

# Student Success Committee

December 2019

**RADFORD UNIVERSITY**

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Board of Visitors

**STUDENT SUCCESS COMMITTEE**

**2:00 P.M.**

**DECEMBER 5, 2019**

**MARY ANN JENNINGS HOVIS MEMORIAL BOARD ROOM  
THIRD FLOOR, MARTIN HALL, RADFORD, VA**

**DRAFT  
AGENDA**

- **CALL TO ORDER** Dr. Debra McMahon, *Chair*
- **APPROVAL OF AGENDA** Dr. Debra McMahon, *Chair*
- **APPROVAL OF MINUTES** Dr. Debra McMahon, *Chair*
  - September 26, 2019
- **STUDENT GOVERNMENT ASSOCIATION REPORT** Ms. Colleen McNickle, *Student Government Association President*
- **STARFISH – EARLY ALERT SYSTEM** Dr. James Penven, *Assistant Vice President for Student Success and Retention*  
Ms. Susan Hudson, *Assistant Director for Student Success and Retention*
- **STUDENT AFFAIRS REPORT** Dr. Susan Trageser, *Vice President for Student Affairs*
- **OTHER BUSINESS** Dr. Debra McMahon, *Chair*
- **ADJOURNMENT** Dr. Debra McMahon, *Chair*

**\*\* All start times for committees are approximate only. Meetings may begin either before or after the listed approximate start time as committee members are ready to proceed.**

**Committee Members**

Dr. Debra K. McMahon, Chair

Ms. Karyn K. Moran, Vice Chair

Dr. Susan Whealler Johnston

Mr. Mark Lawrence

Dr. Jay A. Brown

Mr. David Smith

Mr. Breon Case, Non-voting Advisory Member

# December 2019 Meeting Materials

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Board of Visitors

# Student Government Association 2019 - 2020 Updates

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# Executive Board Updates

- ASGA Conference in Washington, D.C.
- Remembrance Event with Alpha Phi Alpha Fraternity Inc.
- Member of the Month
- Student Finance Committee
- Community Service



# Cabinet and Staff Updates

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- Freshly Updated Website and Social Media
- Town Hall
- SGA Bowling Competition
- Stress Less Event
- Breast Cancer Awareness Event
- Adopt - a - Spot
- SGA Tailgate
- Voting Encouragement Table
- Thanksgiving Food Drives
- RU Turkey Leg Day



# Senate Updates

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- Free Speech Resolution
- Water Bottle Filling Stations
- Recycling Bins
- Mental Health Awareness
- Feminine Hygiene



# Events and Goals for Next Semester

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- Partnering with the Office of Sustainability
- Complete Bags to Benches Program
- T-Shirt Drive
- Continue Community Service Efforts
- Consent Campaign
- Unity Fest



# Questions?

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# Starfish - Early Alert System

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# Starfish

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- Introduced in August 2016
- Academic advising, early alert, communication and retention tool
- Benefits include:
  - Central location for student information and meeting notes
  - Students can schedule appointments with advisors and others
  - Communication tool
  - Connects faculty and staff working with a student
  - Early warning flags for students in academic or social distress
  - “Kudos” recognize positive progress





# Starfish Highlights

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- Addition of key services such as the Harvey Knowledge Center, Davis Peer Tutoring Center and Success Coaching
- Improvements to the user experience and work-flow for faculty and staff, including the addition of graduate students
- Addition of key members of a student's Success Network including their First Year Success Mentor



