

# DEDICATE TO GRADUATE

## Retention and Persistence Committee

### Meeting Minutes

February 5, 2021

<https://fsw.zoom.us/j/82124052656>

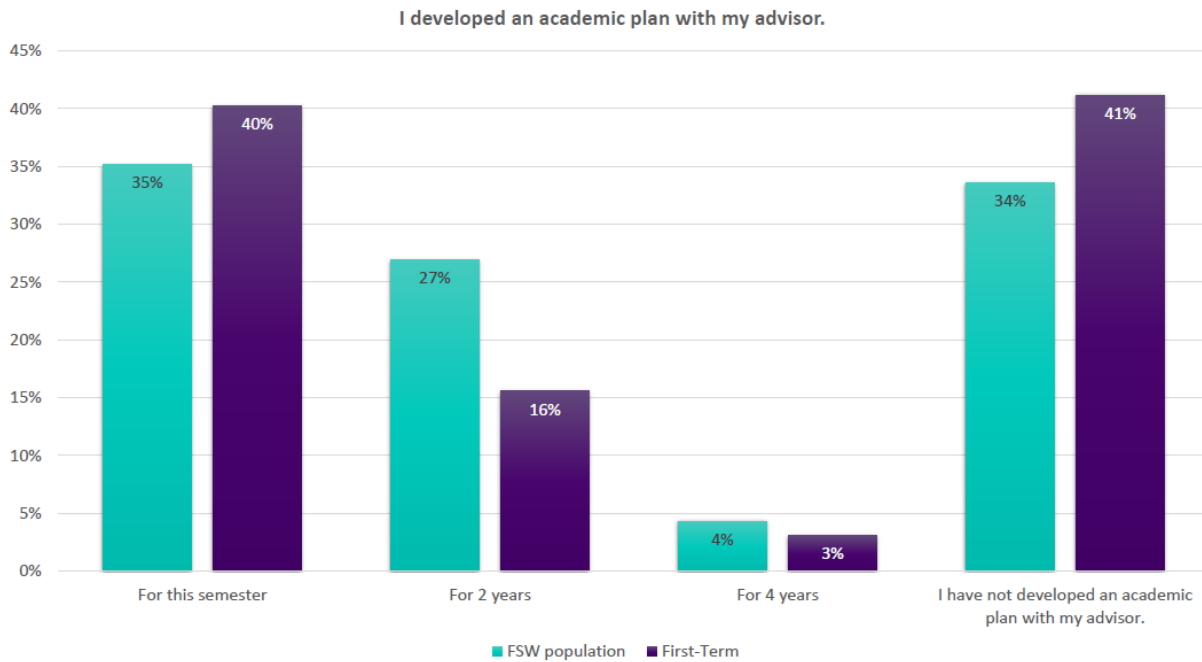
Dr. Amy Trogan	Present	Dr. Joseph van Gaalen	Absent
Andrae Jones	Present	Keith Martin	Present
Angie Snyder	Present	Kim Turano	Absent
Dr. April Ring	Present	Linda Johnson	Present
Dr. Christy Gilfert	Present	Vanessa Mayse	Present
Cindy Quehl	Absent	Monica Moore	Present
Dr. Deborah Teed	Present	Sabine Eggleston	Present
Dr. George Harvey	Present	Dr. Thomas Rath	Present
Helen Bend	Present	Whitney Rhyne	Present

The committee reviewed results from the Spring 2021 start-of-term check-in survey. 978 students completed the survey, 87% agreed or strongly agreed that FSW supports their academic pursuits. One-third of the students who completed the survey are in their first semester. 56% of students noted they selected a specific instructional modality due to health precautions.

The Director of Advising asked for a question about course registration; below are the student responses.

- 90% agree or strongly agree to the statement “I was able to navigate the FSW Portal to find the classes that I need.”
- 83% found course registration at FSW to be easy.
- 89% were able to register for the classes needed to accomplish their academic goals.

