Navigating Student Support:
How Title III & Student Information Systems Support an Evolving Student Population

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Agenda

- Overview of Title III at D'Youville

- Evolving Student Population
  - USA
  - DYU

- Student Navigator Role and Advising Approach

- Student Information Systems
  - Increasing communication and efficiency
  - Using data to respond to student needs

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Learning Goals

- Understand the shift in student demographics and active ways to improve

  student support

- Best practices: Holistic advising for first-generation and first-time-in-college

  students

- Learn about tools and processes provided through Student Information systems

Defining Title III

- Defined by the institution

- Focused on undergraduate, underrepresented, first-time in college students

- 5-year grant – began October 2020

Title III Goals

Expand institutional capacity to serve low-income students by improving and strengthening

- Academic Quality

- Engagement

- Institutional Management

- Fiscal Stability

D'Youville Goals

Leverage this investment to provide the greatest return

- Students

- Faculty

- Community

- Institution

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Strategic Priorities

- **Priority 1**: Enriching Educational Excellence

- **Priority 2**: Enhancing the Student Experience

- **Priority 3**: Expanding Opportunity and Community Impact

- Moonshots

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Evolving Student Populations

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Evolving Student Population: USA

- Impacts of the pandemic

- Increasing mental health needs

- Shift in priorities when selecting colleges

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Evolving Student Population: DYU

- Eliminating SAT and ACT requirement– more equitable application process

- Increase in FTIC students

- NCAA Division II – Provisional Period

- Impacts of the pandemic

Response

USA

- Mix of learning methods
- Enhanced mental health supports
- Campus community and safety
- Awareness

DYU

- Navigate/EAB Platform*
- BookReady and TechReady
- Student Navigator hired*
- Athletic Success Coach hired
- Online and in-person counseling

*Title III Funding

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Academic Advisement

- **Staff**: Academic Advisors, Athletic Success Coach, Student Navigator, Online Advisor, HEOP Advisors

- Course planning and registration

- Responding to academic alerts and case management

Comparing Advisor Models

Academic Advisor

- About 250 advisees
- Advisees: First-time-in college, transfer, graduate

Student Navigator

- Currently about 60 advisees
  - Long term about 180 advisees
- Advisees: first-time-in-college
- "Check-in" appointments

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Student Navigator - Advising Approach

- Caseload: determined by pre-entry data
- New Student Advisement
    - Transcript and application review
    - Access to DYU email
    - Advised into necessary supplemental classes
- Navigating college experience
    - Check-in appointments
    - Academic probation meetings

Student Information Systems

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Navigate

- Alerts/Cases
- Texting
- Appointment management
- To-Do List

Alert Reason	When to use the Alert	Intervention
Attendance Concern	When a student lack of attendance puts a student in jeopardy of failing your course	Student will receive and email encouraging them to contact their professor to discuss attendance policy and/ or reason why student is missing class.
Financial Hardship **CASE CREATED**	When a student expresses any type of financial hardship to you.	Director of Financial aid will reach out to student to explore options to help student overcome their hardship.
Missing Assignments or Lack of Engagement	When student is Missing Assignments or exhibits a Lack of Engagement in class	Student will receive and email encouraging them to contact their professor to discuss any missing assignments and/or lack of engagement in class with the goal of the professor providing steps to help the student get back on track in the course.

Alert Reason	When to use the Alert	Intervention
Student Requesting Withdrawal from the College **CASE CREATED**	When a student has indicated that they are thinking about withdrawing from the college	Alert goes to Director of Student Persistence and Director of Academic Advisement to triage and communicate with the student to encourage them to use support services and make an informed and educated decision especially given the uncertainty of the current situation
Student Should Review Exams and/or Grades with Professor	When you believe it would benefit the student to meet with you to discuss their grades and how they might be able to improve based on your feedback.	Student receives and email that they are strongly advised to consult with their professor regarding their exams and grades with the goal of receiving feedback on how to improve performance.
Student Should Seek Tutoring	When a student would benefit from tutoring to improve grades and pass your class.	Student will receive and email with links and instructions to tutoring and writing support available.
Student Should Withdraw from Course **CASE CREATED**	When it is highly unlikely that a student will pass the course even with additional support. For example; its mathematically impossible for the student to pass.	Student's Primary Advisor will be alerted and a case will be created. The advisor will meet with the student to discuss implications of withdrawing and fill out paperwork to withdraw as necessary.

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Texting & Appointment Management

- Texting
  - Sent to listed phone number in Navigate/EAB
  - Responses sent to sender's university email
- Appointment Management
  - Schedule appointments (student or staff)
  - Report on appointment

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"How to College" Workshop Series

- Used "To-do" list on Navigate
  - Collected data from FTIC on campus students
- Spring 2023 pilot
  - Student Success Center staff
- Fall 2023 vision
  - Campus wide offices

DYU PRESENTS THE HOW TO COLLEGE WORKSHOP SERIES

January:
1/25 - Time Management/Getting Organized

February:
2/1 - Note Taking Skills
2/8 - Study Skills and Tutoring Services
2/15 - Test Taking and Test Taking Anxiety
2/22 - Goal Setting

March:
3/1 - APA and MLA Citations
3/8 - Academic Advising Prep and Overview
3/22 - Procrastination
3/2 - Career Readiness Part I

April:
4/5 - Career Readiness Part II
4/12 - Strategic Leadership
4/19 - Test Taking and Test Taking Anxiety
4/26 - Finals Prep

Location: BFAC 127 (Recordings available on Student Success SharePoint)

Times: 12:45-1:30pm

Questions? Contact Shannon Myers at myerss@dyc.edu

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Student Information Systems

- What does your campus use?
  - Similarities
  - Differences

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Reference

- *Preparing for the Class of 2030: Anticipating the Learning and Mental-Health Needs of Future Students* was written by Michael Anft and is underwritten by Zoom. Published by The Chronicle of Higher Education.

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