

STUDENT SUPPORT ANYWHERE, ANYTIME

BUILDING THE 3C'S WITH DEKALB COUNTY SCHOOLS DISTRICT:
CLARITY, CULTURE, AND COMMUNITY



STUDENT SUCCESS
AGENCY™

Our Partnership Alignment



Mission & Vision

Our mission is to ensure student success, leading to higher education, work, and life-long learning.

The vision of the DeKalb County School District is to inspire our community of learners to achieve educational excellence.



Mission & Vision

Our mission is to ensure student success now and beyond through providing a digital support infrastructure that engages students in personalized learning, mentorship, and life-long learning.

We envision a future where any student, anywhere can access the support they need anytime.

Student Success Agency & DeKalb County School District

DeKalb County School District

- We ensure a highly qualified, effective teacher instructs every class.
- Improve organizational effectiveness through supplying exceptional leadership.
- Cultivate a community of learners valued, respected, encouraged to contribute, recognized for efforts, held accountable for actions.

Student Success Agency

- We ensure a highly qualified, personal student success agent is paired with targeted students to support DeKalb County School District Teachers in their work.
- Improve school district effectiveness through a partnership that provides a wide array of student supports.
- Invest in your school district's students to set them up for life long learning and success.

Types of Support from SSA

- Mentoring
- Academics
- Student Support Services
- Financial Aid Coaching
- College/Career Advising
- Anytime, Anywhere Access

Active SSA Student Accounts

Student Success Agency began as a Pilot for select schools in 2021-2022 school year.

Enrollment was offered to all high schools based on a first come, first serve sign up. The most significant service provided to students was academic tutoring and mentoring.

The number of enrolling students increased as students promoted the program among their peers.

At the end of the 2022 school year a total of 1000 students were served. The program had over 2,000 students on the waitlist.

TARGETED SUPPORT FOR HORIZON HIGH SCHOOLS WITH A 70% OR LOWER GRADUATION RATE

TARGETED HORIZON HIGH SCHOOLS

1. Cross Keys High School
2. Stephenson High School
3. Clarkston High School
4. Stone Mountain High School
5. Towers High School
6. McNair High School

Partnership Outcomes: Student Success with Equity and Access

1



Mentoring:

SSA Agents can satisfy mentoring requirements for DeKalb County School District students.

2



Virtual Learning Support:

Student Success Agency proactively reaches out to students, including those Georgia Virtual School and FLEX Academy, to provide learning support.

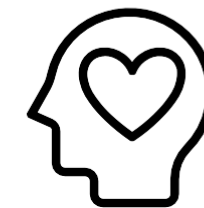
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Financial Aid Coaching:

SSA Agents are an extra pair of hands for school counselors. Agents work to inform/follow through on any initiatives, strategies, or campaigns with students about the importance of student aid and FAFSA completion.

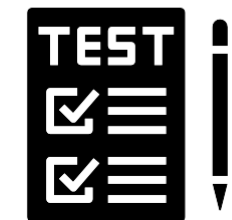
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Student Mental Health Support:

SSA Agents are accountability partners, championing students through their everyday lives, which empowers students to show up and perform in school. If a concern arises the Counseling Coordinator, Director of Wrap Around Support and School Counselor of record are contacted to take the appropriate action.

