Student Success Mission:

The mission of Student Success is to assist all DSU students engage with campus programs and services and learn the strategies and skills needed to succeed academically, choose a career path, persist and earn a college degree.

Strategic Objective 1: Support university quality learning initiatives

Goal #1: Provide Quality Learning Services

Strategy 1: Support the university implementation of the mandatory First Year Experience (FYE) in collaboration with academic leadership

- Actions
  - Participate on the FYE committee to develop the curriculum
    Jay Sorensen, Tiffany Draper, Jamie Kearra, Jeff Hoyt
    Measure: Dates of attendance; Timeline: Fall 2017, Spring 2018
  - Expand the peer coach program to provide support to the FYE program
    Jay Sorensen
    Measure: List of peer coaches hired and trained; Timeline: Spring, Summer 2018
  - Align other student success courses with the new FYE program so that courses complement each other
    Jonathan Morrell; Jamie Kearra
    Measure: Written documents and updated syllabi; Timeline: Spring, Summer 2018

Strategy 2: Support university efforts reducing failure rates in high failure rate courses in collaboration with the academic leadership.

- Actions
  - Maintain ongoing communication with deans, department chairs and faculty in math, English, biology and other departments to communicate issues surrounding high failure rate courses
    Jeff Hoyt
    Measure: Dates of Meetings and notes; Timeline: 2017-2018 academic year
  - Provide information to identify student concerns or needs related to high failure rate courses (surveys, focus groups)
    Jeff Hoyt
    Measure: Summaries of survey data and focus groups; 2017-18 academic year
  - Gather reports on actions taken to reduce failure rates in selected high failure rate courses by academic departments
    Jeff Hoyt
    Measure: Summaries from the Re-imagining the First Year Committee and meetings with chairs; 2017-18 academic year
  - Determine future plans for supplemental instruction (SI), staff and funding needs of departments in math, English, Biology and other departments
Jeff Hoyt
Measure: Spreadsheet of funds transferred to academic departments; Timeline Fall 2017
  - Offer training for SI leaders if the student led model continues
    Jay Sorensen
    Measure: Training outline and documents; Timeline Spring Summer 2018
  - Share data to show progress in reducing failure rates with the retention committee and Reimagining the First Year Committee (RFY)
    Jeff Hoyt
    Measure: Report on progress rates in selected courses; Timeline Fall 2018

Strategy 3: Enhance Student Success learning experiences.

- Actions
  - Enrich the quality of marketing resources, presentations and learning experiences during orientation
    Tiffany Draper
    Measures: Final Orientation Strategic Planning Document, brochures and documents; comparison of survey results, pre-orientation quiz results
    Timeline: Summer, Fall 2018
  - Revise the structured enrollment program to improve the quality of the learning experience
    Jamie Kearra
    Measures: Final Planning Documents;
    70% of students will meet benchmarks for identified learning outcomes
    Timeline: Spring, Fall 2018
  - Revise the peer mentor leadership course to improve the quality of the learning experience; develop an enhanced training program for peer mentors
    Jay Sorensen
    Measure: Course syllabus
    90% of peer coaches will meet benchmarks for identified learning outcomes
    Timeline: Spring, Fall 2018
  - Enhance the SSC 1200 Career Exploration course curriculum and extend participation more broadly to undeclared sophomores and other students who may benefit
    Ali Threet
    Measures: 3 year history of enrollments, course syllabus
    80% of students will meet the benchmarks for identified learning outcomes
    Timeline: Fall 2018
  - Provide additional internship opportunities by creating a lower and upper division internship course that is not tied directly to a department
    Ali Threet & Shane Blocker
    Measures: 3 year history of enrollments, course syllabus
    Timeline: Fall 2018
  - Revise COOP to provide additional structure and consistency
    Diana Maughan
    Measures: Canvas template, all instructors using canvas
o Facilitate connections with employers and students through career events such as: Fairs, Corporate Night, Career Tours, and Info Sessions.
  Ali Threet & Shane Blocker
  Measures: Total number of employers engaging with students; number of students being offered positions and internships
  Timeline: Fall 2018
o TRIO programs measure student learning; improve aspects of the curriculum based on the information.
  Jonathan Morrell, Craig Harter, Kitty Hughes
  Measures: Learning outcomes specified in strategic plan with results
  Timeline: Spring, Fall 2018

