

## FY2021 Operational Review Committee Final Report (Pilot Year)

**Unit Reviewed:** Division of Student Success  
**Date:** March 2021

### Unit Presentation Requirements

The following items are required materials for the unit presentations. The units presented to the committee over two meetings where discussion and questions were encouraged. The units provided additional or supplemental information as deemed appropriate.

1. General Information to “Tell Your Story”
2. Organizational Chart and Position / Staffing Information
3. Opportunities and Challenges
4. Key Performance Indicators, Benchmarks, and Other Comparisons
5. Five Year Financial Proforma
6. Discussion of Reserves and Budget Planning

### Goals and Initiatives

- The Division of Student Success’ mission is dedicated to the academic advancement and life-long success of undergraduate students through its diverse and inclusive support programs and services and aligns with UTSA’s mission by developing and delivering student-centered support programs and services for the University’s diverse student community.
- Student Success has identified four key strategic goals that are aimed at supporting programs that enhance the academic and holistic development of undergraduate students: 1) accessible programs and services; 2) high quality programs that are impactful, meaningful, and create a sense of connection to the University; 3) programs that positively impact academic performance and student success outcomes; and 4) programs that increase student retention, persistence, degree completion, and matriculation.
- Student Success has a demonstrated record of success in providing academic support efforts, from resilience and retention to first-generation and transfer students to foster care students to residence life. Student Success has met and/or exceeded most of their targeted goals for retention and graduation. For the one target area where they failed to achieve their goal, they were within roughly one percent of their target.

### Organization

- The Division of Student Success is committed to supporting the holistic development of all undergraduate UTSA students. The organizational structure is divided into three pillars: Academic Success Programs, Academic Advising, and Engagement and Belonging. The leadership team consisting of a Vice Provost, Associate Vice Provost, Director of Student Success Initiatives is supported by one Administrative Assistant and Fiscal Manager. The division has five organizational components: Academic Advising, Retention and Graduation Initiatives, Transfer

and Transition Student Success Programs, Student Engagement and Belonging Programs, and Academic Success Programs.

- Student Success is in constant partnership with campus departments such as Strategic Enrollment, Academic Innovation, Athletics, Honors College, and the academic college Student Success Centers.
- There are 171.25 full-time staff and 370 student staff employed in the division. However, in the past year, the full-time staff have been reduced by 44, due to the global economic downturn. It was noted that due to cost-savings strategies, 10 new positions were created, therefore only prompting a loss of 34 total positions.

## Operations

- The Division of Student Success is a complex set of units that serves the university's goal of providing the best possible chances of learning and holistic development of the undergraduate student body. They offer personalized programming for all potential, current, and at-risk undergraduate students to ensure that as many as possible reach the goal of graduating from UTSA, while doing so in a timely manner. These programs are achieved through various partnerships on campus.
- From the presentations, one can garner that Student Success has undergone substantial changes in structure over the last several years. This does not include the impact of a global pandemic on the unit. While dealing with these changes they were able to still provide a robust team to support the ever-changing needs of the student body. Student Success has also adapted to technological changes that both enhance the programming offered to students through tutoring on-demand to changing software to increase student interactions with advisors, academic coaches, as well as better data collection for promoting resources. These adaptations have led to multiple recognitions both in the state and nationally.
- Student Success staffing is comprised of a wide variety of both FTE staffing and student workers. Given the reaches of these staff it is impressive the amount of student interactions they have. While the current environment poses some challenges, more staff will be needed when campus returns to "normal" to continue to grow the student population and provide for a more balanced load of student to staff members. Also, the addition of more on campus housing will drive the need for more student workers (e.g., RA's, peer mentors, and Learning Living Centers).
- It is impressive to see the work being done given the recent cost-cutting measures. While Student Success was able to strategically use externally funded grants to support programming for the FY21, some of these grants will need to be institutionalized in the coming years, which may pose some challenges when looking at the services provided to the undergraduate student body.
- Student Success teams are to be commended for running first-class programs for our growing and diverse student population.

## Finance

- Student Success is funded by an Advising Fee (44%), Housing Revenues (20%), and other sources (36%), including State Appropriations/Special Line Items, student fees, Gifts/Endowments, and external grant funds. The Mandatory Advising fee is currently set at \$130.80 per semester; the Learning Resource – Core Curriculum is \$4 per credit hour; and the Student Service Fee is \$16.18 per credit hour, not exceeding \$194.16. The total budget is close to \$16 million.

- Student Success' first through third year retention rates have steady growth in the past two years. The four-year graduation rate has increased; however, the six-year graduation rate has slightly decreased. The undergraduate enrollment rate has increased steadily since FY19. Overall, their activities and outcomes are in good shape.
- Issue 1: The Student Success unit had a big budget challenge: let some staff go due to the FY21 budget cut and facing their one million dollar per year grant from Department of Education and UT System ending.
  - Feedback: Some programs may be redundant or may be able to get assimilated within other tasks. Dr. Wyatt should continue working with VPREDKE and the Development Office to get additional grant funding, donations, or endowment.
- Issue 2: It was difficult to grasp the full picture of Student Success' financials from the presentation. There was no clear definition to link the programs with the costs and outcomes. It was difficult to see how the programs could become more cost effective because the data presented at this time was insufficient.
  - Feedback: Student Success has undergone significant reorganization over the past few years, and some of this issue seems to be due to the unit still being in development. We did hear that they will shift funds around and are trying to establish a good budget base line for next year. Overall, Dr. Wyatt did well presenting on the unit and its significant achievements. The programs overall appear to be on the right track. We recommend that Dr. Wyatt try and provide a clearer picture of costs for different programs, and how overall costs are allocated. This may allow better measurement of the effectiveness of dollars spent on different programs.
- Dr. Wyatt presented an analysis based on a matched sample of students. Unfortunately, matched sample analyses based on observables are not currently considered sufficient to prove a causal effect.<sup>1</sup> There may be other unobserved factors (e.g., student motivation) which affect both participation and outcomes. We recommend Dr. Wyatt continue the matched sample assessment, but we would caution her about its interpretation.

## Assessment

- Assessment for Student Success, because it is a division and not a unit, are more global in nature than several of the other units we have reviewed. Student Success closely tracks KPIs and takes responsibility for making continual improvements. We were impressed with their intimate familiarity with the data and their ability to contextualize it for the group. In addition to division KPIs, it is recommended that SS establish and monitor program level KPIs in order to link the progress, investment, and results at a more granular level.
- For the units within the division, it is clear that they benchmark themselves against peers and try to remain accountable to improving our ability to meet national standards. In Advising, for example, they did a wonderful job articulating where we stood with advising caseloads and could easily identify where we had opportunities to improve. Their creativity with maintaining a hiring schedule that minimized negative impacts to student caseloads was also impressive.
- Other units, such as SI and special advising, also closely tracked student success and the division was clear in their presentation and effective use of that data. Larger units with the division, such as Residence Life, effectively tracked how they impacted key indicators at both a global level and at the level of individual student satisfaction.

---

<sup>1</sup> See, for example, Kevin Arceneaux, Alan S. Gerber, and Donald P. Green, 2006, Comparing Experimental and Matching Methods Using a Large-Scale Voter Mobilization Experiment. *Political Analysis* 14(1), p. 37-62.

- We were impressed at the direction of the global indicators, such as first-year retention, and how each unit was measuring its scope of success in relation to them. One important piece to note is that much of this success was tied to a campus wide effort dating back to 2014. It was excellent to see that the division followed through so thoroughly on that important initiative and did so with success.
- Student Success has effectively partnered with many stakeholders and we were impressed that they invested in other units rather than duplicate services. This was the case with several student success centers, Honors, and Athletics. They did this even in a time of financial hardship, thus demonstrating their team mentality and ability to put student needs first.
- Their discussions regarding the challenges that they face given the current financial pressures was also excellent. They seem to be acting proactively rather than reactively. They operate effectively as a division, and it was important to see that this extends to the finances. By operating, financially, as a division, they seem to be able to better respond to local challenges within any one of the units. This is especially important with several of their major grants coming to a close.



**The University of Texas at San Antonio**  
**Division of Student Success**  
**Operational Review FY21**  
March 18, 2021

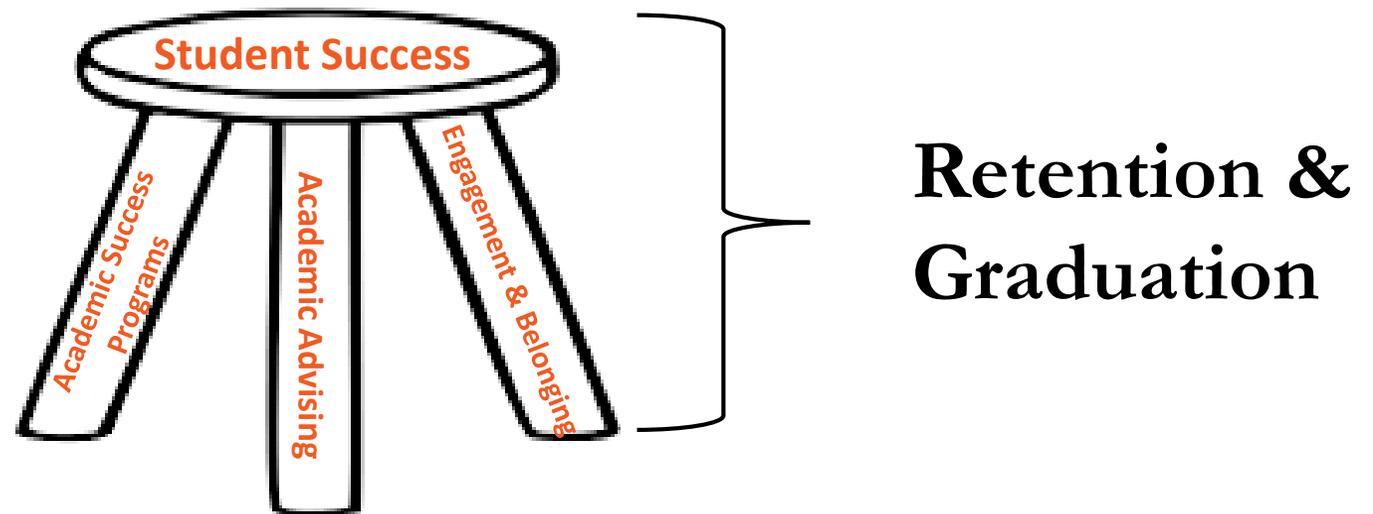




# WHO WE ARE

# Division of Student Success

The mission of the Division of Student Success is to support the academic and holistic development of undergraduate students by cultivating a sense of belonging to the University, guiding students in developing meaningful, personalized pathways toward an academic major and career, eliminating barriers to success and retention, and partnering with students to develop effective academic success strategies and tools.

