E26

AI ENGAGE FALL SUMMIT

ONLINE EVENT

Beyond the Alert: Building a Proactive Student-Success Framework

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Element451

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Trinity Valley Community College



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Trinity Valley Community College

5 Campuses, 5 Counties

Ranging from extremely rural to the fastest growing county in the U.S.

Total Enrolment:

Fall 2026: 7,000 total headcount, 47% Dual Enrollment.

High Touch Support

Helping students navigate college through proactive, relationship-centered guidance.



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Goodbye Admissions, *Hello Retention.*

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HOW TRINITY VALLEY REBUILT ENROLLMENT FROM THE GROUND UP



THE PROBLEM

55.2%
of admitted students never reached the first day of class.

Disconnected departmental handoffs.

No single owner of the student journey.



THE TRANSFORMATION

Eliminated the standalone Admissions Office.

Brought recruiting, admissions, and advising together.

One consistent advisor from application through graduation.

Element451-powered automations, communications, and support workflows.



THE RESULTS

9
consecutive semesters of enrollment growth

31.5%
decrease in melt

3
consecutive years of graduation rate increases

Enrollment isn't the finish line.
It's the beginning of the relationship.

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Agenda Slide – 6 Items

1 From Enrollment to Student Success

2 Where the Gaps Begin

3 Building the CORE

4 A Framework for Proactive Support

5 Technology as the Connector

6 Beyond the Alert

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Act I

"We thought we had solved this..."

Meet Kate

Pseudonym

- TVCC Graduate
- Future Teacher
- Wife & Mother



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And then life happened...



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Act 2

Understanding the Gaps

One Student. Multiple Departments. Disconnected Information.

Enrollment Services

Received Kate's withdrawal request, citing "personal reasons"

Student Records

Processed Kate's withdrawal, per Enrollment Services requesting the official withdrawal

Faculty Members

Knew Kate's circumstances and told her the program would hold her spot until she could return

Resource HQ

Had support resources available, but wasn't connected to Kate's situation

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Resources Were Available. The Connection Wasn't.



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Kate's Return

Her educational journey wasn't over. It was interrupted.

Withdrew

Time Away

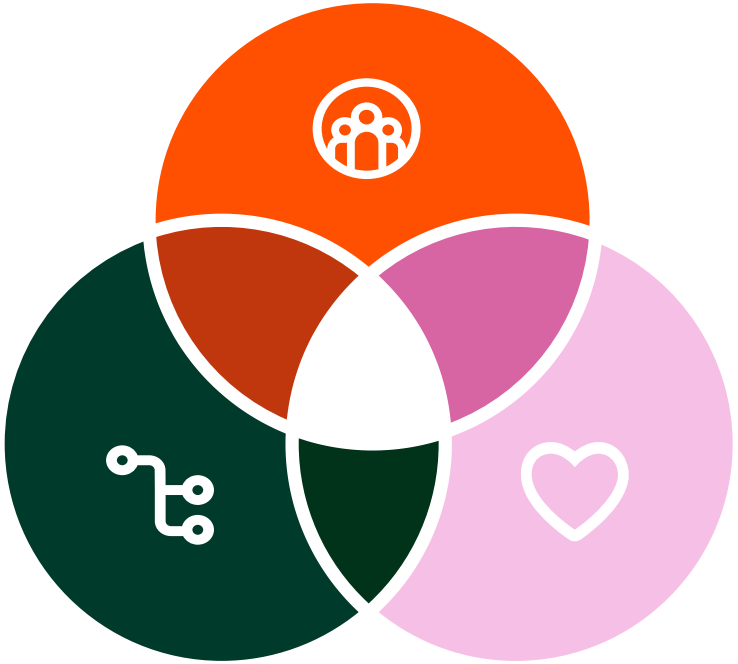
Returned



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Student success can't depend on whether the right people happen to talk to each other...



We had the people.
Dedicated faculty and staff.

We had the resources.
Programs and services to support students.

