

Education That Makes a Difference

Office of Academic Support

The place where learners meet

Office of Academic Support Divisional Support Program

Diane Stoelting, Disability Services Coordinator Virginia Pasceri, Academic Skills Specialist



DSP Selection Process

Divisional Support Program Selection Process

- Deans of the four colleges determine the criteria for admission to the university through the Divisional Support Program.
- Selection is made by the Admissions Office based on a review of the students' high school average, core average in English, Math, Social Studies, and Science, and SAT/ACT scores. Typically, students selected for the program are performing below the regular cut-off range in at least one of these areas.

Divisional Support Program Communication

- Students are sent a letter from Admissions explaining that they have been admitted to the university through the Divisional Support Program.
- Students also receive a letter and a brochure from the coordinator of the program in May explaining what the program is and that a program advisor will contact them to set up their initial appointment for the fall semester.
- Divisional Support Program advisors send letters and a follow up email to their assigned students explaining when their first appointment has been scheduled for the fall.

Course and Program Outcome Plan

General Program	Student Learning	Assessment Site	Related OAS Goals	Related General
Goal	Goals	and Strategy		Education Goals
Through individualized progress conferencing, the Divisional Support	Students will analyze course syllabi to determine course	Students will complete a "map" of their course syllabi.	Develop competencies vital to their academic success.	Information Literacy Skills Demonstrated ability to
Program (DSP) will provide its students with	requirements	Students and their DSP advisor will discuss their course	Demonstrate	analyze a problem.
information and strategies to equip them to manage the academic		requirements in relationship to their grade goals. These discussions will be documented	responsible academic behaviors.	Demonstrated ability to synthesize a solution.
transition to Niagara University.		in the advisor's notes.	Reflect upon their goals and achievements in	differentiate between
		Students will respond to end-of- semester survey questions.	ways that will support their academic success.	facts and popular misconceptions.
				Demonstrated ability to synthesize a solution.
	Students will monitor their academic	Students will maintain a course grading form throughout the	Develop competencies vital to their academic	Information Literacy Skills
	performance and will recognize when adjustment is needed in	semester. Students will review progress	success. Demonstrate	Demonstrated ability to analyze a problem.
	the academic environment.	reports and midterm grades. Students will complete the GPA	responsible academic behaviors.	Demonstrated ability to synthesize a solution.
		calculator to determine GPA "to date" as needed throughout the semester.	Reflect upon their goals and achievements in ways that will support their academic success.	Demonstrated ability to differentiate between facts and popular misconceptions.
		Students and their DSP advisor will discuss their academic progress and outline options to improve their academic performance.		Demonstrated ability to synthesize a solution.

Divisional Support Program Student Learning Goals

General Program Goal: Through individualized progress conferencing, the Divisional Support Program (DSP) will provide its students with information and strategies to equip them to manage the academic transition to Niagara University.

- SLG #1: Students will analyze course syllabi to determine course requirements
- <u>SLG #2:</u> Students will monitor their academic performance and will recognize when adjustment is needed in the academic environment.
- <u>SLG #3:</u> Students will identify appropriate strategies and/or campus resources that can assist them in improving their academic performance.

DSP Support Agreement

Our goals for you

- 1. You will understand the role of the course syllabus in the college environment and will learn to utilize the syllabus to maximize your success at Niagara University
- 2. You will learn to monitor your academic progress and make adjustments to your academic behaviors as needed.
- 3. You will learn and utilize academic policies, procedures, and available supports to maximize your success at Niagara University

What we can offer you

- 1. A commitment to supporting you in a successful transition to college academics
- 2. A roadmap to help you negotiate your first semester at Niagara University
- 3. Numerous tools to assist you on your semester journey
- 4. An introduction to the many supports available at Niagara, such as course tutoring, the Writing Center, counseling, and career services

What we expect you will do

- 1. Actively participate in your weekly DSP appointment
- 2. Prepare for and attend all of your classes
- 3. Complete all of the assignments in your classes
- 4. Finish the semester in good academic standing by completing a minimum of twelve credit hours and earning a minimum semester grade point average (GPA) of 2.0