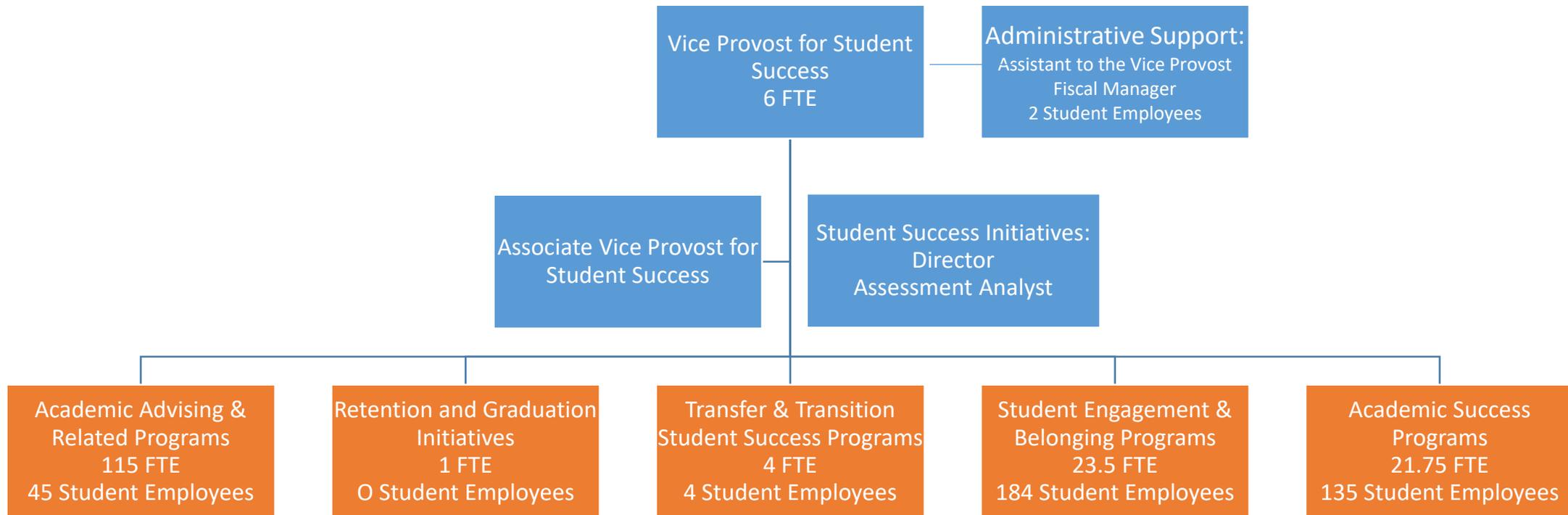


# Student Success Strategic Partnerships

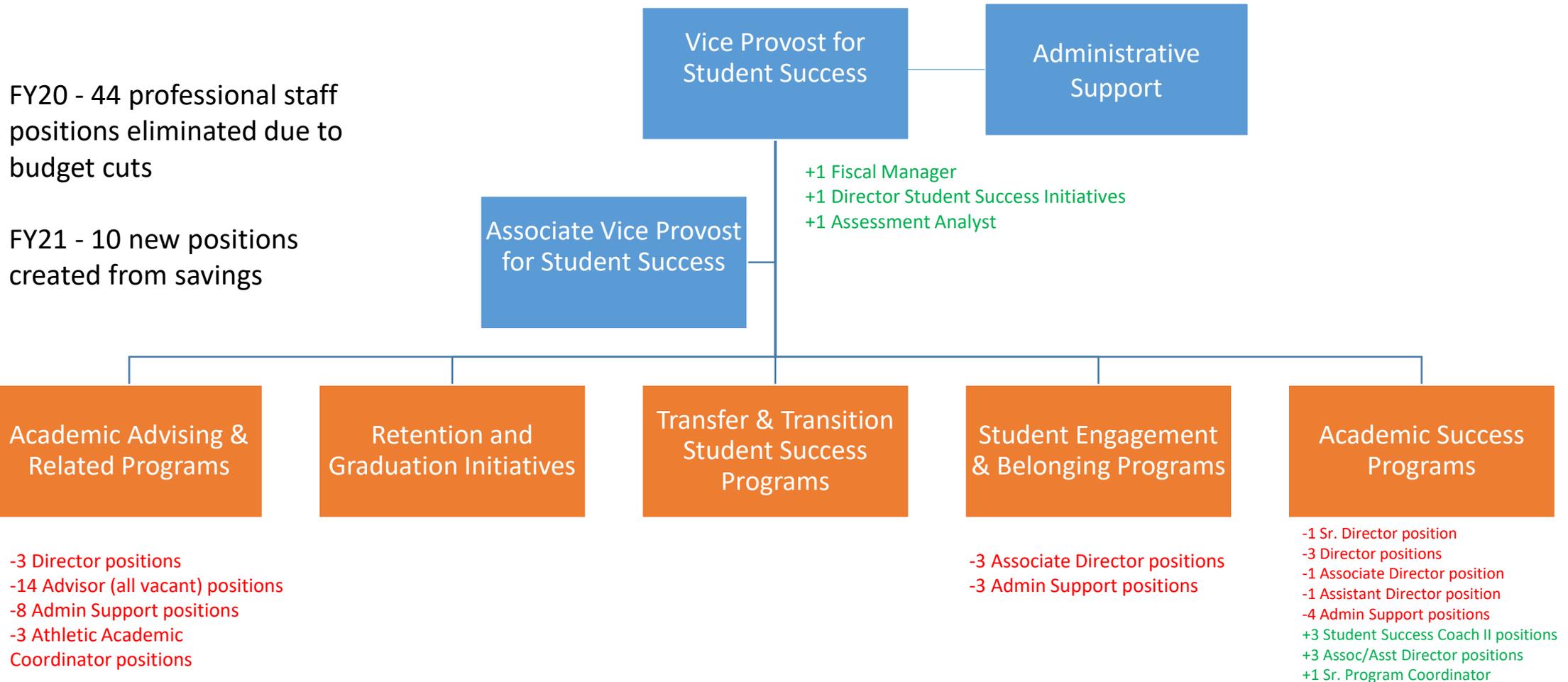
- Strategic Enrollment
- Academic Innovation
- Athletics
- Honors College
- Student Success Centers in the academic colleges
- Special Interest Housing options (LLCs/FIGs)



