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<u>**Office of Student Success**</u>

Academic Success Center
2017 – 2018 Annual Report
Submitted by: Octavio Melendez & Cheryl Byrd

<u>**Mission**</u>
The Academic Success Center is committed to promoting and delivering consistent high-quality academic advising designed to help students achieve excellence in their academic and professional goals.

The Center also aims to assist students with the process of developing appropriate long-range educational plans that serve as clear pathways toward timely graduation.
(Aligns with Strategic Goals 1, 2, & 7)

<u>**Vision**</u>
The Academic Success Center aims to deliver excellent academic advising services and become nationally recognized for innovation and promising practices that promote student academic success, retention, and graduation.
(Aligns with Strategic Goals 1, 2, & 7)

<u>**Closing the 2017-2018 Loop**</u>

Please see Appendix #1.

2017-2018 Annual Report

1. # of Students Served

	ASC # of Students Served	New Students Registration
July, 2017	829	513
August, 2017	2,082	1895
September, 2017	429	
October, 2017	1,228	
November, 2017	1,476	135
December, 2017	1,159	269
January, 2018	1,867	939
February, 2018	370	
March, 2018	605	
April, 2018	825	22
May, 2018	477	80
Total	11347	3853

During the 2017-18 reporting period, the ASC have recorded over 15,200 student contacts, ranging from general academic advisement, new student registration, to financial aid appeals.

2. Student success initiatives/activities

a. Early Alert Progress Report *(GOAL 2: 1.1)*
Success Coaches sent follow-up email to students (approximately 1,500) identified as not meeting performance in OSSES Early Alert Report for fall 2017. Early Alert (OSSES) were not available in spring 2018 as we began the transition to Starfish late in the semester.

b. Mid Term Progress report *(GOAL 2: 1.1)*
During early advisement period, success coaches reviewed midterm grades for students at risk of failing, and discussed possible interventions for academic progress, including withdrawing (approximately 500 students had F grades at mid-term).

c. Fall 17/Spring 18 TAP Course Review *(GOAL 2: 1.1)*
Mary Gannon, senior academic advisor, coordinated the TAP review for courses flagged as not in the curriculum by Financial Aid. Out of 404 students flagged, 190 were able to keep their TAP award.

d. Fall 17/Spring 18 Failed Prerequisites Initiative *(GOAL 2: 1.1)*
ASC Director assisted with reviewing and identifying students who did not meet prerequisites for Math, Bio, and His courses. A total of 240 students not meeting pre-requisites were removed from such courses.

e. Academic Plans *(GOAL 2: 1.1 & 1.2)*
As part of the CUNY Momentum campaign, the academic advising director met with chairs to develop recommended two-year academic plans for all curricula. These plans are being used for Fall 18 New Students registration, and will be posted on the ASC website as well.

f. R.I.S.E. Redesign *(GOAL 2: 1.1 & 1.2)*
Reassigned probation students back to department success coach, and only kept freshman students as a RISE cohort.

g. ASC New Faculty Workshops *(GOAL 2: 1.1 & 1.2)*
The Academic Advising Manager offered four new faculty-advising workshops in the fall 17 semester (Nine faculty attended). No new faculty were hired for spring 18.

h. ASC Facebook Page *(GOAL 7: 1.2 & 1.3)*
The ASC Facebook page continues to be a tool for student outreach, and posting relevant useful information.

i. Outside Outreach-Table *(GOAL 2: 1.1 & 1.3)*
Outdoor table set up before spring break to promote academic advising and registration for summer and fall 18. (118 students were served)

j. Department Advising Day *(GOAL 2: 1.1 & 1.3)*
Sherryan Francis (Edu) served 80 students.
Benjamin Levine (Comm) served 50 students
Walk-in advisement/registration for Social Sciences/CRJ (Mary, Martha and Ray) has also been scheduled.

k. Skype Advising **(GOAL 2: 1.1 & 1.3)**
See appendix #3

3. Staff highlights and accomplishments

a. The "A Team 6" (Mary, Merelyn, Ben, Fabian, Shaneza, Diana) began scheduling their training activities across the Student Success Units. *(GOAL 1: 1.2, 1.3)*
b. Merelyn Bencosme, Shabazz Wilson, assigned to the CUNY Momentum campaign team. *(GOAL 1: 1.2)*