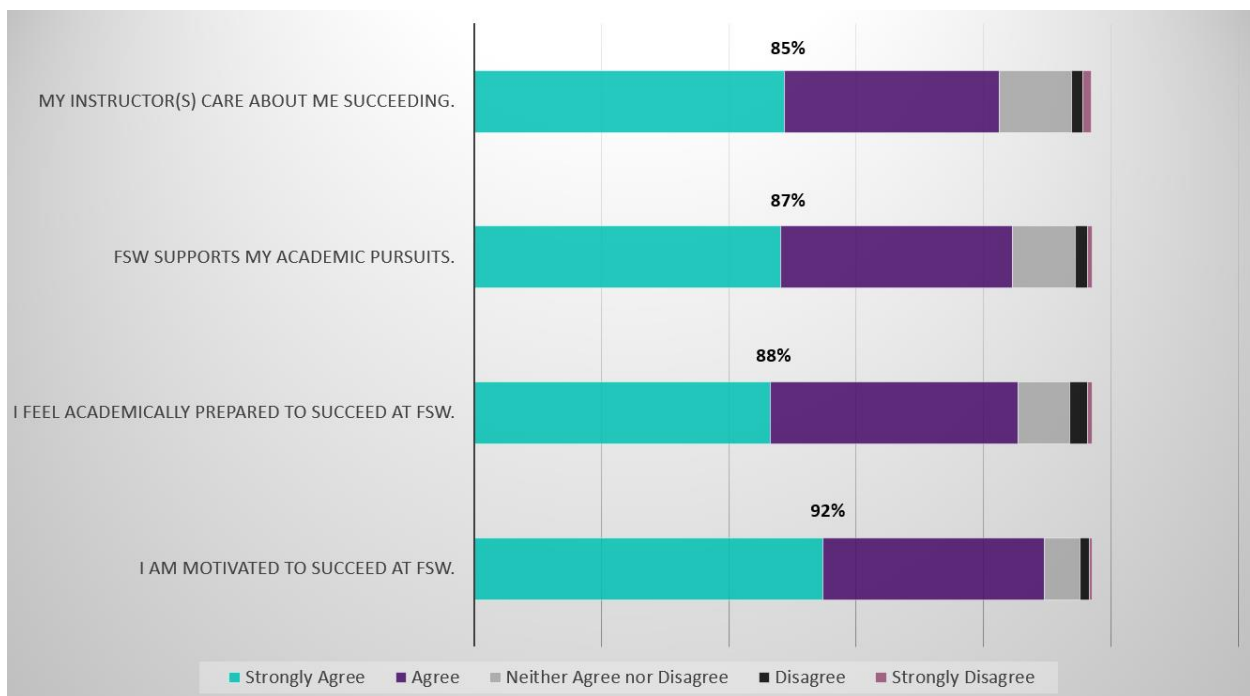
The Office of Strategic Initiatives was able to show student responses regarding students’ development of an academic plan with an academic advisor comparing first-term students to the general population in the chart below.



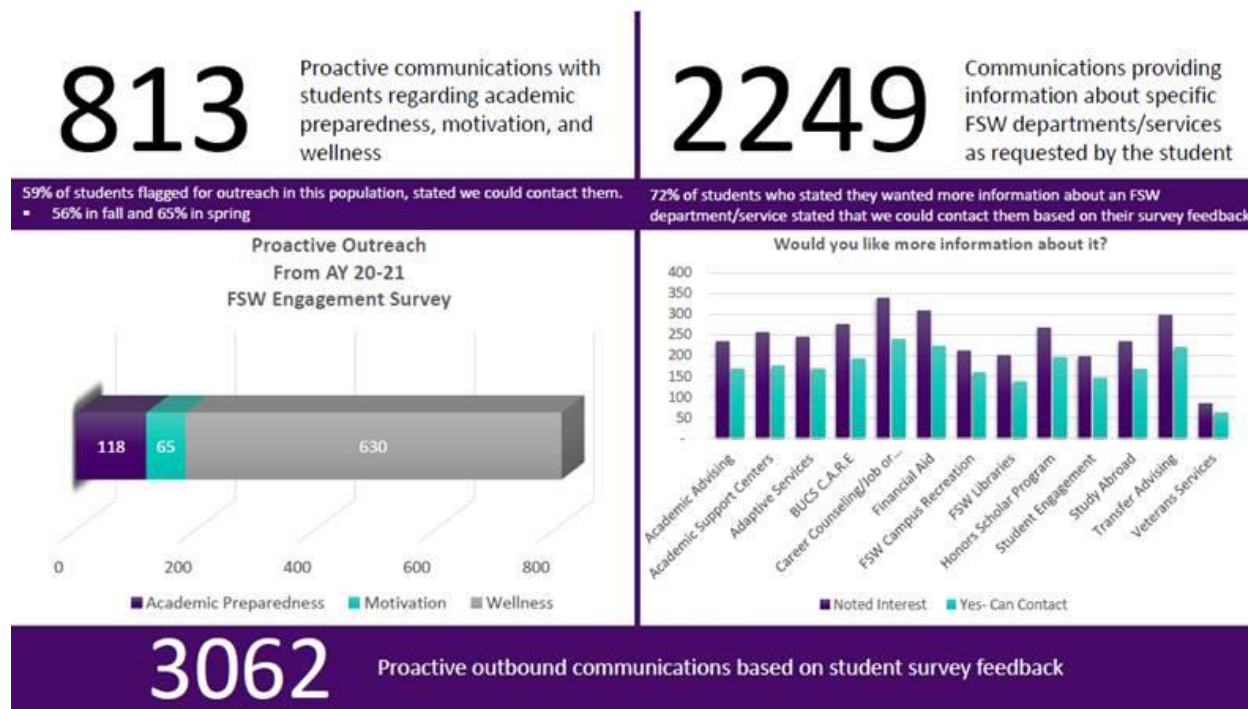
Below are additional interesting insights from the survey

