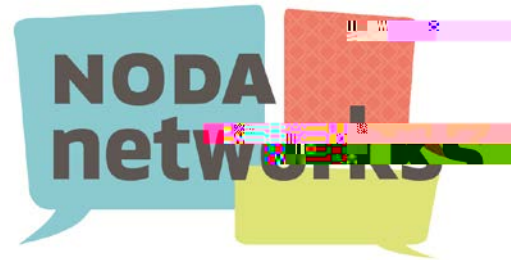


This session is endorsed by the NODA Large Institution Network



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Agenda

Campus History and Context &
Success Metrics

Predictive Analytic Tools

Identification of Student Pipelines

Peer Coaching Initiative

Action Plan: Think, Pair, Share

Impact of Efforts: Successes and
Challenges

Questions



University of South Florida, Tampa

Public Metropolitan Research I University
A Preeminent Research University: FL
Top 25 Public Research University: NSF
42,000 enrollment: 72% UG / 26% GR: Tampa
4,400 new FTIC students, three enrollment
terms: Tampa location
Fall 2018 FTIC profile: Average SAT score
1283; HS GPA of 4.09
State performance based funding model
3 campuses: consolidating into 1 by July 2020



New Student Connections Over the Years

Established in 2007

Goal: drive retention #'s and sense of belonging

Purpose: continue the support post-orientation by providing support throughout the academic year

Primary focus was programmatic offerings:
Demonstrated contribution to retention rates

2015

Made shifts to ensure clear value add to priority metrics

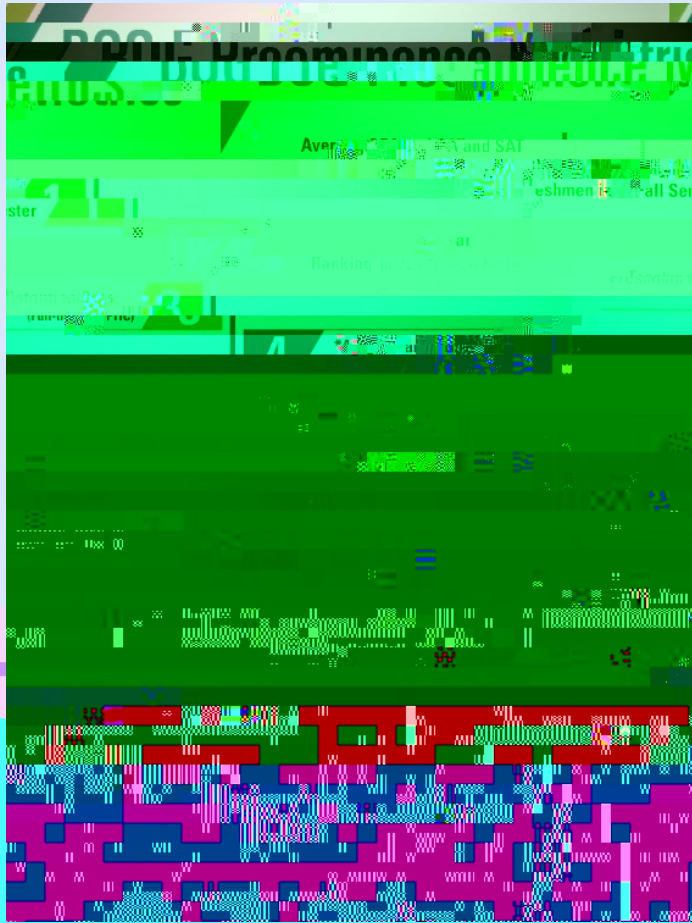
Added predictive analytics and peer coaching



State of Florida Funding Metrics

**BOG
Preeminence
Funding:**
2 out of 12
metrics
focused on
retention &
graduation

-Metric 4 & 5



**BOG
Performance
Based Funding:**
2 out of 10
metrics focused
on retention &
graduation

-Metric 3 & 4



Case Management Model: Practice

Risk Identification
& Segmentation

Individualized
Support Strategies

Efficient Scalable
Care

Client & Owner

Identifying Attrition Risk Students: USF's Predictive Analytics Tools

FYR: USF Research Model for First Year Retention: 2012

Developed by faculty member in College of Education

Pre-matriculation model identifies top 10% of new FTIC most at risk of not persisting

