



**UTSA**<sup>®</sup>

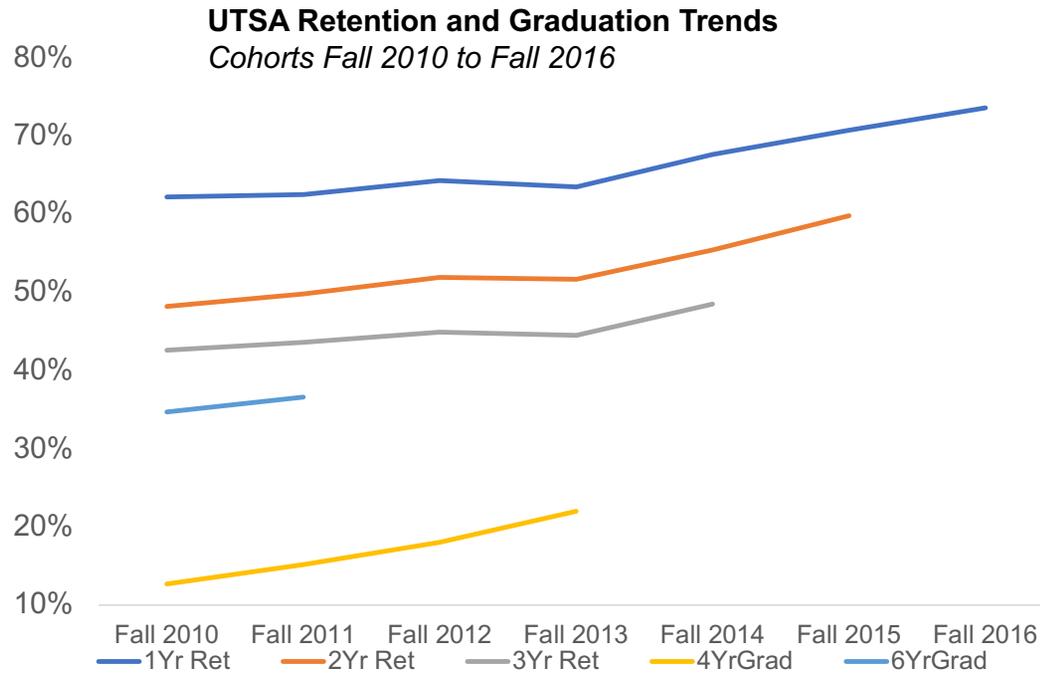
The University of Texas at San Antonio

**Student Success Task Force**

March 19, 2018

## UTSA IS ON THE RISE

Work to date has made an impact on graduation and retention rates



**7%**

increase in 4 and 6 year graduation rates across 5 years of cohorts

Graduation rate is a lagging indicator and thus retention trends by cohort show projected increase in graduation rate. More opportunity for improvement