5



SAT & ACT Test Prep

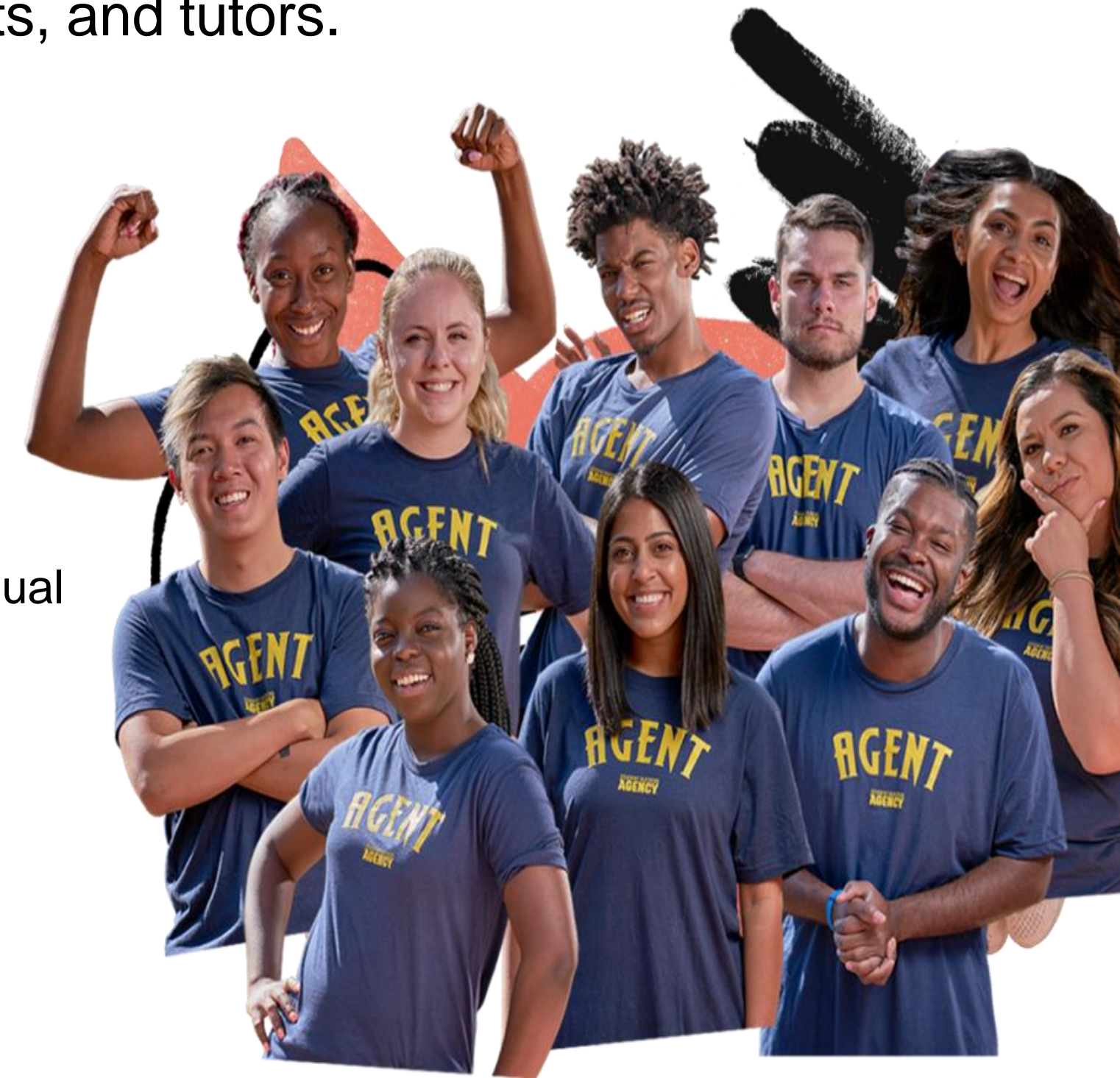
SSA provides tutors who specialize in helping students prepare for college entry exams by boosting confidence and comprehension with knowledge and test-taking strategies.

Who are SSA's Agents?

SSA Agents are digitally based near-peer mentors offering an array of comprehensive on-demand student support services designed to maximize student potential and increase their chances of success in college, careers, and life. Agents are your staff's global network of high-demand professionals, driven college students, and tutors.

Agent Demographics

- 35% of Agents are/were first-gen college students
- 63% of Agents are BIPOC
- 32% of Agents speak a second language
- 56% of Agents hold a bachelor's degree
- 32% of Agents are studying or working in a STEM industry
- Agents interact with students on average 8+ times a month to provide a continual support of student's goals
- Agents have an average GPA of 3.63 in college
- 77.44% of Agents received a scholarship to go to college
- Agents represent 200+ colleges and universities in the US



How does SSA ensure safety?