# Division of Student Success FY21

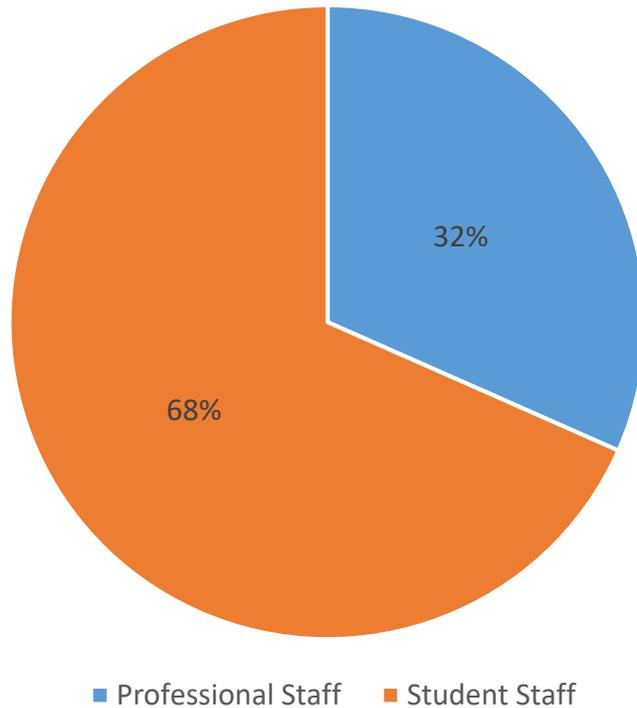


# Division of Student Success FY20 Staffing Reductions

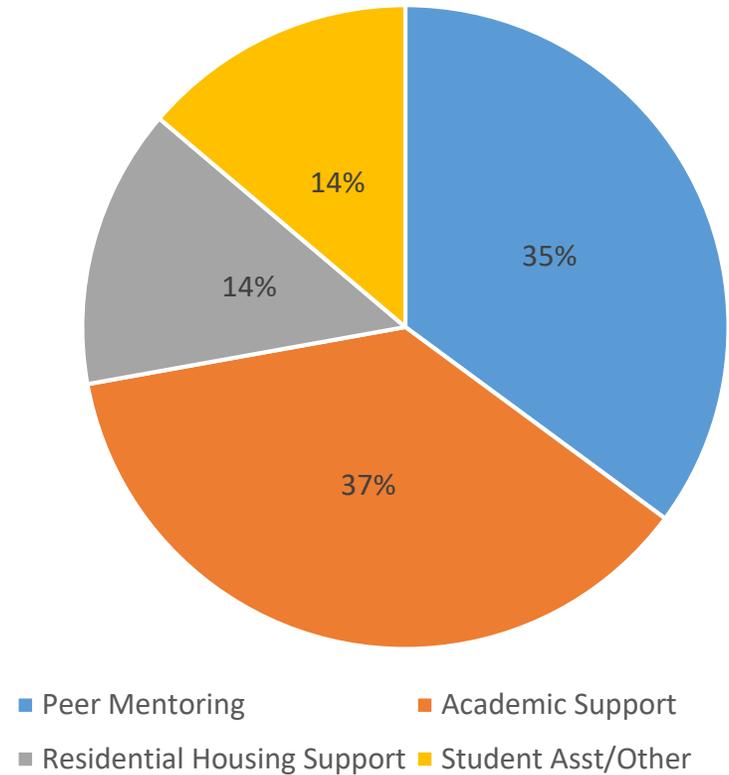


# Division of Student Success Employees

Student Success Professional Staff vs. Student Employees



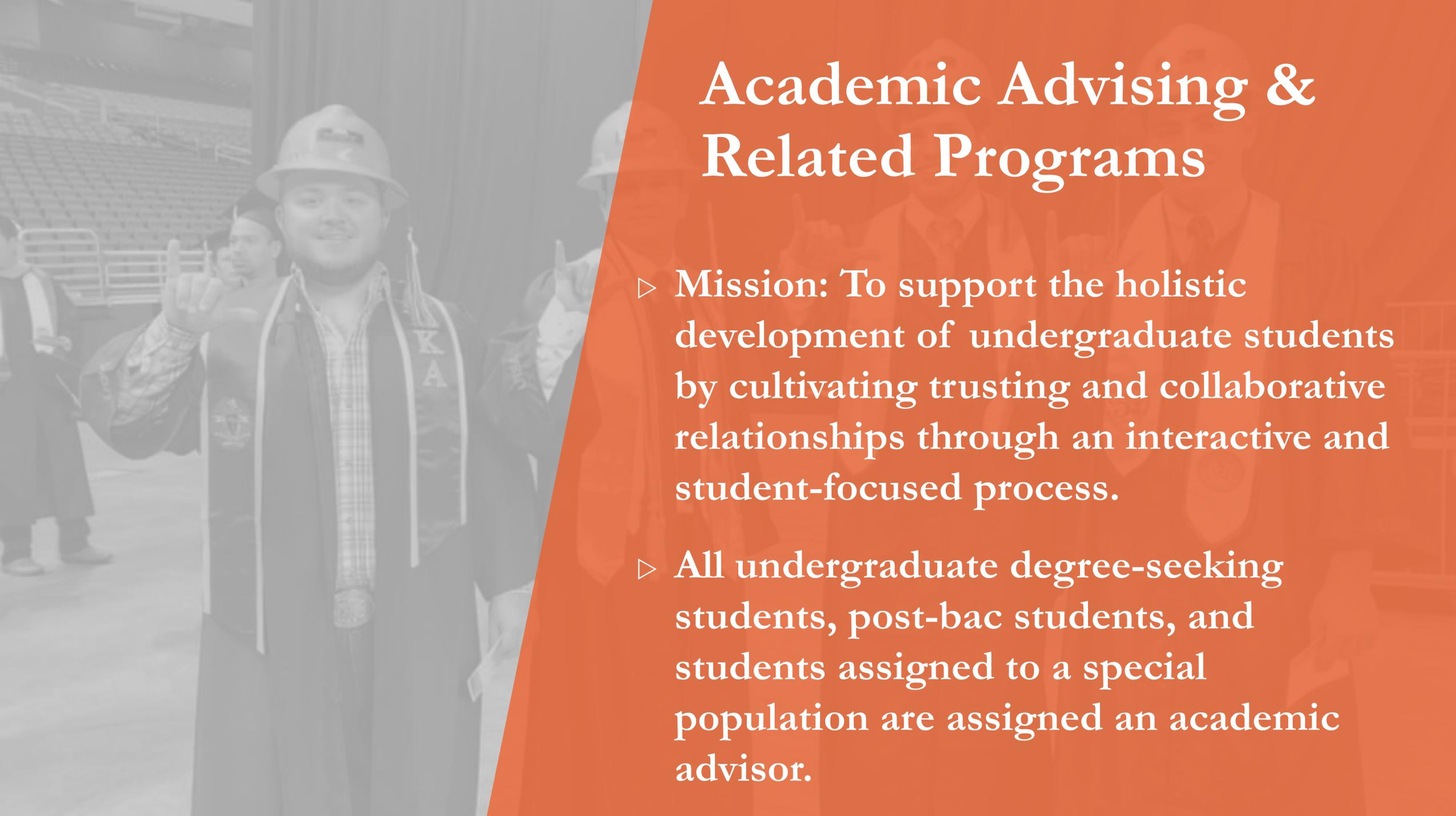
Student Employees by Support Category





# WHAT WE DO





# Academic Advising & Related Programs

- ▷ **Mission:** To support the holistic development of undergraduate students by cultivating trusting and collaborative relationships through an interactive and student-focused process.
- ▷ All undergraduate degree-seeking students, post-bac students, and students assigned to a special population are assigned an academic advisor.

# Academic Advising & Related Programs



**Academic Advising**

---



**Resilience & Retention Advising Program**

---



**LEAD & SOAR Student Success Programs**

---



**TRiO Student Support Services**

---



**Student Success Intelligence Platform/Technologies**

---

# Retention & Graduation Initiatives

- ▶ **Mission:** To address potential barriers to course registration, retention, and timely graduation by serving as a virtual, one-stop resource for undergraduate students.
- ▶ **Students receive assistance navigating and addressing institutional barriers including issues with course scheduling, availability and access, registration holds, and administrative paperwork and deadlines.**



# Retention & Graduation Initiatives



**Graduation Help Desk**

---



# Transfer & Transition Student Success Services

- ▶ **Mission:** To empower, support, and assist transfer students before, during, and after their transfer to UTSA by providing timely, accurate information and a seamless transition.
- ▶ **T2S3** assistance to students in transition programs, new and continuing transfer students, students in transition to and from the UTSA, and prospective transfer students.

# Transfer & Transition Student Success Services



**New & Continuing Transfer Students**

---



**Alamo On-TRAC Program**

---



**Alamo Runners Program**

---



**Students in Transition to and from UTSA**

---

# Student Engagement & Belonging

- ▶ **Mission:** To foster the development of the holistic student by creating opportunities for academic, personal, and professional growth through peer mentorship and student engagement programming designed to increase academic success and sense of belonging and connection to UTSA.
- ▶ Students served are first-year students, first-generation and transfer students, students with a history of foster care, and students living in the residence halls.



# Student Engagement & Belonging Programs



**First-Year Experience Program**

---



**First-Generation & Transfer Center**

---



**Fostering Educational Success Center & Bexar County  
Fostering Educational Success Pilot Program**

---



**Housing & Residence Life**

---

# Academic Success Programs

- ▶ **Mission:** To support the academic and holistic development of undergraduate students by cultivating a sense of belonging to UTSA and guiding students in developing effective and meaningful strategies for academic success.
- ▶ Undergraduate students enrolled in select core curriculum courses are served through tutoring and/or supplemental instruction. In addition, undergraduate students receive academic coaching and learning assistance.



# Academic Success Programs



**Access College & Excel Program**

**Academic Success Coaching**

**Student Success Coaching**

**Supplemental Instruction**

**Tutoring Services**



**Math Matters Student Success Center**

# New Student Success Facilities



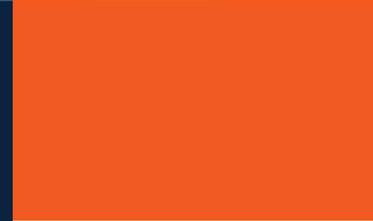




**THANK YOU!**

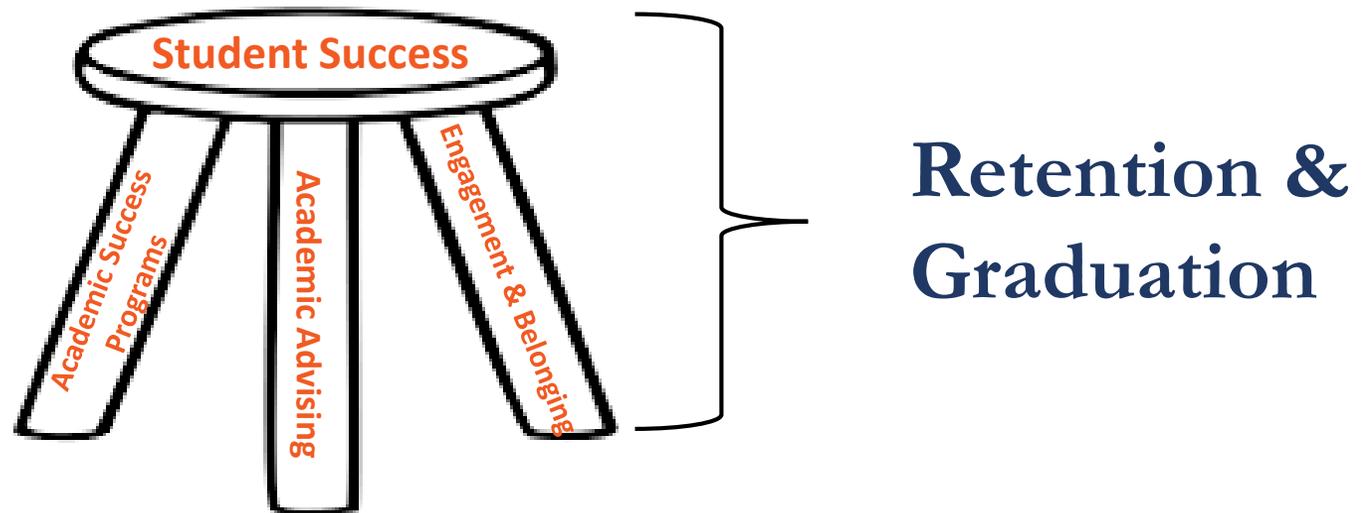


**The University of Texas at San Antonio**  
**Division of Student Success**  
**Operational Review FY21 – KPIs and Budget**  
March 25, 2021



# Division of Student Success

The mission of the Division of Student Success is to support the academic and holistic development of undergraduate students by cultivating a sense of belonging to the University, guiding students in developing meaningful, personalized pathways toward an academic major and career, eliminating barriers to success and retention, and partnering with students to develop effective academic success strategies and tools.



# Student Success Strategic Goals

**Student Success will** provide accessible programs and services.

**Student Success will** provide high quality programs and services that establish impactful relationships, meaningful connections, and a sense of belonging to UTSA.

**Student Success will** provide programs and services that positively impact academic performance and course outcomes.

**Student Success will** provide programs and services that increase undergraduate retention, persistence, degree completion, and graduation rates.

# Academic Advising's Award Winning Services

## ACADEMIC ADVISING

**MISSION**

UTSA Academic Advising's mission is to support the **holistic development** of students by cultivating trusting and **collaborative relationships**. Academic Advisors guide students in developing meaningful, personalized pathways toward academic success.

**ADVISING CREDENTIALS**

**131** 86 Academic Advisors I-IV  
3 Sr. Academic Program Advisors  
2 Sr. Admin Assoc/5 Admin Assoc II  
5 Technology & Training Support Staff  
41 Student Employees  
5 Directors/1 Assoc Director  
1 Sr. Director

**8** Average years of advising experience

**11** Staff who presented at local, state, regional, and national level conferences

**9** Staff with professional awards at local, state, regional, and national levels

**OPERATIONAL GOALS INCLUDE**

- Increasing retention rates of UTSA students (1st year, 2nd year and 3rd year) through thoughtful outreach;
- Increasing 6-year graduation rate through personalized advising; and
- Ensuring student learning outcomes (SLO's) are met through survey results

*"My Advisor was absolutely fantastic, as a transfer student who has been to several different colleges, I feel like he was by far the best advisor I have spoken to in my 10+ year journey to finish my degree!"*  
-UTSA Student

**Impact**

During 2019-2020 academic year, Academic Advising made the following contacts\* with students at UTSA

**40,578** Completed Individual Academic Advising Appointments\*

**38,754** Additional Student Contacts\* (Email, Audit, Other)

**9,014** Orientation Appointments

**1,589** Fall 2020 Admits Outreached in UTSA Advising Registration Lab

**148** Individuals participated in Ask an Advisor! Orientation Edition, Live Chat Session participants

\*Due to COVID19 and the use of technology for Advising records some numbers were unavailable. The impact is greater than numbers listed above.

**FY20 OUTCOMES**

- 20% Increase in completed Orientation Appointments for new students
- 6.6% Increase in Fall 2020 enrollment
- 78% One Year Retention (+5%)
- 50% 6-year graduation rate

**99% of students surveyed are satisfied/highly satisfied with advising services provided by UTSA**

**Persistence by Term**

Term	Enrolled from UTSA	Returned to UTSA
Fall 2015	61.9%	61.9%
Fall 2016	61.9%	61.9%
Fall 2017	61.9%	61.9%
Fall 2018	61.9%	61.9%
Fall 2019	61.9%	61.9%

<https://www.utsa.edu/advising/>



# Supporting Students Through Advising

Advising is an essential component of UTSA's student success efforts. Each Roadrunner is assigned an advisor who helps them develop meaningful, personalized pathways toward academic success — and stay on track with their intended degree plan.



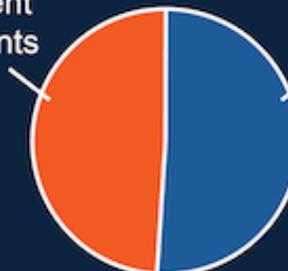
Retention increase among at-risk students in the Resilience & Retention Advising program



Statewide/national awards for Academic Advising in 2019-2020



Total advising sessions (spring break – August 31)



## Peer-to-peer Supplemental Instruction improves student success

Supplemental Instruction (SI) provides weekly peer-to-peer-facilitated study sessions to students enrolled in core and gateway courses at UTSA.

**4,000** 

An average of 4,000+ students attend SI sessions each semester

**3%** 

Students who attend SI persist at the university at a higher rate



Students who regularly attend SI average one half to one full letter grade higher than their classmates

Expanding Direct  
Academic Support Efforts

# Student Success Selected Outcomes

## R&R RESILIENCE & RETENTION ADVISING PROGRAM

**ESTABLISHED SPRING 2017**

The Resilience and Retention Advising Program's goal is to increase retention rates for high priority students and high risk students who were academically dismissed or denied admission into the major of their choice.

