

Student Success Committee Meeting

9:00 AM July 12, 2013

Koch Hall Board Room

Present: Jane Dane', Todd Johnson, Terri Mathews, Ellen Neufeldt, Brian Payne, Carol Simpson, Mary Swartz, Sandy Waters, Rusty Waterfield, Johnny Young.

Vice Presidents' Retreat

Ellen briefly reviewed several topics that were discussed at yesterday's Vice Presidents' retreat that have been address at Student Success committee meetings, including

- PowerPoint presentation on retention and graduation strategies that she and Provost Simpson presented, outlining much of the work of the Student Success committee
- Student onboarding process and the importance of integrating all campus systems
- Student holds
- Supplemental instruction

Committee Updates

- **Holds**

Rusty reported that the initial view of the Holds Dashboard will be completed by August 9. Three offices were assigned additional hold codes by the Registrar for the \$10-\$100 threshold: Parking, Library, Student Rec Center. Offices entering holds manually will use the new holds. ITS is available to assist offices with a large number of manual holds to automate the process for current holds. ITS will assist Parking by update the T2 (parking system) holds process. Linda Pape in the Office of Finance will update the process when she has finished with apply/unapply project. The AR holds do not currently update the hold amount in the holds records. ITS will need to update this process to load the holds amount.

There has been some discussion about creating a "super hold" that combines the amount from AR, Parking, Library, and Student Rec Center and blocks registration if the total amount exceeds \$100. When the AR process loads the hold amount, ITS can then create this "super hold."

Discussion followed on the removal of the assessment hold that blocks registration. While the hold for fines \$100 or less has been removed, students are still responsible for paying the fine and should be encouraged to do so while the amount owed is small. Auxiliary Services is considering reaching out to these students and forgiving the fine when they come in to pay it if it is the students' first offense. Mandatory financial seminars to students with multiple fines were suggested.

Students currently are receiving many emails about holds or fines from various offices. We should consider bundling these together.

ACTION ITEM

Jane will initiate a conversation with David Harnage, Deb Swiecinski, Bob Fenning, Vera Riddick, Mary Deneen and Mike Little to discuss the financial side of student success.

- **Retention**

Sandy reported that phone calls to students are ongoing, and related several examples of successfully returning students to ODU.

ACTION ITEM

Jane will follow up on the data provided by Min to Sandy and Brian regarding the 250 students (12% of the cohort) who could graduate within the 6-year window but are taking longer.

- **CRM**

Jane reported that Retain and Connect are fully operational, as well as the Telecenter, which has been well received.

Mary reported that the registrar's office has purchased a software system, College Scheduler, LLC, that allows students to build their class schedules, finding the classes that fit into their personal schedules. It is a hosted system that uses schedule data from Banner to display to students when searching for courses.

ACTION ITEM

Jane Dane', Rusty Waterfield, Mary Swartz, Brian Payne, and Sandy Waters will meet to review the new software and training for advisors, and to develop a plan for rollout on campus (coordination of tools).

- **Entry Process**

We need to look at the progress we have made and develop the next steps.

Follow Up On Success Center/Learning Commons Exercise

The retreat originally scheduled for this summer will be rescheduled for the fall.

EAB Collaborative

Provost Simpson reported that the software program that will be provided to us by the Education Advisory Board will allow us to track the academic progress of students, giving advisors the opportunity to intercede at the first sign of difficulty. We will run a pilot program in the spring, with tweaking in the summer, and full implementation of the program in the fall of 2014.

Follow Up and Action Items

- Min, Scott, Brian, and Jane to meet about reviewing retention rate by college, as was done at Georgia State.
- Chandra and Brian to discuss faculty development by cohort.