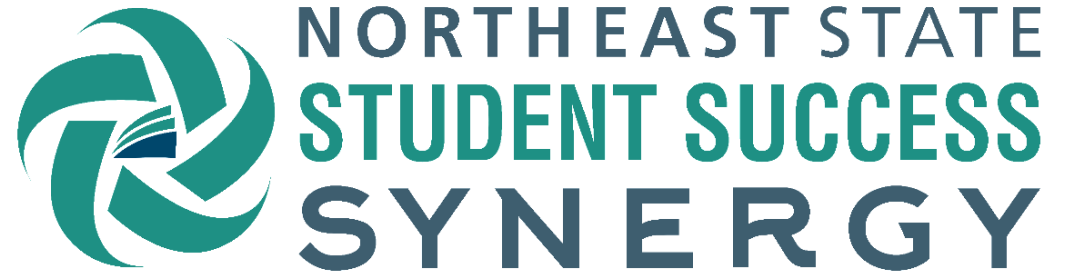


# *Are We Synergized, Yet? You Better Believe We Are!*

*A Lunch & Learn Professional Development Presentation*

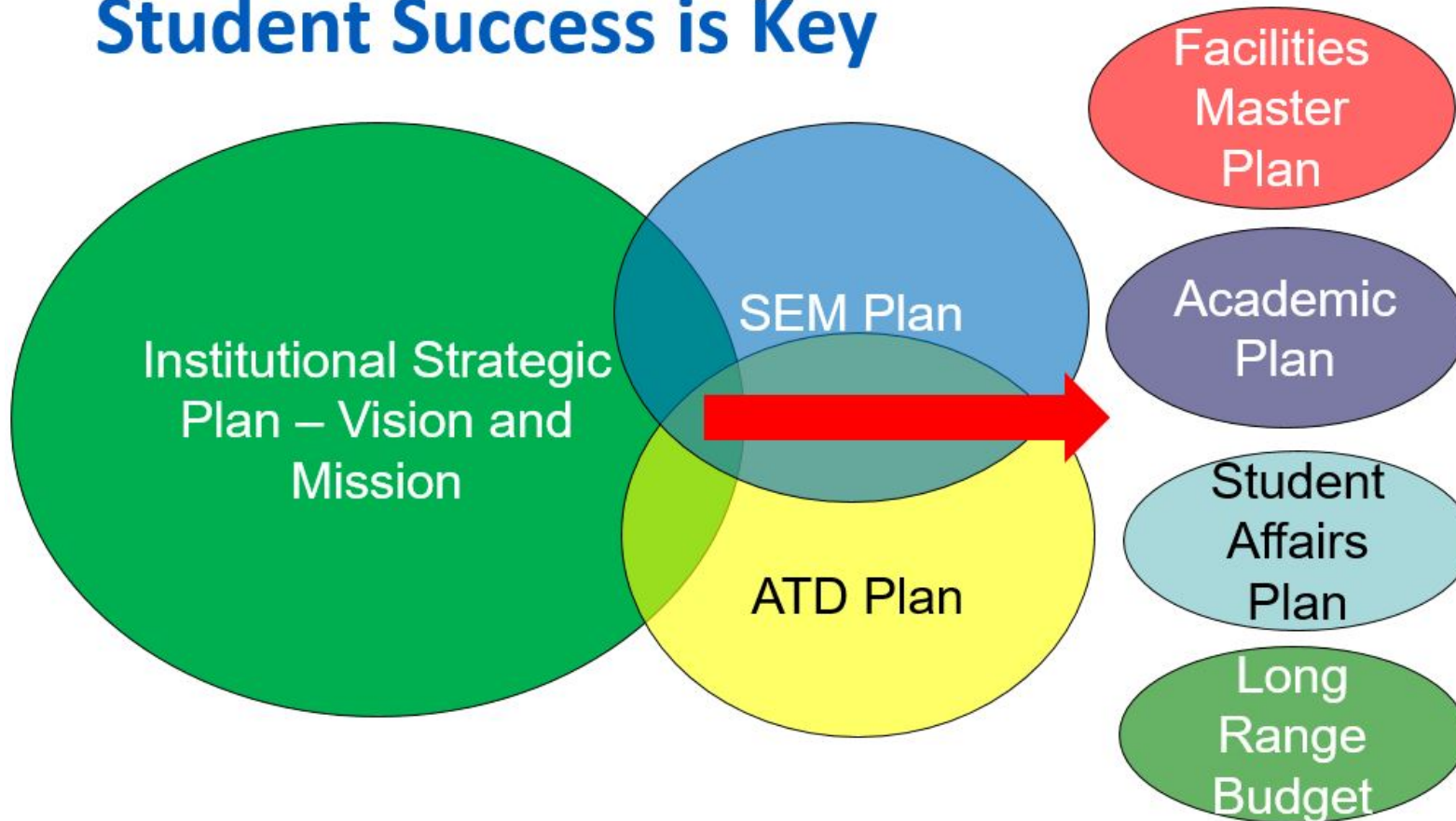
**Tuesday, October 1, 2019 12:00 - 1:00 p.m. L226, Basler Library**

