Student Support and Retention

New Faculty Orientation

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Intro

- Who am I?
  - Jonathan Vieker, AVP of Student Success and Institutional Effectiveness
  - First year in current position
  - Previously, 7 years in academic advising, 3 years as Director of Retention and Student Success
  - Training: BA, MM degrees in music performance, current PhD student in Educational Leadership and Policy Analysis at MU
  - Oversee first-year advising (CAE), Tutoring Center, Writing Center, Student Access and Disability Services Office, and overall retention efforts
- My plan for this talk
  - ~30 minutes, allowing 15 for questions
  - Please interrupt with questions!

Center for Academic Excellence (CAE)

- First-year advising department
- Location: PML 109 (PML = Pickler Memorial Library)
- 5 full-time advisors
  - Advise all first-years, regardless of major
  - Staff are generalists with areas of specialty
    - pre-heath professions, student success, etc.
- Some teaching: study skills courses, other courses occasionally
- Offer on-demand Zoom advising to students, faculty, and staff
- Offer faculty advising training
- excellence.truman.edu

How Advising Works at Truman

- First year: CAE advisor
- Years 2+: faculty advisor in major
  - CAE advisors remain available on a walk-in basis
  - First-year faculty generally don't advise
- Advising is Truman's current HLC Quality Initiative
  - Lots of institutional focus on advising right now

Tutoring Center

- Location: PML 109 (PML = Pickler Memorial Library)
- Appointments: `https://truman.mywconline.com`
- Departmental tutoring also available for MATH, CS, STAT, CHEM, others

Writing Center

- Location: PML 107 (PML = Pickler Memorial Library)
- Feedback and coaching are part of the writing process.
- Student Writing Consultants represent a wide variety of majors.
- Writing Center is for everyone.
- Appointments: `https://truman.mywconline.com`

How to Help a Struggling Student

There are three specific actions you can take:

1. Academic concern -> ATAS Notification
2. Behavioral concern -> SOC Referral
3. Dropped off your radar completely -> refer to advise@truman.edu.

ATAS Background

- "ATAS" = "Any-Time, Any-Student"
- A web form that takes input from a faculty member and generates an email to student, advisors, and submitting faculty
- Useful individually and in aggregate
- ATAS Notifications are best for academic issues
  - Designed to be non-punitive
  - When in doubt, send one.
- If an advisee receives an ATAS Notification, please reach out and offer support

ATAS Interface

Any-Time, Any-Student Academic Notification

Student Name: Ryle, Walter
Course: Skills for Academic Success-INDV 110 05
Instructor: Baldwin, Joseph

Kudos (check all that apply)

☐ Good job overall--keep it up!
☐ Excellent test or quiz performance
☐ Outstanding participation
☐ Showing improvement
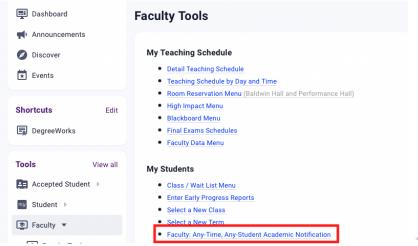
Additional comments:
1500 character maximum

Opportunities for Academic Improvement (check all that apply)

☐ Attend class regularly
☐ Complete and turn in assignments on time
☐ Identify strategies to improve performance on quizzes, exams, and/or class assignments
☐ Increase participation in class and/or discussion forums

ATAS Location

portal.truman.edu -> Faculty -> Faculty Tools -> My Students -> Faculty: Any-Time, Any-Student Academic Notification

SOC Background

- "SOC" = "Students of Concern"
- "The Students of Concern Team (SOC) is a collection of trained professionals from multiple disciplines who work to help students who may be having difficulty with their behavior or actions."
- More specifically, SOC is a committee that takes referrals from faculty, staff, and students (through a web form) and "meets on a weekly basis to discuss these referrals, then creates courses of action for each student that includes the best supportive, but least intrusive action for intervention"

SOC Interface

Please check the boxes that describe the behavioral concern you are reporting to the Students of Concern team.

☐ Threat of Harm to Others (for example, violent behavior, threats, aggressive language, an interest in past violence, evidence or divulgence of past violent behavior)

☐ Threat of Harm to Self (for example, an expressed desire to harm oneself, physical evidence or divulgence of past self-harming behaviors or suicide attempt(s))

☐ Disruptive or Disturbing Behavior (for example, behavior or statements that seem inappropriate or off-putting, neglect of hygiene)

☐ Substance Use/Abuse (for example, physical evidence or divulgence of abuse of alcohol or drugs)

☐ Academic Negligence (for example, excessive absences from class, reoccurring failure to complete assignments or concerning content, failure to communicate effectively with instructors) Faculty: Please also consider sending an Anytime Any Student Warning from the Faculty Tab on TruView.

☐ Significant Loss

☐ Other, please explain:

Please describe specific student behaviors about which you are concerned:

SOC Location

- https://www.truman.edu/students-of-concern/

Student Success Tips for New Faculty

- Grade early, grade often
- Give students tools to know their grade at all times
- Normalize struggle
- Break down big assignments
- Share final drop date with your classes: November 11
- Retention is about connection—connect with students

Overall Takeaways:

- Grade early, grade often
- If a student is not doing well in your course, send an ATAS Notification.
- Questions about *anything* related to advising or student success?
  - advise@truman.edu
  - `https://zoom.us/s/6607857403` (M-F 8:30 AM-12:00 PM and 1:00-4:30 PM)

Questions/Comments?

- These slides are at `http://vieker.sites.truman.edu/talks`
- vieker@truman.edu
  - Contact me any time with questions, concerns, or ideas!
- (660) 785-4105