We lacked the connection.
Shared information, ownership, and coordinated action.

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Act 3

Building a Framework

Building the Core



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Our Core Success Framework

Shared Vision & Governance

- Agreeing on priorities, responsibilities, and decisions
- Provide consistency, SOPs, and checks and balances

Shared Visibility

- Understanding the whole student across all departments
- Defining handoffs and boundaries

Coordinated Support

- Connecting needs to people and action
- Developing and maintaining processes for continuous improvement

Human Connection

- Keeping relationships at the center of student success and connection

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Pillar One: Shared Vision & Governance

Before we can coordinate support, we have to agree on how we're going to work together.

Three simple focus areas:

- Shared priorities and definitions
- Clear roles and decision-making
- Institutional accountability

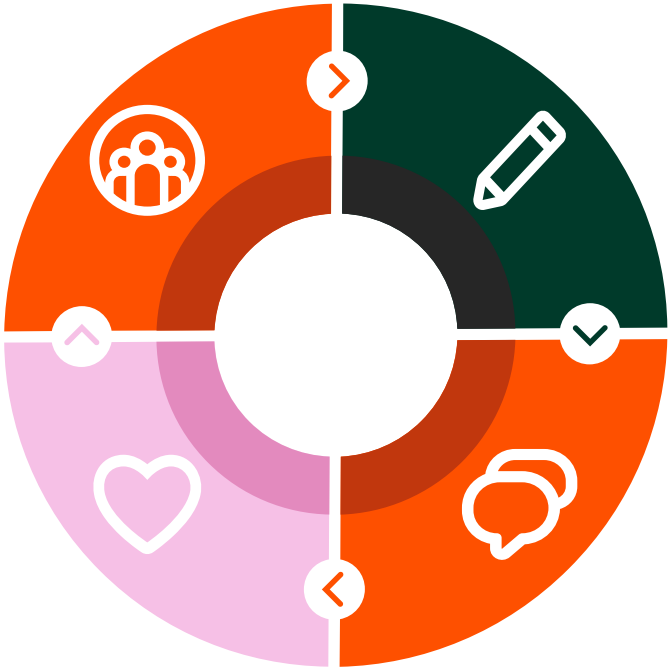
Student Success belongs to the institution, not a department.

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Pillar Two: Shared Visibility

Enrollment Services

Academic Engagement



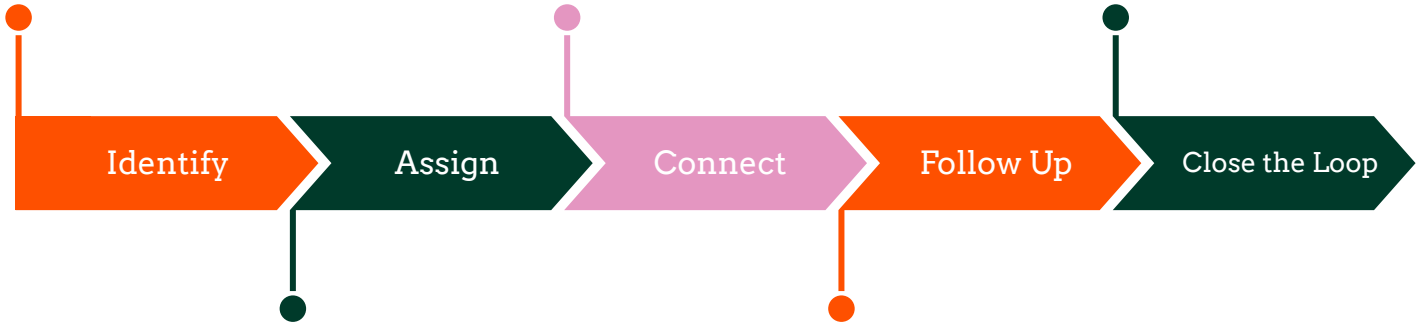
Student Support Needs

Outreach & Follow Up

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Pillar Three: Coordinated Support

An alert is the beginning of a response, not the response itself.



