

2022-2023
Unit Annual Report
Division of Academic Affairs
Unit: Student Success

I Mission and Goal/Outcomes Statement:

Provide overall Mission/Goal Statement for your unit.

The student success unit and its associated academic support centers, Academic Coaching and Tutoring and Career Services & Advising, seek to assist and support all current students, to improve their learning, hone their critical thinking and executive function skills, and prepare them to be lifelong learners. Supporting this work is the foundational goal to improve overall retention, persistence, progression, and graduation rates, particularly of our undergraduate Day students. A key part of our mission is the regular reexamination of existing University policies and the creation of new policies to improve institutional effectiveness.

II Personnel:

List all staff and note all personnel changes that occurred during 22-23.

<u>Name</u>	<u>Position</u>
Academic Coaching & Tutoring Center:	
<u>Name</u>	<u>Position</u>
Jen Abbott	Assistant Director (promoted from Staff Assistant)
Lisa Bauer	Staff Assistant (Part-time)
Morgan Hakala	Staff Assistant (Academic Coach)
Kris Braun	Administrative Assistant
Andy Linscott	Staff Assistant (Academic Coach)
Kat McLellan	Director

Career Services & Advising:

<u>Name</u>	<u>Position</u>
Susan Beddes	Associate Director, Internship Coordination & Employer Relations
Lindsay Carpenter-Connors	Director
Michelle Giordano	Academic and Career Advisor
Diane Maynard	Administrative Assistant
Danibel Peralta	Academic and Career Advisor

Student Success:

Nancy Robillard	Administrative Assistant
Jason Smith	Assistant Dean

III Facilities/Equipment:

List any new facilities/equipment/software etc. acquired during 22-23.

- Shredder
- Printer

IV Budget Expenditure Analysis:

Was the budget expended as planned? Were additions/changes made, and if so, explain.

B00	
● EAB conference in Orlando, FL	\$933.63
C00	
● Faculty stipends for Academic Transitions session during orientation (\$50/faculty/session)	\$400
E00	
● Office supplies	\$159.64
J00	
● Lunch for Student Success staff Conversations (4/19; 11/30; 10/20)	\$334.36
● CSAC Faculty/Staff Lunch & Learns (11/16; 10/12; 9/21)	\$323.70
U00	
● Ipad wireless service	\$439.89
● Printer purchase	\$601.00
Total Expenditures	\$3,192.22

V Programs/Activities:

List major campus activities, events etc. that the office participated in/supported; committees served; community outreach; etc. List events provided to current and prospective students. Also, provide professional development of all staff.

Campus Activities

- Moderated sessions for CTL Summer Institute
- Presented on student support opportunities for SGOCE faculty development day
- Presented at New Faculty Orientation around Supporting Our Students

- Began facilitating Student Support Staff Conversations; this was a series resulting from the Learning Commons UIF proposal, which was not funded Collaborated with student success staff and Nursing faculty to address academic success issues for Sophomore Nursing students
- Facilitated Development Day panel focusing on the Faculty/Staff relationship in supporting students
- Collaborated with Student Affairs to plan and facilitate a cross-divisional professional development workshop that focused on DEI concepts.
- Participated in Enrollment Management panel discussions as part of the SEM planning process
- Six info sessions held for faculty and staff through CSA (topics included Handshake, Career Advising tools, First Destination Survey) 20 total participants **(CSA)**
- Completion of final cohort of Davis Educational Foundation Grant on Development of Career Competencies and Action Plan Documents (5 Action Plans Create this year) **(CSA)**
- Total of 19 Action Plans Developed, posted to website and shared with all departments, in promotional materials (newsletter, professional workshops/presentations) **(CSA)**
- Two sessions of Career Champions held with 15 total participants (faculty and staff) **(CSA)**
- Collaborated with CDI to host a “Leveraging your Language Skills” workshop for LATINX Heritage Month **(CSA)**

Committee Service (Jason)

- Provost Search Committee
- Case Manager Search Committee
- CARE Team
- BIRT Team
- Enrollment Management Advisory Board
- Transfer Student Taskforce
- Falcon Family & Friends
- CTL Advisory Board
- AUC Student Affairs
- OER, Student Engagement lead
- Academic Standing Review Board
- Student Success Taskforce, chair
- Co-lead for stop-out working group for Enrollment Management SEM planning
- Senior Data Analyst Search Committee
- Academic Standing Review Board
- JED campus team
- DHE Student Success Framework implementation team, chair
- University Innovation Fund review committee