**James Penven**  
First-Year Success Mentor

📞 5408312139

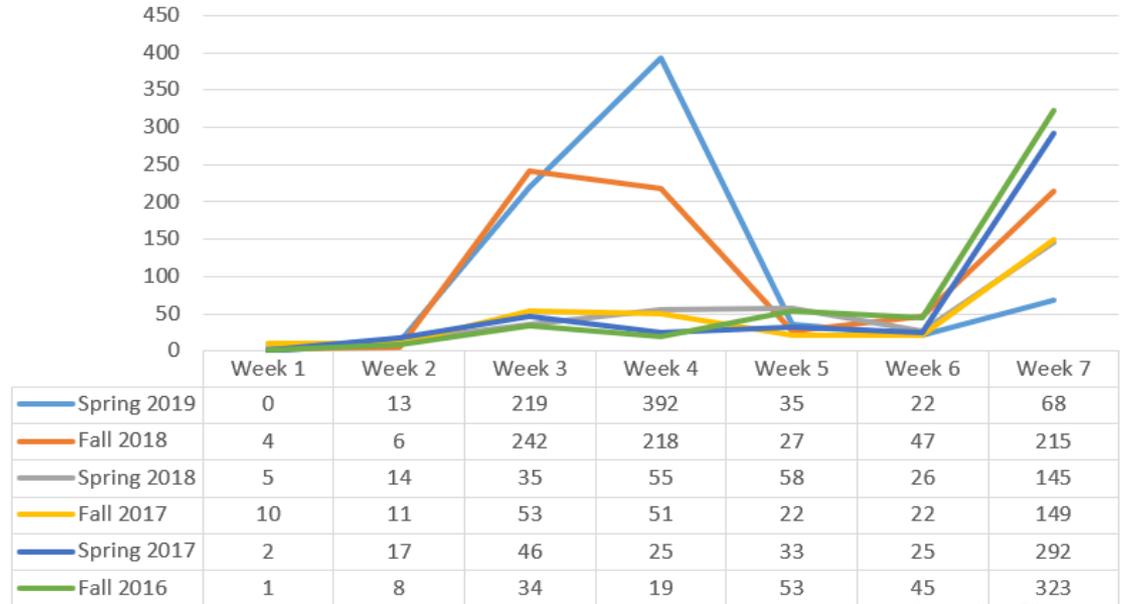
✉️ [jpenven@radford.edu](mailto:jpenven@radford.edu)



# Starfish Highlights

Implemented an Attendance Progress Survey earlier in the semester to provide earlier opportunities for interventions

Attendance Concern Flags by Week



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Spring 2019   Fall 2018   Spring 2018   Fall 2017   Spring 2017   Fall 2016



# Starfish Highlights

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**Steady increase in usage for all features:**

↑30% increase in referrals

↑23% increase in scheduled meetings

↑13% increase in number of flags raised

↑5% increase in kudos



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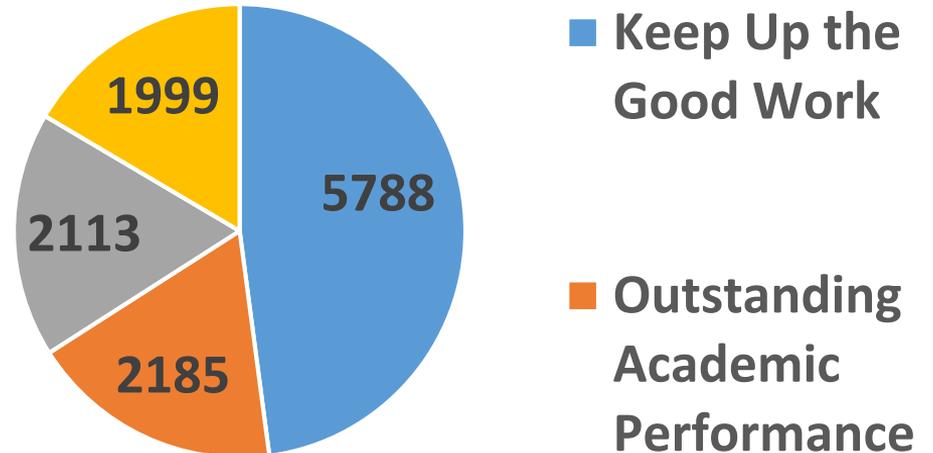


# Starfish Early Alert

## Fall 2019 Tracking Items by Category (as of week 9)

Category	Raised
ACADEMIC FLAGS	4344
SOCIAL/WELLNESS FLAGS	63
REFERRAL	104
KUDO	8005

## Most Raised Tracking Items





# Starfish Next Steps

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- Fully merge Starfish tenant with Radford University Carilion by May 2020
- Maximize Exporter functionality to improve reporting and assessment capabilities
- Create new roles to include more Student Affairs and student services professionals
- Improve flag management protocols to enhance existing support structures

# Discussion

# Student Affairs Update

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# Center for Accessibility Services

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## A Game Changer for Students with Disabilities:

- Now serving over 700 students
- Notetaking requests increased by 65%
- Note-taker volunteers increased by 80%
- Tests proctored by CAS increased by 9%

# Student Counseling Services

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**TALK SAVES LIVES**

**Suicide Prevention Training**

# Substance Abuse and Violence Education Support (SAVES) Services

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## Recovery Community / Recovery United

- Received \$50,000 grant from the State of Virginia and the Department of Behavioral Health and Developmental Services (DBHDS)
- Used to assist students in recovery by attending conferences and trainings, as well as hiring a new position within SAVES to oversee the program

## Fear 2 Freedom

- SAVES partnered with Fear 2 Freedom, as well as Women's Resource Center and Carilion Clinic
- 460 recovery kits for sexual assault survivors in the New River Valley



# Housing and Residential Life

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- Housing and Residential Life had a group of seven resident assistants (RAs) and one advisor attend the Virginia is for Leaders: VACUHO RA Conference November 1-3 at Virginia Commonwealth University.



