



AUGUST 2025

MCC STUDENT ENGAGEMENT REPORT SUCCESS COACHING SERVICES

A NEW CHAPTER

Welcome to this month's Student Engagement Spotlight! We're proud to highlight Success Coaching Services (SCS)—a program that has been revitalized with a fresh approach and renewed focus. No longer just a safety net for students in crisis, SCS has evolved into a proactive, relationship-driven model that empowers students from day one. With a year-round outreach strategy and a team of coaches serving as both navigators and retention specialists, the new SCS helps students find their way forward before they fall behind.



SUCCESS COACHING PHILOSOPHY

The philosophy of Success Coaching is grounded in the belief that students are the experts of their own lives, and that meaningful progress happens when they are supported, empowered, and guided with purpose. Success Coaches aim to build trusting relationships that help students clarify their goals, connect their values to their actions, and navigate college with confidence. Rather than waiting for students to reach out during a crisis, the coaching model emphasizes proactive engagement and intentional outreach, recognizing that timely support can prevent small issues from becoming major setbacks.

Coaches act as navigators, helping students understand and access campus resources, and as retention coaches, identifying barriers early and working collaboratively to overcome them. At its core, the philosophy promotes personal growth, accountability, and persistence, with the goal of helping students not only stay enrolled but thrive both academically and personally.

CONTINUOUS SUPPORT & OUTREACH

In May 2025, SCS launched a year-round outreach plan to connect with students at key moments in their academic journey. Coaches now proactively reach out to students who have failed or withdrawn from courses, are on academic probation or suspension, or are flagged for low grades or non-attendance. First-time-in-college (FTIC) students are also engaged early through pre-term outreach, orientation, and campus events. Through a variety of communication methods, coaches ensure students feel seen, supported, and connected from the start.

"My experience with the success coaching services has been very positive. My success coach has always been supportive, encouraging, and easy to talk to. She helped me stay motivated and focused on my academic and personal goals. Having that guidance made challenges feel more manageable. I really appreciate the personalized support and how approachable the coach is."

Student Quote



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CONNECTING AND PARTNERING

Success Coaches are student-centered professionals who meet one-on-one with students to provide encouragement, accountability, and judgment-free guidance. Faculty and staff may hear from a coach when a student is referred, flagged, or showing signs of needing support. Coaches also reach out to gather context and collaborate on next steps. Everyone across campus is encouraged to refer students early, invite coaches to present, and partner with them to help students stay on track. **If you hear something, see something, or sense a student is struggling, say something.** Referring them to a coach can make all the difference.

www.mclennan.edu/refer

"I just wanted to give you an update and thank you for being there for me. I was so lost and scared at that time and I didn't know what to do. Thank you for your help!" - Student Quote



MOVING FORWARD

This new chapter of Success Coaching is about getting ahead of student challenges through early connection and purposeful action. As we grow this work, we invite you to stay involved by referring students, sharing insight, and partnering with us to build a stronger, more connected MCC.

"My success coach has been an incredibly valuable part of my academic journey. From the start, she has been approachable and easy to talk to, which made it comfortable for me to share my challenges and goals. She listens carefully and takes the time to understand my unique situation rather than offering generic advice. What I appreciate most about my success coach is how personalized her support is. She helps me break down overwhelming tasks into manageable steps, which makes staying organized and on top of my coursework much easier. Her encouragement and positivity have boosted my motivation, especially during stressful times when I felt like giving up.

She also helps me set realistic and achievable goals, and she follows up consistently to check on my progress. This accountability keeps me focused and committed. Beyond academics, she offers useful tips on time management, stress reduction, and even balancing school with my personal life. Overall, my sessions with my success coach have helped me build confidence in my abilities and develop better habits that are essential for long-term success. I genuinely feel that having a success coach like her has made a positive impact on both my academic performance and my overall well-being." - Student Quote

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