- Data from UTSA Institutional Research

## CONTINUE TO STRIVE TOWARDS STUDENT SUCCESS

### First Year Retention

- Currently 74%
- 5 Year Goal 78%
- 10 Year Goal 85%

### Four-Year Graduation Rate

- Currently 22%
- 5 Year Goal 25%
- 10 Year Goal 34%

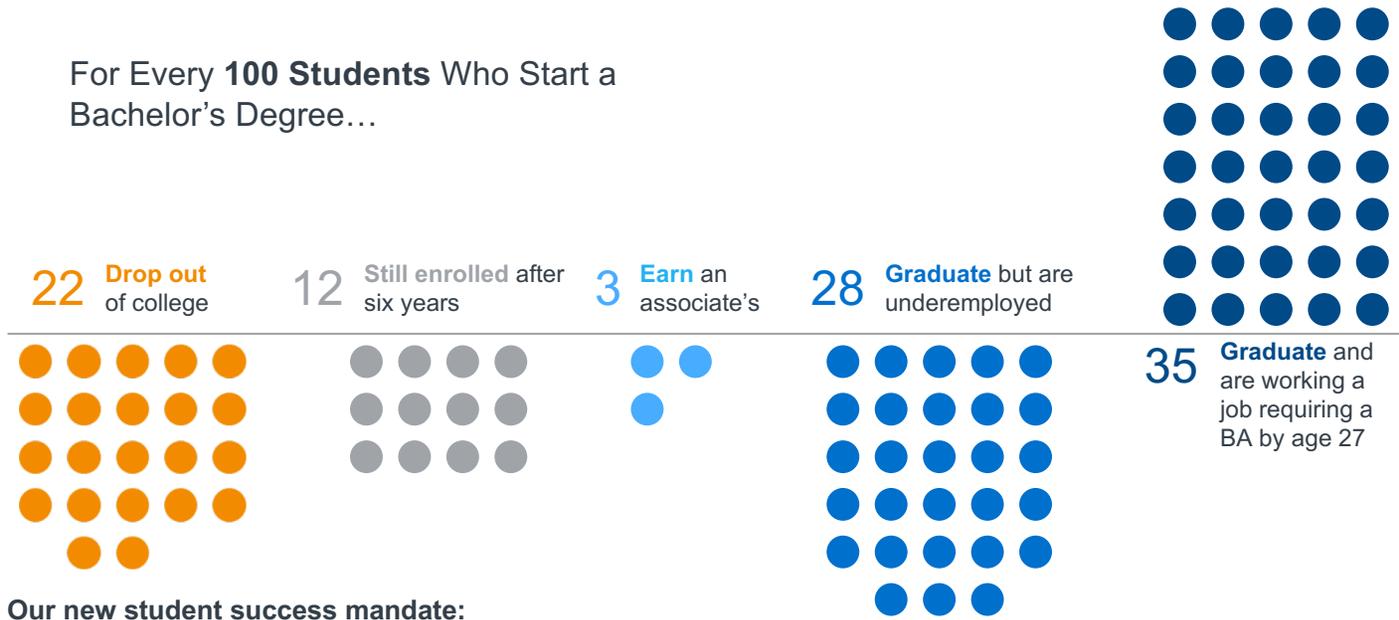
### Six-Year Graduation Rate

- Currently 37%
- 5 Year Goal 44%
- 10 Year Goal 60%

## WHAT ARE THE NATIONAL CHALLENGES?

A True Perspective on Outcomes Demands a New Set of Success Performance Indicators

For Every **100 Students** Who Start a Bachelor's Degree...



Our new student success mandate:

Graduate more students...

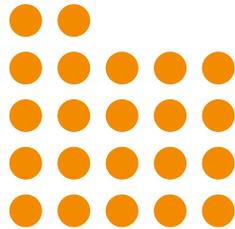
...in less time, at lower cost...

...with better post-grad outcomes...

...to deliver a better **Return on Education**

## BREAKING FREE OF THE FY RETENTION TUNNEL VISION

Members Prioritizing an Expanded Set of Institution Performance Indicators That Match Goals



### GRADUATE MORE

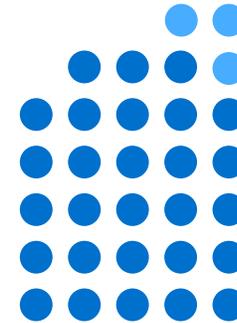
- **First-Year Retention**
- Sophomore Retention
- Transfer Retention
- Overall Persistence
- Six-Year Graduation
- Degrees Conferred

### Generating a Better Return on Education



### LESS TIME/LOWER COST

- Credit Attempts per Term
- DFW Rate
- Four-Year Graduation
- Average Time to Degree
- Excess Credits at Graduation



### BETTER OUTCOMES

- Career Readiness Index

## WHAT IS STUDENT SUCCESS AT UTSA?

### Student Retention and Persistence

All entering college students remain, re-enroll, and continue their undergraduate education (inclusive of transfer and part-time students)

### Educational Attainment

All entering students persist to degree completion and attainment of their degree, program, or educational goal within a timeframe that does not create diminishing returns (4 year and 6 year graduation improvements)

### Academic Achievement

Students achieve satisfactory or superior levels of academic performance as they progress through and complete their college experience

### Student Advancement

Students proceed to and succeed at subsequent educational and occupational endeavors for which their college degree or program was designed to prepare them

## UTSA STUDENT EXPERIENCE TO CREATE BELONGING AND ENGAGEMENT

Major milestones that impact students throughout the college journey that have an impact on both social and academic belonging



## KEY RECOMMENDATIONS

Initial areas of focus to make a strong impact and accelerate positive retention and graduation rates

### Onboarding

- Increase yield w/ focus on summer melt
  - Send financial aid awards earlier
  - Conduct transfer credit evaluation prior to application fee
  - Resources: Financial recruiters and increased academic engagement for presidential scholars
- Expand LEAD I program beyond conditional admit to students performing in the murky middle
  - Expand outreach efforts
  - Resource: Secure funding beyond 3 year initial grant

### Retention and Belonging

- Track cohorts for retention using real time data reporting
  - Resource: Hire a data person
- Centralize peer mentoring programs to improve training and increase proactive accountability
- Leverage first year experience to create a continuum of belonging