# Student Involvement

## VA Engage Annual Meeting

- 15 universities, community and government organizations
- 60 participants
- Radford University faculty and staff, in partnership with NRV community partners, served as panelists and presenters



# Center for Diversity and Inclusion

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## Social Change Certificate Program

- Program to enhance cultural awareness, build diverse communities and grow capacity for managing change
- Four components:
  - Social Change
  - Impact of Culture
  - Creating Inclusion
  - Ideology of an Ally



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# Student Success and Retention

## College Student Inventory Prioritizing our outreach



## More than Retention

Providing academic support and guidance for student success

## First Year Achiever's Day Celebrating academic success for first year and new transfer students



## Success Coaching Helping students with time management

# Discussion

# September 2019 Minutes

**RADFORD UNIVERSITY**

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Board of Visitors



**STUDENT SUCCESS COMMITTEE MEETING  
2:00 P.M.  
SEPTEMBER 26, 2019  
MARY ANN JENNINGS HOVIS MEMORIAL BOARD ROOM  
THIRD FLOOR, MARTIN HALL, RADFORD, VIRGINIA**

**DRAFT  
MINUTES**

**COMMITTEE MEMBERS PRESENT**

Dr. Debra K. McMahon, Chair  
Dr. Susan Whealler Johnston  
Mr. Mark S. Lawrence  
Mr. David A. Smith  
Mr. Breon Case, Student Representative (Non-voting Advisory Member)

**COMMITTEE MEMBERS ABSENT**

Ms. Karyn K. Moran, Vice Chair

**BOARD MEMBERS PRESENT**

Mr. Robert A. Archer, Rector  
Dr. Thomas Brewster  
Dr. Jay A. Brown  
Mr. Gregory A. Burton  
Ms. Krisha Chachra  
Dr. Rachel D. Fowlkes  
Ms. Georgia Anne Snyder-Falkinham  
Ms. Lisa Throckmorton  
Dr. Jake Fox, Faculty Representative (Non-voting Advisory Member)

**OTHERS PRESENT:**

President Brian O. Hemphill  
Ms. Karen Castele, Secretary to the Board of Visitors and Special Assistant to the President  
Dr. Kenna Colley, Interim Provost and Vice President for Academic Affairs  
Mr. Danny M. Kemp, Vice President for Information Technology and Chief Information Officer  
Ms. Wendy Lowery, Vice President for University Advancement  
Ms. Kitty McCarthy, Vice President for Enrollment Management  
Mr. Chad Reed, Vice President for Finance and Administration and Chief Financial Officer  
Ms. Ashley Schumaker, Chief of Staff and Vice President for University Relations  
Dr. Susan Trageser, Vice President for Student Affairs  
Mr. Allen Wilson, Senior Assistant Attorney General, Commonwealth of Virginia

Other Radford University faculty and staff

### **CALL TO ORDER**

Dr. Debra K. McMahan, Chair, formally called the Student Success Committee meeting to order at 2.04 p.m. in the Mary Ann Jennings Hovis Memorial Board Room in Martin Hall.

### **APPROVAL OF AGENDA**

Dr. McMahan asked for a motion to approve the September 26, 2019 agenda. Dr. Susan Whealler Johnston so moved, Mr. David Smith seconded, and the motion carried unanimously.

### **APPROVAL OF MINUTES**

Dr. McMahan asked for a motion to approve the minutes of the May 9, 2019 meeting of the Student Success Committee, as published. Mr. Smith so moved, Dr. Johnston seconded, and the motion carried unanimously.