Agents are required to pass a screening through **Castle Branch**. Castle Branch is Accredited and Certified through **National Association of Professional Background Screeners (NAPBS)**. Agents complete safety training and receive certified assistance from licensed professionals within the SSA Safety Department how to communicate effectively and guide students through difficult situations.

The DCSD team will be notified immediately and will be able to collaborate with our team to build a plan of action for your students.



Parent Consent Form

We have created a hassle-free way to distribute and collect parent consent forms for schools by offering a digital form that can be sent via email and signed on a computer or phone.



Time Stamped Communication

All calls, texts, and emails are time-stamped, recorded, and monitored through SSA's safe, secure proprietary tracking system.



Ongoing Accountability and Coaching

Agents get assigned to small peer groups for monthly meetings led by a Lead Agent to share updates and coaching strategies.



Digital Hall Monitor Alert System

Our system automatically flags our safety, administrative, and counselor teams if any sensitive information is ever shared.



Safe and Protected Phone Numbers

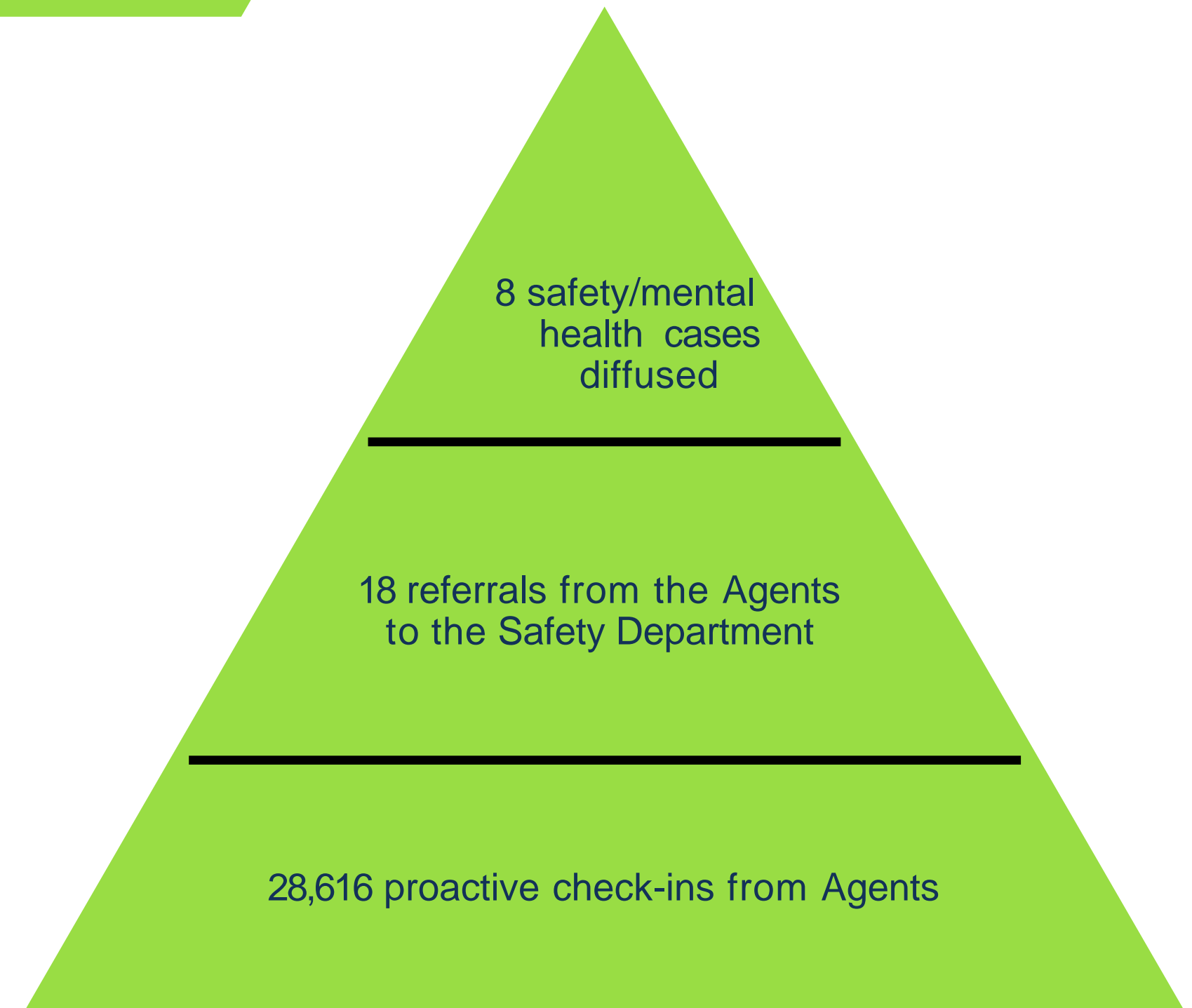
Our software masks students' and agents' personal contact information so that no individual numbers are exchanged.