Operational goals include:

- structuring and streamlining the admissions processes for students who have been dismissed from the University two times or more;
- tracking and increasing the graduation rate for students who have been reinstated into UTSA; and
- increasing the GPA and retention rate for academically high priority students.

**STUDENTS SERVED**

<b>771</b>	Lifetime
<b>304</b>	2019-2020 academic year
<b>466</b>	Lifetime - Latinx
<b>173</b>	2019-20- Latinx

**AWARDS**

- 2019** Texas Higher Education Coordinating Board STAR Award
- 2020** University Excellence Staff Award - Team Spirit (UTSA)
- 2020** NACADA Certificate of Merit - Outstanding Academic Advising Program
- 2020** Excelencia in Education's Examples of Excelencia Program to Watch

**IMPACT/OUTCOME**

Since its inception the R&R Program has seen strong outcomes:

- 70%** reduction in students dismissed since the program was established
- 49%** average increase in retention and admission into another major since program was established
- 8%** annual growth rate in Hispanic/Latinx student retention since Spring 2018
- 23%** annual growth rate in Pell-Eligible student retention since Spring 2018
- 23%** annual growth rate in First-Gen retention since Spring 2018
- 0.23** average GPA increase from program entry to completion

*The [R&R] program overall is amazing. Honestly I couldn't have done it without the support of [R&R]. I am very thankful that they were always willing to help me to be able to graduate after being away from school almost 2 years.*

-UTSA Student



[utsa.edu/advising/advisor/retention.html](https://utsa.edu/advising/advisor/retention.html)

## GRADUATION HELP DESK

**ESTABLISHED 2017** AS OF JANUARY, 2021

The **Graduation Help Desk** addresses potential barriers to timely graduation by serving as a virtual, one-stop resource for undergraduate students. The Graduation Help Desk helps students navigate and address institutional barriers, including issues with course scheduling, availability, and access, along with administrative paperwork and deadlines. Insights gleaned from analysis and work with individual students can help improve university systems, policies and procedures for the benefit of all students.

**IMPACT/OUTCOME**

- 909** Graduates as a result of contact with Graduation Help Desk (referrals & campaign cases only)
- 217** Graduated within 4-years (referrals & campaign cases only)
- 480** Graduated within 6 years\* (referrals & campaign cases only)  
\*Includes those that graduated within 4 years
- \$2.16M** Estimated savings for students by increasing timely graduation

**STUDENTS SERVED SINCE 2017**

- 3,934** Total cases
- 58%** Hispanic/ Latino
- 15%** Black or African American
- 44%** First-Gen

**ACTIONS TAKEN**

- Identified common barriers to graduation
  - Missing degree requirements
  - Missing graduation application
  - Duplicate courses
- Targeted outreach campaigns to students who face these barriers

*"Graduation Help Desk was quick, courteous, and consistent in helping me find financial solutions for my last semester at UTSA. In this large system, where it is easy for students to feel like just another ID number and tuition payment, the graduation help desk has made me feel like there is actually someone in one of these offices who really cares whether I graduate or not."*

-UTSA Student



[utsa.edu/graduationhelpdesk](https://utsa.edu/graduationhelpdesk)

# Student Success Selected Outcomes

## F2G&G RTE

## FIRST-GENERATION & TRANSFER STUDENT CENTER



### ESTABLISHED FALL 2015

The First Generation and Transfer Student Center (FGTSC) is home to two grant-funded activities that primarily provide mentorship services to undergraduate students who self-identify as either first generation or as transfer students. **First to Go and Graduate (F2G&G)** is a first generation initiative, and the **Roadrunner Transition Experience (RTE)** is an initiative for UTSA transfer students. The programs are funded by the U.S. Department of Education's Title V grant through the division of Developing Hispanic-Serving Institutions.

### Services Provided

- Peer Mentoring
- Faculty Coaching
- Student Success Workshops
- Social and Professional Networking Events
- Community, Cultural and Academic Success Themed Celebrations
- First-Generations and Transfer Student Themed Signature Events

### Students Served

1440	Lifetime
915	2019-2020
821	Lifetime - Latinx
	502 - F2GG Latinx
	319 - RTE Latinx

### IMPACT/OUTCOME

The First-Gen & Transfer Student Center has seen strong outcomes in retention.

- 3%** higher one year retention rate among F2G&G students (81%) compared to overall UTSA students (78%) -- 2019 Cohort
- 4%** higher two-year retention rate among F2G&G Latinx students (68%) compared to overall UTSA second-year retention rate (64%) -- 2018 Cohort
- 2%** higher first-year retention rate among RTE transfer students (87%) compared to overall UTSA transfer students (85%)



I have achieved success through RTE by breaking out of my shell and doing the things I am passionate about. I have found a sense of community and a solid foundation for student support.

-UTSA Student /RTE Participant



By participating in this program, I was able to gain close mentoring from experienced students, which provided me with strong advice and tips for my future studies as a first-gen student.

-UTSA Student /F2G&G Participant

## FESC

## FOSTERING EDUCATIONAL SUCCESS CENTER

### ESTABLISHED 2019

Operating under the Bexar County Fostering Educational Success Pilot program, **UTSA's Fostering Educational Success Center (FESC)** is a space dedicated for Roadrunners with a history of foster care. The mission of UTSA's FESC is to support all students who have a history of foster care by developing student success through coaching, empowering students to attain goals in the Casey Family Program's 7 life domains\*, and building supportive relationships at UTSA and in the community. The FESC engages with enrolled and prospective students using the Tuition and Fee Waiver to attain higher education with a goal of ensuring all students with a history of foster care have a clear pathway to graduation.

\*<https://www.casey.org/media/SupportingSuccess.pdf>

### Casey Family Life Domains Model\*



\*Casey, B. & Usher, S. (2017). A Framework to Approach Postsecondary Educational Programs Designed for College Students with Life Experiences in Foster Care. <https://www.casey.org/media/SupportingSuccess.pdf>

### STUDENTS SERVED-FALL 2020

- 142** Eligible students
- 81** Engaged students\*\*
- 6** Students served in Supervised Independent Living program

\*\*57% engagement rate surpasses standard expectation of 30-40%. Engagement rate has doubled since August 2020.

### IMPACT FALL 2020

- \$55K** Rowdy Dollars provided to students to meet food insecurity needs.
- 56%** Emergency Funds provided housing support Total - \$16,183.42; housing-related: \$12,118.46 (Includes: rent, Electricity, water, and internet).
- 28** Students visited the FESC resource pantry.
- 4** Workshops offered in the Fall 2020 with over 50% of students engaged

### GROWTH

The FESC has seen significant growth in financial support, contributing to expansion of staffing and programming. In 2021, an Outreach Coordinator, One Stop Counselor, and Events Coordinator will join the Director, Campus Coach, Peer Mentors, and Student Advocate.

- \$6K** In-Kind donations
- \$26K** Funds raised
- \$98K** 2021 Budget increase from BCES pilot

### STUDENT EXPERIENCE



The UTSA FESC has helped me in so many ways. I am so honored that I have gotten the chance to be part of such an amazing program I want to give thanks to everyone who has helped me. I can speak for many foster children and say that this program is just absolutely outstanding.



Fostering Educational Success Center (FESC) has touched the lives of many in the UTSA community who are often overlooked, including myself. After five years at different institutions, I have never encountered a dedicated program for students like myself. It was not until receiving an invitation from FESC that I felt seen. FESC gave me the support I needed to graduate as a first-generation and former foster youth student.

-UTSA Student

# Student Success Selected Outcomes

## HOUSING AND RESIDENCE LIFE

### TRANSITIONED TO DIVISION OF STUDENT SUCCESS SUMMER/FALL 2019

Housing and Residence Life (HRL) promotes student success at UTSA-managed properties by offering a variety of programs and services. Students living on campus have access to exclusive success programs that support academic achievement and personal well-being. HRL also offers nine Special Interest Housing (SIH) options providing students an opportunity to co-locate with others who share common interests in a supportive environment. The SIH experience deepens student understanding of their respective special interests in a welcoming environment that encourages exploration and discussion of issues. Housing and Residence Life partners with FESC to coordinate assignments in full year housing locations to meet the specific needs of students in our SIL program.

### STUDENTS SERVED

Housing and Residence Life achieved their occupancy goals for 2019-2020

<b>2343</b>	Fall 2019 students (99% capacity)
<b>2302</b>	Spring 2020* students (98% capacity at start of term)
<b>35</b>	Summer I 2020**
<b>86</b>	Summer II 2020**

\*Spring 2020 occupancy reduced as classes transitioned online after spring break and campus closed.  
\*\*Summer 2020 occupancy dropped to 34% of 2019 occupancy average due to COVID-19 pandemic.

### ACTIONS AND OPPORTUNITIES

- Five of the nine Special Interest Housing options added in 2020-21; 208 students in SIH currently
- Two new housing options in 2021 - Guadalupe Hall (new build) and Chisholm Hall (transitioned to UTSA management)
- Collaboration with Strategic Enrollment and Marketing/Communications to restore housing capacity for Fall 2021 after significant reduction in 2020.
- Honors Residential College model exploration, design, and implementation

### IMPACT/OUTCOME

Housing and Residence Life contributed to our residents' academic performance, learning and sense of belonging. In a Spring 2020 survey, students reported living in on-campus housing positively contributed to their:

- 94%** Learning
- 92%** Academic Performance
- 91%** Sense of Belonging at UTSA

### STUDENT SATISFACTION AND EXPERIENCE

- 87%** Satisfied with Information Desk Services
- 91%** Satisfied with customer service received from Laurel, Chaparral, and/or Alvarez Hall service desk(s)

“Living on campus has trained me to manage my time, organize better, develop study skills, all while having the convenience of living on campus. Great ease/introduction into my young adult life!”

-UTSA Student Email



<https://housing.utsa.edu/>



## SOAR STUDENT SUCCESS PROGRAM

**SUCCESS. OPPORTUNITY. ACHIEVEMENT. RESILIENCE.**

### ESTABLISHED 2018

The SOAR Student Success Program is designed to support and empower students who are at risk or have already fallen on academic warning or academic probation (GPA below 2.0) in their first year of college.