Community Outreach

- Identified students with multiple attendance or midterm alerts and communicated with collaborators in TRIO, Athletics, Housing, and other offices, to coordinate targeted outreach in efforts to prevent struggling students from falling through the cracks **(ACT)**
- Sent individualized emails to advisors, with consolidated, easy-to-reference tables of their advisees, their advisees' number of alerts, and the courses in which their advisees received alerts, to make it easier for advisors to reference alerts during advising appointments **(ACT)**
- Created targeted, individualized tutor appointment campaigns in NAVIGATE for students with incompletes, attendance alerts, and Midterm Deficiency Alerts, to increase students' ease in making appointments **(ACT)**
- Fitchburg High School ELL Multilingual Mentor Panel **(ACT)**
- To our existing collaboration doing CRLA training with Fitchburg High School student tutors, we added training for Leominster High School tutors **(ACT)**

Events for Current Students

- Coordinated facilitation of College Student Inventory during orientation
- Oversaw launch of Transfer Student Experience
- Facilitated Academic Transitions sessions for summer orientation
- Facilitated Academic Life and Student Success panels for winter orientation
- Mentored Falcon Family & Friends interns through family engagement projects
- Summer Bridge: 5-week intensive, residential and online, conditional admittance program, providing introductory math, English, and college preparatory courses **(ACT)**
- **Fall:** One Internship Fair with **106** unique student/alumni attendees with **28** employers **(CSA)**
- **Spring:** Four Career Fairs with **396** unique student/alumni attendees (Engineering Technology, Health and Life Sciences, Law Enforcement, Campus Wide) with **117** total employers **(CSA)**

Professional Development (Jason)

- EAB CONNECTED Conference, November 7-9, Orlando, FL
- Participated in Executive Leadership Institute through Bridgewater State University; AY23
- AMCOA Assessment Conference; Westborough, MA; April 2022
- De-Escalation Training; FSU; May 2022
- Cyber Security Training; FSU; October 2022
- *Understanding Corporate Disability Inclusion Practices*; Virtual; October 2022

VI Action Plan for 2022-23:

(Insert your 22-23 Action Plan from last year's report)

Planned Initiatives for 2022-23 Add more rows as needed	Associated Strategic Plan Goal & Strategy Goal # followed by Strategy # ex: 3.2	Indicate if a DEI initiative
Ongoing Inclusive Excellence assessments with academic departments	2.3	x
Provide faculty professional development that focus on the student of “tomorrow”	2.3	
Evaluate institutional withdrawal policies and protocols	2.6	
Explore and implement outreach campaigns to students who stop-out	2.6	
Fully implement the Heritage Language Program	2.3	x
Develop the framework of a First Year Experience Program that complements the FYE seminar	2.2	
Expanding residential support of Summer Bridge students to expand accessibility	2.1	
Redesigning Peer Mentoring to be a more structured support for FYE	2.2	
Provide purposeful and holistic support and resources to faculty around best practices in academic advising by collaborating with the Center for Teaching and Learning to offer training, workshops and resources.	2.1; 2.2	

VII Assessment Report for 2022-23

Were the Action Plan objectives met? Provide in list or table format that parallels item VI above.

Planned Initiatives for 2022-23 Add more rows as needed	Status
Ongoing Inclusive Excellence assessments with academic departments	Ongoing
Provide faculty professional development that focus on the student of “tomorrow”	Completed
Evaluate institutional withdrawal policies and protocols	Ongoing
Explore and implement outreach campaigns to students who stop-out	Completed
Fully implement the Heritage Language Program	
Develop the framework of a First Year Experience Program that complements the FYE seminar	
Expanding residential support of Summer Bridge students to expand accessibility	Completed
Redesigning Peer Mentoring to be a more structured support for FYE	Completed
Provide purposeful and holistic support and resources to faculty around best practices in academic advising by collaborating with the Center for Teaching and Learning to offer training, workshops and resources.	Completed

VIII Other Accomplishments:

List accomplishments not already captured above.

Retention Initiatives

- Facilitated non-registered outreach campaigns
 - FA22: 154 students registered during campaign
 - SP23: 254 students remain non-registered as of 6/16/23, which is slightly up from this time last year. Ongoing campaigns will continue over the summer.
 - Provided tailored reports to functional areas with special connections with students (i.e., Athletics, TRIO, etc.)