CIVITAS Predictive Analytics Platform: 2014

Live data feed from SIS and LMS systems

Identifies risk for persistence to the next semester

Beginning College Survey of Student Engagement Survey (BCSSE): 2016

Identified two predictive questions

Additional Pipelines

Other Indicators

Academic probation

High risk GPA: 2.0-2.5

Pre-major: nursing

Course completion: Comp 1101/1102

Referrals

on-campus partners, self-

Peer Coaching

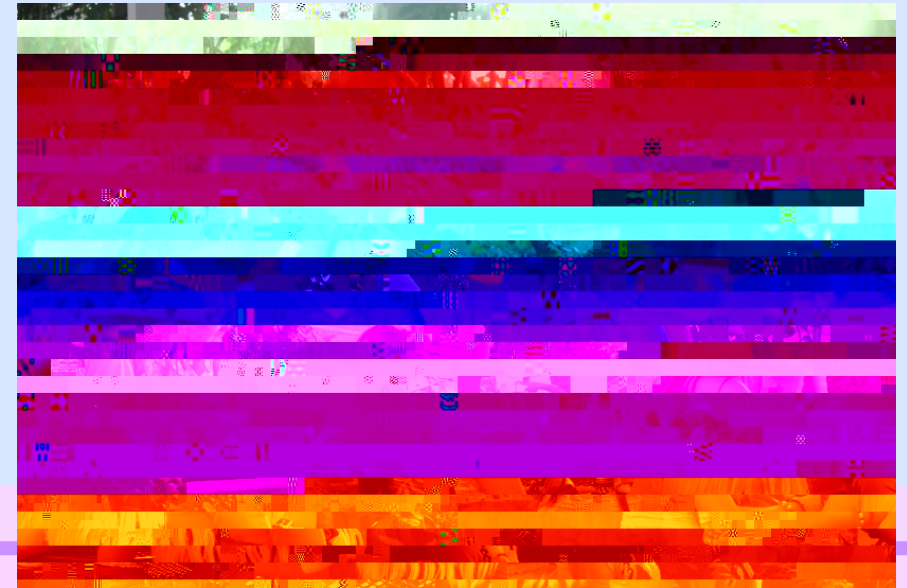
Ongoing outreach, intervention, and follow up services to address any transition needs of students.

Goal(s)

Understand how a student is transitioning to USF
Triage the student in order to funnel them to the right CARE/transitional service needed

Partners: Academic Advocates, Academic Advisors, and many Student Affairs' Units

Intervention: Outreach, 1:1 peer coaching sessions, referrals to campus resources



Coaching Framework

Theory

William Bridges (2003)

Brower (1990)

Framework – Coaching

GROW Model

Solution-Focused Coaching

Real Balance Health and Wellness

Motivational Interviewing Technique

Coaching v. Mentor



Assumptions

Peer coaches are not confidential resources and are required to report all information to their reporting supervisor. Appropriate referrals and reports are made immediately upon knowledge received.

The peer coach is trained and certified through our office to ensure comprehension of transition barriers for their fellow college students, relevant campus resources, and understanding of coaching frameworks used for the creation of the NSC Peer Coaching Model.

The students being coached are the experts of their experiences. The peer coach should facilitate goal setting and building of the student's self-efficacy to solve programs.

The peer coach is not a substitution for wellness and mental health professionals, financial advisors, academic advisors, or tutors. Rather peer coaches are the bridge to connect the student with the necessary resources for success.

Every student could use the services of a peer coach at some point during their collegiate experience.