Divisional Support Program Week 1

- Introduce student to Divisional Support Program and explain weekly contact to provide support and mentor toward success
- Determine weekly meeting day and time
- Review student schedule and discuss the need for adjustment as needed
- Establish initial focus on academic strategies
- Develop academic goals for the fall semester (e.g. anticipated GPA, needed study strategies)
- Ask student to sign FERPA online

For next week: Ask student to bring course syllabi and describe what will be done with them

Divisional Support Program Weeks 2-4

- Review course syllabi: focus on student learning objectives
- Complete grading sheet: focus on weights (%) of assignments and dates
- Build semester map: map out all key assignments, including reading assignments
- Focus on time management: point our crunch times, even spread times, vacation times
- Focus on course policies: attendance, turning in assignments late, participation
- Complete and review LASSI or VARK if appropriate
- Review "checklist of student concerns" and help student identify support resources, including counseling and career services
- Discuss anticipated format of exams, how to study for exams, and how to review notes/textbooks
- Listen as the student takes you on a tour of his/her classes and non-academic experiences to date (e.g., which classes are hard/easy? Why?

Each Week:

- Update semester grading form and map
- Diagnose individual needs, including need for academic assistance
- Encourage student to meet with professors and academic advisor

For Next Week: Ask student to bring notebook/textbook for any course with an upcoming exam AND review exam format

Divisional Support Program A Sample Assessment Tool

Professor:										
Requirements	Date/Weight	Grade	Date/Weight	Grade	Date/Weight	Grade	Date/Weight	Grade	Date/Weight	Grad
EXAM										
EXAM										
· EXAM										
EXAM										
QUIZ GRADES										
PAPER										
PAPER									d	
PAPER									*	
PAPER					-		g			
OTHER										
Participation						-				
Attendance	-			1						
				1 . 4						
Grade Evaluation										
		-575								
		elle .					•			

Divisional Support Program A Sample Assessment Tool

equirements	Date/Weight	Grade	Date/We	eight	Grade	,Date/Weight	Grade	Date/Weight	Grade	Date/Weight	Grade
EXAM	CH1-3 9/30	100	(1) 10/9	, 15	82	Final	15	personal Response	5	(1)10/12	67
EXAM	take home	100	1-9			MC FILL IN		PD 9/9	B-Bt	(a) 11/30	67
EXAM			(2) 11/8		78	12/10> Preso	otation	warrative°	12815	(3) Final	24/25
EXAM	Unit # 2	44			70	50 minute lesson, test		RD 9/19 9/28	85+16A	12/14 = 12/12	101-17 01 5
UIZ GRADES	in-class 50		(3) 12/8 9-11	13	79	regulation	e 5	Instructiona	1 10	assignm	ents
	d Mesuore		Final		25	12/8		PD 10/3	18-) LEN	1/2: 9/19	100
PAPER 1	UNI+#310/19 CH. 11 & 12 10/19	102	Fri. 12/1	6 2:10	4	Diversity	5	10/7		34: 10/3 6 516: 10/17	
PAPER	open book		0.1/25.00			auilding	A-	critical rea	10	718: 10/31	45/50
PAPER	unit #4 11/9	40	Quizze			EXCICISE		30/10			
PAPER	CH. 13415	10	(2)10/ -		8	E0-2017	10	nesearch p	oposa l	mal nal	
OTHER	in-class	10	HW	10		Diversit OVE	revise 2		10	1200K/Lab	100
OTTIEN	Uni+#5 CH5&& 11/30	43	collects (1) 9/10 (of Learning	re-00	JY/11		Ca710/24	100
	in-class		Project	4)30/30		Research 19	18 a5	persuasive r	45	3/11/21	
	unit #6	96	eroposa	10/4	100	Annotated	SIBB+	ed intai		Deaf exper	ience
	CH. 8:9:10 take-home	11/29	Mid-Sem	ester	100	CUlturally	20	Presentation	(1017	112110 11	129 ne pur
-11 A		10010	FINAL	12/6		instruction		liavid 1a:10:	CCASO	QUIZ	
Final -	Unit #7					Strategy 10	1000	meeting 1V30)	(i)100 (2)1	38/40
Attendance	12/15/07/12/19 Thuna		*				20	Miccing 1730			
0	11 600 6										
Grade Evaluation	70.5 Corc-		80.	B-		B		B .		?B-	

