

Student Success Committee Meeting

9:00 AM September 21, 2012

NCSOSE Conference Room, Innovative Research Park

Present: , Jane Dane', Todd Johnson, Terri Matthews, Lisa Mayes, Ellen Neufeldt, Carol Simpson, Don Stansberry, Mary Swartz, Rusty Waterfield, Sandy Waters, Johnny Young.

Committee Updates

- **CRM**

Jane reported that CRM training was held this past Wednesday and Thursday. Those attending the training included Deans, Associate Deans, advisors, and administrative leaders. A demonstration of the CRM will be provided at the October Student Success Committee meeting.

Noel-Levitz consultant David Trites, an expert on retention, will be on campus October 2-3. Meetings will be scheduled with the assessment group, faculty leaders, deans, chairs, student focus group, academic advisors and counselors, educational accessibility, student success committee, enrollment management, registrar, customer relations, CME, new student transition, admissions, and others.

- **Freshman Committee**

Don reported that this committee, which includes himself, David Metzger, Judy Luedtke, Kate Griffin, Charles Lowan, Sue Doviak, Joe Ritchie, and Dionicia Mahler Rogers, has selected three areas of interest it will focus on: 1) partnering with the living/learning communities; 2) student success plan that Housing & Residence Life has implemented, which includes 1,500 first-year students living on campus, and 3) determining an area to focus on by reviewing the data available on first years, looking at what our first-year students experience during their first semester, how many had academic issues and/or conduct issues and decide which of these issues we will focus on and how we can help.

- **Sophomore Success Committee**

Lisa Mayes reported that the committee is looking at the data on retention from sophomore to junior years.

- **Graduate Committee**

Mary Swartz reported that this committee met last week. A GPD workshop is coming up in October for GPDs. The GPDs are being encouraged to use DegreeWorks.

Retention Follow Up

Ellen reported on the "call center" that was conducted by several SEES and Academic Affairs staff on the Thursday night of the first week of classes and the following Tuesday night, wherein students who had dropped out were called and encouraged to come back to ODU. As a result, our enrollment went up to 80.5%, but then 3 students dropped out,

decreasing our enrollment to 80.4%. We are still surveying our students who did not come back. Discussion followed. Comments and suggestions included:

- A more robust official full withdraw policy needs to be developed
- We will partner with the military to determine how many students we are losing to military service
- Consider taking attendance in ENGL 110C and the lower level math classes.
- Sandy Waters and Vicki Bonner (Retention Committee chairs) will work with the Freshman Committee to ensure that duplication of efforts is avoided and that data is shared with the Freshman Committee
- In order to achieve 82% retention next year, we must have a high mark of 84% retention.
- Local community colleges drop any tuition charges when students do not show up for classes. ODU does not do this; students can incur other charges in addition to tuition, including housing and dining fees. Preview might be a good place to remind students that they will incur charges when they stop coming to class unless they have dropped their classes before the drop/add deadline.
- There may be a number of students living off their veterans' aid. Mary Swartz will report on this population at the next meeting.
- The success of the many student retention programs needs to be assessed.
- Graduate students might be a good source of labor in working with the data.
- Worth Pickering, Tisha Parades, and Scott Harrison will be invited to the October committee meeting.

International Student Health Insurance Campus Task Force Follow Up

Johnny reported that an online survey will be sent out next week to 6,000 students. The task force is considering requiring graduate students or GAs to have health insurance. The task force is compiling data on graduate students.

International Student Health Insurance Campus Task Force Follow Up – Johnny Young
Johnny reported that a survey is going out to 6,000 randomly selected ODU students to survey their perspectives and opinions on the role (if any) the university should take in providing health insurance for students who are completely uninsured or who are insured but have inadequate personal health insurance.

The task force is considering options to provide health insurance for graduate students. The task force is compiling data on graduate students including, but not limited to:

- Total number of graduate students, broken down by Doctoral/Masters
- Number of domestic graduate students, broken down by Doctoral/Masters
- Number of International graduate students, broken down by Doctoral/ Masters
- Number of GTA's and GRA's, broken down by Doctoral/Masters
- Age: number of domestic graduate students under age 25 (may be on parent's plan); number of domestic graduate students 26 and older (too old to be on parent's plan)

Hold Follow Up

Rusty distributed handouts updating the committee on student billing and holds. Brief discussion followed. Due to time constraints, this item will be on the October agenda for further discussion.