

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

- 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
- 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**

- Incorporate the principles of G.R.I.T. into our programs
Jamie Kearra, Measures: Report of efforts, Timeline: Spring, Fall 2018
- Adopt the appreciative advising framework
Jamie Kearra, Measures: Copies of training certificates, Timeline: Spring 2018
- 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
- 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
- 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
- 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
- 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

- Obtain volunteers from directors/assistant directors to work as a team on a planning document to specify our technology and space needs
- Obtain pictures and examples of other spaces on campus
- Explore alternative storage space for TRIO
- Determine how the renovations will be funded
- 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

- Obtain volunteers from directors/assistant directors to pursue grants
- Re-apply for additional TRIO grants
- Apply for a possible summer bridge grant for structured enrollment
- Secure grant funding for expansion of career services
- Apply for a possible Title III grant for student retention
- 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

- Directors/assistant directors work with Tom Picklesimer to establish budgets
All directors/assistant directors, Measures: Budget by expenditure category, Timeline: February 2018
- 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
- 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
- Hire part-time assistant in the success center to help with purchasing and budgeting
Measures: Position description and hiring documents, Timeline February 2018