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Pillar Four: Human Connection



Familiar point of contact.

Conversations, not just transactions.

Support that continues through interruptions.

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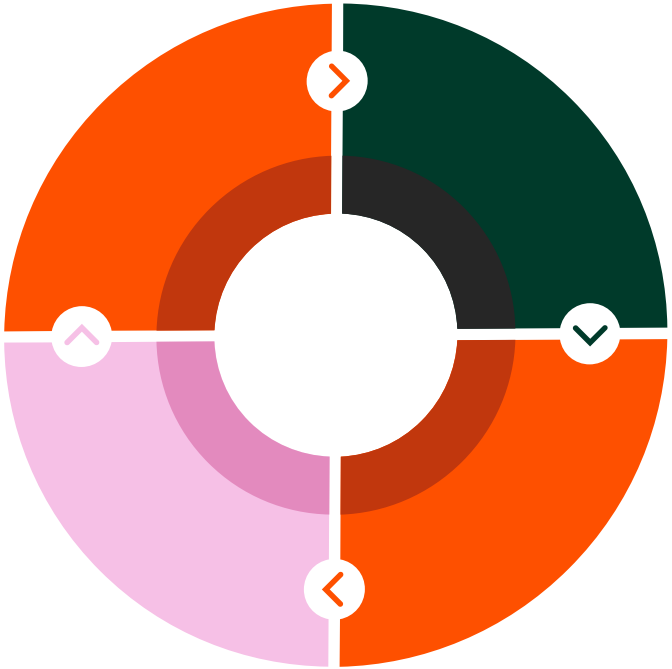
Act 4

Putting the Framework Into Practice

Where Element451 & AI Fit

See

Bring relevant student information together in a common place for everyone



Recognize

Surface concerns and opportunities automatically

Coordinate

Automatically route tasks, alerts, case management, and communications

Follow Through

Track and initiate outreach, next steps, and closure

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Meet Sarah

- **The Goal:** Pursuing a career change
- **The Crisis:** Lost her husband, single mom of 3
- **The Interruption:** Withdrew from TVCC
- **The Barrier:** SAP Eligibility



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Sarah Through the Framework



Shared Vision & Governance

- Clearer processes for navigating reentry and financial barriers without gaps



Shared Visibility

- Appropriate staff understand the context of her return



Coordinated Support

- Advising, Financial Aid, and Student Advocacy can reasonably work together in a unified system

