

Student Success Committee Meeting
9 am, November 10, 2017
Webb Center Board Room

Present: Austin Agho, Jane Dane', Todd Johnson, Lisa Mayes, Ellen Neufeldt, Tisha Paredes, Brian Payne, Humberto Portellez, Rusty Waterfield, Sandy Waters, Johnny Young.

Guests: David Kozoyed, Passion Studivant

TRiO Student Support Services

Passion Studivant, director of Student Support Services (SSS), provided an overview of this program. Funded by the Department of Education, SSS provides services to students from first generation and limited income families and to students with documented disabilities. Its mission is to help students succeed and graduate. SSS must meet four objectives: 1) serve 206 students; 2) 79% must return; 3) 79% must be in good academic standing; and 4) at least 50% must graduate within 6 years.

Services provided by SSS include:

- Free individualized tutoring
- Advising and counseling
- Career planning
- Financial literacy education
- Academic coaching
- Peer mentoring
- Cultural enrichment trips
Visited the National Museum of African American History and Howard University on October 9.
- Workshops
10 will be offered this semester, including Money Mondays on the third Monday of each month, providing an opportunity for students to complete a scholarship application with assistance.
- Computer lab
- Free printing in the SSS office
- Grant aid for eligible students

Discussion followed. Passion mentioned one of the TRiO students who lives in the quad and was required to purchase a full meal plan. She has used all her grants and scholarships and can't afford to take 15 credits this semester or next. . . Discussion followed. Todd pointed out that the meal plan, which was changed for freshmen this year, is tied to the Aramark contract, as is \$100,000 in scholarship money earmarked for meal plans and textbooks. Additionally, Auxiliary Services works with students in finding employment on campus. Other opportunities for financial assistance were discussed, including the WIN Fund and emergency grants. Mention was made of ODU being one of the few universities in Virginia that charges students by the credit hour.

Portal Presentation

Rusty reviewed the redesign of the student portal. The goal was to align with student success goals and the purpose was to create a one-stop shop for online services, allowing students to customize their portal through apps. He reviewed some of the new features, including status alerts for account balance, financial aid, holds; checklists; advisor tab. He reviewed data showing peak student usage of My Checklist was 1 week before classes started this fall, and Account Balance as the most viewed Status Alert in August. Future developments will include tagged events, personalized notification, enhanced advisor tab (with improved information sharing and training links for EAB SSC Campus), student-facing dashboard and degree plan indicator in My Status Alerts.

David Kozoyed provided a demonstration of the new ODU Mobile App. To increase student engagement, the app includes: customized notifications (student choose the topics to receive notifications of); personalized messages to targeted groups of users (based on role and location, individual attributes); ability to schedule messages in advance; delegated permissions and approval workflows (departments and organization units can send communications and maintain control over message flow). The app includes a messaging center for all messages, providing a unified place where students can view all their messages and displaying the most current and relevant messages. Push notifications can be used in this app, including announcements of events with pictures. Students can go to the ODU app store and download any apps they are interested in. The apps can be pinned to their dashboard. The apps are categorized (newest, top, popular, academic, library, admissions, administrative, campus life, faculty services, housing and dining, IT services, career services). He reviewed the feedback tab, which allows feedback from the students.

PRIDES Institute Update

Brian reported that PRIDES was presented to the faculty senate recently and they were very supportive. Department chairs and program deans were also supportive. A student focus group was very supportive of the idea in principle, but some were concerned about the name with regards to the LGBTQ community. Feedback from faculty and students suggested that a leadership component should be included and, rather than calling it an "institute," refer to it as a "challenge." With these suggestions and concerns in mind, a new name for this institute is being considered: LeADERS Challenge (Leadership, ePortfolios, Academic internships, Diversity, Entrepreneurial Coursework, Research, and Service Learning). Discussion followed. Comments included: the 2.0 GPA requirement is too low; what is the purpose of ePortfolios; because LSI has used "Leadership" to avoid any confusion with "LeADERS", Brian will discuss the proposed name with Don and Nicole.

Brian reported that PRIDES was presented to the faculty senate recently and they were very supportive. Department chairs and program deans were also supportive. A student focus group was very supportive of the idea in principle, but some were concerned about the name with regards to the LGBTQ community. It was also felt that a leadership component should be included and, rather than calling it an "institute," refer to it as a "challenge." With these suggestions and concerns in mind, a new name for this institute is being considered: LeADERS Challenge (**L**eadership, **e**Portfolios, **A**cademic internships, **D**iversity, **E**ntrepreneurial Coursework, **R**esearch, and **S**ervice Learning). Discussion followed. Comments included: the 2.0 GPA requirement is too low; not all students will be able to participate in e-portfolio; because LSI has used "Leadership" for decades and to avoid any confusion with "LeADERS", Brian will discuss the proposed name with Don and Nicole.