### **STUDENT GOVERNMENT ASSOCIATION (SGA) REPORT**

Student Government Association President Colleen McNickle presented the three pillars of SGA's Strategic Plan for the 2019-2020 academic year: Highlanders First, Highlander Engagement and Highlanders Aware. The Highlanders First initiative will focus on gathering the student prospective and act on needed changes through new legislation. Ms. McNickle added that the SGA has a new public relations cabinet position this year that will focus on SGA's social media presence. She said for Highlander Engagement, SGA will continue their community service efforts, create a Highlander Pride Committee that includes student-athletes and will once again host Unity Fest in the spring. For Highlanders Aware, SGA will host Take Back the Night, a sexual assault awareness event, and reinstate the mental health intervention training, Talk Saves Lives, with Student Counseling Services. A copy of the report is attached hereto as *Attachment A* and is made a part hereof.

### **FIRST YEAR SUCCESS TEAM REPORT**

Assistant Vice President for Student Success and Retention James Penven, Ph.D. updated the Committee on the newly-formed retention initiative, First Year Success Team. Through the partnership with Ruffalo Noel Levitz, a statistical model has been used to determine which students may need additional support because of their risk of not being retained. For this academic year, 1200 students have been identified. The First Year Success Team is comprised of an academic advisor from each college, the staff in the Center for Major Exploration, New Student and Family Programs, and Student Success and Retention. Dr. Penven added that each advisor and staff member have been assigned a caseload of students and they will each work intentionally with these students to provide increased support. The team will monitor each student for key warnings that he or she is at risk for not returning and will respond accordingly. A copy of the report is attached hereto as *Attachment B* and is made a part hereof.

### **STUDENT AFFAIRS REPORT**

Vice President for Student Affairs Susan Trageser, Ed.D. provided the Committee with an update of the Division of Student Affairs. Dr. Trageser began by stating that Student Affairs hosted six interns this summer and one has continued the internship into this semester. The Office of Student Success and Retention has developed and implemented a program that aims to provide

students with meaningful learning and engagement opportunities to link the student's work experience with student success. This program builds on existing practices used by the Department of Student Involvement, which includes structured conversations and learning outcomes.

Student Counseling Services began a new program this fall. Let's Talk is informal counseling outside the Counseling Center at various times and locations across campus. During these hours students can meet with counselors with no set appointment. Dr. Trageser also updated the Committee on many Student Life initiatives. There are currently 815 Fraternity and Sorority Life members. These members donated 8,877 community service hours and raised \$18,000 in philanthropic giving during spring semester alone. Meditation spaces have been created in the Student Recreation and Wellness Center to provide a welcoming space for students to enhance their holistic health and wellness.

Dr. Trageser reported that the fall-to-fall retention rate of freshmen in a living-learning community is 83.6 percent while the retention rate of those freshmen not part of a living-learning community is 69.2 percent. Dr. Trageser added that Housing and Residential Life has implemented a new Culture of C.A.R.E. philosophy. This philosophy is grounded in Customer Service, Accountability, Retention and Engagement. The staff is focusing on development and retention as it pertains to their professional staff members. She also reported that Student Standards and Conduct has developed programs to promote student success and retention, having holistic conversations with students to encourage involvement, reflective writing, success plans and goal setting. A copy of the report is attached hereto as *Attachment C* and is made a part hereof.

### **ADJOURNMENT**

With no further business to come before the Committee, Dr. McMahon asked for a motion to adjourn. Dr. Johnston so moved, Mr. Lawrence seconded, and the motion carried unanimously. The meeting adjourned at 2:59 p.m.

Respectfully submitted,

Ms. Jenni Tunstall  
Executive Assistant to the Vice President for Student Affairs  
Secretary to the Committee

# Student Government Association 2019-2020

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# Highlanders First

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- Student Opinion
- Surveying
- Senate Tables in the Bonnie
- What Do You Want Wednesday
- Student Appreciation Day
- Town Hall
- First 30 Days



# Highlander Engagement

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- Highlander Pride
- Community Service
- Unity Fest
- Advocacy Day
- Ring Dance



# Highlanders Aware

- Sexual Assault Awareness
- Campus Safety
- Live Safe App
- Mental Health Awareness
- Talk Saves Lives



# Questions?

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# First-Year Success Team

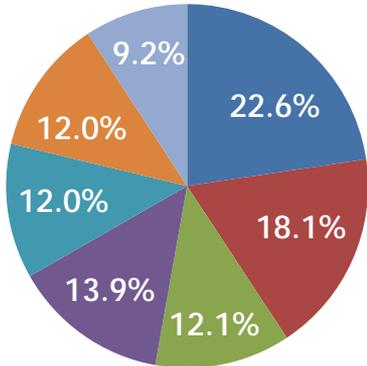
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# First-Year Success Team