SOAR students receive assistance in:

- ✓ Developing an academic success plan
- ✓ Learning about academic resources
- ✓ Helping find solutions to factors that have hindered their academic performance
- ✓ Engaging in specialized activities that will help ensure a positive academic future
- ✓ Building a support network of devoted SOAR staff, academic advisors, peer mentors and academic coaches

Students who actively engaged in every aspect of the program earned the highest gains in GPA

- .43** Cumulative GPA improvement for students who participated in all SOAR activities (Spring 2019)
- .51** Cumulative GPA improvement for students who participated in all SOAR activities (Spring 2020)

### RETENTION

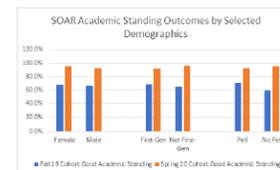
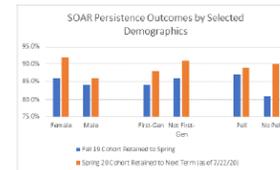
- 84%** of First-Gen Fall 2019 participants retained to Spring 2020
- 84%** of Hispanic/Latino Fall 2019 participants retained to Spring 2020
- 88%** of First-Gen Spring 2020 participants retained to next term (Summer or Fall)
- 90%** of Hispanic/Latino Spring 2020 participants retained to next term (Summer or Fall)

### IMPACT/OUTCOME

- 30%** Increase in term GPA for SOAR participants at the conclusion of the program
- 12%** Increase in overall cumulative GPA at the conclusion of the program

### STUDENTS SERVED

- 128** Fall 2019
- 163** Spring 2020
- 56%** First-Gen
- 66%** Pell-Eligible



“What was most helpful to me was the specific information that I was given for my situation instead of information that was vague.”  
-UTSA Student

[utsa.edu/soar](https://utsa.edu/soar)



# Student Success Metrics, Outcomes & Activities

Metric	FY20 Target	FY20 Outcome	FY19 Outcome	Change from FY19	Linked Activities in FY20
First Year Retention	78%	80.2%	77.2%	+3%	Registration Campaigns Academic Advising Proactive Outreaches LEAD/SOAR Program FYE Mentoring Programming Civitas Schedule Builder
Second Year Retention	65%	67.3%	65%	+2.3%	Registration Campaigns Academic Advising Proactive Outreaches Retention & Resilience Advising Program First Gen and Transfer Center Fostering Educational Success Center Civitas Schedule Builder
Third Year Retention	57.2%	57.7%	57.3%	+0.4%	Registration Campaigns Academic Advising Proactive Outreaches Retention & Resilience Advising Program First Gen and Transfer Center Fostering Educational Success Center Civitas Schedule Builder
Four Year Graduation Rate	33%	33.8%	31%	+2.8%	Academic Advising – Degree Mapping Academic Advising Proactive Outreaches Graduation Help Desk Retention & Resilience Advising Program
Six Year Graduation Rate	51%	49.9%	50.8%	-0.9%	Academic Advising – Degree Mapping Academic Advising Proactive Outreaches Graduation Help Desk Retention & Resilience Advising Program
Undergraduate Enrollment		29,322	27,749	+5.7%	Academic Advising Proactive Outreaches Advising/Orientation Partnership Registration Campaigns Transfer & Transition Student Success Services Civitas Schedule Builder

# Student Success FY21 Metrics

METRIC	UTSA FY28 Goal	Division of Student Success Targets for FY21
<b>University Top 10 KPIs</b>		
1st Year Retention Rate	85%	79%
6-Year Graduation Rate	61.8%	52%
<b>University Metrics for Student Success</b>		
2nd Year Retention/Persistence Rate	73.8%	66.8%
3rd Year Retention/Persistence Rate	66%	57.2%
<b>Division Metrics for Student Success</b>		
Usage of Programs/Service	n/a	varies by unit
Quality of Services/Relationships/Connections	n/a	90%+
Undergraduate Academic Performance	n/a	varies by unit

# Opportunities & Challenges

- FY20 - Student Success streamlined services and supports across all units within the division
- Student Success has developed several strategic partnerships across campus.
  - Honors College
  - Strategic Enrollment
  - Academic Innovation
  - Academic Colleges
- Used strategic framework and decision making to address FY20 budget cuts
- Strategically used externally funded grant dollars to support programming for FY21
- Working toward first-year residency requirement with onboarding of additional residence halls
- FY21 led to stronger partnerships and programming with Campus Living Villages

# Opportunities & Challenges

- COVID Impacts
  - Virtual service delivery
  - Recruitment of student employees
  - Significant reduction in on-campus housing occupancy levels (97% → 46%)
- Academic Advising Supported 100% by Advising Fee
  - FY21 fee increase not enough to cover all expenses, support external partners permanently, and reduce caseloads
- Enrollment Growth = Increased Staffing & Operational Needs
- Institutionalization of externally funded grants: GHD, LEAD/SOAR, Math Matters, PIVOT (First Generation & Transfer Center)

# Student Success Fee Types

Fee	Description	Amount
<b>Mandatory Advising</b>	assessed to provide advising services to all enrolled and/or active undergraduates, post-bacs, and special populations	\$130.80 per semester
<b>Learning Resource – Core Curriculum</b>	assessed each student enrolled in core curriculum courses to provide materials, services and administrative support to enhance student success and to defray costs for funding Graduate Assistants, Teaching Assistants and materials to upgrade the student’s classroom experience	\$4 per credit hour
<b>Student Service Fee</b>	assessed to support activities which are separate and apart from regularly scheduled academic functions of the institution and directly involve or benefit students.	\$16.18 per credit hour; max \$194.16

# Other Student Success Funding Sources

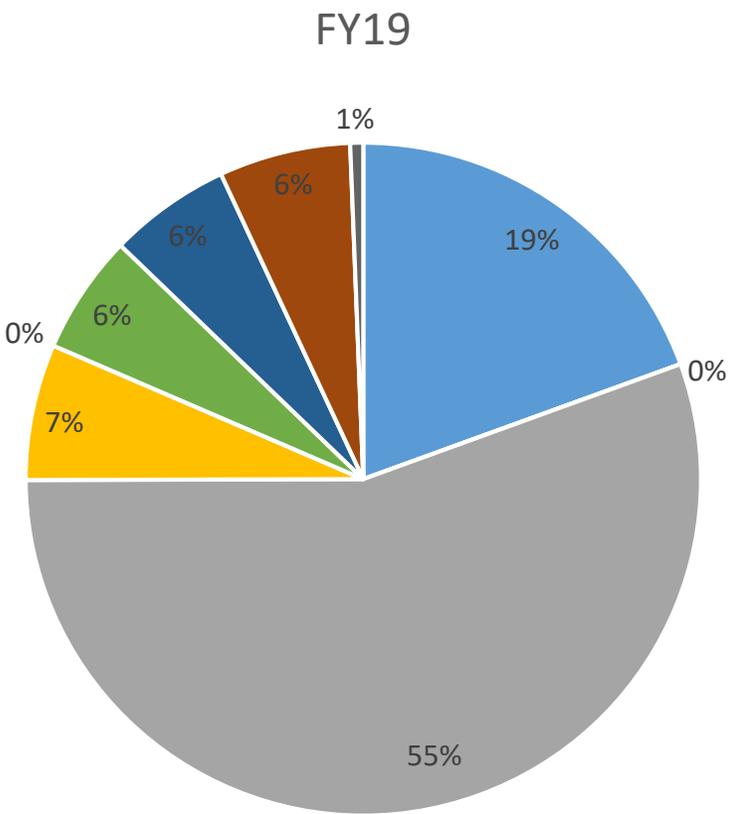
- E&G
- State Appropriations
- Designated Tuition
- Housing Revenue
- Gifts/Endowments
- External Grant Funding



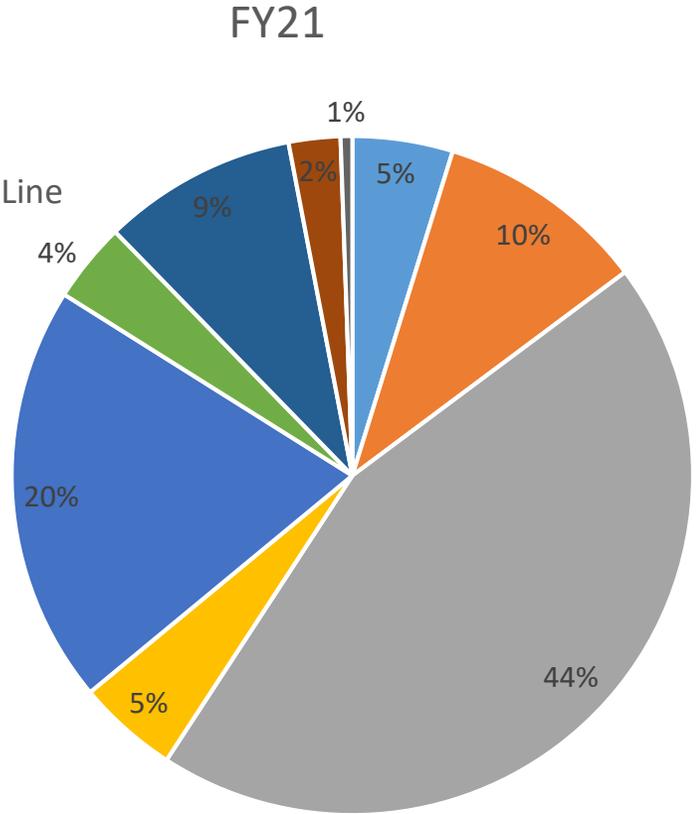
# Student Success Budget Summary FY21

Annual Income (All Sources)	\$15,980,307
Faculty Salary (Math Matters/Foster Research)	\$251,499
Professional Staff Salaries and Benefits	\$9,996,289
Student Wages/Hourly Salary	\$1,691,660
Operating Expenses (programming, supplies, utilities, pro. dev/training, etc.)	\$3,881,284
SIF – Reserves (Advising)	\$388,259
Other Expenses/Transfer Outs	\$440,939
<hr/>	
Balance/Total Operating Margin	(\$669,622)

# Budget Allocation % by Funding Source

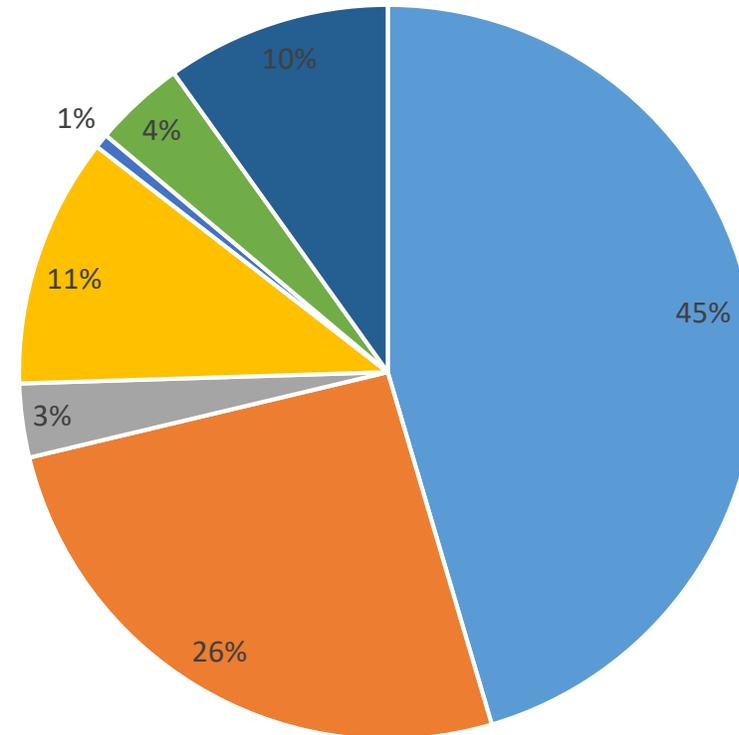


- E&G
- State Appropriations/Special Line Item
- Advising Fee
- LRF
- Housing Revenue
- SSF
- External Grant Funding
- Designated Tuition
- Gifts/Endowments



# FY21 Operating Expenses

- Programming
- Technology
- Supplies
- Utilities/Facilities
- Professional Development - Staff
- Professional Development - Students
- Other



# Student Success “Reserves”

## Advising Fee

- salary savings
- adjustments to revenue intake

Advising fee reserves/carry forwards are needed to fund M&O, partner positions, TRIO advisors, partnerships with college student success centers, and temporary positions anticipated for enrollment growth

## Learning Resource Fee

- salary savings
- Adjustment to revenue intake

Learning resource fee carry forwards have been higher than desired in previous years. External review identified strategies for maximizing







**THANK YOU!**

# ACADEMIC ADVISING

## MISSION

UTSA Academic Advising's mission is to support the **holistic development** of students by cultivating trusting and **collaborative relationships**. Academic Advisors guide students in developing meaningful, personalized pathways toward academic success.

