

# Meeting Synthesis – Student Success

## Team: In-person, Meeting #12 – January 30, 2015

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### **Team members present:**

Connie Gores, Josh Hanson, Eric Runestad, Wendy Marson, Wanda Overland, Ambrosia Hawkins, Cody Pogalz, John O'Brien, Shelly Auldreich, Rassoul Dastmozd, Barb Oertel, Jennifer Whittemore, Gail O'Kane. Jessie Bolin, MSUSA rep (PM). Attending via WebEx: Keith Turner (AM), Pakou Yang (PM)

### **Team members absent:**

Attina Earl, Tracy Rahim, Gregory Wright, Anne Dahlman

### **Welcome, Introductions, Recap, Check-in**

The team welcomed its newest member, student Subject Matter Expert (SME) Ambrosia Hawkins, a student at St. Cloud Technical and Community College, soon to be transferring to Winona State University. The team shared examples of recent student successes in their positions. Feedback from the team members provided after the last meeting indicate the team is continuing to work productively. No new concerns were brought forward by the team members at check-in.

### **Themes and Discussion**

#### **Initiatives #1 (Advising), #2 (Developmental Ed/Pre-College), #3 (Policies and Practices):**

Small groups, having developed themes at the December meeting from the Gallery Walk feedback, looked at the additional feedback from the Online Gallery Walks, My Ideas, and MAPE, identifying any additional/emerging themes. There was discussion around the themes regarding the wording of the themes going forward to best honor the content of the feedback. Following is an updated list of the feedback generated in December and updated with feedback presented at the January 30.

#### **Advising feedback (updated from December 17 to include input from MyIdeas, Online Gallery Walk, MAPE)**

##### **Aligning**

- Need for comprehensive advising model with integrated services
- Need for intrusive advising
- Need for full-time/program and academic advisors

- Need advising for career planning/goal setting
- Need for mental health counselors
- Need for advising/course planning
- Specialized advisors for: developmental education/special groups/pre-college (workshops)
- Professional development and continuous training for all that advise (transfer centers/transfer assistance)
- Required advising and/or pre-college orientation/workshops
- Collaborations and/or partnerships by faculty and professional advisors, departments across campus, community (k-12/business, etc.)
- Quality relationships – student/advisor (transfer/policy/staffing to allow this)
- Delivery models of advising – options (including technology tools, need to explore additional delivery options)

#### Emerging

- Accountability and support
- Compensation
- Policy/contractual issues
- Collaborations/partnerships

#### Discussion

- Lots of alignment of feedback with prior work of the team
- Focus on functions and student needs, not the titles of those who will deliver
- Important touch points for advising (done at Winona State, undeclared students get lost in process)
- Need to step up how we prepare those who do professional advising
- We need to put more resources into the advising process
- Need for comprehensive advising model with integrated services

### **Developmental Education (updated from December 17 to include input from MyIdeas, Online Gallery Walk, MAPE)**

#### Aligning

- K12/ABE (funding, alignment, accountability, need for increased partnerships)
- Curriculum (standardization, aligned, appropriate, effective, and transferable)
- Wrap-around student support beyond student academic needs (holistic approach)
- Assessment for course placement

#### Emerging

- Need to respond to the unique needs of special populations such as ESL/immigrant students/students of color
- Learning styles
- Teacher quality inconsistency

#### Parking Lot

- Contextualized pre-college curriculum

#### Discussion

- Strong need for standardization and curricular alignment
- Team called out pre-requisites as an additional alignment need

## **Policies (updated from December 17 to include input from MyIdeas, Online Gallery Walk, MAPE)**

Aligning (need to acknowledge HLC and Fed Financial Aid issues)

- TRANSFER (number of courses, financial aid implications, uniform financial aid processes)
- Registration cancellation for nonpayment (can we go beyond 5 days?)
- Midterm grades reporting (especially from students, perhaps even earlier than midterm)
- Financial payment policies
- Drop for nonpayment policies (generally they want drop for nonpayment later)
- Timeline for drop/withdrawal (move later)
- Overall review of SAP
  - Literacy about SAP (advisors and students – do they really know what this means?)
  - Extenuating circumstances
  - (Re-entry after hardships)

Emerging

- Financial literacy – what the policies actually mean and how they affect students; better information about financial aid, scholarships, etc.
- Bridge courses and preparing for coursework and placement (help prepare students for placement tests)
- Veterans experience and military credits (do more than make them just electives)
- Parking Lot
- Wrap around services, beyond disability – toward tutoring, counseling, gateway courses)

Discussion

- Communications need to be clear, often, consistent
- As a team, we could make recommendations for more student friendly policies.
- Do we have any data to support that Accuplacer helps increase student success? No.