Strategic Objective 2: Support university retention efforts

Goal #1: Increase student retention

Strategy 1: Support university-wide retention initiatives

• Actions
  o Incorporate the principles of G.R.I.T. into our programs
    Jamie Kearra, Measures: Report of efforts, Timeline: Spring, Fall 2018
  o Adopt the appreciative advising framework
    Jamie Kearra, Measures: Copies of training certificates, Timeline: Spring 2018
  o Work with enrollment management to target recruitment to promote student retention
    Jeff Hoyt, Measures: Report on changes in the index score distribution, number of students in Honors or with prior concurrent enrollment, Timeline: Fall 2018
  o Work with enrollment management and advising to accurately assess student intent and place them in their program of interest (general education certificate, associates, bachelors, honors)
    Jamie Kearra, Jeff Hoyt
    Measures: Percentage increase of structured enrollment students or those planning to transfer enrolled in general education certificate or associate programs in the 3rd week census—90%
    Timeline: Fall 2018
  o Promote participation in concurrent enrollment.
    Jonathan Morrell, Craig Harter, Kitty Hughes
    Measures: Increase in the number of prior TRIO participants in concurrent enrollment compared to prior years, Timeline: Fall 2018
  o Work with enrollment management to change the university withdrawal process to intervene with students
    Jeff Hoyt, Measures: Screenshots and link to revised website, Timeline: Fall 2018
  o Enhance peer mentoring services and interventions
    Jay Sorensen, Measures: Number of peer coach visits, retention rates for students receiving services, Timeline: 2017-18 academic year
- Provide career counseling to all students to establish career & life goals leading to greater confidence in their daily lives
  Ali Threet, Measures: report on students receiving services, retention rates and control group statistical tests, targeted report on retention of undecided students, Timeline: Spring, Fall 2018
- Develop student activities/events to increase student involvement and connection to the university
  All directors/assistant directors, Measures: Master list of activities, events, Timeline 2017-18 academic year
- Promote a recruit-back strategy at the university
  Jeff Hoyt
  Measures: Report on reasons why students leave, follow-up, number returning fall 2018
  Timeline: Fall 2018
- Expand the early alert program to reach more students at-risk through contact with faculty, resident hall assistants, peer mentors, program staff, parents and students; establish a care team as the number of student referrals increases
  Tiffany Draper, Jamie Kearra
  Measures: Report on number of students with flags, number intervened with by advising and Success Center staff, fall-to-fall retention rates, Timeline: Fall 2018--establish baseline data
- Involve parent/family programs with retention initiatives
  Tiffany Draper, Measures: Written proposals, Timeline: Spring, Summer 2018

**Strategic Objective 3: Support the university goal to be a data driven institution**

**Goal #1: Augment the quality of student retention information available to the university**

**Strategy 1: Provide information to academic and student affairs leaders to develop new retention strategies.**

- **Actions**
  - Complete student retention and graduation rate dashboards in collaboration with the Office of Institutional Research; check data for accuracy
    Jeff Hoyt, Measures: screenshots and links to dashboard, Timeline, Spring 2018
  - Demonstrate dashboards across campus to deans, their staff and other divisions
    Jeff Hoyt, Measures: Dates of presentations and groups, User survey Timeline Spring 2018
  - Provide analyses and coordinate efforts to fairly measure student intent
    Jeff Hoyt, Measure: Document on proposed policy and procedural changes, Timeline: Spring 2018
  - Complete analyses of cohorts, at-risk groups and reasons why they discontinued their studies at the university
    Jeff Hoyt, Measure: Non-Returning Student Report, Timeline: Spring 2018
Evaluate the outcomes of student success initiatives through qualitative assessment; provide reports
Jeff Hoyt, Jonathan Morrell, Jamie Kearra, Jay Sorensen
Measures: Focus Group Results

Provide employment / employer data such as placement rates, 1st destination information, on campus interview numbers, and connections facilitated;
Ali Threet
Measures: Annual reports and information provided to departments
Timeline: Spring 2018

Develop a predictive model of student retention for the university
Jeff Hoyt, Measure: Final model summary, Timeline: Fall 2018

Develop and maintain data systems to track student needs, services received, impact on retention and reasons for being retained or leaving the university; share the results
Jonathan Morrell, Jay Sorensen, Jamie Kearra, Tiffany Draper
Measure: Reports on students served and outcomes
Timeline: Spring 2018

Goal #2: Improve the quality of assessment in Student Affairs

Strategy 1: Implement the Centralized Assessment Management System (Task Stream).