4. **Staff participation in college wide or other professional development and other activities** *(GOAL 1: 1.2 & 1.3)*

   ASC staff participated in the following activities:

   a. BCC professional development workshops in the areas of Communications, Difficult People, and Conflict Resolutions (June 2017).
   b. CUNY Advising Symposium (June 2017)
   c. NCBAA Annual Regional Conference. (March 2018)
   d. Academic Advisement Committee (Octavio Melendez, Cheryl Byrd).
   e. CUNY Academic Momentum Planning Summit (January 2018).
   f. 35X65 Completion Challenge Councils (Octavio Melendez, Cheryl Byrd, Mary Gannon, Shabazz Wilson, Sherryan Francis, Merelyn Bencosme)
   g. Academic Advisor Survivor Team Building (Cheryl Byrd, Lead)
   h. Multiple search committees.

5. **Description of linkages/collaboration with other offices, departments, institutions or external agencies** *(GOAL 1: 1.3)*

   Collaboration with Registrar and the Reverse Transfer Initiative and Graduation Unit. (Success coaches)

   Collaboration with Admissions and Registrar to coordinate and streamline the New Students Advisement/Registration process (Cheryl Byrd, Benjamin Levine).

   Collaboration with Academic Affairs to review, update and post all curriculum planning sheets for Fall 18 (ASC Director).

   Serving as Academic Affairs representative for the Committee of Academic Standing (ASC Director).

   Codification Review Committee (ASC Director)

   Academic Advisement Manager collaborated with ASAP, Learning Commons to coordinate the first 2018 Advisor Survivor team building activity.

6. **Summary of assessment activities and outcomes** *(GOAL 1: 1.1 & GOAL 2: 1.1)*

   PASS Report for the ASC was completed on 9/29/2017. See Appendix #2

7. **Staff hires, retirements and other**

a. Yvette Jackson was transferred from Admissions as CUNY Office Assistant (Spring 18)
b. Hired Anyikem Asong (RISE Freshman) February 2018
c. Hired Jude Adeniji (Business and Information Systems) April 2018
d. Hired Raymond Gonzalez (Criminal Justice Academy) April 2018
e. Hired Tonja Deleston (Mathematics and Computer Science) April 2018
f. Merelyn Bencosme transferred to the Learning Commons April 2018

8. **Development, modification, revision, enhancement of policies or operations**

   a. ASC Academic Advising Training manual developed in Spring 18. *(GOAL 1: 1.2)*
   b. The "A Team 6", a group of six advisors, formed under the guidance of VP of Student Success, was created for the purpose of cross-training other departments on advising issues and concerns, began training activities in spring 18. *(GOAL 1: 1.2 & 1.3)*

9. **Additional accomplishments; areas in need of attention/improvement**

   a) Work on implementing PASS Report recommendations regarding advising assessment efforts, and clearer roles for academic success coaches and senior academic advisors.
   b) Implement Academic Appeals deconstruction committee revised process
   c) Continue to revise ASC training manual.

10. **Summary of Administrative Program Changes/Improvements Resulting from Assessment**

Please see Appendix #2

2018-19 Annual Plan, Goals and Targets

1. **Student success initiatives/activities** *(GOAL 2: 1.1 & 1.2)*

   a. Send welcome communication to all students in caseload by second week in the semester. (Via Starfish)
   b. Use Starfish for managing caseload, scheduling appointments, and tracking student interventions.
   c. Attend training for new DegreeWorks version, and utilize the improved educational plan feature for long range academic planning (two or four semesters) with caseload students.
   d. Monitor and keep track of flags raised in Starfish by faculty and staff in order to provide outreach and appropriate intervention.
   e. Success coaches will conduct degree audits for their assigned students to ensure that all enrolled courses meet graduation requirements - TAP course review.
   f. Coaches will coordinate FYS students' transition via Starfish to advisement in the academic departments or Sage Hall.

g. Coaches will reach out to caseload students whose midterm grades indicate risk of failing (WUs, Fs) to discuss academic intervention or withdrawal options.

2. **Professional development** *(GOAL 1: 1.2)*

ASC will continue to encourage the staff to attend local and national conferences. In-house development opportunities, e.g., Advising Summit, Academic Support Services Symposium, and Academic Departments Dialogues as these become available.

