Jack H. Brown College

JHBC Academic Advising SSI Report

University Division:: Academic Affairs

Name of person Responsible for overseeing SSI project/activities:: Maria Domingo

Email Address:: mdomingo@csusb.edu

Title:: Academic Advisor

Funding Type: Recurring funding

Extension:: 77348

Total SSI amount allocated this year:: \$179, 221

Total SSI amount expended this year:: \$171, 387

Number of unique students served (July1-Winter Quarter): 1628 unique students and 2630 with repeats

SSI Program/Project Overview :

<u>Purpose:</u> The purpose of the Jack H. Brown College of Business and Public Administration (JHBC) Student Success Center (SSC), Student Success Initiative (SSI) Program is to support professional staff academic advisors, facilitating college to career success for JHBC undergraduates. The SSC provides a one-stop shop which connects students to on and off-campus resources, community and campus members, as well as programs/services developed to enhance their educational experience.

Goals: The goals of the SSI funded SSC projects are to (1) develop a student competence in managing their educational experience through understanding College and University policies, procedures, processes, and resources (in particular, the University Bulletin of Courses, PAWs, registration, and student services); (2) develop individual academic plans (2-year, and 4-year); (3) develop connections between faculty, staff, community members, and students; (4) encourage engagement in high impact practices (internships, clubs, and study abroad); and (5) support of our professional academic advisors.

Outcomes:

Increase capacity, number of students assisted in the SSC Increase retention and graduation rates Decrease time and excess units to graduation Increase student engagement in high impact practices

SSI-Funded Activities :

While the SSC provided a multi-stage advising hold program in the past, the advising strategy was adjusted to accommodate for the quarter to semester conversion. For spring 2019, 319 academic advising holds were placed on new, first time freshmen. They were required to attend group advising and create a myCAP plan. The workshops focused on informing students on the importance of completing golden four requirements during their first year at CSUSB. In addition, taking at least 15-16 units per term was stressed to ensure graduation after four years. Information about lower division major requirements and creating balanced schedules were also discussed. Students adjusted their mycap with the assistance of the advisor.

This year, for fall 2019 (winter registration) 246 academic advising holds were placed on students who had 8-10 courses left to earn their degree (4 courses in winter 2020, 4 courses in spring 2020 and 2 courses in summer 2020). The goal of this advising campaign was to target students in our majors who could graduate in spring 2020 or summer 2020 without an overload. In these advising sessions, mycaps were created with the student to determine if graduation was possible. At this time, students were also provided with information about filing grad checks and the process for petitions to overload to ensure students understand what was required to graduate before the semester conversion. While the number of advising holds placed was not very high (246), it allowed the SSC to focus on who could graduate during the quarter system and get an idea of Graduation Initiative Grant (GIG) applicants.

For winter 2020 (spring 2020 registration) the SSC decided not to place academic advising holds to avoid placing institutional barriers for students trying to register during the quarter system. Students who had 5 – 7 courses remaining were sent emails inviting them to attend advising sessions (295 students). The reason behind targeting students who had 5 – 7 courses remaining was to help develop a game plan, should a student want to overload to graduate during the quarter system. We knew that summer 2020 session was going to be short, and the maximum number of units a student could take in summer was 9 units. By meeting with these students, we created game plans on whether students should overload in spring 2020 where they had 10 weeks of instruction instead of trying to overload in summer and take 3 courses to graduate, which can be difficult in a 6 week session.

Apart from having advising holds, campaigns, and regular drop in advising hours, the SSC worked closely with the Office of Undergraduate Studies and Advising and Academic Services. When reports were received from these offices (i.e. list of 2016 FTF cohort students who have spring 2020 grad checks that are missing requirements, Needs More Time excessive units) the SSC reviewed students' PAWS reports and sent an email with information on what requirements were needed to graduate, information should they need to refile their grad check, and analyzed if there was anything the department can do to help the student graduate (possible waiver of C or better requirements). The SSC proactively monitored students' progress towards graduation.

Progress Toward Outcomes/Cumulative Findings::

SSC Numbers:

Check-Ins (Include repeat visits): Spring 2019 - 789

Summer 2019 – 228 Fall 2019 – 1098 Winter 2020 – 1304 Advising Holds/Campaigns: Spring 2019 - 319

Fall 2019 - 246

Winter 2020 - 296

Although not directly funded through SSI, the SSC also:

Offered 8 College to Career workshops during fall and winter quarters (Total - 226 JHBC attendees).

Hosted a Business Madness Internship and Career networking event (Total - 199 JHBC attendees).

The SSC has made great strides in achieving their goals in the 2019-2020 academic year. In the 2018-2019 academic year, the total number of students directly served was 2224, this year we increased to 2630 (Summer 2019, fall 2019 and winter 2020).

In addition, the SSC has made a large impact on the number of students with spring 2020 grad checks on file that are missing at least one requirement for graduation, specifically for the 2016 FTF cohort. As of 5/14/2020, there are only four students from that specific cohort that has a spring 2020 grad check that are missing requirements for graduation. The SSC has previously contacted these students and they are aware that they must refile grad checks for later terms (more than 5 courses left to degree). For all JHBC students who have a grad check on file for spring 2020 that has at least one requirement missing, the number is only 22 students. Similar to the 2016 FTF cohort, these students have already been contacted by the SSC and we are working with the student to either refile grad checks or in the process of developing new educational plans. The charts with student IDS will be attached. The SSC is currently working on the students with summer 2020 grad checks. These numbers show that the campaigns the SSC conducted the previous year have been successful.

For the Needs More Time Excessive Units, we are currently working on the list to ensure students who have a grad check on file for summer 2020 are in all courses required for graduation. Students are being contacted individually with information regarding requirements and next-step information. We are also analyzing PAWS reports to see if other strategies can be done to help student graduate (i.e. course substitutions, etc.). The SSC also conducted quarter to semester workshops in winter 2020 to assist students with the semester conversion.

Attached Files

2016 FTF with spring 2020 grad check missing reqs.numbers

ALL JHBC students with spring 2020 grad check with at least one missing requirement.numbers

Recommendations for Continuous Improvement Efforts: :

Expand online support, including roadmaps, how to videos for advising and internships as well as resources for student success.

Continue to link objectives and actions to the 2025 Graduation Initiative. Incorporate university survey template for assessment before and/or after an advising session.

Continue to develop and expand the Ambassador/Mentor Programs to improve student engagement.

Develop advising plan to ensure students receive assistance during the semester conversion.

- Continue to monitor/track student progress through proactive advising.

We hope to implement these actions/plans in the next year.

Resources for Continuous Improvement Efforts:

Continued SSI support to offer JHBC advising services, workshops, and events.

Challenges:

One challenge that we are currently dealing with is the semester conversion. There are new curriculum and processes that must be learned to ensure students are advised properly.

Budget Summary:

Attached Files JHBC SSI 2019-2020 Budget Summary.xlsx Check-in/Utilization Data:

Attached Files

JHBC Student check ins from spring 2019 -winter 2020.xlsx Feedback on Reporting:

Providing Department: Jack H. Brown College