



# NOCE Student Navigator Impact Report

Office of Institutional Research and Planning, NOCE

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## Program Overview

NOCE's Student Success Navigator Program is being implemented under the Counseling and Student Services department and includes a Student Services Coordinator (30%), a Student Services Specialist (100%), and 10 Student Success Navigators (PE positions). The Student Services Coordinator acts as the project lead and provides overall program coordination, oversight and training of the Student Success Navigators, collaborates with the Student Services Specialist for Starfish implementation, and works with the department liaisons from the instructional programs who provide department-level updates and support. The Student Services Specialist provides oversight of the Starfish platform, oversees the cohorts, and provides hands-on and technical training for the Navigators. The Student Success Navigators are assigned to cohorts of students in the High School Diploma Program, ESL, CTE, and Special Populations (i.e. United Domestic Workers cohort). Student Success Navigators provide case management with their identified cohorts through engagement activities, direct contact, and promotion of workshops, important dates, and hands-on support. The goal is to help our current students remain enrolled, achieve their goals, and receive NOCE student support services.

## Purpose of Report

The NOCE Student Navigator Impact Report provides **preliminary analysis** of student retention rates across NOCE programs that have implemented the Student Navigator program beginning in the 2024-25 academic year. This report highlights the role of the NOCE Student Navigator Program in supporting student engagement and persistence, with a particular focus on the High School Diploma Program, Career Technical Education (CTE), and English as a Second Language (ESL).

Retention is measured by tracking students who were enrolled in Fall and subsequently re-enrolled in Spring. Given NOCE's predominantly open-entry/open-exit model—this methodology provides a broad perspective on student continuation patterns rather than a strict persistence measure. The open-entry structure allows students to enroll and complete courses on a flexible schedule, making retention analysis more complex than in traditional credit-based institutions.




The following sections present the preliminary retention rates for Fall 2024 to Spring 2025, broken down by program, alongside data on student engagement activities facilitated by the NOCE Student Navigator Program. This report aims to provide valuable insights into student enrollment behaviors, highlight trends in retention, and measure the impact of student navigation efforts in helping students continue their educational journeys at NOCE.

## Preliminary Retention Analysis

The tables below compare NOCE retention rates for Fall 2024 to Spring 2025 against Fall 2023 to Spring 2024. The data illustrates changes in student retention across key programs and provide insight into the effectiveness of student support initiatives.

- **CTE programs experienced an increase in retention**, with a 10% rise from 46% in 2023-24 to 56% in 2024-25. This improvement suggests that interventions and outreach efforts have positively impacted student continuation rates.
- **Basic Skills Program (BSP) retention also improved**, increasing from 35% in 2023-24 to 44% in 2024-25. This increase highlights the effectiveness of targeted student support services.
- **ESL program retention remained stable**, with a consistent retention rate of 52% across both academic years. This consistency may indicate steady enrollment trends and the importance of ongoing student engagement efforts.
- **The United Domestic Workers (UDW) cohort showed a retention rate of 57%**, though prior year comparisons are not available because this program began in the 2024-25 academic year.

**Table 1: Comparison of Fall 2024 to Spring 2025 vs. Fall 2023 to Spring 2024 Retention by Program**

Program	Student HC Fall 2024	Retained Spring 2025	Percent Retained (2024-25)	Student HC Fall 2023	Retained Spring 2024	Percent Retained (2023-24)
CTE	2,279	1,280	 56%	1,696	921	46%
BSP	726	321	 44%	527	186	35%
ESL	4,125	2,157	 52%	3,545	1,968	52%
UDW	21	12	57%	N/A	N/A	N/A

Additionally, the following table provides insight into retention rates both overall and within the same program. While some students continue their education at NOCE, they may shift to a different program.

- The within-program retention rate for CTE is 44%, meaning a notable portion of students continued within the same CTE pathway.
- BSP within-program retention is lower at 37%, suggesting that some students transition to other programs or complete their intended coursework before the spring term.
- ESL within-program retention remains high at 50%, reinforcing the stability of this student population within NOCE.

**Table 2: Fall 2024 to Spring 2025 Retention Rates – Overall and Within Program**

Program	Student HC Fall 2024	Retained Spring 2025	Percent Retrained	Retained In Program	Percent Retained in Program
CTE	2,279	1,280	56%	1,002	44%
BSP	726	321	44%	271	37%
ESL	4,125	2,157	52%	2,070	50%
UDW	21	12	57%	N/A	N/A

## Student Navigator Program Impact

The NOCE Student Navigator Program aims to ensure students have access to the necessary resources, information, and guidance to continue their educational journey. The program focuses on retention efforts within NOCE's High School Diploma, CTE, and ESL programs.

**Table 3: Count of Students Served by Student Navigator Program**

Program	Fall 2024 Students Engaged	Spring 2025 Students Engaged	Total Engagements
High School Diploma	N/A	150	150
CTE	N/A	33	33
ESL	2,853	321	3,174
<b>Total</b>	2,853	504	3,357

**Table 4: Number of Events and Student Engagements**

Event Type	Fall 2024	Spring 2025	Total
Workshops / Classroom Presentations	1	8	9
Tabling	18	11	29
Events	7	2	9
Program Support	15	0	15
<b>Total</b>	41	21	62

## Disclaimer on Retention Data

It is important to note that NOCE operates primarily as an open-entry/open-exit institution, which significantly affects retention calculations. The methodology used in this report tracks students who were enrolled in Fall 2024 and re-enrolled in Spring 2025. However, given that many NOCE students enroll for short-term courses or intermittent study periods, term-to-term retention calculated prior to the semester ending does not fully capture student success or program effectiveness. Controlled enrollment programs, primarily in CTE, are less affected by this issue, but the data should still be interpreted with context.

This report is intended to provide insights into the work of NOCE Student Navigators in supporting student retention and success.

## Program Cost

The NOCE Student Navigator Program requires ongoing financial support to sustain its operations and effectiveness in supporting student retention. Below is an overview of the projected program costs for the 2024-2025 and 2025-2026 academic years.

**Table 5: NOCE Student Navigator Program Costs**

Academic Year	Salaries	Benefits	Total Cost
2024-2025*	\$259,908.90	\$58,743.63	\$318,657.53
2025-2026	\$304,442.60	\$85,602.13	\$390,044.73

\*Delays in filling temporary reassignment and PE positions occurred.

### 2025-2026 Projected Cost: \$390,044.73

- Student Services Coordinator (30%): \$27,604.80 (salary) + \$16,110.12 (benefits) = \$43,716.90
- Student Services Specialist (100%): \$86,983.90 (salary) + \$53,707.01 (benefits) = \$140,690.91
- Student Success Navigators (25 hours/week X \$20/hour X 38.5 weeks) = \$19,250 (salary) + \$1,578.50 (benefits) = \$20,828.50/Navigator
  - 10 Navigators = \$192,500 (salary) + \$15,785 (benefits) = \$208,285
- Total (all positions): \$304,442.60 (salary) + \$85,602.13 (benefits) = \$390,044.73

## Conclusion

The NOCE Student Navigator Program continues to play a critical role in increasing student engagement and retention. The data in this report provides a foundation for evaluating program effectiveness and identifying areas for improvement in student support services. Further refinement in retention tracking methodologies and expanded engagement efforts will be essential for strengthening NOCE's student success initiatives.