Go to www.StudentSuccess.co/safety to learn more about our process and safety team

What We Have Done Together So Far: Services Overview

STUDENT SAFETY

Each Agent completes a five-step vetting process and background checks before joining the team. Your student is required to submit a parent consent form prior to communicating in a private thread, and all phone numbers and email addresses are masked. SSA's software records, time-stamps, and reviews each interaction for keywords known to be indicators of danger, abuse, and other serious issues, and SSA's Safety Team is available 24/7.





PILOT DATA



DeKalb County School District

STRATEGIC GOALS:

- Student Success with Equity and Access.
- Increase graduation rate.
- Provide support for social and emotional learning for all.
- Provide academically rigorous courses and pathways

STUDENT SUCCESS **AGENCY**™

OUTCOMES:

- Agents ensured all children were prepared for productive citizenship, college, career, and life by creating postsecondary plans.
- Agents supported students to become co-creators of personalized academic and life goals. Agents made sure student voices were heard.
- Over 90% student satisfaction rating on surveys conducted twice per year.

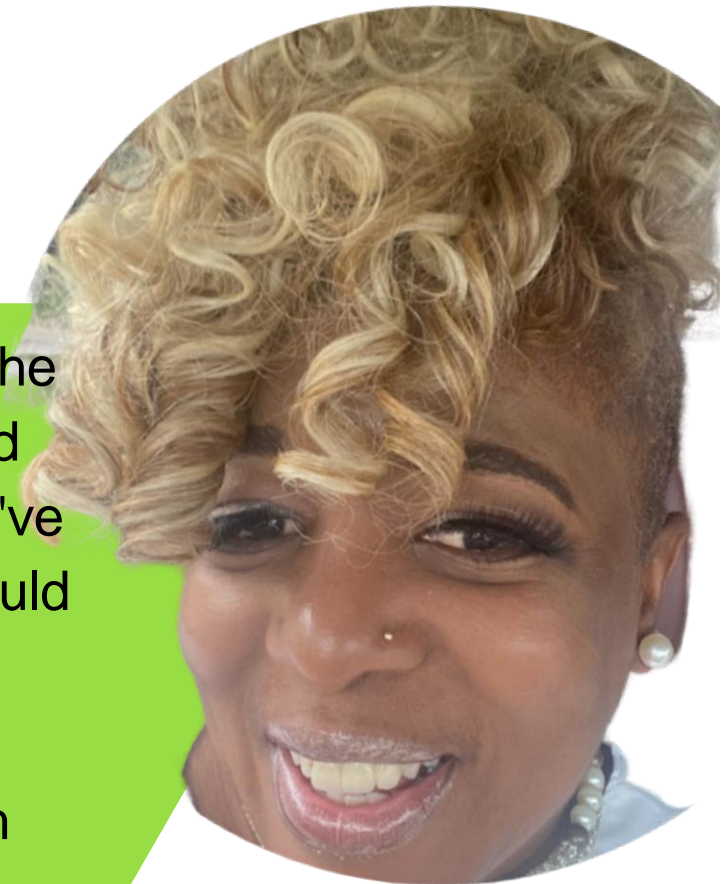
What We Have Done Together So Far: Kickoff Overview



