



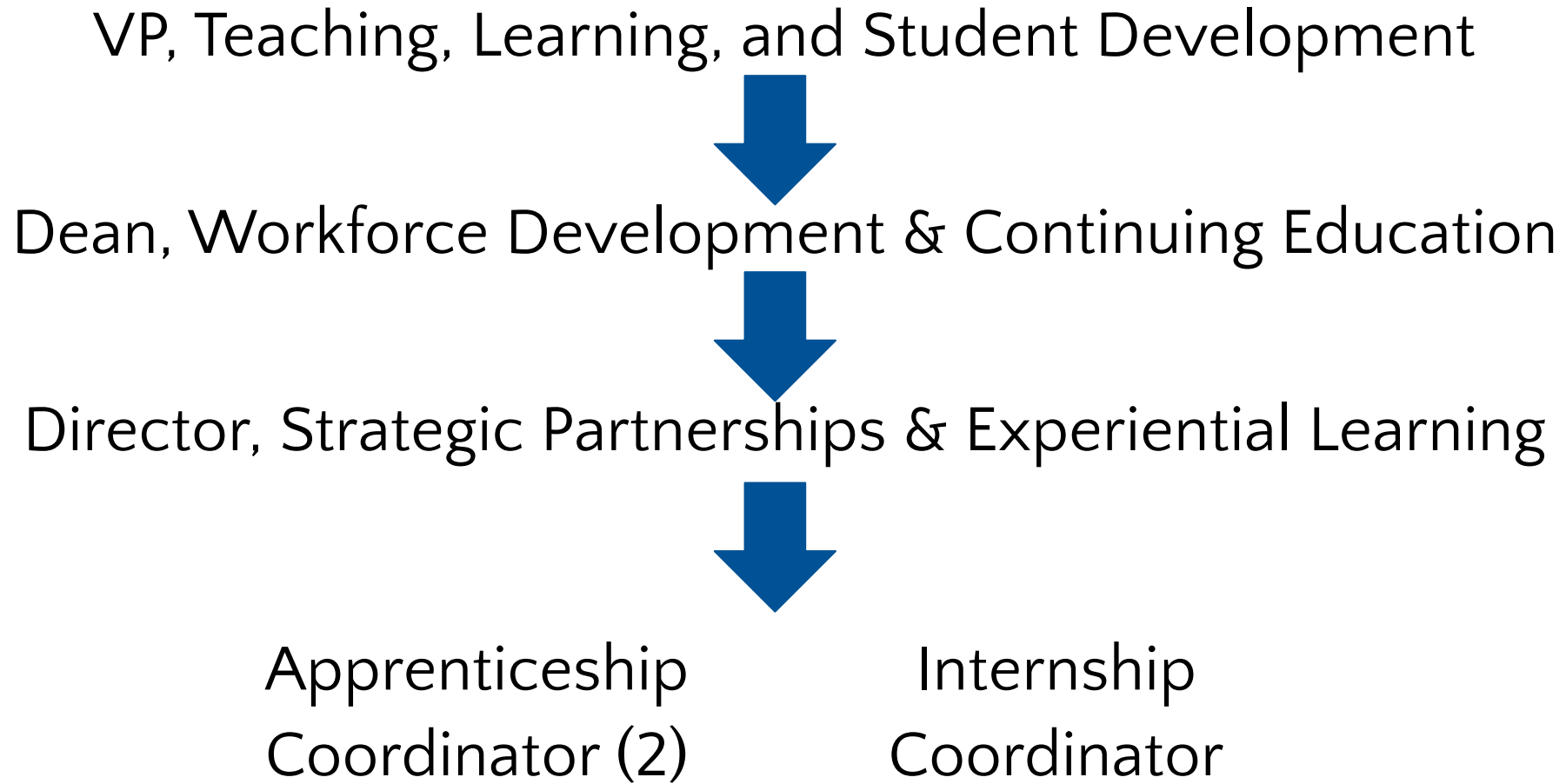
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Bright Choice. Bright Future.

Intrusive in the Best Way: Proactive student support that WORKS



ECC Structure for Apprenticeships



**How many of you have had a student
who had the skills to succeed—but life
got in the way?**



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The Reality of Workforce/Apprenticeship Students

- Working Adults
- Newly Adult
- Career Changers
- Balancing Life/Work/School
- Multiple Barriers



Common Barriers



First Generation



English Language Learners



Transportation



Childcare



Technology



Work vs. Class Schedules



Financial Emergencies



Mental Health

Support Models

Traditional Support

- Reactive
- Referrals
- Transactional
- Focus on Academics

Concierge Support

- Proactive, Intrusive
- Warm Handoffs
- Relationships Built on Trust
- Holistic Focus