Study Decisions

WHAT WILL THE EXAM BE LIKE?

	is exam be based? Place a check me tage of the exam that each will con	ark beside each source that applies. tribute.
Notes from class lecture		
Textbook: study all assigned readings	S	
Textbook: study only readings covere	ed in lecture	
Other: videos, group activities, guest	lecturer, etc.	
nat will be the format of the exam	? Estimate the number of each type	e of question that will appear on the
Multiple Choice	True/False	Fill–in
Short Answer	Essays	Matching
Other (Describe)		

C. What types of information are particularly important for this exam?

WHAT STUDY TECHNIQUES WOULD BE USEFUL FOR THIS EXAM?

Review the list below and mark the study approaches that you plan to use for this exam. Explain on the reverse side of the sheet why you think these choices are well fitted to this particular exam

Memorization of facts (cue cards, mnemonics, self-quizzes, etc.)	
Focus on concrete examples of the definitions and concepts	
Develop and answer possible test questions	
Develop and answer study questions that make sense of the material	
Organize the material to show patterns, categories, groups, or how pieces fit together to form a larger pio	cture
Use a diagram to organize information visually. Use a table, grid, flow chart, or relational map	
Understand concepts in both your own words and the terminology of the text book	
Explain material to another person (Be able to teach it to someone else)	
Thoughtfully practice problems. Practice techniques and understand which rules/practices/procedures ap	ply
Other: describe other approaches not listed here	

Checklist of Student Concerns

Reading textbooks Taking notes in class Organizing class handouts/notes Participating in class discussions Getting homework done Memorizing course material Getting help with a class Spending too much time on the co	Studying for tests Preparing group projects Writing papers Communicating with professors Choosing a major/minor
LIFESTYLE / PERSONAL CONCERN	S:
Loneliness Separation from family Dating/relationships Roommate/s Making/maintaining friendships Getting in bed at a healthy time Getting out of bed at a healthy time	Illness Pregnancy Sexual health Smoking Self Image Eating habits
Boredom Stress/Anxiety Anger Discouragement / Frustration Depression	Sexual Harassment / Assault Abuse / Violence Alcohol/Drug Use Discrimination / Racism
Family Concerns / Responsibilities Managing Money / Paying Bills Managing \Time / Procrastination	5
OTHER:	

Tour of Classes

	Course:	Course:	Course:	Course:	Course:
DATE	Prof:	Prof:	Prof:	Prof:	Prof:
A	/10	/10	/10	/10	/10
	Goal:	Goal:	Goal:	Goal:	Goal:
	7				
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		1			1
	7				1
		*			
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Divisional Support Program Weeks 5-9

- Discuss anticipated format of exams, how to study for exams, and how to review notes/textbooks
- Analyze graded exams with "Learning from an Exam" (Why were points lost? How did student prepare? What strategies can be used to improve performance next time?)
- Review progress reports if available
- Midterm ends—Complete "Mid-Term Self Evaluation" and complete GPA Calculator
- Remind students of last date for course withdrawal without permission and the last day to request a tutor
- Review academic goals for the semester

Each Week:

- Update semester grading form and map
- Diagnose individual student needs, including need for academic assistance (e.g., tutoring)
- Encourage student to meet with professors and academic advisor

For Next week: Ask student to bring notebook/textbook for any course with an upcoming exam AND review exam format

Learning from a Graded Exam

Learning from a Graded Exam

- 1. Read through this list of common reasons for test mistakes.
- 2. When a test is returned to you, use this list to determine exactly why you made the mistakes you did.
- 3. Write the number of each test question that you missed in the appropriate blank. Note: you may have to mark more than one reason for missing the question.

