

RADFORD UNIVERSITY

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. McMahon, 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. McMahon 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. McMahon 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

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



Highlander Engagement

- 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?



First-Year Success Team

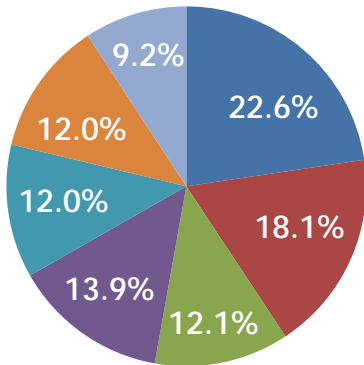
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First-Year Success Team

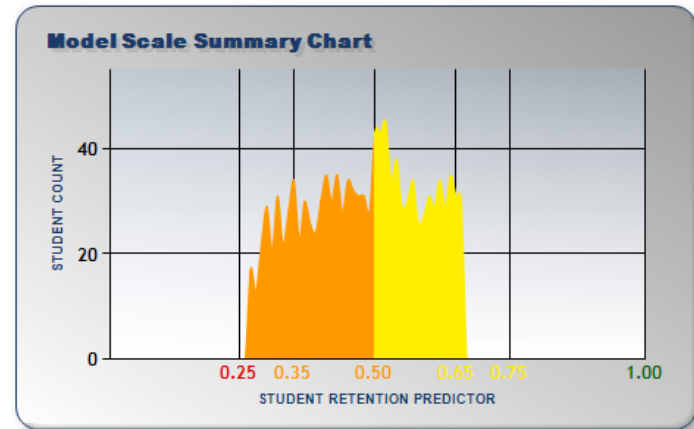


Through our partnership with Ruffalo Noel Levitz, we have identified 1,200 students needing the most influence to reenroll.

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

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	Week 4 August (first week of classes)	FYST	Email	2nd term retention
Post-Quest Newsletter 8: First week of classes, club fair; schedule changes	Week 4 August	NSFP branded Admissions sends	Email	2nd term retention
You Matter Door Knocking Campaign	Week 2 Fall Term	OSSR, University Offices	In Person	2nd term retention
Invite students to discuss CSI	Week 2-3 September	FYST	Email	2nd term retention

First-Year Success Team

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



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

Discussion

Student Affairs Update

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Division Highlights

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



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

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...



RADFORD UNIVERSITY
Student Counseling Services

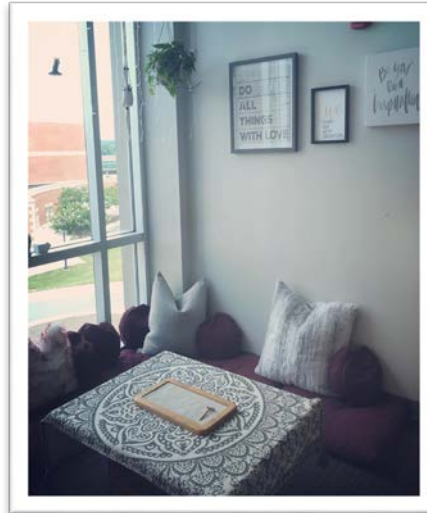
Fraternity and Sorority Life



- 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



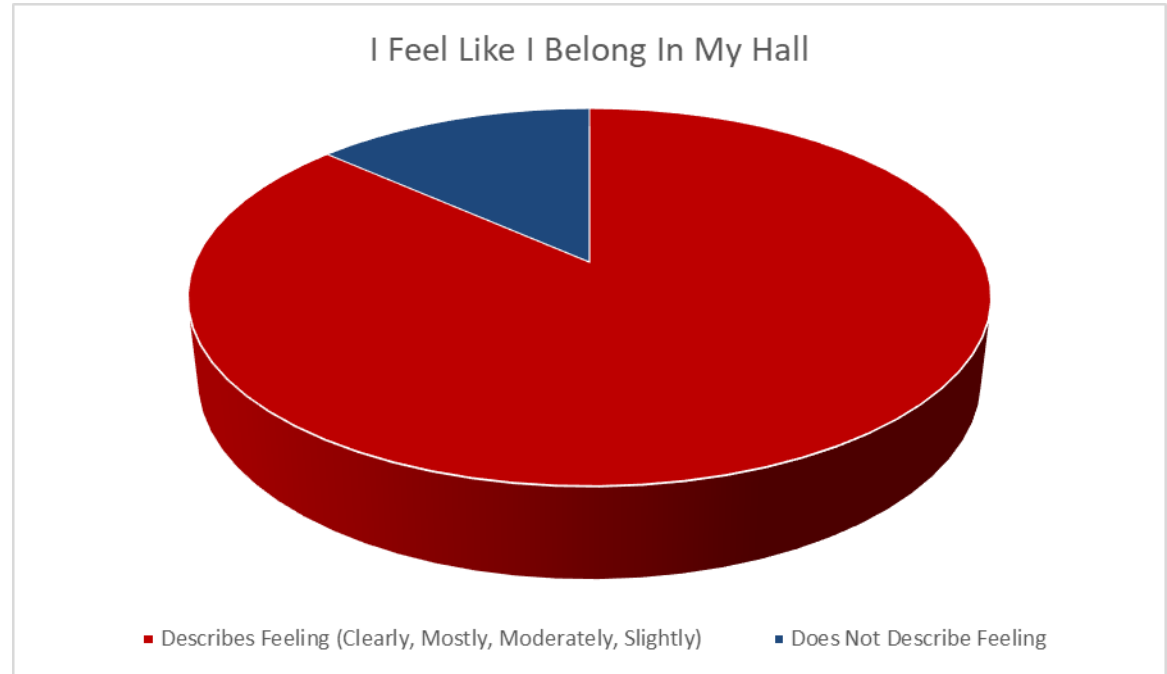
Student Recreation and Wellness



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



Student Standards and Conduct



Retention Agents

- Developmental programs
- Internships
- Faculty support

Discussion