## ADVISING CREDENTIALS

131

86 Academic Advisors I-IV  
3 Sr. Academic Program Advisors  
2 Sr. Admin Assoc/3 Admin Assoc II  
5 Technology & Training Support Staff  
41 Student Employees  
5 Directors/1 Assoc Director  
1 Sr. Director

8

Average years of advising experience

11

Staff who presented at local, state, regional, and national level conferences

9

Staff with professional awards at local, state, regional, and national levels

## OPERATIONAL GOALS INCLUDE

- Increasing retention rates of UTSA students (1st year, 2nd year and 3rd year) through thoughtful outreach;
- Increasing 6-year graduation rate through personalized advising; and
- Ensuring student learning outcomes (SLO's) are met through survey results



[My Advisor] was absolutely fantastic, as a transfer student who has been to several different colleges, I feel like he was by far the best advisor I have spoken to in my 10+ year journey to finish my degree!

-UTSA Student



## Impact

During 2019-2020 academic year, Academic Advising made the following contacts\* with students at UTSA

**40,578** Completed Individual Academic Advising Appointments\*

**38,754** Additional Student Contacts\* (Email, Audit, Other)

**9,014** Orientation Appointments

**1,589** Fall 2020 Admits Outreached in UTSA Advising Registration Lab

**148** Individuals participated in Ask an Advisor! Orientation Edition. Live Chat Session participants

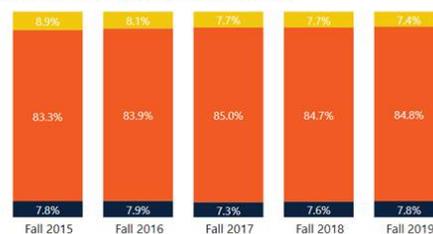
\*Due to COVID19 and the use of technology for Advising records some numbers were unavailable. The impact is greater than numbers listed above.

## FY20 OUTCOMES

- **20% Increase** in completed Orientation Appointments for new students
- **6.6% Increase** in Fall 2020 enrollment
- **78% One Year Retention** (+5%)
- **50% 6-year graduation rate**

### Persistence by Term

● Graduated from UTSA ● Returned to UTSA ● Left-UTSA



99% of students surveyed are satisfied/highly satisfied with advising services provided by UTSA

## ESTABLISHED SPRING 2017

The Resilience and Retention Advising Program's goal is to increase retention rates for high priority students and high risk students who were academically dismissed or denied admission into the major of their choice.

Operational goals include:

- structuring and streamlining the admissions processes for students who have been dismissed from the University two times or more;
- tracking and increasing the graduation rate for students who have been reinstated into UTSA; and
- increasing the GPA and retention rate for academically high priority students.

## STUDENTS SERVED

<b>771</b>	Lifetime
<b>304</b>	2019-2020 academic year
<b>466</b>	Lifetime - Latinx
<b>173</b>	2019-20- Latinx

\*Note: Data provided reflects the impact of the COVID-19 pandemic to university dismissal/Gateway policies for spring/summer 2020.

## AWARDS

- 2019** Texas Higher Education Coordinating Board STAR Award
- 2020** University Excellence Staff Award - Team Spirit (UTSA)
- 2020** NACADA Certificate of Merit - Outstanding Academic Advising Program
- 2020** Excelencia in Education's Examples of Excelencia Program to Watch

## IMPACT/OUTCOME

Since its inception the R&R Program has seen strong outcomes:

- 70%** reduction in students dismissed since the program was established
- 49%** average increase in retention and admission into another major since program was established
- 8%** annual growth rate in Hispanic/Latinx student retention since Spring 2018
- 23%** annual growth rate in Pell-Eligible student retention since Spring 2018
- 23%** annual growth rate in First-Gen retention since Spring 2018
- 0.23** average GPA increase from program entry to completion



The [R&R] program overall is amazing. Honestly I couldn't have done it without the support of [R&R]. I am very thankful that they were always willing to help me to be able to graduate after being away from school almost 2 years.

-UTSA Student



# LEAD SUMMER ACADEMY

**LEADERSHIP. ENGAGEMENT.  
ACADEMICS. DEDICATION.**

**ESTABLISHED 2017**

The **LEAD Summer Academy** is a summer bridge program for students with conditional admission to UTSA. Program participants are offered an enriching summer experience that begins the five weeks prior to their first fall semester.

Lead Scholars:

- ✓ Enroll in six college level hours
- ✓ Connect with a peer mentor
- ✓ Learn about campus resources
- ✓ Engage in meaningful social activities
- ✓ Develop a connection with fellow peers & dedicated LEAD Academy staff

## 2019-20 OUTCOME

### GRADE POINT AVERAGE

- 96%** Ended first semester on good academic standing
- 86%** Earned a GPA of 2.0 or higher in Fall 19 (47.7% earned above a 3.0)
- 89%** Earned a GPA of 2.0 or higher in Spring 20 (50.4% earned above a 3.0)

### RETENTION

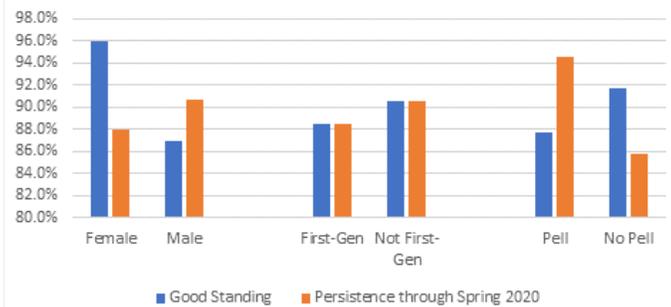
- 99%** Summer 19 to Fall 19 retention
- 90%** Summer 19 to Spring 20 retention

## STUDENTS SERVED

- 375** Total from 2017
- 157** 2019 Cohort
- 39%** First Gen (2019 Cohort)
- 46%** Pell-Eligible (2019 Cohort)

As reported in UT System Grant-Funded Projects 2019-20 Interim Report

LEAD Students' First Year Academic Outcomes and Persistence by Selected Demographics



The LEAD Summer Academy helped me make a smooth transition from high school to college, while having fun, and giving me an early academic start.

-UTSA Student



I learned a ton about the university and became very comfortable with it and everyone else here. It was definitely a positive experience.

-UTSA Student

# SOAR STUDENT SUCCESS PROGRAM

**SUCCESS. OPPORTUNITY.  
ACHIEVEMENT. RESILIENCE.**

**ESTABLISHED 2018**

The **SOAR Student Success Program** is designed to support and empower students who are at risk or have already fallen on academic warning or academic probation (GPA below 2.0) in their first year of college.

SOAR students receive assistance in:

- ✓ Developing an academic success plan
- ✓ Learning about academic resources
- ✓ Helping find solutions to factors that have hindered their academic performance
- ✓ Engaging in specialized activities that will help ensure a positive academic future
- ✓ Building a support network of devoted SOAR staff, academic advisors, peer mentors and academic coaches

**Students who actively engaged in every aspect of the program earned the highest gains in GPA**

**.43** Cumulative GPA improvement for students who participated in all SOAR activities (Spring 2019)

**.51** Cumulative GPA improvement for students who participated in all SOAR activities (Spring 2020)

## RETENTION

**84%** of First-Gen Fall 2019 participants retained to Spring 2020

**84%** of Hispanic/Latino Fall 2019 participants retained to Spring 2020

**88%** of First-Gen Spring 2020 participants retained to next term (Summer or Fall)

**90%** of Hispanic/Latino Spring 2020 participants retained to next term (Summer or Fall)

## IMPACT/OUTCOME

**30%** Increase in term GPA for SOAR participants at the conclusion of the program

**12%** Increase in overall cumulative GPA at the conclusion of the program

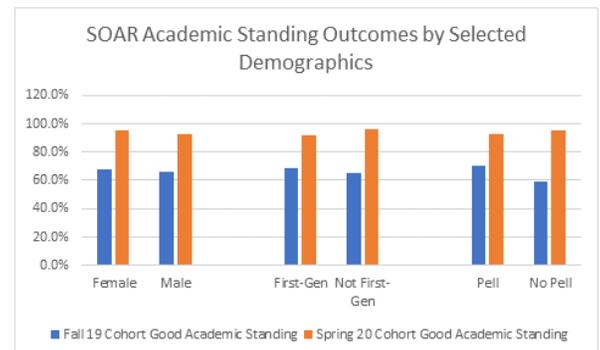
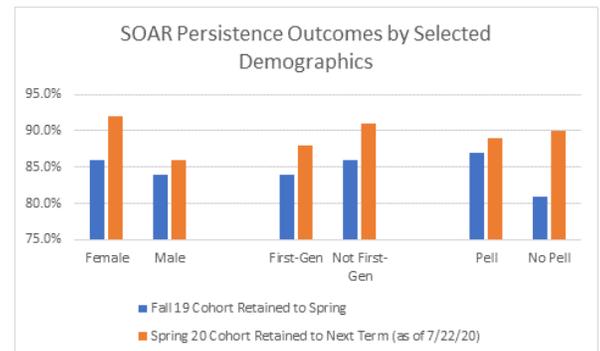
## STUDENTS SERVED

**128** Fall 2019

**163** Spring 2020

**56%** First-Gen

**66%** Pell-Eligible



What was most helpful to me was the specific information that I was given for my situation instead of information that was vague.

-UTSA Student



## ESTABLISHED 2015

The TRIO Student Support Services (SSS) program provides opportunities for academic development; assists students with basic college requirements; and motivates students to successfully complete their post-secondary education. The goal of TRiO SSS is to increase the college retention and graduation rates of its participants. The TRIO SSS program is funded by the U.S. Department of Education. Program services are available to 144 undergraduate students who meet at least one of the following criteria:

- Income Eligible
- First-Generation College Student
- Documented Disability

## PROGRAM SERVICES

- ✓ Academic Advising/Coaching
- ✓ Tutoring and Other Academic Supports
- ✓ Financial Aid Workshops (includes FASFA completion)
- ✓ Financial Literacy Education (includes management of personal finances)
- ✓ Transfer Admission and Financial Aid Assistance
- ✓ Monitoring Academic Progress to Degree Completion
- ✓ Individual Non-Cognitive Development
- ✓ Transitional Activities

## STUDENTS SERVED

**837**

2015 to 2020

**169**

2019-2020

**88%**

First-Gen from 2019-2020

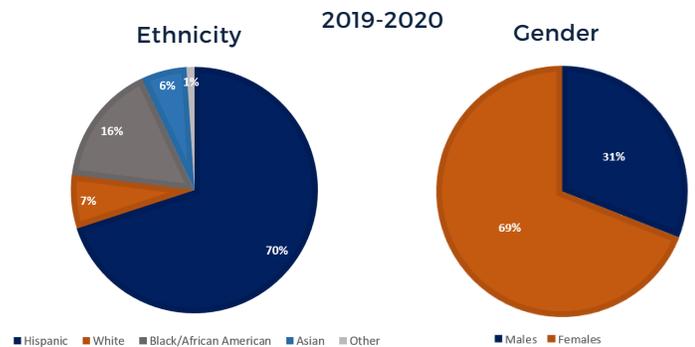
**75%**

Pell-Eligible from 2019-2020

## SUCCESS OUTCOMES

95% of FY20 TRIO SSS participants (161/169) persisted or graduated

97% of FY20 SSS participants were in good academic standing for the 19-20 academic year



TRIO SSS is an inclusive and supportive community. The program offers advising, professional and leadership development, service opportunities, and wellness oriented workshops. TRIO SSS helps Roadrunners who are first-gen, differently labeled, and low income to grow, succeed, and graduate.