### Academic Support

- Engage faculty to track progress of students in math, redesign courses, and comp embedded tutor courses
- Resource: Secure funding for increased space and program capacity

### Financial Aid Optimization

- Define holds and provide proactive communication to students to adjudicate
- Identify key financial risk factors
- Utilize early alert system to proactively notify students and staff of student financial barriers
- Expand financial literacy and make information broadly available via multiple communication mechanisms

## KEY RECOMMENDATIONS

Initial areas of focus to make a strong impact and accelerate positive retention and graduation rates

### Advising Excellence

- Strategic campaigns for at-risk students
- 100% completion of registration campaigns and students that submit a degree plan
- Decrease the % of students who are undeclared by 60 credits
- Resources: Centralized space; transfer student and prospective student advising

### Leadership and Professional Preparation

- Create a student-facing plan that outlines high impact practices available to a student throughout their college journey and publish on a portal
- Require students to input their experience reflections into DegreeWorks

### Graduation Action

- Provide consistent and coordinated communication about the graduation application process
- Revise graduation application to make it shorter and more accessible

### Data, Technology & Progress Tracking

- DATA: Implement Real-Time Performance Indicators and Schedule Reports
- TECHNOLOGY: Conduct technology system audit to identify and understand which technology systems are currently being used on campus, for what purpose, by which stakeholders
- Potential Resource Need: A data and assessment person; technology system owner(s)

### Communication

- Coordinate student success action team progress tracking
- Execute communication plan to engage stakeholders in student success culture and ensure awareness about progress towards achieving student success goals

## HOW DO WE GET THERE?

### 1. Engage Stakeholders in a Unified Vision of Student Success

- Lay the foundation for collaboration among student support units by introducing common definitions for student success.
- Help units define their role and contribution to this initiative and communicate the role technology will play in realizing this vision.

### 2. Create Shared Governance for Student Success

- Collaborate with support units to identify priority next steps.
- Develop a sustainable, scalable approach to accelerating progress.

### 3. Build Collaborative Practices

- Facilitate inter-unit collaboration and develop processes and protocols that facilitate information sharing, process oversight, and data insights.

### 4. Optimize Student-Centered Care Coordination

- Improve existing processes for care coordination with wraparound trainings and cross-departmental committees designed to implement rapid change.

## CURRENT TASK FORCES IN PLACE

- **Student Success Task Force Charge**

The Student Success Task Force will develop an integrated student success plan that includes goals, metrics, accountability and self-assessment. The plan will adopt a student-focused strategy and consider a pipeline continuum from K-12 through recruitment, enrollment, academic progress, career services and placement. This task force will examine best practices from other institutions and think expansively about administrative structure, accountability and resources.

- Building on the great work of the SSTF, we expect to launch action teams in April.

## FUTURE STUDENT SUCCESS GOVERNANCE STRUCTURE



**Student Success Task Force Chair** (*Rhonda Gonzales*): Reports progress and escalates challenges to Presidential Joint Task Force.



**Student Success Task Force (SSTF)**: Change agent to hard wire culture of student success. Tracks progress to ensure accountability, collaboration, and lack of redundancies.



**Student Success Task Force Champions**: Designated member of SSTF serves as a champion for each focus area to collect, monitor, and report out progress. Responsible for convening individuals executing work in support of each area.



**Student Success Action Teams**: Comprised of initiatives, projects, grants currently underway, as well as, new action areas identified by the SSTF.



**SSC Campus & Guide Leadership Team**: Focuses on implementing and leveraging functionality to support initiatives, student outreach, coordinated care network and tracking.

### *Student Success Action Teams*



## Questions? Comments?

After today, we welcome your comments or questions at:

[initiatives@utsa.edu](mailto:initiatives@utsa.edu)

## Presidential Initiative Town Halls

### Student Success

Monday, March 19 | 4:00 – 5:30 p.m. | Denman Room, UC 2.01.28 | Main Campus

Thursday, March 22 | 4:00 – 5:30 p.m. | Frio Street Building, FS 1.512 | Downtown Campus

### Strategic Enrollment

Monday, March 19 | 4:00 – 5:30 p.m. | Aula Canaria, BVB 1.328 | Downtown Campus

Monday, March 26 | 3:00 – 4:30 p.m. | Retama Auditorium, UC 2.02.02 | Main Campus

### Finance & Budget Modeling

Tuesday, March 27 | 1:30 – 3:00 p.m. | Retama Auditorium, UC 2.02.02 | Main Campus

Wednesday, March 28 | 3:00 – 4:30 p.m. | Frio Street Building, FS 1.512 | Downtown Campus