Insufficient In	Iformation I did not read the textbook or other required readings thoroughly. The information was not in my notes. I studied the information but could not remember it. I knew the general idea but needed a deeper understanding of the material. I knew the information but could not apply it.
	I studied the wrong information. I could recognize concepts but could not recall detailed information.
Test Anxiety	I felt so much pressure that I froze. I experienced mental block. I spent too much time daydreaming. I was so tired I could not concentrate. I was so hungry I could not concentrate. I panicked.
Lack Of Test	Skills
	l carelessly marked a wrong choice. I did not eliminate grammatically incorrect choices. I did not choose the best choice. I did not notice limiting words. I changed a correct answer to a wrong answer. I misread the directions. I misread the question. I made poor use of the time provided. I wrote poorly organized responses. I wrote incomplete responses. I didn't know how to work through or reason out the answer.

For each of your errors in the objective section of the test, highlight the place in your notes where that information is included (or should have been included)

You should also think about what study approaches, if better employed, might have enabled you to get more correct answers; if you lost any points on an essay, how you could have avoided that; what other factors may have affected your performance on this test; and how you feel about your grade on this exam. Make sure to correct your answers and save the exam. Corrected exams are great review for cumulative finals.

This exercise not only helps you recognize the specific reason(s) why you missed a question, but also helps you identify patterns of weakness that you can strengthen. Source: From Class (1987), Atkinson and Longman, West Publishers.

Adapted from http://www.cas.lsu.edu/



Office of Academic Support The Place Where Learners Meet Seton Hall. First Floor. 716.286.8072 www.niagara.edu/oas

Repeat Filled Out Grading Form

	Class#1		Clas	55#2		class#3	> .	class#	4	Class #	ŧ5
Requirements	Date/Weight	Grade	Date/	Weight	Grade	,Date/Weight	Grade	Date/Weight	Grade	Date/Weight	Grade
EXAM	CH1-3 9/30	100	(1) 10	9 19	82	Final	15	response	5	(1)10/12	GT
EXAM	take home				70	MC FILL in		RD 9/9	B-B+	(a) 11/30	67
EXAM			(3) II		78	121/CD- prese	mation	Narrative 9	12815	(3) Final 12/14 5	24/25
EXAM	unit # 2	44			79	50 minute lesson, test	-	PD 9/19 9/28	85+1EV	12/12	
QUIZ GRADES	in-class 50 Nestions		(3) 12 4-1 Final	1.13	25	100mgl Garnizen	5	Instructiona 120 10/3	1 10	Assignme	nts
	uni+#3,0/19	102	Fri. 12	16 2:10	Control of the Contro			10/7		3/4: 10/3:01	0/25→25 (2)
PAPER 1	CH. II & IZ					Diversit	A-5	critical re	riew.	516:10/17	50 late
PAPER			QUIZZ			Exercise		10/17		718: 10/31	45/50
PAPER	unit # 4 11/9	40	(a)\0/a	- 40		CH-9 000		nesearch p			
PAPER	in class					ESSON I	rid wrong		10	BOOK/Lab	
OTHER	Uni+#5 CH5&& 11/30	43		(2)12/25		of Learning	revise?	Dersuasive	A-	039/28 (2)10/24	100
	in-class		Projec	(4)30/30 10		KLSCalCII.	18 a5	Paper	45	(3)T1/21	
	unit #6	96	eropos	al 10/4	100	Annotated !	PIPB+	ed Mai		peaf experi	ence
	CH. 8:9:10 take-home>	1V28	Mid-Se	mester 11/3	100	Critarally	20	Presentation	[(01)]	12/12 1	2 PLUP
Final +	Unit #7		Final	12/6		instruction	25	reflective e	SSON	QUÍZ (1)100 (2)3	8/40
Participation	12/15/05/12/19					10,	20	meeting 1/30	7		
Attendance	Thur		2		•		W				
Grade Evaluation	70.5 Corc-		80.	6 -		B		В		?B-	
	B-(82) 45%		Blac	Kboard 200 C	B	Blackboa		40% (P	5) -	Blackboar (, (50	d 8 %?) from/