- Schools activated:40
- Students connected:3,085
- Students serviced:1,000
- Students waitlisted:2,364

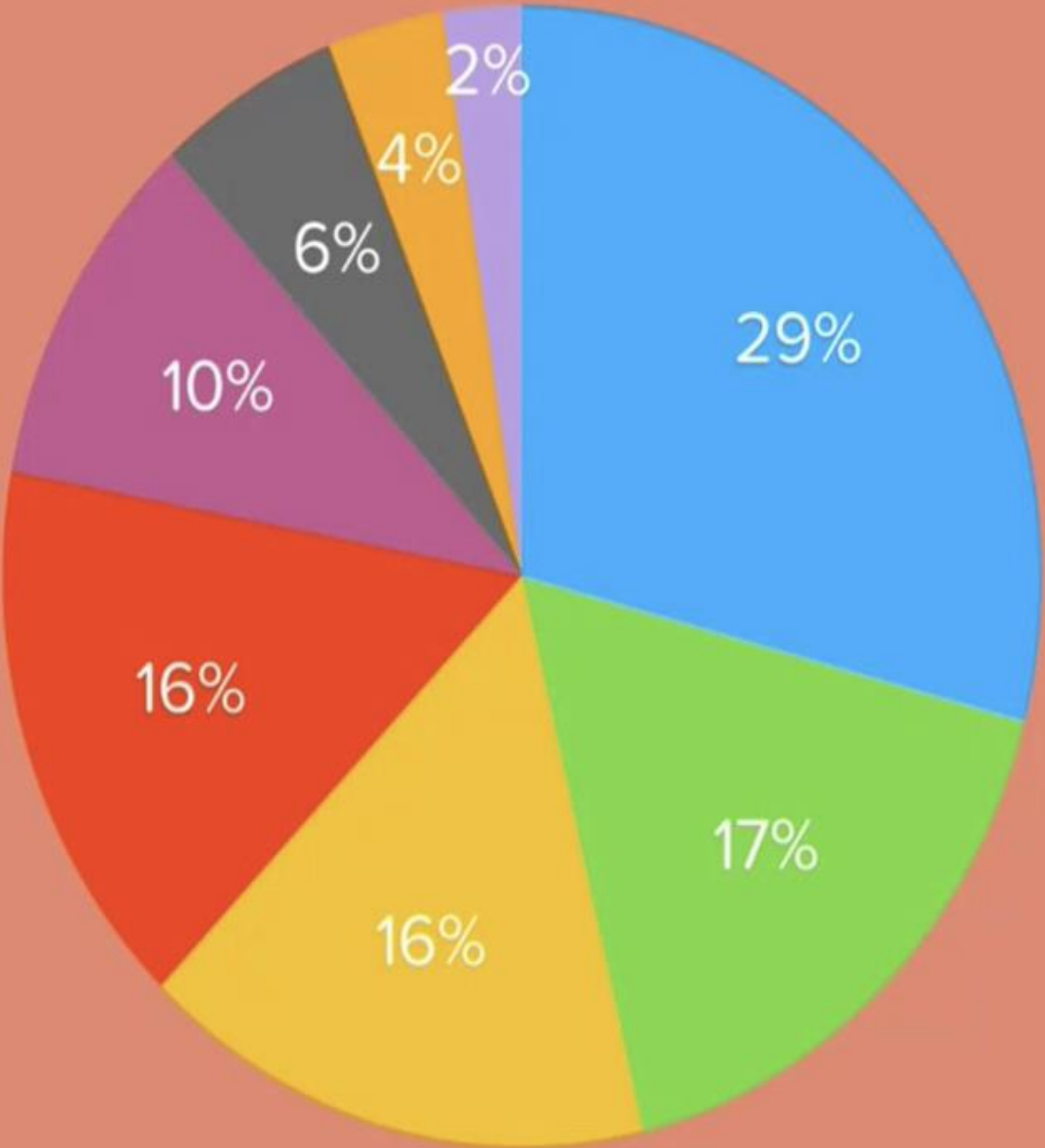
To say that the students loved it is MILD!!! The teachers, students, and all who participated loved it! EJ's energy is through the ROOF!!!! I've had a lot of inquiries. I TRULY believe this could be a game changer!!!!