-UTSA Student

# GRADUATION HELP DESK

**ESTABLISHED 2017**

**AS OF JANUARY, 2021**

The **Graduation Help Desk** addresses potential barriers to timely graduation by serving as a virtual, one-stop resource for undergraduate students. The Graduation Help Desk helps students navigate and address institutional barriers, including issues with course scheduling, availability, and access, along with administrative paperwork and deadlines. Insights gleaned from analysis and work with individual students can help improve university systems, policies and procedures for the benefit of all students.

## **STUDENTS SERVED SINCE 2017**

**3,934** Total cases

**58%** Hispanic/ Latino

**15%** Black or African American

**44%** First-Gen

## **ACTIONS TAKEN**

- Identified common barriers to graduation
  - Missing degree requirements
  - Missing graduation application
  - Duplicate courses
- Targeted outreach campaigns to students who face these barriers

## **IMPACT/OUTCOME**

**909** Graduates as a result of contact with Graduation Help Desk (referrals & campaign cases only)

**217** Graduated within 4-years (referrals & campaign cases only)

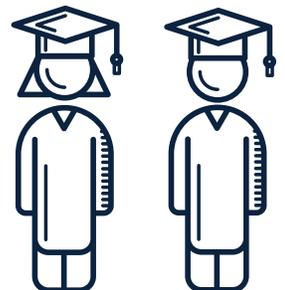
**480** Graduated within 6 years\* (referrals & campaign cases only)  
\*includes those that graduated within 4 years

**\$2.16M** Estimated savings for students by increasing timely graduation



“Graduation Help Desk was quick, courteous, and consistent in helping me find financial solutions for my last semester at UTSA. In this large system, where it is easy for students to feel like just another ID number and tuition payment, the graduation help desk has made me feel like there is actually someone in one of these offices who really cares whether I graduate or not.”

-UTSA Student



## ESTABLISHED FALL 2019

T2S3 provides seamless and efficient programming and services to transfer students and students transitioning to UTSA through special programs such as Alamo-Runners and Alamo On-Trac T2S3 also serves non-degree seeking students and post-bacs.

### Services Offered

- ✓ Transfer Orientation
- ✓ Workshops for New and Continuing Transfer Students
- ✓ Programming/Mentoring
- ✓ Academic Advising - caseload advising for transitioning students, post-baccalaureate, and non-degree seeking students
- ✓ Articulation Agreements - create and update as needed transfer guides with community college partners
- ✓ Develop new joint agreements with UTHSA

### Impact/Outcome

**194%** Increase in number of students that accepted the On-TRAC program offer

Fall 2019 Cohort Accepted = 34  
Fall 2020 Cohort Accepted = 100

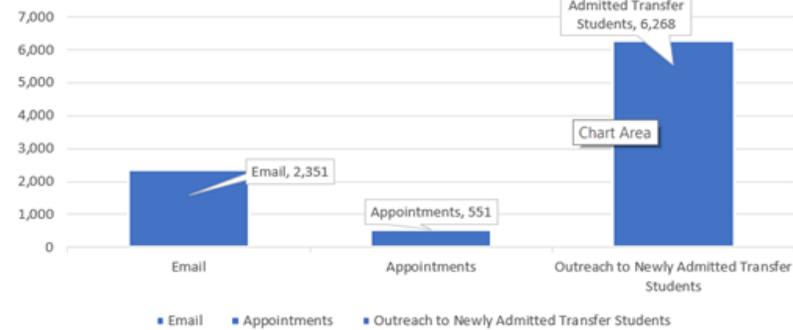
**2** Joint Early Admission Programs (MS in Medical Laboratory Sciences; Doctor of Physical Therapy)

“I appreciated the attention to detail my transfer advisor used and how she was able to show me via shared screen classes I will be able to take in the spring that would benefit me the most. She also answered questions I had about different classes and how they would transfer over to my degree at UTSA.”

-UTSA Student

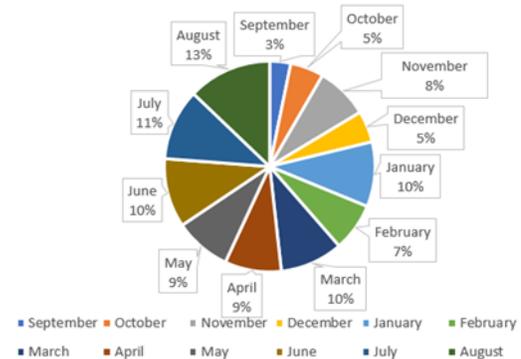
## First Year Statistics

Transfer and Transition Student Success Services  
Overall Student Contacts  
September 2019 - August 2020

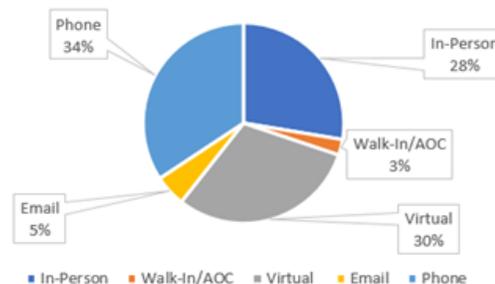


## Prospective Students

Monthly Breakdown for September 2019 - August 2020  
Prospective Students  
n=315 Students



Contact Breakdown of September 2019 - August 2020  
Prospective Students  
n=315 Students



“I found it helpful that I was able to figure out a potential schedule for my first semester at UTSA. This made me more comfortable with the idea of moving to a 4-year institution.”

-UTSA Student

## ESTABLISHED 2014

At the core of **UTSA's First-Year Experience** is our University Peer Mentor Program, which pairs first-year-in-college-students with dedicated and experienced upper-classmen who have been specially trained to help new students make the transition to university life. They provide support and guidance to students on a variety of challenges and help students get further connected to the university.

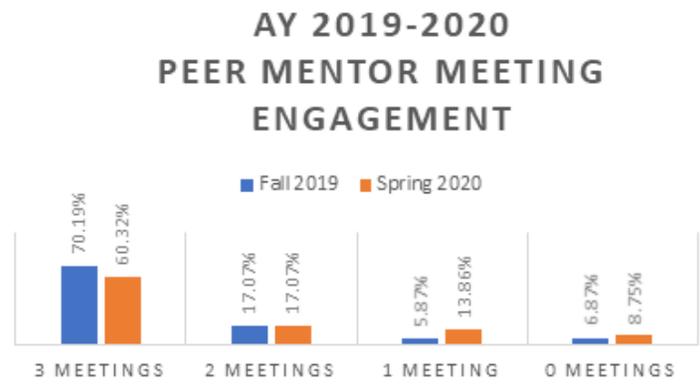
## BY THE NUMBERS FY20

**112** Peer Mentors  
**5,056** Students engaged with assigned Peer Mentor  
**21,021** Contact hours

	<u>Students</u>	<u>Contact Hours</u>
Fall 2019	4,599	11,524
Spring 2020	4,148	9,497

## STUDENT ENGAGEMENT

First-year students are highly engaged with peer mentorship at UTSA with a majority completing all three recommended meetings with their peer mentor.



## PEER MENTOR TRAINING & PROFESSIONAL DEVELOPMENT

**85%** of Peer Mentors completed Level I College Reading & Learning Association peer mentor certification

**93%** of the Fall 2019 peer mentors who returned for the Spring 2020 semester completed the certification within two semesters of employment

## STUDENT SATISFACTION

First-year students also reported high levels of satisfaction with FYE peer mentoring support as measured by student experience surveys.

**99%** Peer mentor was helpful

**99%** Satisfied/Highly Satisfied with mentoring experience

**95%** Peer mentor connected them with essential campus resources

## STUDENT EXPERIENCE



I genuinely feel much more motivated and excited to continue on my college journey, well aware that help is always there when necessary.

-UTSA Student



I really enjoyed meeting my peer mentor and I'm glad that this is a resource we get because it was super helpful.

-UTSA Student



## ESTABLISHED FALL 2015

The First Generation and Transfer Student Center (FGTSC) is home to two grant-funded activities that primarily provide mentorship services to undergraduate students who self-identify as either first generation or as transfer students. **First to Go and Graduate (F2G&G)** is a first generation initiative, and the **Roadrunner Transition Experience (RTE)** is an initiative for UTSA transfer students. The programs are funded by the U.S. Department of Education's Title V grant through the division of Developing Hispanic-Serving Institutions.

### Services Provided

- Peer Mentoring
- Faculty Coaching
- Student Success Workshops
- Social and Professional Networking Events
- Community, Cultural and Academic Success Themed Celebrations
- First-Generations and Transfer Student Themed Signature Events

### Students Served

<b>1440</b>	Lifetime
<b>915</b>	2019-2020
<b>821</b>	Lifetime - Latinx
	502 - F2GG Latinx
	319 - RTE Latinx

## IMPACT/OUTCOME

**The First-Gen & Transfer Student Center has seen strong outcomes in retention.**

**3%**

higher one year retention rate among F2G&G students (81%) compared to overall UTSA students (78%) -- 2019 Cohort

**4%**

higher two-year retention rate among F2G&G Latinx students (68%) compared to overall UTSA second-year retention rate (64%) -- 2018 Cohort

**2%**

higher first-year retention rate among RTE transfer students (87%) compared to overall UTSA transfer students (85%)



I have achieved success through RTE by breaking out of my shell and doing the things i am passionate about. I have found a sense of community and a solid foundation for student support.

-UTSA Student /RTE Participant



By participating in this program, I was able to gain close mentoring from experienced students, which provided me with strong advice and tips for my future studies as a first-gen student.

-UTSA Student /F2G&G Participant

## ESTABLISHED FALL 2019

The **Bexar County Fostering Educational Success Pilot Project's** mission is to improve college enrollment, retention, and graduation rates for students with a history of foster care, by expanding the students' emotional, social and professional networks and increasing the number of children in foster care in Bexar County who understand that attending college is achievable and expected, and ensuring that they are academically and emotionally prepared to do so. The model is a trauma-informed, strategic framework that incorporates evidence of best practices, coaching, and holistic support to meet the educational aspirations and unique needs of youth with foster care history.

### Major Partners



Bexar County Children's Court

Alamo Colleges District

Family Tapestry

Texas A&M San Antonio

Child Advocates of San Antonio - CASA

University of Texas San Antonio

### Students Served

**263**

College students received comprehensive services from the campus-based support programs established at UTSA, A&M San Antonio and the Alamo Colleges District

**144**

Pre-college students still in foster care received educational advocacy and wraparound services through the College Bound Docket

## Outreach

**\$80K**

Emergency funds, incentives, and other financial assistance was provided to students for expenses such as housing, food, technology, and medical care to remove any barriers to education.

