



CONQUERING THE GREAT DIVIDE

Student Success Equals Student Retention

Austin Peay State University

Clarksville, Tennessee



Today's Presenters

- **Harriett McQueen**, Enrollment Management & Academic Support Services
- **Sherryl Byrd**, Student Affairs
- **Barbara Blackston**, Career and Advising Center
- **Telaina Wrigley**, Registrar
- **Martin Golson**, Academic Support Center
- **Patricia Mulkeen**, Institutional Research
- **Nell Rayburn**, Professor, Mathematics
- **Melissa Gomez**, New Student Programs (on campus today with the "PEAYRead")



The Great Divide

- **Fastest growing university in Tennessee**

42% since 2000

APSU@ Fort Campbell—12 percent of enrollment

- **Lowest fall-to-fall retention rates**

10% lower than other universities

- **Low graduation rates**

28 – 32% in 2004-08

- **Largest % transferring out**

- **Largest % graduating class transferring in from other institutions**



SACS Quality Enhancement Plan

Improve Retention by Focusing on Freshmen

- **Recommendations**

- First-Year Experience that includes
 - a freshman seminar (APSU 1000-1 hour credit) required for all students
 - Improved freshman orientation
- Improve Academic Advising—centralized advising for undeclared students
- Create an Academic Support Center
 - Peer Tutoring and Writing Lab
 - Structured Learning Assistance
- Create an Early Warning option (*Academic Alert*)
- Develop a tracking system
- Assess the quality of student services that can impact student retention

Benchmark: Fall-to-fall retention of first year students
will increase by 5 percent in 5 years



Freshman Seminar - Fall 2003

- *Piloted optional 3 credit-hour class
“Liberal Arts and University Life”**
- *13.5% (161/1,191) of first-year freshmen
enrolled**
- *Fall-to-Fall FTFT retention rate – 61.01%**



Freshman Seminar - Fall 2004

- *Required for all first-time, full-time freshmen entering with <12 credit hours**
- *Changed to one credit-hour course – LART 1000 became APSU 1000**
- *Custom textbook created with emphasis on the liberal arts mission**
- *Librarian assigned to each section--Assists students with Career Search and required paper**



Freshman Seminar - Fall 2004

continued

- *Freshman Survey instrument developed as assessment tool for course**
- *First designated sections related to Housing and Honors Program**
- *Sections capped at 20 students**
- *Offered 51 sections for 1,146 students**
- *Fall-to-Fall FTFT retention rate – 63.29%**



Freshman Seminar - Fall 2005

- *New position established: Coordinator (now Director) of New Student Programs; includes responsibility for Freshman Seminar**
- *Peer mentors added to each section**
- *CIRP assessment added**
- *Refocused course on transition issues affecting student success, navigating campus & using technology**
- *Fall-to-Fall FTFT retention rate – 64.27%**



Freshman Seminar - Fall 2006

- *Sections designed for students admitted conditionally**
- *First discipline-specific sections offered**
- *Pre-semester Orientation with students grouped by APSU 1000 sections**
- *Fall-to-Fall FTFT retention rate – 65.79%**



Freshman Seminar - Fall 2007

- *Discontinued customized textbook; used companion reader to “The Master Student” series**
- *Fall-to-Fall FTFT retention rate – 67.59%**



Freshman Seminar - Fall 2008

- *University Bulletin, Student Handbook and online resources replaced textbook**
- *TCI assessment (*non-cognitive risk factors*) replaced CIRP assessment**
 - given when students come to campus for first advising/orientation session (Summer Welcome)
 - Instructors provided with results for students before term begins



Freshman Seminar - Fall 2008

continued

***Sections for conditionally admitted students expanded to meet twice weekly**

- Study skills
- Time management
- Academic alert
- Intrusive advising



Freshman Seminar - Fall 2009

- *“Peay Read” common summer reading program initiated for APSU 1000**
- *Clicker discussion of book held during Freshman Convocation**
- *Majority of freshmen enrolled in discipline-specific APSU 1000 section**
- *Several APSU 1000 sections linked to one or more core/major courses**
- *Offered 84 sections for over 1,400 first-time freshmen**



Student Affairs Partnerships

- *Orientation Assistants selected and trained jointly**
- *Optional social events provided in support of required Orientation activities**
- *APSU 1000 sections linked to residence hall assignment/taught by SA professional staff**
- **New Student Guide* designed, funded and distributed to new freshmen and parents**
- *Overnight housing option provided during Summer Welcome**