*Enjoy your lunch and learn how  
Northeast State's on-going efforts  
to remove barriers to student  
success have resulted in new and  
exciting collaborative approaches  
and activities since the ATD Action  
Plan was submitted in June.*



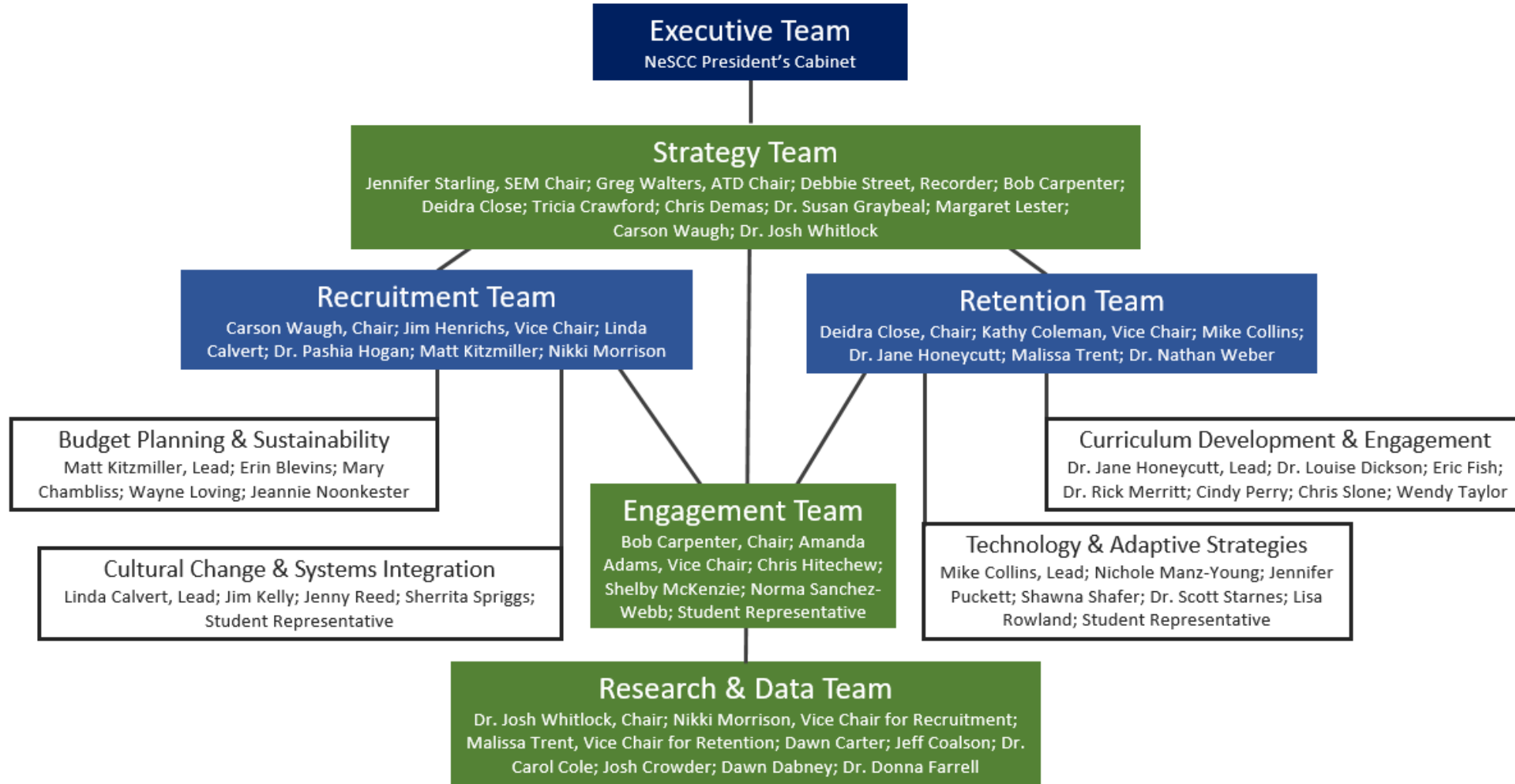
- Align Achieving the Dream™ and Strategic Enrollment Management (SEM)
- Brand Student Success Synergy
- Create an Online Student Success Inventory
- Develop New Student Orientation (NSO) Communication Plan
- Increase D2L Development and Usage of Specialized Features
- Create Summer Nudges
- Implement Signal Vine Text Messaging System
- Develop a Northeast State-specific Holistic Advising Model
- Offer EDUC 1030 College and Lifelong Learning in Dual Enrollment High Schools
- Design a Results Framework and Assessment Plan


