how to” guides and step-by-step instructions on the various processes and tools within TSC
- TSC website will be updated to include updated onboarding processes as well as the training material discussed above.

TSC Demo Request or Onboarding

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