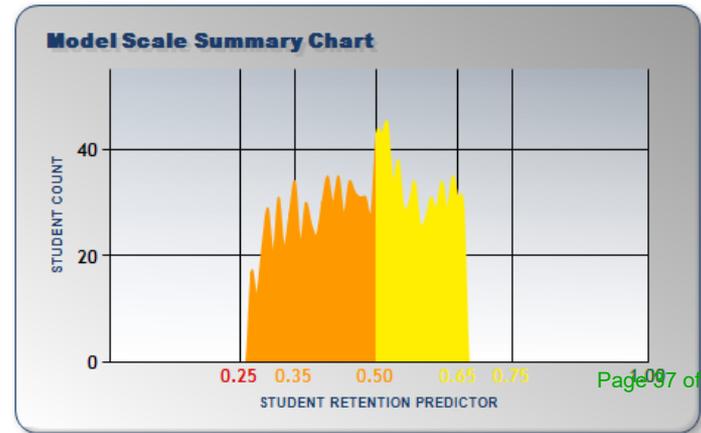


Through our partnership with Ruffalo Noel Levitz, we have identified 1,200 students needing the most influence to reenroll.

## Relative Strength of Model Variables



- High School GPA
- High School CEEB Code
- Initial Source Code
- Academic Major
- No of Days Confirmed
- City
- Percent of Need Met



# First-Year Success Team

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Providing support to first-year students to promote success, persistence and re-enrollment.

**Noelani Hall, CHBS**

**Rachel Hall, Major Exploration**

**Dana Trask, CVPA**

**Joel Hanlon, NSFP**

**Amber Smith, NSFP**

**Michele Hosey, OSSR**

**Advisor Vacant, CEHD**

**Jamie Penven, OSSR**

**Parker Sanders, DCOBE**

**Alison McCoy, Major Exploration**

**Sara Coulson, ACSAT**

**Tabitha Greer, WCHHS**

**Jason Lucas, NSFP**

**Cammie Sgerrella, NSFP**

**Susan Hudson, OSSR**

# First-Year Success Team

## Student Success Communications Timeline

Event/Activity	Timeline	Responsible	Method	Key Performance Indicator
Introduction to FYST team member email	<b>Week 4 August (first week of classes)</b>	<b>FYST</b>	<b>Email</b>	<b>2<sup>nd</sup> term retention</b>
Post-Quest Newsletter 8: First week of classes, club fair; schedule changes	<b>Week 4 August</b>	<b>NSFP branded Admissions sends</b>	<b>Email</b>	<b>2<sup>nd</sup> term retention</b>
You Matter Door Knocking Campaign	<b>Week 2 Fall Term</b>	<b>OSSR, University Offices</b>	<b>In Person</b>	<b>2<sup>nd</sup> term retention</b>
Invite students to discuss CSI	<b>Week 2-3 September</b>	<b>FYST</b>	<b>Email</b>	<b>2<sup>nd</sup> term retention</b>

# First-Year Success Team

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Each student of the 1,200 has a First-Year Success Team (FYST) Advisor or a Faculty/Professional Advisor and a FYST Mentor

- Monitors any issues with attendance concerns or in danger of failing
- Reminders about FAFSA
- Prompts for registration



# First-Year Success Team

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## Goals

- Fall-to-Fall retention of 80.2% for entering 2019 class
- Review, revise and strengthen the student success communications/action timeline
- Provide support and focus to help increase student success

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# Discussion

# Student Affairs Update

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# Division Highlights

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- Summer Interns
- Models of Practice
- Welcome Week
- Family Weekend



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# Student Employment

Campus employment is a great way for our students to get involved, get engaged and feel connected to campus, making it an effective retention tool.



# Student Counseling Services

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## Let's Talk

### Fall 2019 Locations

- Mondays: Dedmon Center, Noon - 2 p.m.
- Tuesdays: Student Recreation and Wellness Center, 3 - 5 p.m.
- Wednesdays: Center for Diversity and Inclusion, 2 - 4 p.m.
- Thursdays: McConnell Library, 9:30 - 11:30 a.m.
- Fridays: The Bonnie, 11 a.m. - 1 p.m.

## Initial Consultation

### Fall 2019 Hours

- Mondays and Wednesdays: 10 a.m. - Noon and 2 - 4 p.m.
- Thursdays and Tuesdays: 9:30 - 11:30 a.m. and 1:30 - 3:30 p.m.
- Fridays: 11 a.m. - 1 p.m.