3. **Linkages/collaboration with other offices, departments, institutions or external agencies** *(GOAL 1: 1.3)*

The ASC will continue collaborations with other offices, such as Academic Affairs, ASAP, Admissions, Registrar, Financial Aid.

4. **Use of data to improve operations, student outcomes** *(GOAL 1: 1.1)*

The ASC will monitor and review data generated via Starfish and/or DegreeWorks to improve student outreach activities.

5. **Development, modification, revision or enhancement of policies or operations** *(GOAL 1: 1.2)*

Use feedback from internal and external reviewers of the ASC PASS report to improve services and functions.

6. **Additional goals/ targets for areas in need of attention/improvement**

    a) Work on implementing PASS Report recommendations regarding advising assessment efforts, and clearer roles for academic success coaches and senior academic advisors.
    b) Implement Academic Appeals deconstruction committee revised process
    c) Continue to revise ASC training manual.
    d) Continue to pilot Skype advising with first and second semester students.

APPENDIX #1

Closing the Loop 2017-2018
Academic Success Center

Task/Goal/Project	Complete Y/N In Progress	Date of Activity	College Strategic Goal	Notes
Hire New Staff	Y	Spring 2018	2:1.3	4 new Success Coaches were hired and assigned to their respective academic department.
Appointment and Tracking System (Starfish)	Y	March 2018	1:1.1	Students are now able to make appointments on line to see their Success Coach.
Social Media/ Facebook	Y	Spring 2018	7: 1.2 & 1.3	ASC has 80 followers on FB.
Establish a more Manageable caseload for Success Coaches	Y	Fall 2018	2:1.3	Caseloads have been more evenly distributed to the Success Coaches from 600-650 to 300-400. This was possible with the hiring of new Success Coaches.

Appendix #2

Summary of Administrative Program Changes/Improvements Resulting from Assessment
2017-2018
Academic Success Center

Program	2017-18 Assessment Summary	2017-18 Change/Improvement Resulting from Assessment
Academic Success Center	PASS internal reviewers Recommendations: -Clearer roles and responsibilities for Success Coaches and Senior Advisors. -Strengthen assessment efforts in tracking advisement services relative to student success and students feedback. There is a disparity in the salary scales of ASC and ASAP advisors; which has caused some concern and transition of ASC advising staff.	-In Fall 18, the ASC will look into the data collected in Starfish for the tracking and assessment of the advising services. Also, we will assess student advising outcomes via a survey. -As these roles and responsibilities overlap, the Dean of Academic Services and the Director of the ASC will exploring the possibility of a single classification for all advising staff.

Appendix #3

Skype Academic Advising

2017-2018

Academic Success Center

In an attempt to offer continuing students, another form of academic advisement, College Discovery and the Academic Success Center collaborated to start a pilot Skype Academic Advisement Session designed for a specific cohort of students. The committee members included:

Cynthia Suarez-Espinal, Director of College Discovery (CD)
Gerard Cole, Academic Advisor (CD)
Cheryl Byrd, Academic Advising Manager (ASC)
Sherryan Francis, Academic Success Coach-Education and Academic Literacy (ASC)
Ben Levine, Academic Success Coach (ASC)-Communication Arts & Sciences
Mary Gannon, Senior Academic Advisor (ASC)

The cohort criteria: 50 students each advisor
3.0 or higher overall GPA
24 or more credits earned

Method:

Students were sent an email explaining the new advising method and the instructions on how to use Skype.

Findings:

➢ Sherryan Francis advised three students via Skype. Two students feedback was positive, the third student had technical difficulties so the advisement experience was not successful.
➢ Ben students preferred in person advising.
➢ Gerard's students did not respond and Mary's students preferred in person advisement. Gerard suggested offering Skype advising to new students in their first and second semester. The new students are more open to following instructions than continuing students who are already set in their ways.

Students were not receptive to the new method. Students complained that they did not have enough space on their computer to download the application. They preferred email or in person advisement.

Recommendations:

At this time, we do not think the program should be expanded due to the very low advising numbers as well as student responses. We recommend revising the model using Gerard's suggestion to offer Skype advising to first and second semester students.