Peer Coaching Process

Data: Pilot Peer Coaching in 2017-2018

Total Number of Students Coached: 236

Peak Coaching Months: September-October, January & March

University Classification

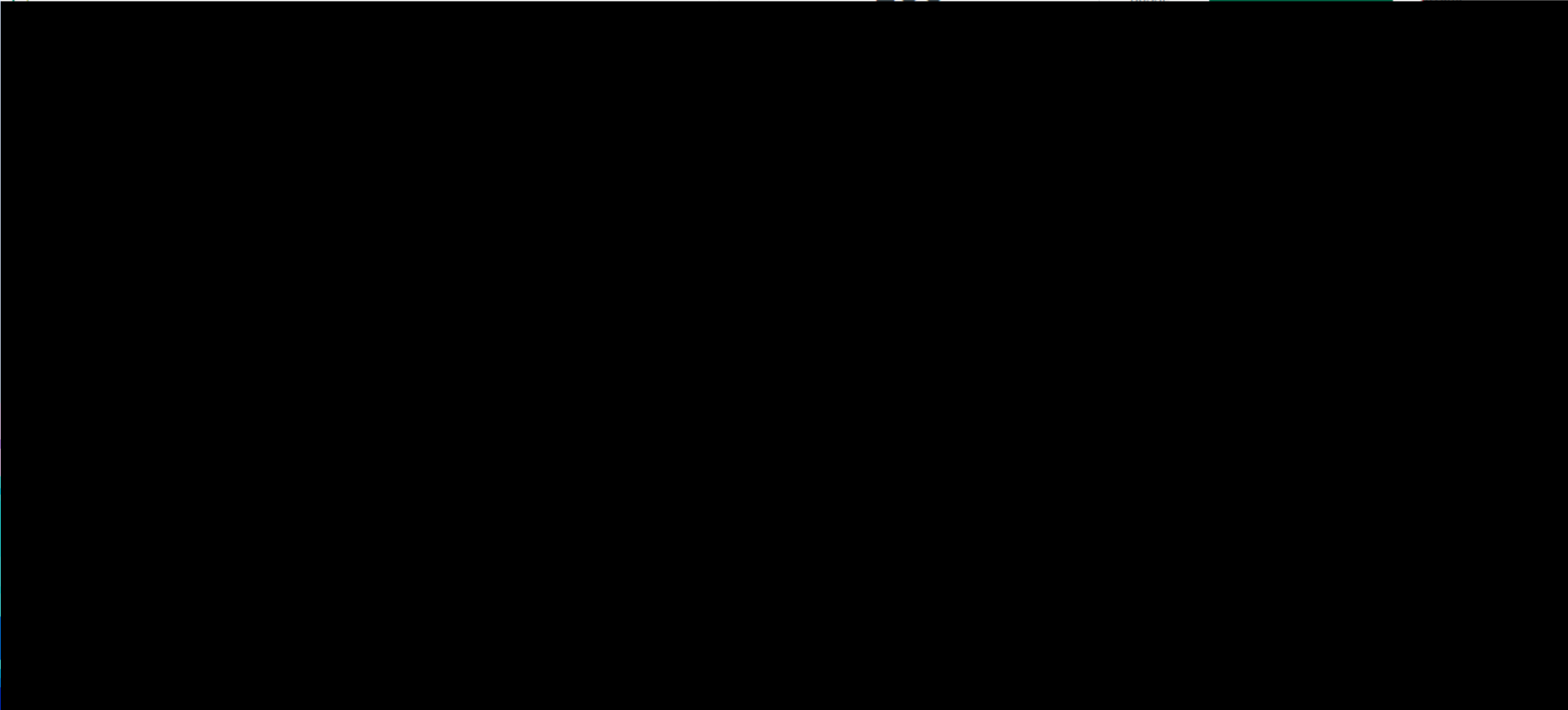
FTIC Fall 2017 & Spring 2018: 213 or 90.3%