GPA Calculator

GPA Cal	culation Wo	rksheet			Name:							
Targeting	g A GPA for	the Current S	Semester					ons: es may				
Number of	f semester hou	rs you are curre	ently attempt	ing		16			be change			
Class	Name	Cr edit Hrs.	Points		Gı	ade Conve	ersions					
Class 1	PSY	3	Grade 2.33	=	6.9		A +	=	4.33			
Class 2	SOC	3	3.33	=	9.9	99		A	=	4.00		
Class 3	WRT	3	2.67	=	8.0	01		A-	=	3.67		
Class 4	NUB	1	3.67	=	3.0	67	1	B +	=	3.33		
Class 5	MAT	3	3.00	=	9.0	00	1	В	=	3.00		
Class 6	THR	3	4.00	=	12.	.00	1	В-	=	2.67		
Class 7				=	0.0	00		C +	=	2.33		
Class 8		0		=	0.0	00		C	=	2.00		
		-						C-	=	1.67		
Total qual	ity points earn	ed for current s	emester		49.	.66		D+	=	1.33		
								D	=	1.00		
GPA for co	urrent semeste	r			3.1	10		D-	=	0.67		
								F	=	0.00		

Divisional Support Program Weeks 10-12

- Begin pre-advisement and review registration for spring semester
- Remind students to follow placement recommendations as needed
- Follow up on student registration results
- Remind students of last date for course withdrawal without permission and the last day to request a tutor
- Evaluate semester performance and goals
- Complete final evaluation
- Review final exam schedule and discuss preparation
- Establish goals for spring semester

Each Week:

- Update semester grading form and map
- Diagnose individual needs, including need for academic assistance (e.g. tutoring)
- Encourage student to meet with professors and academic advisor

Student Survey

•	
Niagara University Divisional Support Program Survey	Advisor: Virginia Pasceri
This questionnaire has been developed to allow students to evaluate their time in the Divisional Support Prograimportant to us.	am. Your opinions and answers are
1) How did you learn of your acceptance to Niagara University through the Divisional Support Program	m? Circle one answer below
Admissions Letter Letter from my DSP Advisor in August. Contact from my Dean's Office Letter/DSP brochure from Patricia G. Ki Call or email from my DSP Advisor Other (please explain):	inner, after you fee paid.
2) How often have you met with your Divisional Support Program Advisor this semester? Please che	ock.
Weekly Bi-weekly Monthly A few times Once Not at all	
B) Printed below is a list of topics that you may have discussed or activities that you may have complete	eted with your DSP advisor this.
semester. Please place a check mark next to each item that you discussed and/or completed.	
Course Syllabi / Academic Requirements:	
Analyzed course syllabi and listed course requirements on the purple course grading form (e.g. papers, projects, etc., due dates, weight of each requirement). Mapped out course requirements on a semester calendar. Discussed both personal and academic goals for my first semester.	, number of exams, quizzes,
Academic Performance:	
Dipdated purple course grading form regularly. Reviewed progress reports and midterm grades Completed GPA Calculator Discussed academic progress Discussed and/or used options to improve academic performance such as: Professor(s) Drop-in assistance for accounting Math Lab in Dunleavy Writing Center	
Friend(s) Family member(s) Office of Academic Support Peer Tutor(s) – if so, which class(es):	
Other: 4) How did	d the Divisional Support Program help you manage your ove-mentioned activities/discussion topics may have imp

Based on monitoring my academic performance, I recognized what strategies and campus resources I could utilize to improve my o Checklist to help me identify academic and/or personal concerns. Learning styles inventory such as LASSI or VARK to help me understand how I learn. o Time management activity to help me understand how I spend my time. o Exam study plan to help me understand how best to prepare for exams (e.g., effective use of textbook, factual vs. analytical exam questions, study strategies). o Review of a completed exam to help me understand how to improve my performance next time. o Career Development Center o Counseling Health Services o Considered course withdrawal and was referred to Financial Aid / Student Accounts Policies and Procedures: o Discussed relevant academic policies/procedures/options to address my needs such as: Last day to add/drop a course (end of the second week of the semester) Last date to withdraw without permission (end of the 10th week of the semester). "F to R" policy (repeating a course) Advisement and registration procedures and relevant deadlines. Pre-academic Advisement / Registration: o Reviewed my curriculum card to understand general education and major requirements. Reviewed course suggestions for spring registration and questions to be discussed with my academic advisor. Updated my personal profile on MyNU before registration. Discussed/role played scenarios in preparation for meetings with their professors, advisors, and other staff.