Student Affairs Partnerships

continued

- *Initial “If All of Austin Peay Read the Same Book. . .” evolved into “Peay Read” common summer reading program for all first-time freshmen in APSU 1000 course**
- *Associate Director of Housing/Residence Life part of Academic Alert contact team**
- *Austin Peay Parent (Family) Association–APPA revived and marketed during Summer Welcome**
- *Regular electronic updates/important dates sent to APPA members**



Student Affairs Partnerships

continued

- *Faculty/staff support for “Welcome Wagon” housing move-in event for new students**
- *Coordination of Parent Panels during Summer Welcome sessions**
- *Newsletters published and mailed to freshman parents during first year of enrollment**
- *Expansion of Welcome Back activities; funding provided for academic department events**



Academic Advising

- **Split Model**
 - Advising Center for undeclared and conditionally admitted students
 - Faculty advisors from major departments
- **Advisor Tools & Training**
 - Advising syllabus
 - Academic advising flipchart
 - Campus-wide & departmental training



Academic Advising (cont.)

- **Online assessment developed by Faculty Senate and Deans Council**
- **Outstanding faculty advisors recognized each spring**
- **Small beginnings . . .**
 - Sep. 2004 Academic Advising Committee of 5
 - Sep. 2009 Faculty Senate ad hoc Advising Committee Of 14



Technology and Advising

- Provide a central location for student information that is pertinent to advisement
- If the capability exists, it is important to utilize technology to its fullest potential
- If the information is stored in the university's student information system, then it can most likely be pulled and made available in a web based location



Technology and Advising (cont.)

- Consult – meet with advisors, deans and/or chairs to determine the types of student information necessary for effective advising
- Work in Progress – will continue to fine tune as feedback is received from advisors who are utilizing the technology



OneStop Advising Page

- APSU has created a **OneStop Advising Page** in Faculty Self Service
- Provides a centralized location access to essential information for effective advisement
- Facilitates the advising process and has made faculty happy



OneStop Advising Page (cont.)



WEB SELF SERVICE

Personal Information Student Faculty Services Employee Finance

Search Go

[SITE MAP](#) [HELP](#) [EXIT](#)

One Stop Advising Page

Information for [REDACTED]

Advisor Name:

Personal Information

Banner ID	Address	Phone Number	Email Address
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Class	GPA	Monitored
FR	3.46	NO

Alternate PINs

Semester	PIN Number
Fall Semester 2009	546367
Fall Term II 2009 - FC	627035

Academic Deficiencies

Deficiency	Deficiency Code	Status
Developmental Composition	DSPW2	Satisfied



OneStop Advising Page (cont.)

Test Scores

Test Description	Test Score	Date Taken
ACT Best English	20	Apr 15, 2009
ACT Best Math	23	Apr 15, 2009
ACT Best Reading	22	Nov 14, 2008
ACT Science Reasoning	20	Apr 01, 2009
ACT Science Reasoning	10	Sep 01, 2008
ACT Science Reasoning	22	Apr 01, 2008
ACT Science Reasoning	19	Dec 01, 2007
ACT Composite	20	Apr 01, 2009
ACT Composite	13	Sep 01, 2008
ACT Composite	19	Apr 01, 2008
ACT Composite	19	Dec 01, 2007
Developmental Studies Math	4	Nov 14, 2008
Developmental Studies Reading	4	Nov 14, 2008
Study Skills	4	Nov 07, 2008
Developmental Studies Writing	4	Apr 15, 2009

Course Substitutions and Waivers

Required Course	Status	Substituted Course
APSU 1000	WAV	N/A
BIOL 2010	SUB	BIO 2010
BIOL 2011	WAV	N/A
CTIM 2140	SUB	CTIM 2170
ECON 2010	SUB	PSY 1020
MT 1000	SUB	CTIM 2100
MT 2030	SUB	CTIM 2210
MT 2050	SUB	CTIM 2190
MT 2200	SUB	CTIM 2300
MT 2250	SUB	CTIM 2350
MT 2270	SUB	CTIM 2990
MT 2450	SUB	MT 2150



OneStop Advising Page (cont.)