- Dr. Shawanna Cox, Stone Mountain High School



DCSD Students Top Goals

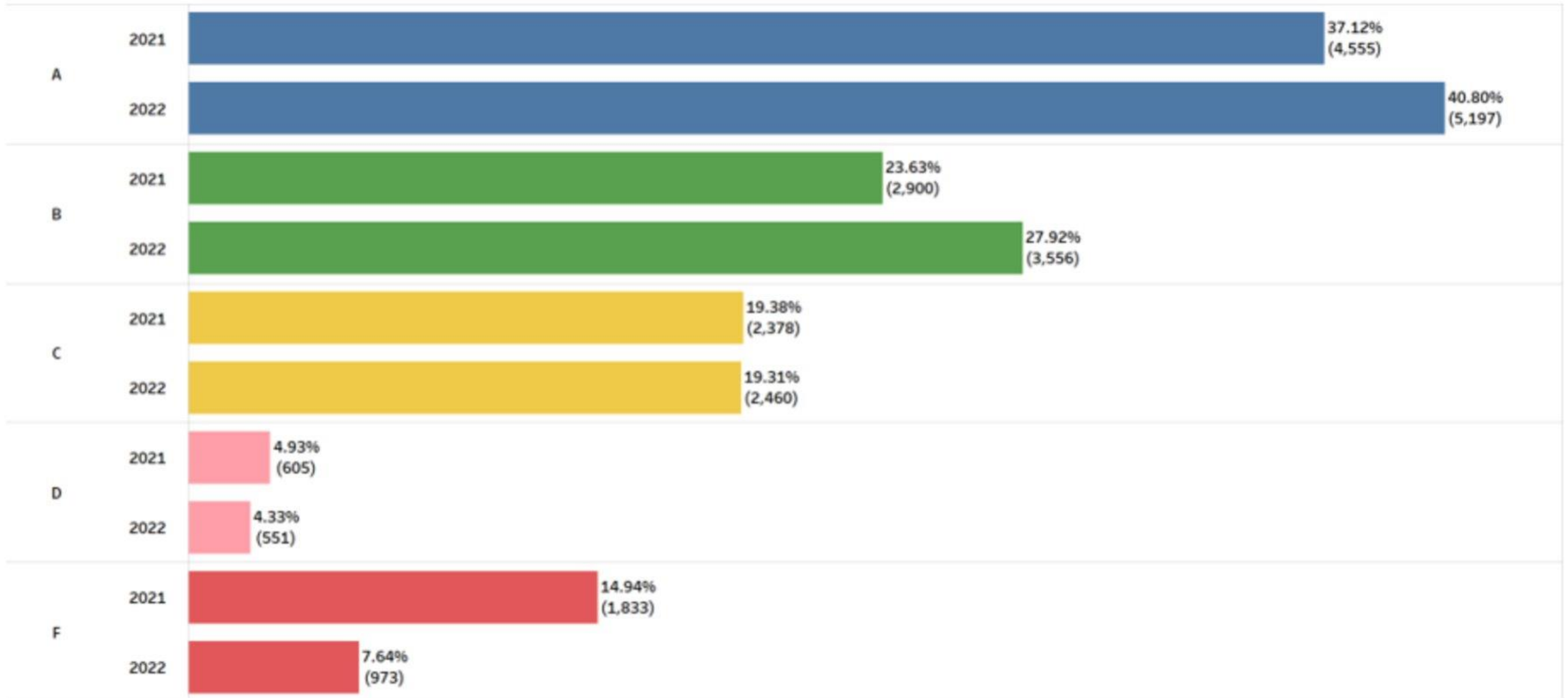
- Improving Grades
- Applying for College
- Extracurriculars
- Scholarships and Financial Aid
- Employment Opportunities
- Other
- SAT and ACT prep
- Military Prep