Met with my academic advisor for spring registration.

5) Are you planning on returning to Niagara University next semester? Yes No

Why or why not (availability of major, finances, family, friends, availability of on-campus housing, other)?

6) Please give at least two specific suggestions for changes/improvements to the program.

Thank you for your response!

Divisional Support Program Fall 2006 Student Assessment

	Mapped Syllabi	Vark	LASSI	Time Mngt	Study Plan	Study Decisions	Learning from an Exam	Grading System	GPA Calc	Midterm Eval	EAP Reports	Curriculum Card	Advise	Update MvNII	Checklist of Student Concerns	of	GPA FA 06	
Student 1	1		1	1	1	1	1	1	1	1	1	1	1	1	1	9		Graduate
Student 2	1		1	1	1	1		1	1	1	1	1	1	1	1	9	1 58	Graduate
Student 3	1			1		1			1	1	1	1	1		1	2		Withdrew
Student 4	1		1		1	1	1	1		1	1	1	1	1	1	11		Graduate
Student 5	1			1	1	1	1	1	1	1	1	1	1	1	1	13		Graduate
Student 6	1		1	1		1	1	1	1	1	1	1	1	1	1	10	2.53	Graduate
Student 7	1			1				1	1	1	1	1	1	1	1	8	3.67	Graduate
Student 8	1		1		1				1	1	1	1	1	1	1	8	1.08	Withdrew
Student 9	1			1				1		1	1		1	1	1	7	0.66	Graduate
Student 10	1		1	1	1	1	1	1	1	1	1	1	1	1		7	2.46	Graduate
Student 11	1		1			1		1		1	1	1			1	7	2.75	Graduate
Student 12	1		1	1	1				1		1				1	4	2.8	Graduate
Student 13	1		1	1	1	1	1	1	1	1	1	1	1	1	1	13	2.11	Graduate
Student 14	1		1		1	1		1	1	1	1	1	1	1	1	12	1.51	Graduate
Student 15	1				1			1	1	1	1	1	1	1		5	2.11	Graduate

Divisional Support Program 2010 Outcome Report

Records show that there is a six year correlation between the number of sessions a DSP student attended and the grade point average of the DSP population:

37 3 0					
Number of Meetings FA 05	1-3	4-6	7-10	11+	Average by GPA
GPA < 1.0	2	0	1	0	4.7
GPA 1.0-1.99	2	1	4	3	8.4
GPA 2.0-2.99	0	3	11	11	10.1
GPA 3.0-4.0	1	2	6	10	10.6
Meetings FA 06					
GPA < 1.00	1	5	0	0	4.83
GPA 1.0-1.99	2	4	8	2	8
GPA 2.0-2.99	4	6	19	15	8.36
GPA 3.0-4.0	1	2	9	8	9.05
Meetings FA/ 07					
GPA < 1.00	1	0	4	0	6.6
GPA 1.0-1.99	4	4	6	2	6.3
GPA 2.0-2.99	3	6	31	24	9.97
GPA 3.0-4.33	0	0	11	16	10.92
Meetings FA/ 08					
GPA < 1.00	2	4	1	1	5.5
GPA 1.0-1.99	4	3	11	7	7.56
GPA 2.0-2.99	4	3	19	6	7.81
GPA 3.0-4.33	2	2	20	6	8.76
Meetings FA/ 09					
GPA < 1.00	0	1	2	0	7
GPA 1.0-1.99	1	8	11	3	7.52
GPA 2.0-2.99	4	12	23	14	8.37
GPA 3.0-4.33	0	0	9	6	9.8
Meetings FA/ 10					
GPA < 1.00	2	3	2	0	4.8
GPA 1.0-1.99	3	5	8	2	7.5
GPA 2.0-2.99	1	6	24	9	8.67
GPA 3.0-4.33	3	0	7	9	9

What's Next for DSP?

The place where learners meet