- Coordinated Falcons Supporting Falcons campaign
 - 58 Volunteers
 - 159 Students reached by phone
 - 134 students reported as “Doing Well” or “Hanging In”
 - 10 Students connected to support services
- Worked with Student Affairs office to update the student withdrawal process
- Facilitated outreach to withdrawn students that indicated intent to return
- Successfully collaborated with Grants office to acquire a \$350,000 student success grant from an anonymous donor
 - Serve as PI
 - Acquired College Scheduler and collaborated to provide training
 - Designed Faculty Champions program, will plan monthly meetings that will focus on specific topics pertaining to SSC for FA23
 - Identified departments to participate in Inclusive Excellence projects in FA23
- Absorbed and facilitated Attendance and Midterm Deficiency Progress Reports for SSC navigate
 - Midterm Deficiency Reporting Outcomes:
 - In **fall 2022**, **1174** midterm grade alerts (MGAs) were issued to **739** unique students. For those 740 students, an average of **1.59** MGAs, and a median of **1** MGA, were received. Of those 740 students, **207 (28.01%)** made ACT appointments in fall 2022, with an average of **4.16**, and a median of **2**, appointments each.
 - In **spring 2023**, **1089** MGAs were issued to **664** unique students. For those 740 students, an average of **1.64** MGAs, and a median of **1** MGA, were received. Of those 740 students, **195 (29.37%)** made ACT appointments in fall 2022, with an average of **4.62**, and a median of **2**, appointments each.
 - In fall 2022, students who attended an ACT appointment after receiving an Midterm Grade Alert received, overall, higher grades in those courses than those who did not. More significantly, however, students who attended an ACT appointment after receiving an MGA were three times as likely to persist in those courses as those who did not.
- Support for students on Probation or Warning
 - F22: 68 of these students (64%) fulfilled their requirement to meet with an academic coach
 - Sp23: 81 of these students (64%) fulfilled their requirement to meet with an academic coach
 - Fall 2022 Probation:
 - Students Coaches met with average term **GPA: 2.07**
 - Students Coaches didn’t meet with average term GPA: **1.75**
 - Fall 2022 Warning:
 - Students Coaches met with average term **GPA: 2.22**

- Students Coaches didn't meet with average term **GPA: 1.97**
 - Spring 2023 Probation:
 - Students Coaches met with average term **GPA: 1.82**
 - Students Coaches didn't meet with average term **GPA: 1.54**
 - Spring 2023 Warning:
 - Students Coaches met with average term **GPA: 2.17**
 - Students Coaches didn't meet with average term **GPA: 2.03**
- In collaboration with Nursing department, provided and tracked academic support requirements for students who fail, and will repeat, key Nursing courses **(ACT)**
- Summer Bridge Outcomes: At the end of Summer Bridge, 25 traditional Summer Bridge students (those with conditional admission, not traditional admits who placed into Math 500) were admitted to Fitchburg State. Of those students, 15 (60%) returned in spring 2023. **(ACT)**
- Case referrals and campaigns:
 - Connected students referred through cases to appropriate Academic Coaching or Tutoring Services
 - Created Academic Coaching campaigns in SSC to support students identified in Enrollment Census Progress Reports
 - Created individualized Tutoring Campaigns in SSC to support students identified in Deficient Midterm Grade Progress Reports
 - Created individualized Tutoring Campaigns in SSC to support students with incompletes

Campus Collaborations

- Collaborated with the Education department to pass the new College Prep seminar for the Summer Bridge program through AUC.
- Successfully passed the Definition for Student Success through AUC
- Coordinated with Digital Learning staff to explore Digital Badging options
- Collaborated to develop UIF proposal for Academic Integrity review

High-Impact Practices

- Developed nursing-specific and engineering-specific study halls, staffed by tutors (with no professional staff present), to provide general support around math and science skills which faculty have identified as lacking in incoming students, and also to provide a positive, supportive, low-stakes environment for student academic engagement **(ACT)**
- 12 students participated in Falcon Internship Program; 2 students obtained internship for spring semester, 4 students obtained internships for summer **(CSA)**

IX Action Plan 2023-2024:

Planned Initiatives for 2023-24 Add more rows as needed	Associated Strategic Plan Goal & Strategy Goal # followed by Strategy # ex: 3.2	Indicate if a DEI initiative
Work with Deans and Chairs on Career Action Plans for those programs not included in Davis Educational Foundation Grant	1.2 2.5	
Collaborate with Student Involvement, clubs/organizations, research, and residence life to connect co-curricular experiences to career	1.2	
Collaborate with SGOCE to evaluate and address online and graduate student needs	2.4	
Expand embedded tutoring in collaboration with academic departments	2.2	
Develop new relationships within the greater community to engage students and build citizenship skills	3.3	
Expanding weekend residential support of Summer Bridge students to expand program accessibility	6.3	✓
Continue to develop Summer Bridge programming which leads to increased retention of Summer Bridge students	2.1	✓
Improve Multilingual Scholars mentoring to include matching mentors to students, as well as connecting mentors with FHS Fitchburg community, building pipeline	3.4	✓
Coordinate implementation of the MA DHE Framework for Student Success	2.1 2.2	
Continue to coordinate initiatives related to our Student Success grant: Inclusive Excellence, Faculty Champions, consultant work, among others.		✓
Coordinate efforts to address stop-outs	2.6	

Updates to the Action Plan may be submitted via a revised Annual Report.

X Reflection:

Take this section to reflect on--

- 1) *Initiatives that you may be considering for 23-24 academic year that you did not already capture above.*
- 2.) *Anything else not captured in this report that you would like to share.*