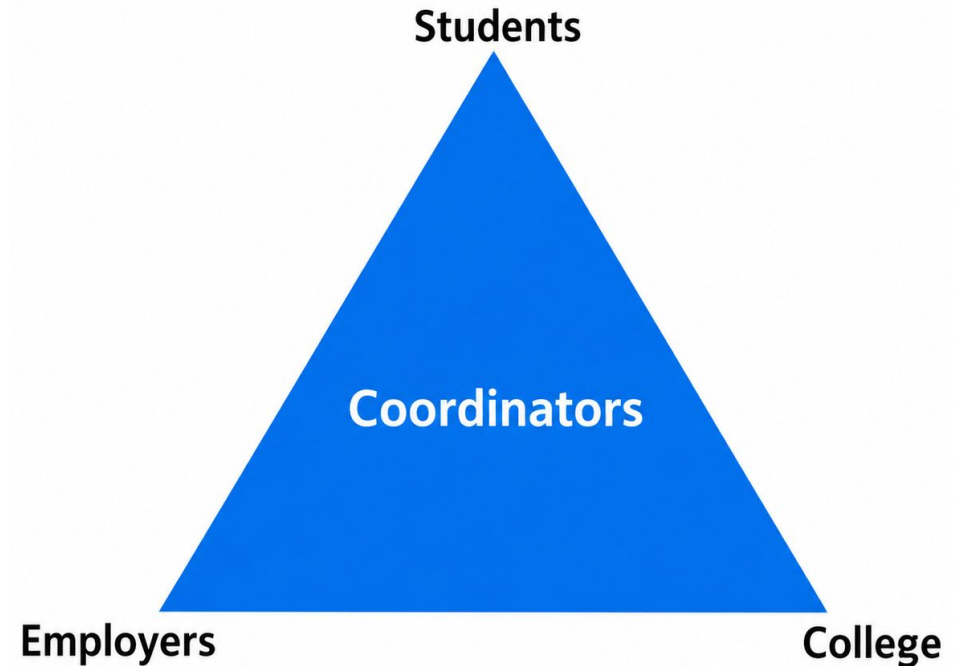
Traditional Model = Decentralized



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Concierge Model = Centralized Point of Contact

- We had one person working 20 hours handling the apprentices, and other staff on campus had to fill in the gaps without having the full picture of the apprentices' goals
- ECC invested in two full-time apprenticeship coordinators and a dedicated Director
 - Single point of entry and contact for both apprentice and employer for the entirety of the apprenticeship



Educational Concierge

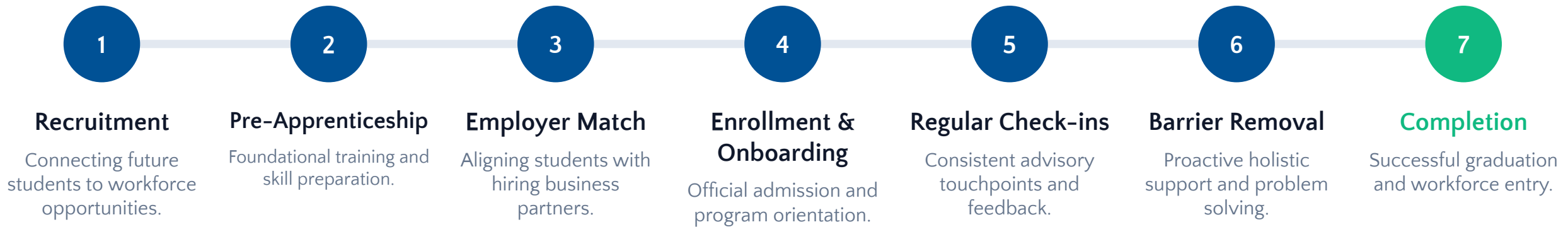
- They need one person who is their educational concierge and gets them everything they need.
- “A Jack or Jill of all things”, college, employment and life
- A person they can text all the time and get answers. A person that will meet them outside of their classroom.



The Key is Building Relationships!

- Learning each student's goals
- Modality of communication
- Understanding family situations
- Knowing work schedules
- Building employer relationships
- Building internal relationships with faculty & staff
- Becoming the "first call" when problems arise

ECC's Apprenticeship Pathway



What Does “Intrusive Support” Mean



Regular Phone Calls



Text Messages



Extended Hours & Virtual
Visits



Employer Communication



Faculty Communication



Progress Monitoring



Celebrating Successes



Early Intervention

A Note on the Concierge Model...



This model is not about lowering expectations or accountability. It's about:

- Removing Barriers
- Increasing Accountability
- Developing skills like self-advocacy, professional communication, and problem-solving

Benefits the Employers As Well



- One point of contact
- Constant communications
- Builds sense of trust with college
- Keeper of all the information
- One resource rather than many

Using the Concierge Model



Schedule proactive check-ins



Respond quickly



Learn every student's story



Celebrate milestones



Build employer relationships



Create resource referral lists



Be truly interested in your students!