Percent and Count of Letter Grades
2021 to 2022 Comparison

School Year 2020-21- Not in the SSA Program

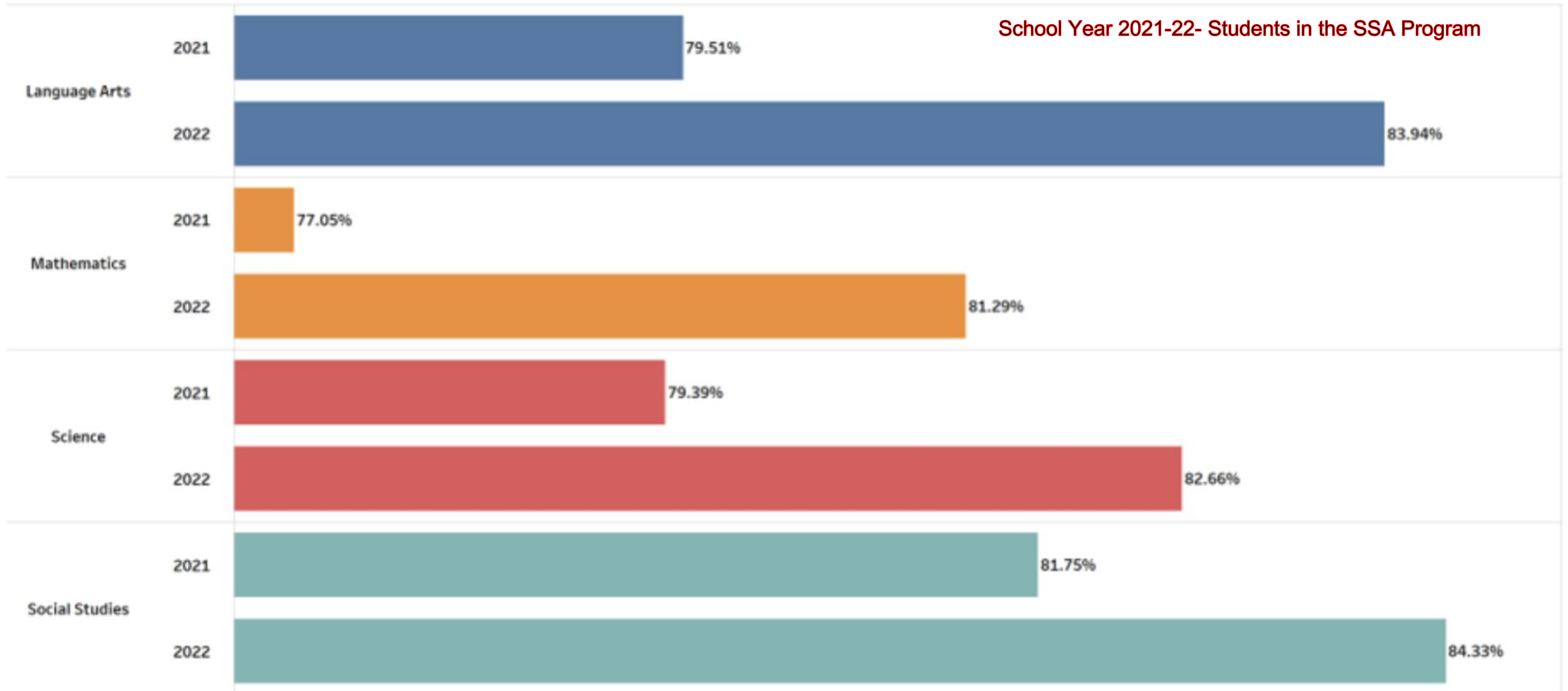
School Year 2021-22- Students in the SSA Program