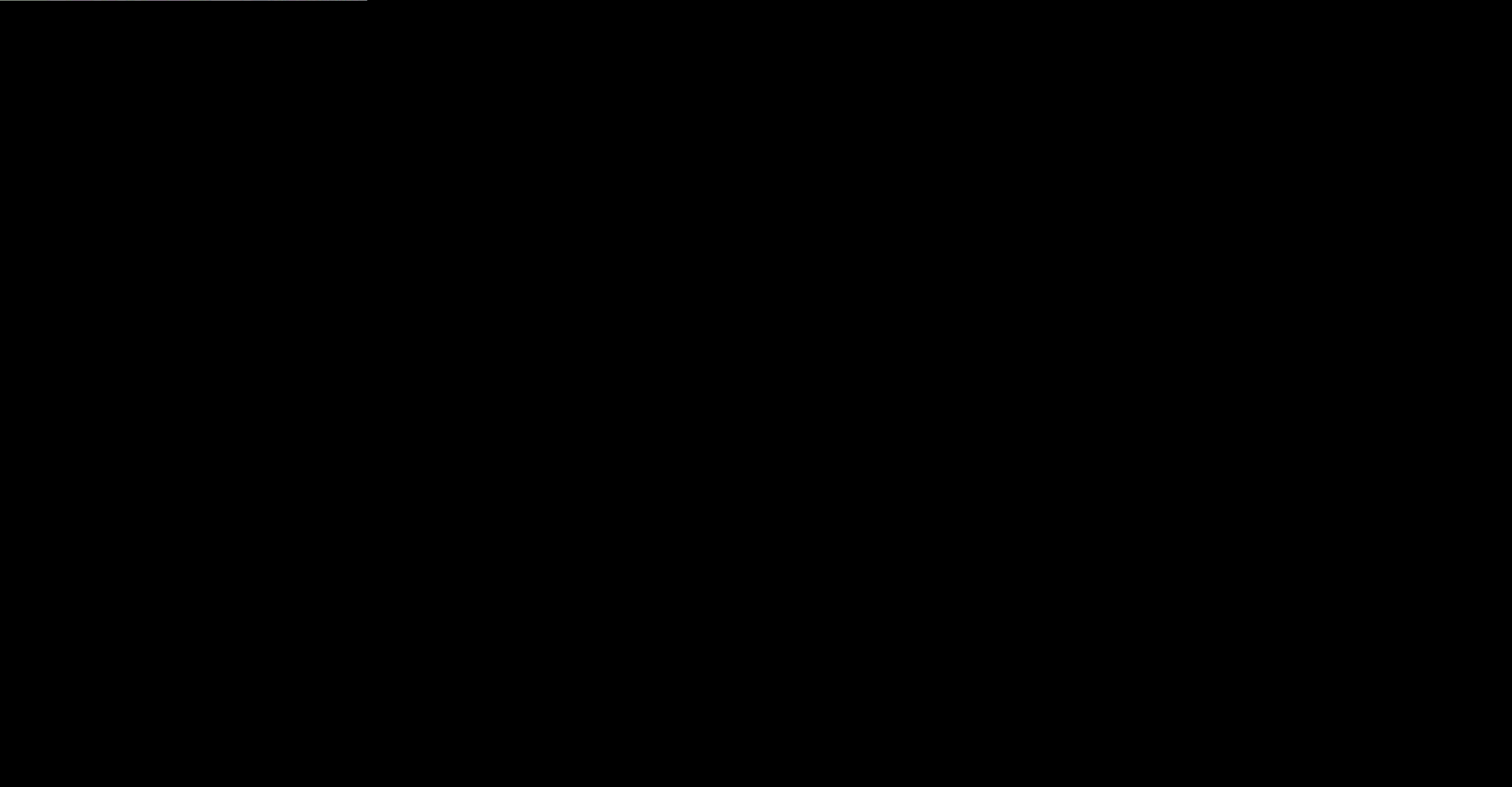
Transfer Students: 15 or 6.4%

	Summer 2017	Fall 2017	Spring 2018
1	Career Services	Academic Advising	Academic Success Center
2	Academic Advising	Academic Success Center	Career Services
3	Financial Assistance	Financial Assistance/Coaching	Academic Advocacy
4	Academic Success Center		Financial Assistance/Coaching
	Counseling Center		Residential Education
			Counseling Center

