

# **2019-2020:College of Interdisciplinary Studies Student Success Center**

## **Definition of Unit**

### **Providing Department:**

College of Interdisciplinary Studies Student Success Center

### **Department/Unit Contact:**

Jeannie Smith

### **Mission/Vision Statement:**

The College of Interdisciplinary Studies Student Success Center's mission is to provide students, especially non-traditional students, quality advisement and serve as a gateway to the University. The Center will act as a student's liaison to the University, answering their questions and acting as a representative on their behalf. The mission of the COIS SSC to provide students professional advisement aligns with TTU's Strategic Plan goals to improve the undergraduate student experience, improve academic advising, increase degrees conferred and retention, and reducing the time to completion.

## **Goal 1 - Enhance student success and retention**

### **Define Goal:**

The College of Interdisciplinary Studies Student Success Center will enhance student success and retention.

1. Provide students with the requirements for a Bachelor's degree at Tennessee Tech University.
2. Counsel students, specializing in the non-traditional student, on available programs of study, course relationships, and connecting to their career goals.
3. Provide students with information on the general education requirements and what courses may be taken to fulfill each category.
4. Provide students with possible concentrations and the prerequisites for courses.
5. Provide guidance in using registration, email, calendar, and other University electronic resources.
6. Reach out to students who have not completed their degrees and assist them in finding a program of study that meets their needs and their career goals.

### **Student Success Center will produce the following**

1. Increase the retention of students through successful completion of their degree.
2. Increase the number of students in the College of Interdisciplinary Studies.

3. Design and conduct a satisfaction survey.
4. Conduct an advisement questionnaire regarding overall advisement and knowledge of the University's requirements.
5. Design and conduct a senior exit survey.
6. Increase number of students completing Career Readiness Certificate.

## **Goal 2 - Communication and resources**

### **Define Goal:**

The College of Interdisciplinary Studies Student Success Center will enhance communication and resources.

1. Provide information on where, how, and when to process information with such offices as Records, Registration, Financial Aid, etc.
- 2.

## **Assessment 1 - Retention**

**Goal/ Outcome/ Objective:**

Goals 1 & 2

**Type of Tool:**

Graduation Rate, Retention Rate

## **Assessment 4 - Senior Exit Interview**

## **Results - Graduates & Enrollment**

### **Results:**

**The number of students who graduated in the academic year 2019-2020:**

*Graduates\** –

2. The COIS SSC attended Upper Cumberland High School Career Fair at the Hyder Burks Pavilion - 2,400 participants from 14 area high schools held in October, 2019.
3. The COIS SSC was an active participant in TTU's Preview Day held in October, 2019.
4. Letters were mailed to COIS stop-out students to encourage their return to TTU to complete their degree.
5. The COIS SSC worked closely with TN Reconnect counselors to assist adult learners to return to TTU either in the COIS program or helping to recommend programs of study.
6. The COIS SSC had 165 inquiries through TN Reconnect and visits to the website. Each is sent a detailed email with program information.
7. Spring 2020 semester, a recruiter for the college was hired. They are not responsible for outreach to Community Colleges, High Schools, and Business throughout the state of TN.

## **Results - Student Advisement**

### **Results:**

The COIS SSC provided advisement to more than **612 students** between July 1, 2019, to June 30, 2020, with **310 new** se1.9 (e)8 (e)-71(n(e)8 sMC /P <</MCID 36 >>BD8 /TT3 1 Tf [(be)4 Tw 11.04

An *Advisement Satisfaction Survey* was given to all students advised by the COIS SSC following their advisement session through email and **86 students** completed the evaluation.

For the question, "Does your advisor reply to you in a timely manner?" 75 answered strongly agree for an 87% agreement.

For the question, "Are resources available to me?" 72 answered strongly agree for an 83% agreement.

For the question, "Do you feel your advisor care about you and your success?" 73 answered strongly agree for a 73% agreement.

The following are comments submitted by students:

"Ashlee Kiser is amazing. Makes the process so much easier and less stressful. We used a Facebook call for our meeting and it went very well. "

"Mrs. Kiser did a fantastic job. I could not thank her enough for bearing with me as I had my children tag along with me today. She is very understandable and I am glad to have an advisor like her."

"Lisa Brown is an amazing advisor and an asset to TTU. Every time I met with her I came away feeling more confident and enthusiastic than when I went in!"

"You're a great advisor! Thank you for all of your help!"

"Jeannie Smith is fantastic. I enjoy every time I speak with her. She is very knowledgeable and she adapts to the questions that I have. "

"I have really enjoyed working with Jeannie Smith. She always responds quickly and completely. "

**Attachments:**

Advising Appts COIS SSC 070119-063020.pdf; Appointment Attendance 2017-2018.pdf; Appointment Attendance 2018-2019.pdf





**Attachments:**

COIS Senior Survey LIST PRST majors.docx

**Modifications and Continuing Improvement****Goal/Objective/Outcome Number:**

Goals 1 and 2

**Program Changes and Actions due to Results:**

Each of the below improvements will meet the Goals 1 & 2 by enhancing student success and retention as well as improve communication and provide available resources to students.

1. The SSC has not been diligent in requiring each student to complete the evaluation. Currently, the evaluation is provided to students in our email link. We also send out emails in the semester asking for their input. In the future, we will ask each student to complete the evaluation by emailing them a link to the survey. For those advised through email, we will prompt them to complete the evaluation.