

## **Student Success Committee Meeting**

**9 am, July 21, 2017**

Koch Hall Board Room

Present: Austin Agho, Jane Dane', Scott Harrison, Terri Mathews, Ellen Neufeldt, Brian Payne, Don Stansberry, Rusty Waterfield, Sandy Waters, Johnny Young.

### **Retention**

Retention is at 79.43% compared to 78.10% this time last year. Calling campaigns continue in the evenings. We are reaching out to 150 students, some of whom have AR, advising or FA holds. Scott will pull the names of students on the advisor hold list and Sandy will forward to advisors for their outreach. It was noted that "advising hold" has been renamed "degree planning hold." Coaches, advisors and financial aid teams are conducting outreach on SAP holds. Brief discussion on the online UNIV 100 class that provides academic support to those stepping away from school. Last year, four out of the five in the class were successful.

Don reported that each student in the cohort has been confirmed for housing assignments. SEES' outreach and efforts also keep these students excited about coming back to ODU. Examples include Recreation and Wellness, Career Development Services and ODU Pride's contest through social media. Housing is calling all returning students and welcoming them from their residence hall staff. New students and their parents are being sent a welcome newsletter. RAs will also send letters to all of their residents. Johnny reported that all new Black and Hispanic males are being called and invited to participate in Brother2Brother. Discussion followed.

### **Stop Out Recruitment Back to Graduation**

Jane provided an update on students who have left ODU since Spring 2013; 3,072 students have been identified. Working with Deans Claud and Jim Shaffer, a communication is being drafted to send to those students who have not yet earned a degree, encouraging their interest in a leadership degree or online programs being offered through ODU. Discussion followed concerning coordinating the content and correspondence that goes out to these students.

### **College Advantage Program**

Provost Agho and Dr. Young initiated a discussion on the relaunching and rebranding of the College Advantage Program (CAP), wherein students would have the opportunity to participate in a practicum or paid or unpaid internship, research, service learning, diversity and/or entrepreneurship. A suggested name for the program was PRIDES (practicum, research, internship, diversity, entrepreneurship, service learning). Discussion ensued concerning the different levels of participation in the program in order to receive the designation on their diploma as a PRIDES Scholar. Provost Agho will discuss the relaunching of the CAP/PRIDES Program at the Deans Council meeting.

### **Webb Center Update**

Ellen reported that the planning phase for the Webb Center began approximately 2 years ago. During the final planning for Webb, students expressed strong desires to have space centered on diversity and inclusion in the building. In response, affinity-inclusive space will be dedicated to the first floor of Webb. OIR will relocate to first floor, near LSI. Clubs

and organizations will be on the first floor and a new space for students to gather based on identity (i.e., LGBTQ, Filipino, military). A meditation room or space will also be included on the first floor. Offices that will be relocated from Webb into the Old Education building include Office of Student Conduct, IT Help Desk, Monarch Card Center, Aramark offices. It was pointed out that office space will be provided to non-SEES departments as well. The Old Education building had been slated to be demolished in the original plan and used as swing space and will now need refurbishing, with minimal construction, before any offices are relocated.

### **Transfer Center Update**

Sandy reported on discussions regarding establishing transfer student centers in multiple places (i.e., Higher Education Centers and the Student Success Center). New transfer students would have someone on campus or at Higher Education Center to advise them, in coordination with the academic colleges, and help them register for classes once the student is admitted to ODU. Brief discussion followed concerning providing a one stop-shop for transfer students that would include a representative from Admissions, Advising and Financial Aid. Concerns were expressed about the current technology that separates some of these steps. DL/online students already have this onboarding team. Sandy and Jane will be working together to develop a plan that will help us achieve this goal.

### **Committee Updates**

#### **Improved Student Service Experiences and Processes**

Rusty commented on the need to have a broad conversation about improving student service experiences and processes, both face-to-face and online. This is a challenging experience for students. Every process has to fit in the overall student user.

### **Faculty Advisory**

Brian reported that 53 faculty have already expressed an interest in First Class this fall. NSF program officer recommended proposal seeking funds to expand learning communities, living learning communities, service learning, internships, undergraduate research, and ePortfolios for cybersecurity.

### **Portal/Communication**

Rusty reported that the MY ODU Portal was launched to a small group of students this summer, with positive feedback. Full transition will occur this fall.

### **Advising**

Sandy expressed concern about the freshmen students coming to ODU with 14-15 credits earned in high school. Some of these students are taking fewer credits during the semester(s) and may not graduate in 4 years. Brief discussion followed. Scott will review the data.

### **First Generation**

Don reported that this committee met recently and are developing the fall/spring calendar of programs.