Administrative Holds

Hold Type	From Date	To Date	Amount Reason	Originator	Processes Affected
Balance Due	Sep 19, 2009	Dec 31, 2099			Registration Transcripts Graduation Grades Accounts Receivable
Registration for PASS Required	Sep 19, 2009	Dec 31, 2099			

Midterm Grades

CRN	Course	Grade	Credit Hours
2599	ENGL-1010-03 English Composition	B	3
3333	MUS-1030-04 Music Appreciation	A	3
3657	MATH-1910-05 Calculus and Analytic Geometry	C	5
4439	APSU-1000-10F Liberal Arts Univ Life	A	1

Course Schedule: [Student Schedule](#)

Academic Transcript: [Academic Transcript](#)

Degree Evaluation: [Degree Evaluation](#)

Transfer Course Work : [Transfer Evaluation](#)

Select Another Term: [Term Selection](#)

[Return to Previous](#)

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Academic Alert

- A web-based early alert system used to notify students of problems they may be having in 1000- and 2000-level classes
- The software was “discovered” at a presentation by Wilkes University (Wilkes-Barre, PA) and implemented by **Austin Peay** for Fall 2008



Academic Alert (cont.)

- **Academic Alert staff = Coordinator + Graduate Assistant**
- **Types of concerns**
 - Attendance
 - Participation in class
 - Assignments
 - Performance on quizzes or tests
 - Academic and/or study skills
 - Classroom behavior
- ***At risk* groups are monitored**



Academic Alert (cont.)

- **Automatic email is generated to the student, faculty & Academic Alert Coordinator**
- **If student does not initiate contact, attempt is made to reach student via telephone, letter, then another email**
- **Referring faculty member receives follow-up from Academic Alert office**



Academic Alert and Technology Faculty Self Service

Please submit your Academic Alert responses often. There is a 60 minute time limit starting at 03:16 pm on Aug 19, 2008 for this page.

Academic Alert #1

Record Number	Student Name	ID	Academic Alert Status	Estimated Grade
1	Student, Test A.	A00238906	Completed	None

Select any issues or concerns that apply:

- Poor attendance
- Habitual tardiness
- Lack of engagement/participation in class
- Late or missing assignments
- Poor quality of assignments
- Low quiz/test scores
- Inadequate/underdeveloped foundational academic skills (reading, writing, content background)
- Ineffective study skills, time management skills, organizational skills
- Cannot rate performance at this point (for monitored students only)

Offer one or more recommendations:

- Make appointment with professor
- Contact Academic Alert Coordinator
- Discuss alert with APSU 1000 instructor or peer mentor
- Schedule tutoring session in the Academic Support Center
- Submit writing assignments to the Writing Center in the Academic Support Center

2	Student, Test B.	A00263643	Completed	None
3	Student, Test C.	A00136402	Completed	None
4	Student, Test D.	A00242420	Monitored	None
5	Student, Test E.	A00251631	Completed	None
6	Student, Test F.	A00242075	Completed	None
7	Student, Test G.	A00265579	Monitored	None
8	Student, Test H.	A00289519	Completed	None

Please submit your Academic Alert responses often. There is a 60 minute time limit on this page.

[Return to Previous](#)

[[Term Selection](#) | [CRN Selection](#) | [Class List](#) | [Faculty Detail Schedule](#) | [Final Grades](#) | [Student Menu](#) | [Summary Class List](#)]

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Academic Alert & Technology (cont.)

Student Self Service

AP Self Service

Personal Information **Student** Financial Aid and Veterans Affairs

Search [SITE MAP](#) [HELP](#) [EXIT](#)

Academic Alert A00238906 Test A. Student
Fall Semester 2008
Aug 19, 2008 03:29 pm

The Academic Alert reports listed below reflect feedback about your academic performance to date as well as recommendations from your professor. The Academic Alert Coordinator has received this information as well. Please make appointments to **meet with your professor and with Mrs. Hanson, the Academic Alert Coordinator, Marks 127, 221-6555, hansonb@apsu.edu**

Student Information

Academic Alerts

CRN	Subject	Course Section	Course Title	Grade	Credits
2545	THEA	1030 08	Intro to Theatre		3.000
2909	HIST	2010 43	American History I		3.000
2979	PHIL	1040 05	Intro to Ethics		3.000
3757	APSU	1000 06D	Undeclared -Lib Arts Univ Life		1.000

Submitted by Test Professor on August 19, 2008

Issues: Poor attendance
Habitual tardiness

Recommendations: Make appointment with professor
Contact Academic Alert Coordinator