78% Of students are satisfied and very satisfied with the availability of instructional modalities (Online, Live Online, Flex, Blended, Traditional) & Effectiveness of your selected course modalities.

87% Of students agree or strongly agree that they feel safe at FSW.



Members of FSW's D2G Retention and Persistence team proactively engaged in 3,062 outbound communications. 813 of the communications were from our trigger questions related to academic preparedness, motivation, and wellness. 2249 of the communications provided information about specific FSW departments/services as requested by the student. The graphic below provides a more detailed summary. Additional data is found in the attached slide presentation from this meeting.



Associate Dean Angie Snyder shared that the letter sent by the BUCS Care Office provides information about the variety of services offered through BUCS Care so students can scroll and see what services they may be interested in. Associate Dean Snyder noted the process worked well and that 62% of individuals responded to the outreach services and started pre-take services. Dr. Amy Trogan about resources for legal issues, immigration issues. Associate Dean Snyder noted FSW can help those students through case management and sit down with the students and help direct them to the correct services, whether it be Legal Aid, Florida Rural Legal Services, etc.

The committee reviewed the survey results and noted the impact of COVID-19. Committee noted the 4% of students who say they don't spend any time attending class might be due to online classes. The committee reviewed the recently added question relating to access to technology. Less than 4% of students (37 students) stated they do not have required course material, while 10% (99 students) were still in the process of securing course material at the time of the survey. 2% (21 students) do not have access to the technology needed for their selected modality (web camera, etc.), and 5% (48 students) were trying to secure access to technology. The committee noted the importance of letting students know about the laptop check-outs and web cameras available through FSW's Office of Information Technology. The group talked about textbooks on reserve at the library and the reserve project for text at the library to be available remotely. Professor Eggleston noted math textbooks are on reserve at the library. Professor Eggleston also noted growing issues with access My Math Labs. Associate Dean Angie Snyder noted faculty can refer students to the Dean of Students Office who need help with textbooks

and financial assistance. The Dean of Students Office has gift cards to the bookstore and can help students learn about the resources and supports available.

The committee noted the usefulness of the enhanced supports built into this survey, and Dr. George Harvey told the group that he coaches his students that they are part of a community of learners. By taking part in this type of survey, they are building and enhancing the community.

The committee noted that students might not realize a specific modality may not be the best option for a certain subject and aligned with their learning style during the add/drop period. The committee asked about extending the drop period.

Director Keith Martin provided updates on features the Office of Advising hopes to utilize through the Advise platform. Features include auto alerts to students and low test scores alert.

Professor Eggleston shared the math department's pathway proposal in the Zoom chat. Professor Eggleston asked for the committee's feedback.

Dr. April Ring shared that she would be attending the national conference on the first-year experience and would share updates and insights gained from the conference at the next meetings.

Minutes submitted by Whitney Rhyne.