Introducing our new  
program...



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Student Counseling Services

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# Fraternity and Sorority Life

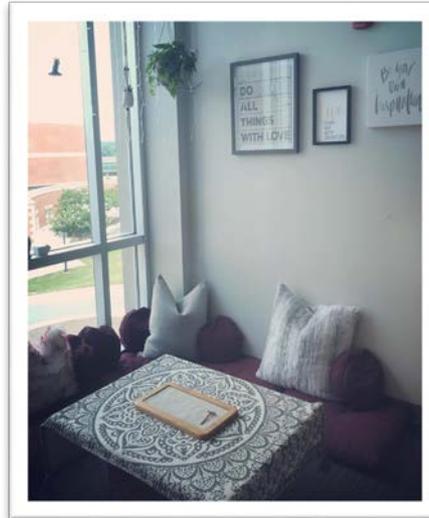


- 815 total members at the end of Spring 2019 semester
- 8,877 community service hours
- \$18,000 in philanthropy support
- The all-sorority GPA was above the all-women's GPA for the Spring 2019 semester

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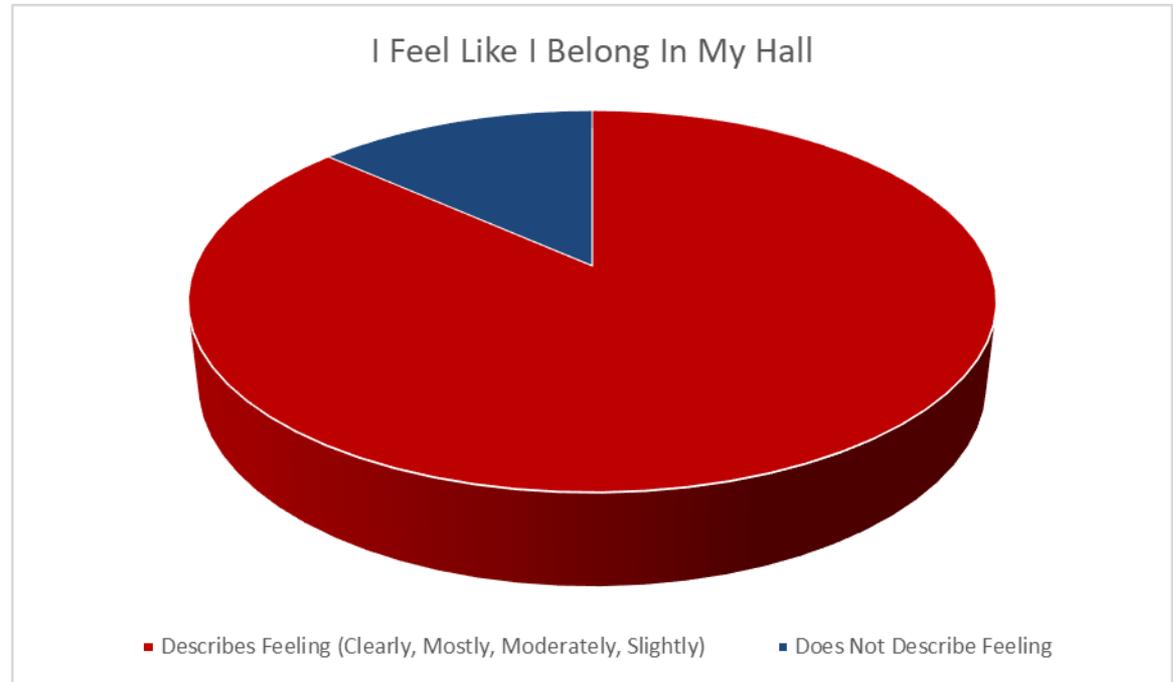
# Student Recreation and Wellness



Providing a welcoming space for all students to enhance holistic health and wellness, the mindfulness and meditation rooms were opened late Summer 2019.

# Housing and Residential Life

- In the Spring 2019 semester, a satisfaction survey was administered to all residents residing on campus.
- Total number of residents who completed the survey was 499.



# Housing and Residential Life

Housing and Residential Life has implemented a new Culture of C.A.R.E. philosophy:

- Customer Service
- Accountability
- Retention
- Engagement



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# Student Standards and Conduct

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## Retention Agents

- Developmental programs
- Internships
- Faculty support

# Discussion

# End of Board of Visitors Materials