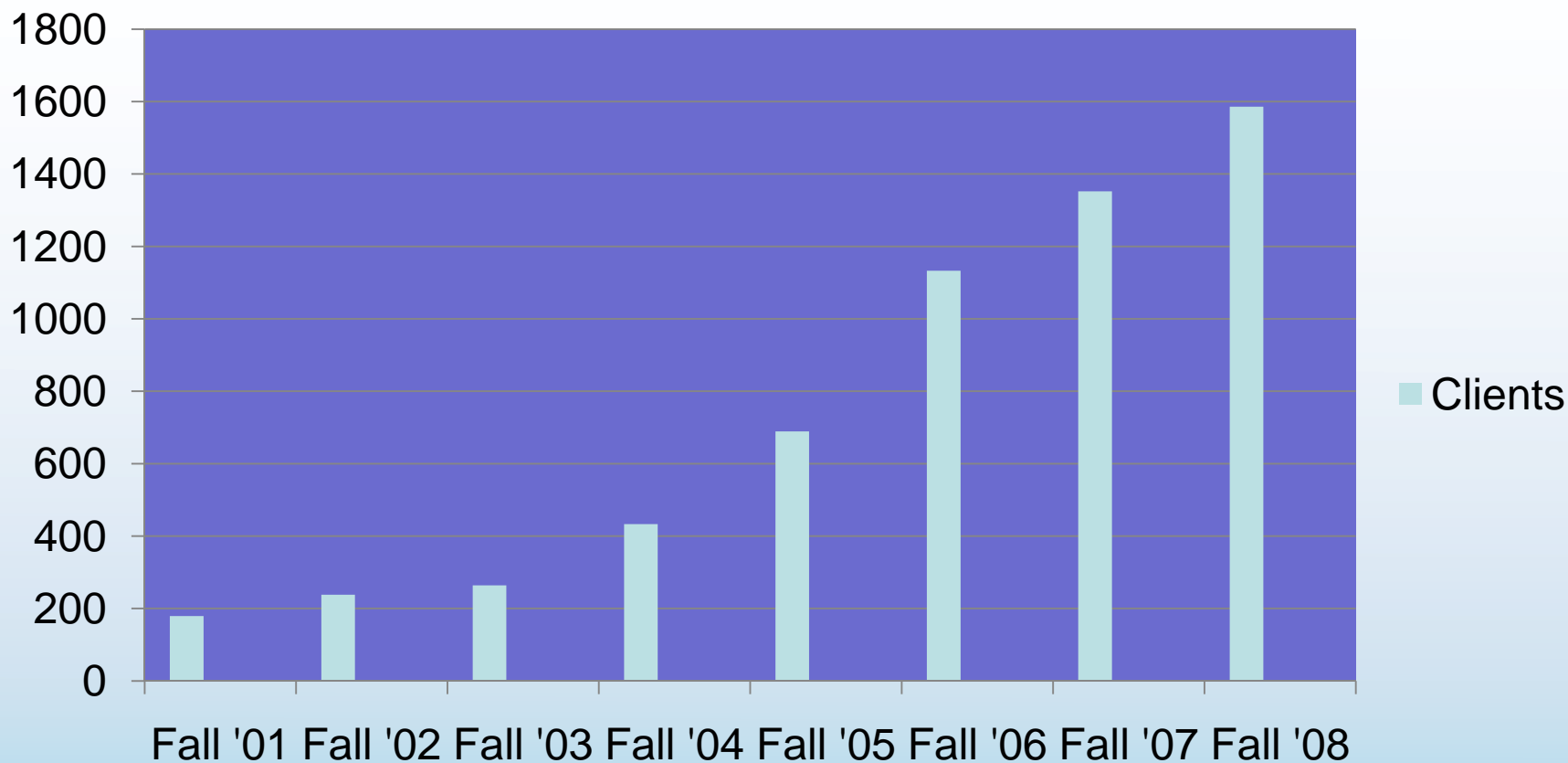
[Select another Term](#)

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csrde@ou.edu



Students Served by the Academic Support Center





Virtual Academic Support Center Capabilities

- **Electronic whiteboard**
- **Discussion board**
- **Chat**
- **Phone in support**
- **FAQ postings**
- **Digital dropbox**



Structured Learning Assistance (SLA)

	Pre-redesign	SLA
Completed the core mathematics course	30.2%	67.3%

	2006 Cohort Pre-redesign	2007 Cohort SLA
Retention rate	59.9%	63.6%

For more information on SLA, visit the poster session at 1:40 today.