Actions

- Provide access to the university centralized assessment system to all administrators who need to complete their plans (Taskstream)
  Jeff Hoyt, Laura Snelson, Measures: Written Report, Timeline February 2018

- Provide professional development and training on Taskstream to create unit level strategic plans (Mission, vision, values, strategic objectives, action steps, assessments, and timelines.)
  Jeff Hoyt, Laura Snelson, Measures: Written Report, Timeline: March – April 2018

- All units finalize mission statements
  All directors/assistant directors, Measures: copies of statements, Timeline: March -2018

- Develop strategic planning example using data from Student Success.
  Jeff Hoyt, Laura Snelson; Measures: written plan, Timeline: February 2018

- Provide professional development to program directors to create unit level outcomes that support learning and quality service delivery
  Jeff Hoyt, Laura Snelson, Measures: Written Report, Timeline: March – April 2018

- Monitor the effectiveness of Student Success by evaluating their strategic plans and documentation in Taskstream, collaborating with the Office of Assessment.
  Jeff Hoyt, Laura Snelson, Measures 100% of success plans complete in Task Stream with results, Timeline: April 2018
Strategic Objective 4: Foster an inclusive, collaborative and welcoming atmosphere in Student Success

Goal #1: Enhance the working environment in Student Success

Strategy 1: Provide educational/team building opportunities for staff

- Actions
  - Invite guests to speak to us on special topics (communication, team-building, cultural competency, customer service, etc.); cover relevant topics in staff meetings
    Jeff Hoyt, Measures: List of topics by meeting, Timeline: each academic year
  - Attend professional conferences and training
    All Directors/assistant directors, Measures: Master list of conferences, training and attendees, Timeline: each academic year
    Participate in off-site team building activities
    Jeff Hoyt, Measures: List of activities and description, Timeline: each academic year
  - Apply appreciative advising principles to supervisor-employee relationships
    Jeff Hoyt, Measures: List of topics by meeting, book purchase receipts. Timeline: Spring 2018
  - Share data and information on student success and retention efforts during meetings
    All directors/assistant directors, Measures: List of topics by meeting, Timeline: each academic year
  - Foster collaboration among directors/assistant directors through team work on special projects
    All directors/assistant directors. Measures: Master list of collaborative projects, Timeline: each academic year

Strategy 3: Support university inclusion and diversity initiatives

- Actions
  - Participate in cultural competency and diversity training as provided by the Inclusion Center
    All directors, Measures: List of events and attendees, Timeline: each academic year
  - Hire diverse peer mentors, student assistants and other staff as appropriate
    All directors/assistant directors, Measures: List of staff by race/ethnicity, Timeline: each academic year

Strategic Objective 5: Secure resources needed for operations

Goal #1: Re-design the student success center

Strategy 1: Develop a planning document outlining our needs for the re-design of the Student Success Center to facilities

- Actions
o Obtain volunteers from directors/assistant directors to work as a team on a planning document to specify our technology and space needs
o Obtain pictures and examples of other spaces on campus
o Explore alternative storage space for TRIO
o Determine how the renovations will be funded
o Hold meetings to discuss our needs and finalize
   Measures: Final document, Timeline: Spring, Summer 2018

Goal #2: Obtain additional grant funding

Strategy 1: Apply for grants that may benefit our programs

Actions

o Obtain volunteers from directors/assistant directors to pursue grants
o Re-apply for additional TRIO grants
o Apply for a possible summer bridge grant for structured enrollment
o Secure grant funding for expansion of career services
o Apply for a possible Title III grant for student retention
o Provide training on securing grants
   Measures: grant applications, training programs and attendees Timeline: 2018-19 academic year

Goal #3: Obtain needed university funding for programs and personnel

Strategy 1: Track funding and provide updates on budget expenditures

Actions

o Directors/assistant directors work with Tom Picklesimer to establish budgets
   All directors/assistant directors, Measures: Budget by expenditure category, Timeline: February 2018
o Write spring report to track funding balances through the end of the fiscal year by expenditure categories
   All directors/assistant directors, Measures: Budget by expenditure category, Timeline: February 2018
o Submit projected 2018-19 budget and personnel needs to the assistant vice president for student success, including bring part-time staff in the structured enrollment program and one part-time staff in career services to full-time status
   All directors/assistant directors, Measures: Budget by expenditure category, Timeline: April 2018
o Hire part-time assistant in the success center to help with purchasing and budgeting
   Measures: Position description and hiring documents, Timeline February 2018