Student Success Updates

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Defining Student Success for UMass

From recruitment to graduation, faculty, staff and students work together, within the framework of the learning and development process, to advance the academic, interpersonal and co-curricular skill development of our students as they progress through the student lifecycle.
Mission:

Create and support a *unified strategy for student success* at the University of Massachusetts Amherst that increases student retention, supports timely progress to degree, and increases graduation rates and post-graduation outcomes. Through the advancement of high impact practices, collaborative campus partnerships, and the support of holistic student learning and development we support students from orientation to graduation and beyond.
What Does Student Success in College Look Like?

**Student:**
- Setting and attaining goals
- Keeping-up with personal wellness/balance
- Strong connections to campus
- Engaging in and assigning meaning to coursework
- Active planning and exploration with academic and career advisors
- Getting involved
- Mastery of course material and the learning process
- Asking for help when needed

**UMass:**
- Retention
- Timely progress to degree
- Graduation
- Strong post-graduation outcomes
- Top 20 Status
Why all the talk about Student Success?

1. Tuition Revenue
2. Graduation, Retention, and Persistence
3. Academic Progress and Performance
4. Special Populations
5. Student Experience
6. Staff Productivity

*Education Advisory Board (2017) “Redefining Student Success”
Strategic Priorities for 2018:

1. Communicating Success
2. Academic Early Alert
3. First Generation Student Success
4. Advising Technology and Workflow
5. Career Preparation and Engagement
6. Student Financial Concerns
7. Student Transition to College
8. Post-Sophomore Year Retention
Communicating Success

Success@UMASS newsletter:

- “A compilation of success stories, best practices, useful data, and creative thinking... the newsletter is a virtual space for sharing our collective expertise”

Success@UMASS Website:

- Tell the story of success at UMASS
- Central repository of information and resources
- Student and Staff facing components
Academic Early Alert

• Identifying students who are exhibiting early indicators of academic difficulty
• Provide support before a negative consequence is experienced
• Courses: BIOL 151, CHEM 261, CHEM 262, MATH 127, MATH 131
• Goals:
  ✓ Connect students with appropriate skill development and University navigation tools.
  ✓ Decrease performance gaps.
First Generation Student Success

• Two working groups
  1. Identifying needs and existing supports
  2. Developing strategic approach and messaging

• Identified:
  • Over 20 existing programs
  • 26 offices on campus for potential collaboration
  • 30+ different kinds of data needed
  • Intersectionality
Advising Technology and Workflow

• Implementation of a central advising analytics and workflow tool - EAB CAMPUS
  • Scheduling and tracking
  • Analytics and reporting
  • Communication across units
  • Phase I completed
    • Central advising offices and departmental offices
• Phase II
  • Faculty advisors
  • Student Service units
Career Preparation and Engagement

• Engagement and outcomes
  • Improve service delivery across units
  • Improve student preparation
  • More campus recruitment
    • Employer relations
    • Internship and coop placement
  • Better assessment
    • Internship tracking and documentation
    • Post-graduation outcomes: NACE guidelines for assessment
Student Financial Concerns

- Financial Literacy
  1. SAMbassadors - student facing
  2. Staff Training: For staff/advisors on how to work with students
- Senior Completion Committee
  Helping students cross the finish line in the face of financial concerns
Student Transition to College

New RAPS for Fall ‘18
- Transfer: in McNamara
- Pioneers: 1st gen Bio Majors in James
- Animal Science Equine Science in northeast area

Seminars:
- Piloted common content

Student Success Planners
- Revising for next year
- Coordinating content with multiple campus partners
Post-Sophomore Year Retention

Launched targeted advising campaigns:
  • Re-enrollment
CNS pilot of integrated efforts to retain 2nd year students:
  • Welcome back
  • Halfway there
  • Career development opportunities
  • Coordination with Res Ed.

On messaging/content Coordination with Res Ed.

<table>
<thead>
<tr>
<th>Sophomore to Junior</th>
<th>Number</th>
<th>% of Total</th>
<th>% of Non-Returning</th>
<th>Mean GPA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cohort Total (Adjusted†)</td>
<td>3,951</td>
<td>100.0%</td>
<td></td>
<td>3.21</td>
</tr>
<tr>
<td>Returners</td>
<td>3,620</td>
<td>81.2%</td>
<td></td>
<td>3.24</td>
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<tr>
<td>Non-Returners</td>
<td>331</td>
<td>8.4%</td>
<td>100.0%</td>
<td>2.69</td>
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<tr>
<td>Returned later</td>
<td>57</td>
<td>1.4%</td>
<td>17.2%</td>
<td>2.82</td>
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<tr>
<td>Suspended/Dismissed</td>
<td>42</td>
<td>1.1%</td>
<td>12.7%</td>
<td>1.60</td>
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<tr>
<td>Withdrawn</td>
<td>232</td>
<td>5.9%</td>
<td>70.1%</td>
<td>2.86</td>
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<tr>
<td>Enrolled elsewhere*</td>
<td>181</td>
<td>4.6%</td>
<td>54.7%</td>
<td>3.00</td>
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<tr>
<td>Did not enroll elsewhere</td>
<td>51</td>
<td>1.3%</td>
<td>15.4%</td>
<td>2.44</td>
</tr>
</tbody>
</table>

* Based on NSC data in fall 2016.
† Excludes students who were non-returners in a prior year.

Out-of-state students enrolled elsewhere: SUNY Albany (4), CUNY Hunter College (3), UConn (3).
In-state students enrolled elsewhere: UMass Boston (3), UMass Lowell (3).
Out-of-state students enrolled elsewhere: UConn (18), Rutgers (7), SUNY Albany (5), SUNY Fashion IT (4).
In-state students enrolled elsewhere: UMass Lowell (13), Bridgewater State (10), Middlesex CC (9), Fitchburg State (7), Springfield Tech CC (7), Worcester State (7).
Questions?