Minority Student Retention

- **Special one-year initiatives, funded by state, for African American students implemented Fall 2004.**
APSU program:

- Individual goals for student success (increase in GPA)
- Student success workshops: 10 Steps to Becoming a Successful Student
 - Note Taking; Stress Management, Preparing for Finals
 - Workshops led by academically successful African American students
- Directed academic support
 - 3 tutoring sessions; two writing lab sessions (Academic Support Center)

**\$1500 Scholarship at end of program for students
who reached goal**

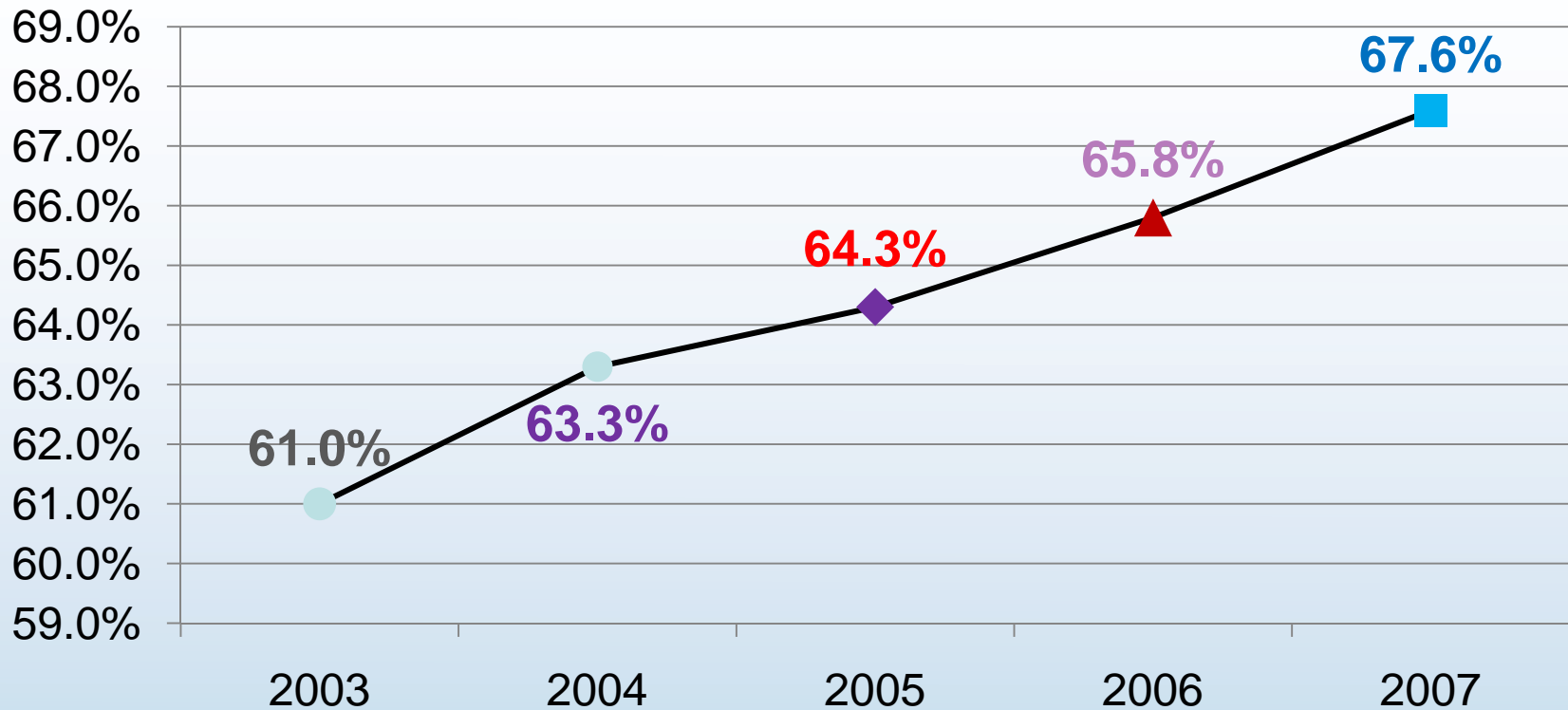


Impact on Retention

- **Increases in African American student fall-to-fall retention outpaced increases in retention of Caucasian students.**
 - 2003 cohort—57.6%
 - 2007 cohort—68.75% (11.75% increase)



APSU First-Time Full-Time Freshmen Fall-to-Fall Retention Rate 2002-2007 Cohorts With Retention Initiatives Indicated



Academic
Retention
Initiatives

Academic
Support
Center

APSU 1000
Advising
Center

Academic Alert

Increased
Admissions
Standards

APSU 1000 Cond.
Enhanced
Sections



Next Steps

Move beyond the focus on the first year as stipulated in the QEP

Title III Grant (\$2 million) awarded in 2008

- Additional Support to improve academic advising
- PASS for students on probation or returning from suspension
- Improve retention at the end of the second year