

## **Student Success Committee Meeting**

**9 am, October 20, 2017**

Koch Hall Board Room

Present: Austin Agho, Jane Dane', Scott Harrison, Todd Johnson, Lisa Mayes, Ellen Neufeldt, Humberto Portellez, Don Stansberry, Rusty Waterfield, Sandy Waters, Johnny Young.

### **Retention**

Sandy reported on the following retention and completion initiatives for fall 2017:

- Progress grade report requests for 100 and 200 level courses  
48,763 total reports requested; sent Monday, September 25, 2017; 31,372 responses received as of October 17; and 7,492 student grades identified at-risk (below C).

**Actions:** Reports with identified students were distributed to Residence Life, Educational Accessibility, Student Support Services, MANE Connect coaches, college advising centers, athletics for targeted outreach to students with 3 or more grades below C. All are using MyAdvisor to record notes and read entries from the faculty.

Faculty have until Nov. 7 to use the system to submit alerts. An email is sent to the student when an alert is submitted through MyAdvisor.

An email is sent to Denisse Thillet when the faculty identify "family issues" or "health issues" as a reason for the poor academic performance.

Joe Ritchie and Lenora Thorbjornsen are meeting with 18 students (either 2016 or 2017 cohort) who have all D's and Fs this semester.

- Progress Grade Reports for 300 and 400 level courses (optional submission by faculty)  
39891 total grade reports requested; sent Monday, September 25  
1959 responses received as of Tuesday, October 17, 2017  
460 student grades identified as at-risk (below C).

**Actions:** Christine Ricks, Cat Moss, and Katie Ferrara are meeting with sophomores, juniors, and seniors who have multiple grades below C, particularly second year freshmen commuters and commuters overall.

- All students (UG, GR, PhD) with the degree plan hold that will become active on November 1 were sent a text message about the hold and what actions to take on Monday, October 9  
AL 3963 students  
BU 2236 students  
ED 2201 students  
EN 2546 students  
HS 1176 students  
SC 2335 students
- Yard signs going up across campus by Monday, October 23 to remind students of advising appointments.

- UNIV 100—Cat Moss's course for 2016 cohort students who were not registered for anything this fall, has 16 students, finishing the course this week and holding individual meetings with each student this week.
- Students in academic difficulty will get an email (through Hobsons) reminding them of the continuance policy and the withdrawal deadline. This will be sent on October 31.
- Transfer Initiatives is reaching out to the 21 first year students who enrolled in fall 2017 with an earned Associate's degree. A group session is planned to pair these students with others who enrolled last year under the same conditions.

## **Committee Updates**

### **Improved Student Service Experiences and processes**

Rusty reported that a new ODU mobile app and platform were recently released. It allows for a notification and bookmarking certain services and academic tools. Rusty will have a presentation of it at the November Student Success committee meeting.

## **Portal/Communication**

Rusty reported that the portal will debut next week.

## **First Generation, Males, Out of State**

- A first generation at ODU website and First Gen ODU group have been created; 109 first generation faculty have registered. There are currently 4,623 first generation students at ODU and 2,240 first generation transfer students enrolled at ODU. First generation T-shirts are available. Don reported that first generation students were recently added to the Monarch 2 Monarch mentoring program, which pairs first-year students to student peers. In partnership with Student and Family Transitions, a parent/family guide to ODU is being provided to first generation students.
- SEES hosted a men's engagement lunch. Topics included the need to make males aware when they are at risk increase awareness of support services. Johnny reported that efforts are underway to check on African American and Hispanic males who have less than 3 swipes at events. Joe Ritchie is working with African American Hispanics who have 2 or more early alerts. Don has identified 90 students who are in foster care or are wards of the state. Their needs/risks are similar to first generation students and outreach efforts have been broadened to include them in coaching. Focus group will meet in November. The University of Michigan had a grant to support foster students. Dean Tanner has a plan to reach out to LGBTQ students.
- Don reported on out-of-state resources and creating connection through Google Hangout. Spring programming needs more connectable events (example: Maryland by change, ODU by choice)

## **Faculty Advisory**

Johnny reported that Brian reviewed the PRIDES program and institute with faculty and put on the agenda for discussion at the November Student Success Committee meeting. It was suggested that the word "career" be included in the name.

## **Degree Completion**

Humberto reported on a filtered stopout population that dropped those with large bills or write off, plus 180 credits:

- 2,708 stopouts were sent an email on July 22, 2017 with a letter from Provost Agho
- 2,361 of the emails were received (33% view rate)
- 61 clicked “get started button”
- 49 of these stopouts returned that fall (2017)

Humberto reviewed the recent stopout efforts in the Department of Sociology and Criminal Justice. Of the 198 students identified as not completing their degrees but in good academic standing: 125 earned less than 100 credits and were excluded; another 26 students had earned 100 or more credits but were still in need of many classes to meet ODU requirements. A closer look at the remaining 47 students who needed 6 or fewer classes to graduate showed that 6 were eligible to graduate if minor changes were made to their academic status, with 41 remaining students. Attempts were made to contact all 41 by telephone or letters. Several of those contacted were excited to hear from ODU and at the prospect of finishing their degrees. Several student reported that a new family or finances were holding them back from completion but they hoped to be back in touch soon. Many asked for confirmation of their remaining requirements. At least 5 of the 8 students with one class left said they want to come back and finish their degree. One paid his debt and is now enrolled in his last class. Next steps in this project include reviewing the academic records of those 13 stopouts who have financial holds and determining the cause; and reviewing the records of those who did not return, call them and assist them in returning.