# Integrated Strategic Planning for Student Success is Key



## Northeast State's 2015-2025 Strategic Plan

Jody Gordon, AACRAO Senior Consultant  
August 2019





NORTHEAST STATE  
STUDENT SUCCESS  
SYNERGY

Contact [synergy@NortheastState.edu](mailto:synergy@NortheastState.edu) for  
more information.

Student Success Synergy is an on-going effort designed to remove barriers to student success at Northeast State. Creating Student Success Synergy necessitates integration of the ATD, Quality Enhancement (QEP), and Strategic Enrollment Management (SEM) plans with the College's renewed commitment to provide clear and timely communications to students across all populations. This collaborative approach is designed to produce multiple positive outcomes. Centralization of the development of these positive outcomes is essential to increase student success at the College.

[www.NortheastState.edu/Synergy](http://www.NortheastState.edu/Synergy)



# Student Success Inventory

## Filter by Category

Category	
Advising	12
Assessment	2
College Readiness	9
Completion	17

Show  entries

Search All Columns:

Category	Program	Description	Department
<input type="text" value="Search Category"/>	<input type="text" value="Search Program"/>	<input type="text" value="Search Description"/>	<input type="text" value="Search Department"/>
<b>Advising</b>	Academic Plans	Professional advisors develop academic plans for students to show them exactly which courses they need to complete and during which semester they need to complete them through graduation. Plans are being developed both on paper and electronically in Degree Works.	Advising Resource Center

Student Success Synergy exists to make it possible for students to realize academic success, personal growth, and economic opportunity. The College inventoried its current programs and processes to refine methods and to develop additional strategic practices to help students prosper.

Over 280 programs, services, events, and campaigns were found that benefit Northeast State students, their families, and their communities. Visit the link below to search the Student Success Inventory database for program descriptions and sponsoring departments.

[www.NortheastState.edu/SSI](http://www.NortheastState.edu/SSI)

# New Student Orientation Communication Plan for New Students

- Fees due date, start of classes, how to purchase required course materials, download mobile app
- Tutoring via The Learner Center
- Review Online Orientation information
- Mandatory advising, making an appointment with Academic Advisor
- File FAFSA starting October 1
- Reminder to file FAFSA
- Reminder about tutoring services
- Dropping a class and financial aid implications, TN Promise implications, etc.
- Priority Registration date, making an appointment with Academic Advisor reminder
- How to schedule classes via College Scheduler
- Reminder to register for Spring classes EARLY!

# D2L Development and Usage of Specialized Features

## Convocation

Center for Teaching and Learning (CTL) staff provided eight **(8)** faculty development workshops to encourage increased usage of D2L:

- Two sessions on *Accessibility*: 29 faculty attended
- *Hidden Gems in D2L*: 19 faculty attended
- *Yuja Updates*: 23 faculty attended
- *Best Practices in D2L*: 23 faculty attended
- *Best Practices for Teaching Online*: 19 faculty attended
- *Turning Discussion Posts  
into Conversations*: 8 faculty attended
- *ITV Teaching and Learning*: 7 faculty attended

# D2L Development and Usage of Specialized Features

## Fall 2019

- *Hidden Gems in D2L Encore:* 6 faculty attended
- *Gradebooks and Quizzes:* 4 faculty attended
- *Assignments and Discussion Tools:* 4 faculty attended



## D2L Centralization of Program Information

Academic Computing has created the following D2L sites to encourage faculty and student use:

- ❖ *The Honors Experience* – All honors-eligible students are enrolled in this D2L site, which includes information provided by the AVP for Teaching Excellence and Academic Services and all honors faculty via video.
- ❖ *Online Teaching and Learning* – All full-time and adjunct faculty are enrolled in this course where information from faculty development workshops is stored, as well as helpful information from faculty.
- ❖ *The Learning Center* – a D2L site is currently under construction, and all Northeast State students will be enrolled in the site where information regarding tutoring, tutor schedules, and TLC workshop schedules will appear.