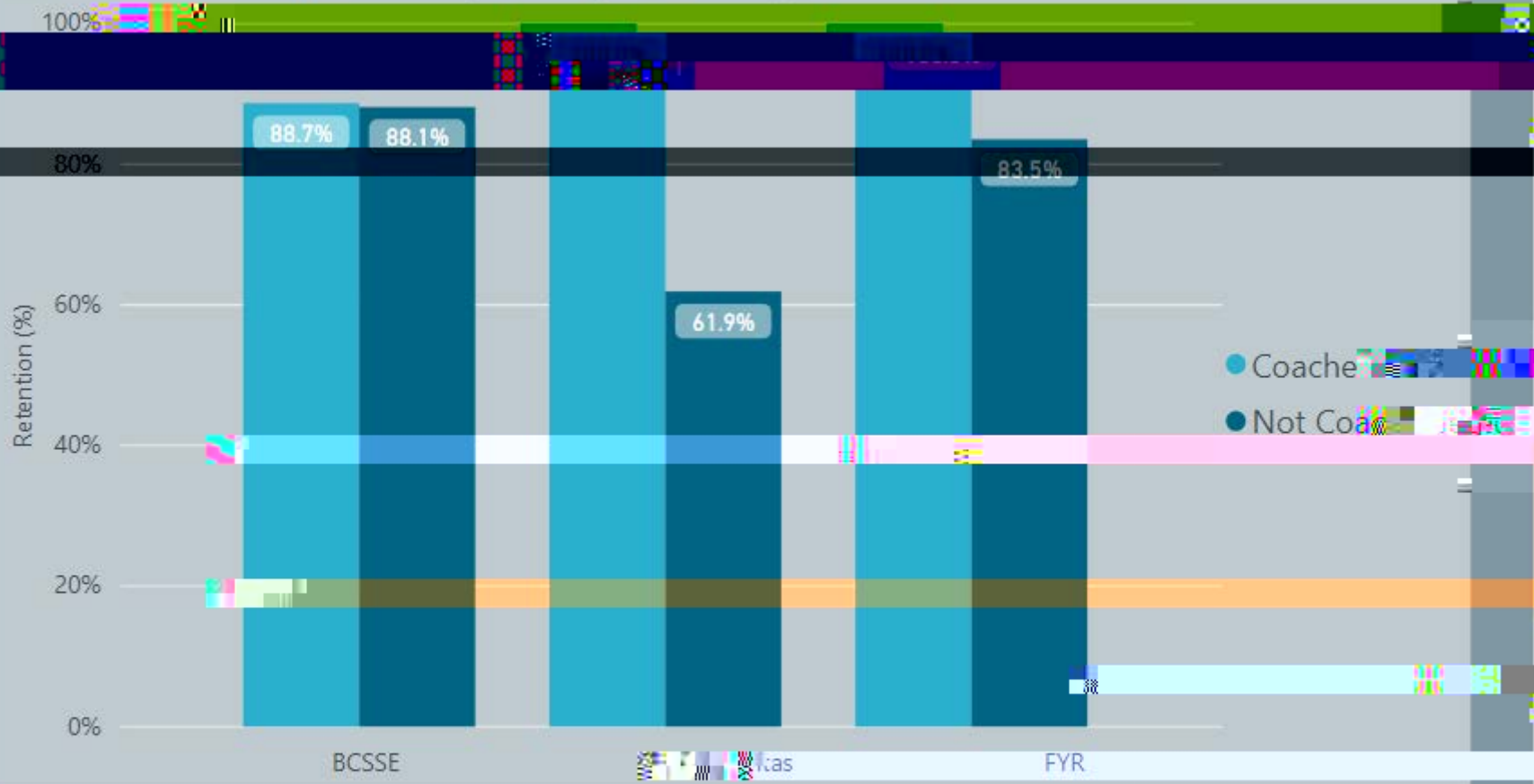
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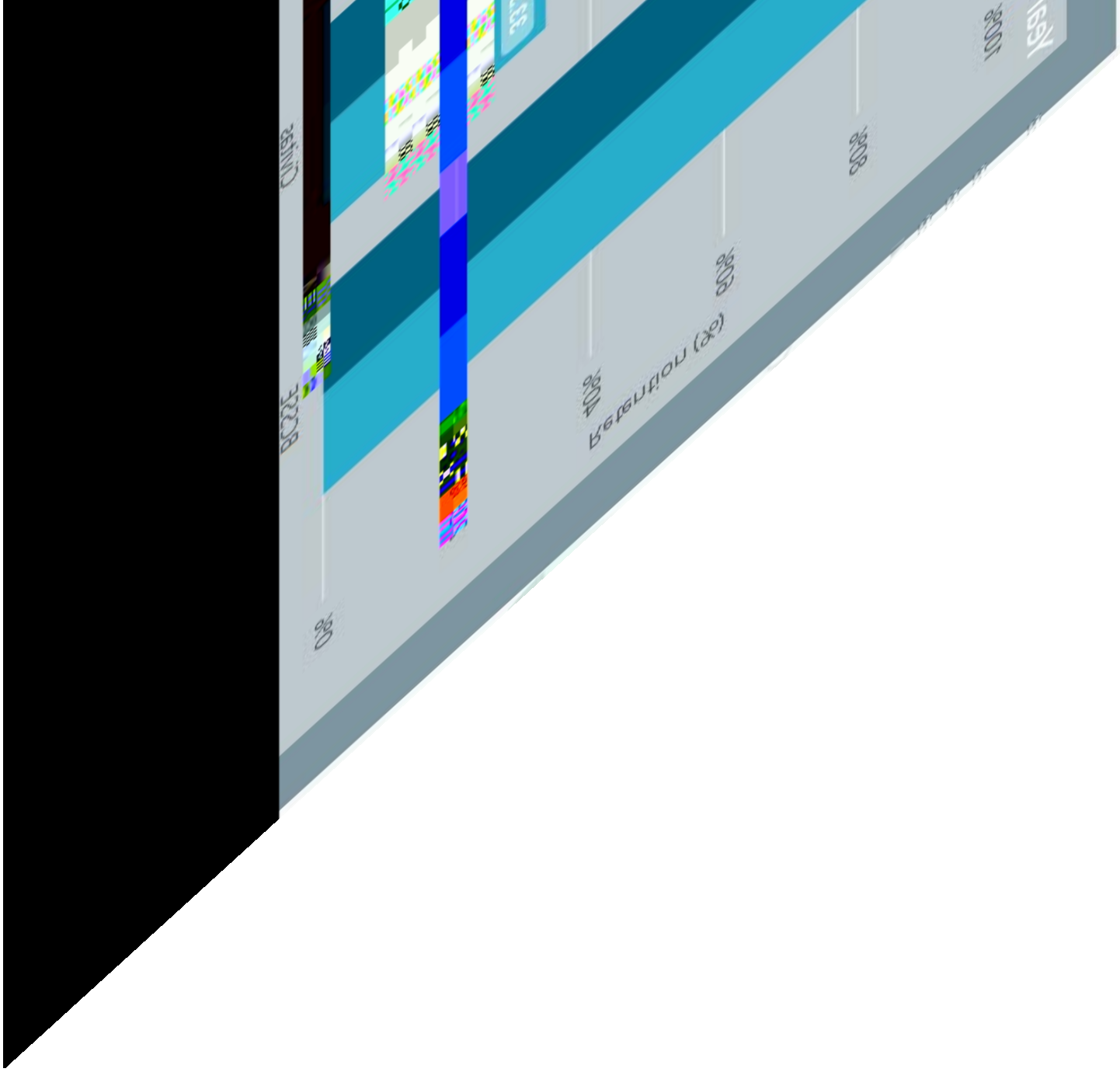
Year-to-Year Retention Comparison (FHE's Only)