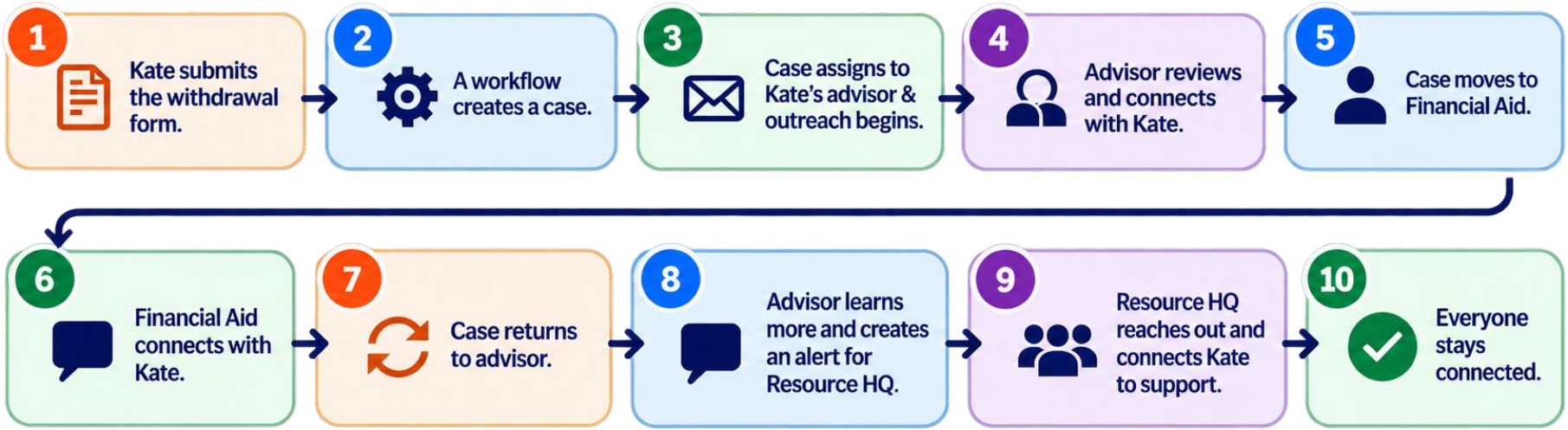


Human Connection

- A consistent person helps Sarah understand her options

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What if **Kate** withdrew today?



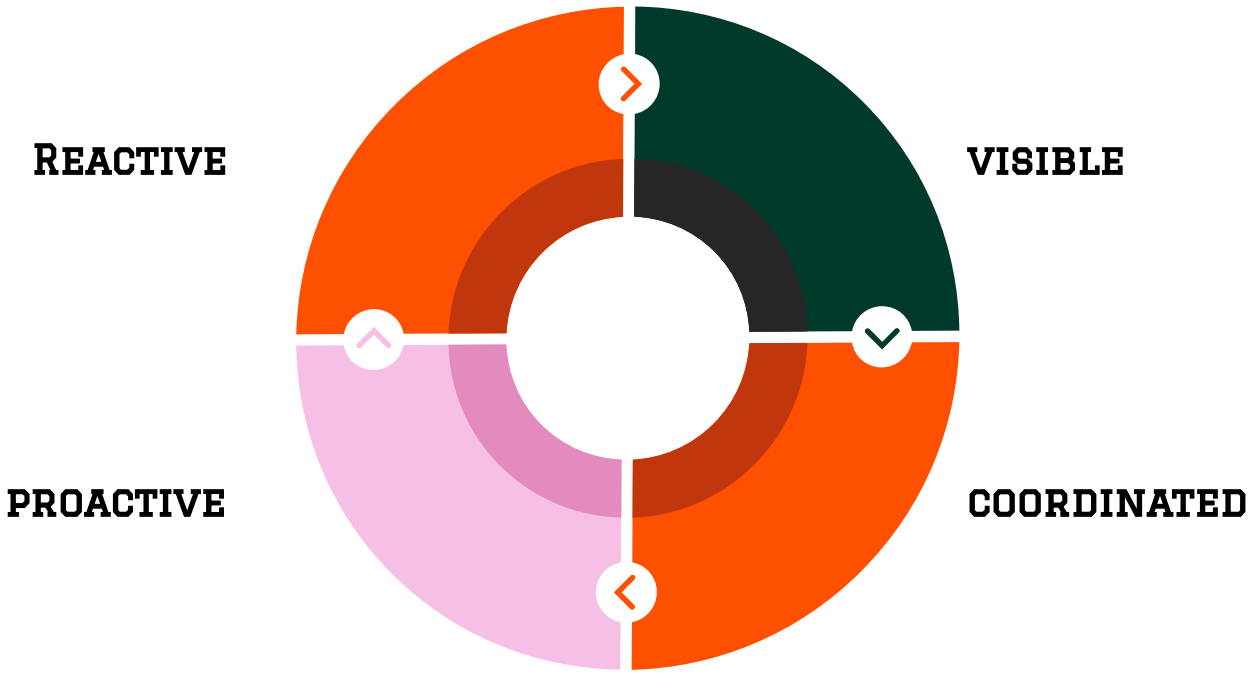
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Act 5

Beyond the Alert

Reactive to Proactive

Let technology manage the process so people can focus on the student.



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Technology **connects** the pieces.
People make the **difference.**

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Thank You

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