## Summer Nudges

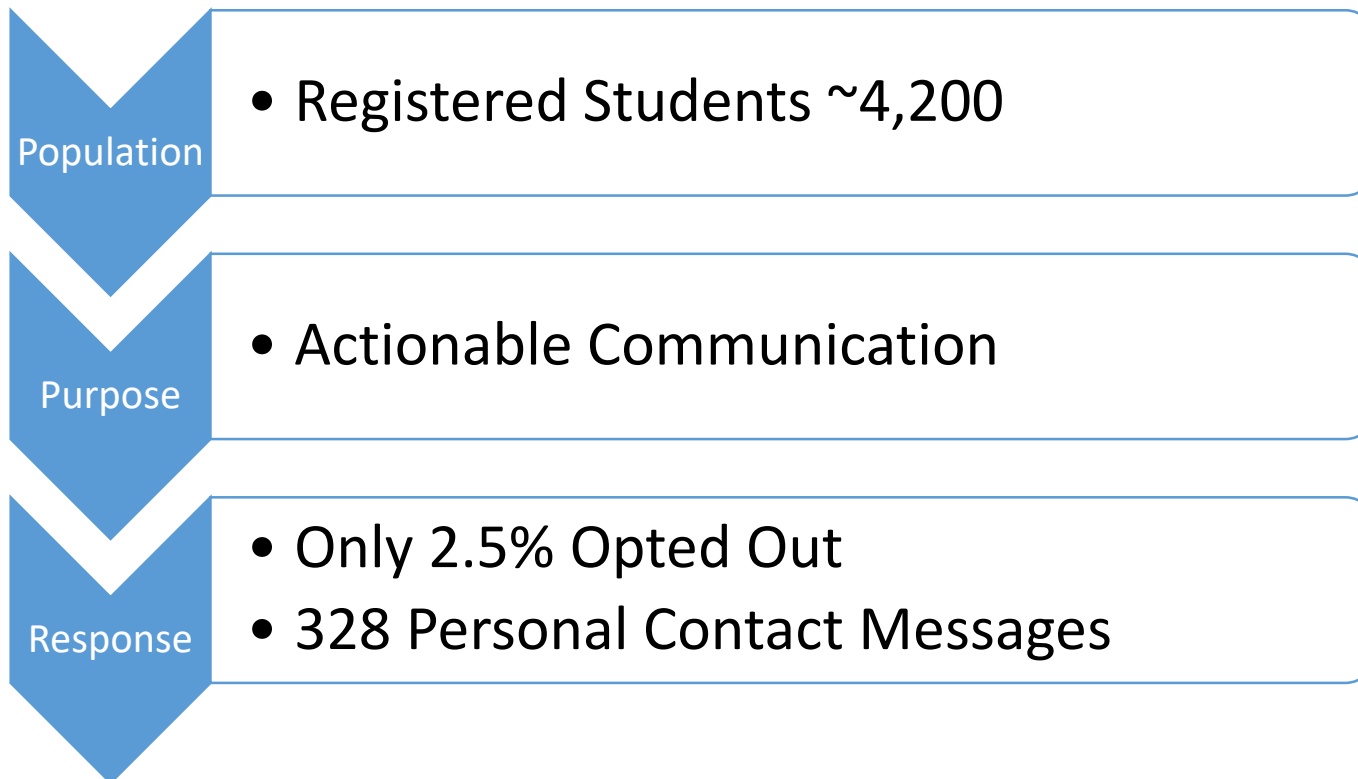
- [The Niswonger Foundation](#) was founded in 2001 by businessman and philanthropist Scott M. Niswonger. The Foundation's goal is to help prepare students in East Tennessee's rural school systems for the increasingly rigorous education necessary to compete for 21st century jobs.
- Northeast State paired up with Niswonger's College and Career Advising team to discuss supplemental nudges to participants throughout the summer months. (June 1<sup>st</sup> to mid-September)
- The Niswonger Summer Melt program empowers first generation students, or students of low socioeconomic status, to enroll in postsecondary education.