## **Initiative #4: Technology:**

A small group worked on developing themes for the feedback on Initiative #4 related to Technology. After the last meeting, they received feedback from the Gallery Walks, the online Gallery Walk Survey, and My Ideas. (Note: the comments from MAPE did not focus on this initiative), and worked together to identify themes to help further define the language of the initiative going forward.

Aligning

- Strong support for advising students (academic advising; academic planning; career planning) and additional investment in advising to support student success
- Tools are needed to help students in their progress to degree; tools will need to be integrated with ISRS
- Support for online tutoring and perhaps advising to enhance student success
- ISRS needs to be replaced (better student data, ability to integrate with other systems, etc.)
- DARS needs to be better utilized; more training on DARS is needed; upgrades are needed to include grad planner, etc.; DARS needs to integrate with ISRS
- Regardless of the tools used, we must invest in training people on how to use them

## **Discussion: Planning for Collaborative Meeting with IT Systems design**

The questions raised for the Student Success team by the IT Systems team were discussed. The questions were:

1. What business problem are we trying to solve?
  - a. What user-friendly (faculty, staff, student) technology solutions exist - on our campuses, in the marketplace, or emerging - that can help us better identify, recruit, retain, support and graduate our students?
2. Definitions and context:
  - a. Predictive Analytics: Extracting useful and actionable information from data to be used to predict trends and behavior patterns among individual or groups of students
  - b. Customer Relationship Management: Comprehensive system for managing interactions with current and future students; ability to analyze and act on data and create tailored and targeted messages

As these questions were answered by the Student Success team, the results went into the presentation for the afternoon meeting with IT Systems.

## **Summit Update:**

Additional information was provided about the Summit, Feb 19-20 at Anoka Tech. Also discussed was the Pre-Work requested by the Summit Planning Committee. It was decided to work on this over lunch, since the team will not meet again prior to the Summit.

## **Spring Gallery Walk update/Poster content:**

The following was brought forward for consideration by the team as the proposed poster content.

“Over the last few months, the Student Success team has been focused on analyzing the significant amount of thoughtful feedback we have received as a result of the online and on-campus Gallery Walks. We have also been studying the results of the 16 student Focus Groups that took place alongside the Gallery Walks, as well as the feedback generated from My Ideas and statewide bargaining units. We have learned a great deal from the feedback and will spend the next few months translating this learning into actionable initiatives that we will bring forward to the Steering Committee for consideration. We are making progress and are excited about helping to create a future where significantly more students are successful in meeting their educational goals.”

It was suggested by the team that the four team initiatives be included in the content.

## **Most Important Points:**

1. The team welcomed our newest student SME, Ambrosia Harkins from SCTCC
2. The team reviewed additional feedback from the Online Gallery Walk, My Ideas, and MAPE, identifying additional/emerging themes.

3. The team discussed our Technology Initiative (#4) in preparation for our afternoon cross-disciplinary team meeting with Information Technology Systems.
4. The team conducted preliminary work for the Summit on Feb 19 and 20.

## Meeting with IT Systems and Design

A background and overview of both teams' work thus far was reviewed, and discussion followed regarding the answers to the three questions discussed by the Student Success Team (see previous pages for more information):

1. What business problem are we trying to solve?
2. Definitions and context: Predictive Analytics, CRM
3. What are our priorities with the Technology Initiative?

The IT Team offered feedback on the proposed initiative: "System-wide selection, hosting and funding of technology tools that integrate with ISRS for (a) predictive analytics, (b) customer relationship management (CRM), and/or (c) Grad Planner (progress to degree)".

The feedback and discussion centered on:

- concerns about timeline (too aggressive in its initial form)
- ISRS-integration -could the initiative be handled in pieces, or as a one source solution?
- How to prioritize the pieces of the project?
- Common process development is important.
- All in versus opt in
- Are we considering 31 separate integrations?

The Student Success Team will consider this feedback at our next meeting.