Grade Average Percent by Subject Area
2021 to 2022 Comparison

School Year 2020-21- Not in the SSA Program

School Year 2021-22- Students in the SSA Program

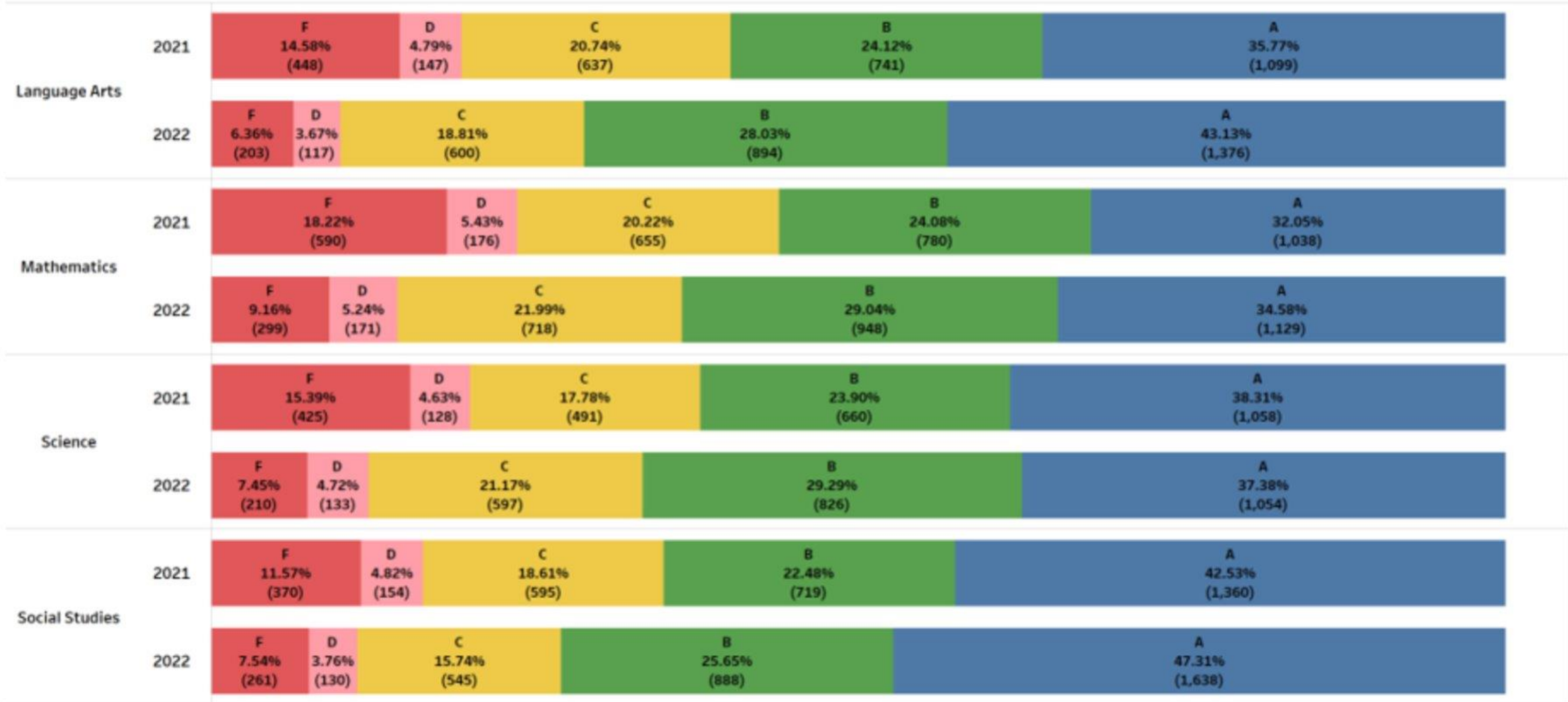




Percent and Count of Letter Grades by Subject Area 2021 to 2022 Comparison

School Year 2020-21- Not in the SSA Program

School Year 2021-22- Students in the SSA Program



DeKalb County and Student Success Agency Partnership Overview



Student Success Agency provides equitable support and solutions for students, staff, and systems anytime, anywhere by increasing staff capacity and serving as a stabilizer during uncertain times.