**600**

College students at UTSA, A&M and Alamo with a history of foster care received targeted outreach for the first time.

**146**

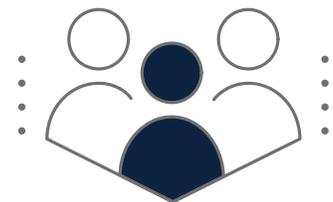
Participants took part in a community-wide Adverse Childhood Experiences (ACES) training offered in partnership with the Bexar County Blue Ribbon Task Force and the City of San Antonio.

**37**

New and transfer UTSA students with a history of foster care participated in a week-long specialized orientation to give them an "Early Start: In Transitioning to College."

### Community Partnerships

The Bexar County Fostering Educational Success Pilot Project has seen significant growth in its community partnerships with over 40 different departments or organizations collaborating to support the mission. This includes about 100 active steering committee members and champions.



BCFES saw a 52% increase in students served during the COVID-19 Pandemic.

## ESTABLISHED 2019

Operating under the Bexar County Fostering Educational Success Pilot program, **UTSA's Fostering Educational Success Center (FESC)** is a space dedicated for Roadrunners with a history of foster care. The mission of UTSA's FESC is to support all students who have a history of foster care by developing student success through coaching, empowering students to attain goals in the Casey Family Program's 7 life domains\*, and building supportive relationships at UTSA and in the community. The FESC engages with enrolled and prospective students using the Tuition and Fee Waiver to attain higher education with a goal of ensuring all students with a history of foster care have a clear pathway to graduation.

\*<https://www.casey.org/media/SupportingSuccess.pdf>

### Casey Family Life Domains Model\*



\*Day, Schmidt, & Unrau. 2017. A Framework to Approach Postsecondary Educational Program Design for College Students with Lived Experience in Foster Care. <https://occr.lillinois.edu/docs/librariesprovider4/update-newsletter/framework-program-design-former-foster-youth-single.pdf>

## STUDENTS SERVED-FALL 2020

**142** Eligible students

**81** Engaged students\*\*

**6** Students served in Supervised Independent Living program

\*\*57% engagement rate surpasses standard expectation of 30-40%. Engagement rate has doubled since August 2020.

## IMPACT FALL 2020

**\$55K** Rowdy Dollars provided to students to meet food insecurity needs.

**56%** Emergency Funds provided housing support Total - \$16,183.42; housing-related: \$12,118.46 (includes: rent, Electricity, water, and internet).

**28** Students visited the FESC resource pantry.

**4** Workshops offered in the Fall 2020 with over 50% of students engaged

## GROWTH

The FESC has seen significant growth in financial support, contributing to expansion of staffing and programming. In 2021, an Outreach Coordinator, One Stop Counselor, and Events Coordinator will join the Director, Campus Coach, Peer Mentors, and Student Advocate.

**\$6K** In-Kind donations

**\$26K** Funds raised

**\$98K** 2021 Budget increase from BC FES pilot

## STUDENT EXPERIENCE



The UTSA FESC has helped me in so many ways. I am so honored that I have gotten the chance to be part of such an amazing program I want to give thanks to everyone who has helped me. I can speak for many foster children and say that this program is just absolutely outstanding.



Fostering Educational Success Center (FESC) has touched the lives of many in the UTSA community who are often overlooked, including myself. After five years at different institutions, I have never encountered a dedicated program for students like myself. It was not until receiving an invitation from FESC that I felt seen. FESC gave me the support I needed to graduate as a first-generation and former foster youth student.



-UTSA Student

# HOUSING AND RESIDENCE LIFE

## TRANSITIONED TO DIVISION OF STUDENT SUCCESS SUMMER/FALL 2019

**Housing and Residence Life (HRL)** promotes student success at UTSA-managed properties by offering a variety of programs and services. Students living on campus have access to exclusive success programs that support academic achievement and personal well-being. HRL also offers nine Special Interest Housing (SIH) options providing students an opportunity to co-locate with others who share common interests in a supportive environment. The SIH experience deepens student understanding of their respective special interests in a welcoming environment that encourages exploration and discussion of issues. Housing and Residence Life partners with FESC to coordinate assignments in full year housing locations to meet the specific needs of students in our SIL program.

## STUDENTS SERVED

**Housing and Residence Life achieved their occupancy goals for 2019-2020**

<b>2343</b>	Fall 2019 students (99% capacity)
<b>2302</b>	Spring 2020* students (98% capacity at start of term)
<b>35</b>	Summer I 2020**
<b>86</b>	Summer II 2020**

\*Spring 2020 occupancy reduced as classes transitioned online after spring break and campus closed.

\*\*Summer 2020 occupancy dropped to 34% of 2019 occupancy average due to COVID-19 pandemic.

## ACTIONS AND OPPORTUNITIES

- Five of the nine Special Interest Housing options added in 2020-21; 208 students in SIH currently
- Two new housing options in 2021 - Guadalupe Hall (new build) and Chisholm Hall (transitioned to UTSA management)
- Collaboration with Strategic Enrollment and Marketing/Communications to restore housing capacity for Fall 2021 after significant reduction in 2020.
- Honors Residential College model exploration, design, and implementation

## IMPACT/OUTCOME

**Housing and Residence Life contributed to our residents' academic performance, learning and sense of belonging.** In a Spring 2020 survey, students reported living in on-campus housing positively contributed to their:

- 94%** Learning
- 92%** Academic Performance
- 91%** Sense of Belonging at UTSA

## STUDENT SATISFACTION AND EXPERIENCE

- 87%** Satisfied with Information Desk Services
- 91%** Satisfied with customer service received from Laurel, Chaparral, and/or Alvarez Hall service desk(s)



"Living on campus has trained me to manage my time, organize better, develop study skills, all while having the convenience of living on campus. Great ease/introduction into my young adult life!"



-UTSA Student Email



# ACADEMIC SUCCESS PROGRAMS

The Division of Student Success is committed to promoting lifelong student academic success by providing innovative resources to UTSA's undergraduate students. The following academic success programs are housed in Student Success.

## ACCESS COLLEGE & EXCELLENCE (ACE)

Promotes academic success for ACE Scholars through tutoring, mentoring, and dedicated individual academic advising. ACE helps bridge the transition from high school to college for students graduating from high-risk high schools in San Antonio.

**Contact Hours: 41**

**Students: 385**

### Outcomes

- First-year retention rate = 86% for 2019 Cohort
- Average ACE Scholar GPA = 3.1 for Fall 2019, increased to 3.30 at the end of Spring 2020

## ACADEMIC SUCCESS COACHING

Provides targeted, individual academic coaching sessions and group workshops designed to enhance academic skills such as time management, note taking, study skills, reading for comprehension, etc.

**Contact Hours: 11625**

**Students: 4357**

### Outcomes

- One-year persistence rate for AY 2019-2020 ASC participants was 88% representing a 7% increase over the AY18-19 rate
- A student persistence impact analysis found a 1.6% lift in persistence for ASC participants, resulting in an additional 131 students persisting to the next term (Fall 2017-Spring 2019)



## SUPPLEMENTAL INSTRUCTION (SI)

Provides peer-facilitated study sessions in core curriculum courses with historically high D, F, and W rates. During SI sessions, participants actively engage with course material through collaborative learning activities.

**Contact Hours: 19028**

**Students: 5573**

### Outcomes

- 319 sections of 30 courses supported in 2019-2020
- A/B rate 12 pt. difference (SI=67% and non-SI=55%);
- DFW rate 10 pt. difference (SI=11% and non-SI=21%)
- An impact analysis found a 3% lift in persistence for SI participants, resulting in an additional 400 students persisting to the next term (Fall 2017-Spring 2019)

## TUTORING SERVICES

Provides 1-1 and small group tutoring support in core curriculum and gateway courses. 41 courses supported with highest concentration in quantitative and STEM-focused courses. TutorMe Pilot supported over 20 courses.

Tutoring Services (Fall 2020)

**Contact Hours: 4145**

**Students: 517**

TutorMe (Fall 2020 Pilot)

**Contact Hours: 2162**

**Students: 317**

### Outcomes

- An impact analysis found a 1.6% lift in persistence for tutoring participants, resulting in an additional 104 students persisting to the next term (Fall 2017-Spring 2019)

## STUDENT SUCCESS COACHING (Fall 2020)

Provides individualized coaching, mentorship and guidance to high-priority, high-need students, including student athletes and academically at-risk students, through a caseload support model.

**Sessions: 496**

**Students: 57**

### Outcomes

- 2.83 average Fall 2020 GPA for students who participated in SSC
- 88% of students receiving success coaching ended the semester in good academic standing

# MATH MATTERS

## ESTABLISHED 2015

The **Math Matters** program embraces a culture of student success by involving students, faculty, and staff, in a multimodal learning environment through innovative and adaptive approaches to learning math by doing math. By utilizing an emporium model materialized through the Math Matters Student Success Center, the goal is to improve student success in the core algebra courses for STEM and Business students at UTSA. The program is funded through a combination of the Title V PIVOT for Academic Success grant and a UT System Student Success Quantum Leap award.

## STUDENTS SERVED

**8,267** Fall 2017 to Fall 2020

**61%** First-Gen

**52%** URM

**46%** Pell-Eligible

## ACTIONS TAKEN

- Opened the Math Matters Student Success Center that is inclusive, welcoming, and accessible
- Redesigned supported courses in the emporium model for course consistency
- Incorporate active learning strategies, multiple learning modes and open educational resources
- Employ students, many of whom are former Math Matters students
- Evaluate program and student outcomes frequently

## IMPACT/OUTCOME



Student **grades have consistently increased** and DFW rates have decreased



Similar success pattern among Math Matters students who identify as underrepresented minority, first-generation or Pell grant eligible



Program coordination and support efforts have fostered increased alignment, both horizontal and vertical, across other math courses/sequences, resulting in improved performance outcomes in subsequent math courses

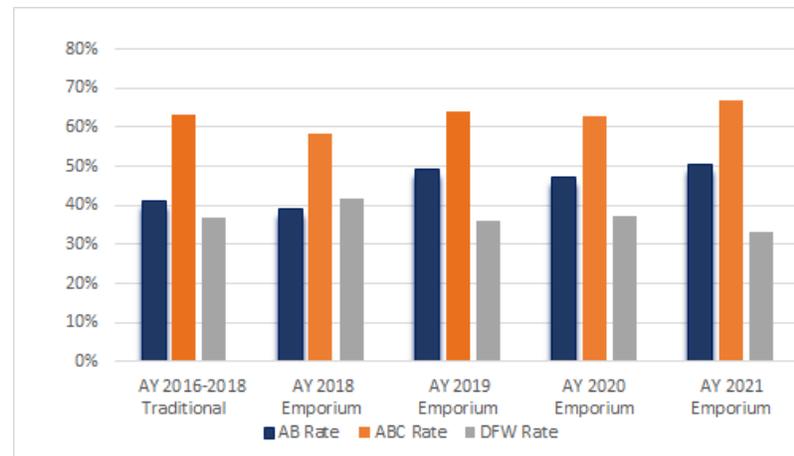


Program appears to be **bridging the gap in preparedness** for students coming out of high school



**\$1.6 million savings** to students through use of Open Educational Resources rather than traditional textbooks

## MAT 1073 First Attempt Course Completion Overall



Note: The AY 2021 data accounts for only Fall 2020