- Niswonger and NeSCC communicated with Summer Melt Program participants enrolling at Northeast State on the topics below:
  - ✓ Registering for Orientation
  - ✓ Documenting service hours for TN Promise
  - ✓ Downloading the Northeast State app
  - ✓ Checking student email accounts
  - ✓ Checking account balances
  - ✓ Reminding students to verify attendance
  - ✓ Highlighting available student services
  - ✓ [Financial Aid video](#)
  - ✓ [Admissions video](#)
  - ✓ [Advising Resource Center video](#)
  - ✓ [Veterans Affairs video](#)

## Results of the Summer Melt Program Nudges

- ❖ Of the students that received the nudges – 83% enrolled at NeSCC
- ❖ Those that did not receive the nudges – 55% enrolled at NeSCC
- ❖ Moving forward, we plan to have a communication plan in place for the next class of Niswonger graduates.

 **SignalVine**     **Student Texting Initiative**





## Student Texting Initiative

Provide Intervention

Have you thought about which classes you'll want to take next semester, Gracen? Make an appointment with your advisor now through Degree Works!

Registered-Students - 9/23/19 | 10:42 AM

**GH** How do I drop a class

Gracen Henry - 9/23/19 | 01:25 PM

Gracen, you log into your My.Northeast account. In the middle of the page choose "Add or Drop Classes" select Fall 2019 term and then submit. In the drop down box beside the course you are wanting to drop, select the drop option and then submit. Which class are you wanting to drop, can I help you get signed up for tutoring or anything else to keep you in the class. Dropping below 15 hours is going to lengthen the time to get your degree.

**DC**

Deidra Close - 9/23/19 | 02:40 PM

**GH** Can I talk to my advisor somehow about if I should drop or stay?

Gracen Henry - 9/23/19 | 02:44 PM

Gracen, let me have the advising resource center call you to discuss.

**DC**

Deidra Close - 9/23/19 | 02:50 PM

Facilitate Completion

Hi Samantha! Welcome to Northeast State. We will be sending you texts on Mondays with information and reminders.

Registered-Students - 9/09/19 | 11:25 AM

Save this number in your phone! Don't want these texts? Reply stop.

Registered-Students - 9/09/19 | 11:25 AM

Have you thought about which classes you'll want to take next semester, Samantha? Make an appointment with your advisor now through Degree Works!

Registered-Students - 9/23/19 | 11:25 AM

**SR** Math 1830 & accounting 2

Samantha Reed - 9/23/19 | 12:56 PM

Awesome! Make sure your advisor removes your hold or you still won't be able to register. Are you planning on getting a course substitution for EDUC 1030? If you do, you will need to apply to graduate because after spring you are D.O.N.E! YAY!

**DC**

Deidra Close - 9/23/19 | 03:01 PM



## Student Texting Initiative

Northeast State - Texting Plan				
	Phase 1	Phase 2	Phase 3	Phase 4
	Registration, Advising, Basic Reminders	Account Balance, Payment Plans, Purge Warning & Notification	Admissions Decision, Missing Requirements, Next Steps	Financial Aid Requirements, Verification & Awarding
	Fall 2019 (September)	Spring 2020 (December)	Fall 2020 (April)	Fall 2020 (June)
Messages	Advising/Registration Reminder	Balance On Account	Application Received	FAFSA Received
	Apply for FAFSA	Payment Plan Option	Missing Requirements	Missing Requirements
	Fall Break Reminder	Authorized Aid	Admissions Decision	Selected for Verification
	Last Day to Drop & Registration	Purge Warning	Sign Up for Orientation	
	Apply for Scholarships	Purge Notification		
	FAFSA Reminder	Payment Plan Reminder		
	Thanksgiving - no classes	Sign Up for Direct Deposit		
	Last Day of Classes			
	Final Exam Schedule			
	Campus Closed, Winter Break			

# Advising Resource Center (ARC) Pilot Program for Holistic Advising

## 3 Target Populations Identified for Pilot:

- 1) First-time, full-time University Parallel General (UNPA GEN)
- 2) First-time, full-time Late Registrants (registered August 1<sup>st</sup> or later)
- 3) First-time, full-time *Early Bird* participants