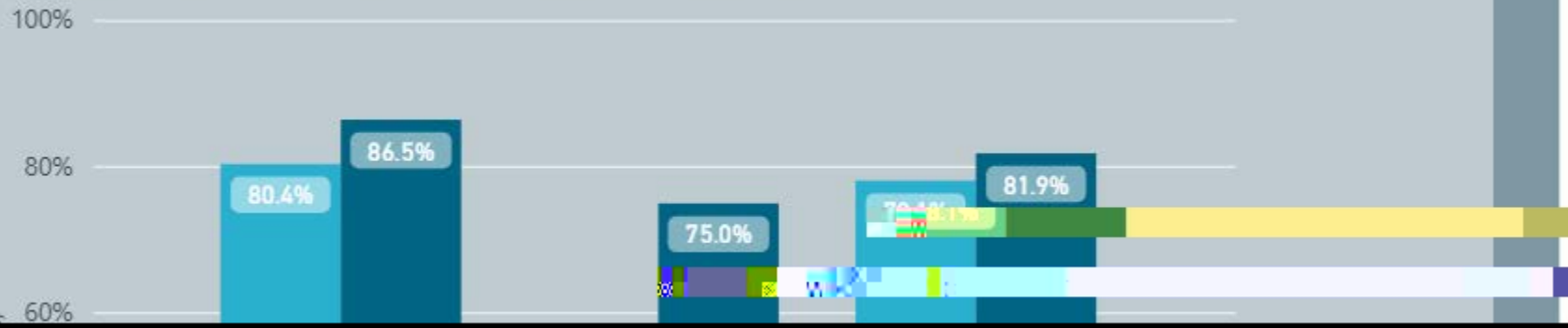
Admit Term
201708

Gender
All

Done



Year-to-Year Retention Comparison (FTIC's only)



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