

## **Student Success Committee Meeting Minutes**

September 11, 2020

1 pm

### **Attending**

Austin Agho  
Jane Dané  
Elza Mylona  
Brian Payne  
Don Stansberry  
Rusty Waterfield  
Johnny Young

### **Enrollment**

Jane reviewed current enrollment for fall 2020, reporting that most students are attending fully online classes and the majority of the classes are taught online. Brief discussion followed.

### **Fall classes**

Rusty reported on ITS efforts, which included working with the faculty who are teaching the hybrid or face-to-face classes in non-traditional spaces such as Web Center, Big Blue Room, and assisting them with the technology. ITS met with faculty right before classes began to help them with some of that work and their expectation of how it was going to work and how it is actually working. ITS continues to work with faculty on this matter. He reported that the service ODU uses to stream recorded lectures is extremely backed up. Over the summer, this company made major changes to scale with a massive transition to Amazon Web Services, affecting hundreds of institutions who use their services. As a result, ODU is experiencing delays of 48-72 hours, and sometimes more, for a recorded lecture to appear for students to access. ITS continues to work with faculty on this issue to help them understand the cause of the delays. Attendance data on students who participate in a Zoom class will be released next week. Rusty noted that some faculty may not have utilized the attendance system and interface with Blackboard. Provost will work with ITS to provide workshops for faculty on the attendance system and data. There have been very few students requesting laptops from ITS this semester, and a few requests for hotspots.

### **Retention**

Jane reported on efforts tracking a retention gap of about 3% compared to last year. There was some success late last week with additional enrollments. All students with outstanding balances have been reviewed, and a couple were identified who were eligible for available funds. Many of the students with outstanding balances who are not registered have Satisfactory Academic Progress (SAP) challenges.

Don reported that a priority for the committee this year is, not only our first year to second year retention, but really looking at our sophomore, junior, junior to senior, and considering what efforts can be put in place, are there different resources, and what some of the challenges are that we need to be aware of. And then thinking about strategy.

Jane reported that the students who are second-year students now are part of a yearlong nudge effort recently launched through Mane Connect Success Coaching. It is a combination of messages that are targeted to students who are alerted to fill out the financial aid form and when it's time to register for courses - any of the important resources that are appropriate for that student are going to be part of the

nudging that we do. It is personalized, it's targeted, and it's timely. Provost would like to expand this to include even more students. Discussion followed. Comments included engaging advisors and others in Academic Affairs, partnering with the colleges, identifying success advisors in the colleges, reviewing data for patterns that predict which students need additional assistance, and compare national trends. A review of the pass-fall option last semester will reveal impacts on retention.

### **Persistence**

Jane reported that the graduation rate for the 2014 cohort is currently at 53%. Brief discussion followed.

### **Student Support Services During Times of COVID**

With many first-year students and a large number of students in general enrolled in online classes, now is the time to focus on student support services as they navigate through the semester. Johnny reported that feedback from the student groups he is working with indicates they are connecting via Zoom meetings and are reluctant to meet face-to-face. Other student organizations have indicated they are also reluctant to meet face-to-face and are talking with one another virtually. No themes are coming out in terms of any struggles they are encountering concerning online courses.

Available classrooms on campus have been identified that could be used by students enrolled in online classes who want to be together in the learning environment, face-to-face while adhering to COVID-19 protocols. Students and faculty will be made aware of this. Such spaces could be used for student who wanted to watch their online class together. This could help them feel connected – safely. This could be helpful to students who sit in their residence hall room taking their classes but are feeling isolated; they could feel a sense of community and connection. These resources will be made available in the next week or so. The student representative to the Board of Visitors will be sharing other ideas and suggestions, including study and tutoring groups being conducted outside. The large tent that is set up in the VIP parking lot could be used as an outdoor learning commons/study space. The learning commons is very popular and staying busy.

Rusty reported that a number of departments/academic units in particular, have created “virtual hubs and services” - a one-stop shop type of experience. This is something that could be expanded and utilized even when things return to normal, by college, by department, or other.

Rusty reported that the student platform name has been changed several times and it will be changed one more time. The new advising system is going to be branded Student Success System and it is called Student 360 Platform for now. Good feedback on what is working and what is not working has been received from the Enrollment Management team. It will be rolled out tonight.

Rusty suggested as a long-term initiative, using data and data analytics to identify students needing academic intervention. He will put together 1-2 pages of ideas on how we can do this.