Target Student Group	Action to be taken	Action to be taken by	Number of students impacted
<b>UNPA Gen</b> (classification most often used for undecided majors)	Peer mentoring	2 AWS student workers trained for peer mentoring	185
<b>Late Registrants</b> (registered August 1 or later)	Success coaching	Julie Dykes – ARC Coach Shawna Shafer – ARC Advisor	217
<b>Early Birds</b> (participated in pre-emptive advising/registration before high school graduation)	Holistic advising/success coaching	Julie Dykes – ARC Coach Shawna Shafer – ARC Advisor	333

Note: Some students may meet criteria for 2 categories; ARC staff will determine which action best meets the needs for those students. Ex: If a student is both UNPA Gen and a Late Registrant, success coaching will be utilized; however, a UNPA Gen Early Bird will receive peer mentoring first.

# Advising Resource Center (ARC) Pilot Program for Holistic Advising

## Expected Outcomes

Data collected for the 2019-2020 academic year will serve as the baseline for this pilot; however, the initial expected result will be a fall to spring retention rate of 70% and a GPA of 2.0 or higher at the end of the Spring 2020 term.

# Offer EDUC 1030 College and Lifelong Learning in Dual Enrollment High Schools

## Planning/Implementation Process

- How can we increase enrollment in the University Parallel Dual Enrollment (UPDE) program?
- How can we provide additional Early Post-Secondary Opportunities (EPSOs) to our high school partners?

## Why College and Lifelong Learning?

- There are no pre-requisite requirements.
- The content for the course is outstanding!
- It's an additional EPSO for high schools to offer to their students.

## College and Lifelong Learning at DB-Excel

- We are teaching College and Lifelong Learning on-site at DB-Excel this semester to 15 students.
- The feedback is extremely positive!

## EDUC 1030 – Looking Ahead

- DB-Excel, Daniel Boone High School, and Unicoi County High School plan to offer the course at their locations in Spring 2020.
- Tennessee Online Public School plans to offer an online section of the course to their students in Spring 2020.
- Sullivan East High School and Asbury Optional High School plan to offer the course in 2020-2021.

# Retention

## Key Strategy 1

Increase fall-to-fall retention rate of first-time freshmen (full-time and part-time) from 55.8% to 57.8% with targeted retention gains in underprepared, Pell-eligible, and students of color.

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## Measurable Indicator of Progress

- Retention of first-time freshmen (full-time and part-time).
- Retention within subpopulations will be tracked.

## Baseline Level (Fall 2017)

- The baseline will be revisited when Fall 2018 cohort data is certified by TBR.

Fall 2017 Cohort	Underprepared	Pell-eligible	Students of Color
55.8%	48.9%	50.6%	43.8%

## What We Have:

The Student Success Inventory lists 42 programs that are designed to address retention.  
[www.northeaststate.edu/synergy](http://www.northeaststate.edu/synergy)

### **A few examples of the many retention efforts implemented during summer 2019:**

- Faculty training on D2L Communication and Engagement Tools, Accessibility, Yuja, Discussion Boards, and other topics to impact retention.
- Implementation of Signal Vine text messaging system.
- Highest state-wide results for TN Achieves Summer Bridge Program
- Revised New Student Orientation summer sessions



# Retention

## Key Strategy 2

Increase Engagement of Part-time Students

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## Measurable Indicator of Progress

- Student Interaction with academic and nonacademic support services

### 2019-2020

- Establish baseline level of student engagement
- Create part-time pathways for completion
- Collect student engagement data from multiple areas on campus

**Points of Engagement – partial initial list for data collection**

<b>Advising Resource Center</b>	<b>Career Services</b>
<b>Appointment Plus Scheduling</b>	<b>Veteran Services</b>
<b>The Learning Center</b>	<b>Signal Vine Text Messaging System</b>
<b>Scholarship Office</b>	<b>Keeping Our Promise Student Mentors</b>
<b>Student Needs Office</b>	<b>TN Reconnect Mentors</b>
<b>TRiO</b>	<b>Physical Education Facilities</b>
<b>Financial Aid Office</b>	<b>New Student Orientation</b>

# Link, Integrate, and Extend

We are building on work already being done at Northeast State—280 Student Success programs and counting—rather than beginning a new process.

