



Retention Alert!

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Central College

Pella, Iowa

UMACRAO 2013

Session 2.4

Sooooo... Why is Retention so Darn Important?

- Revenue, revenue, revenue
 - Every non-graduate most likely becomes a future non-donor. Over 1/2 of beginning postsecondary students leave without a degree after six years (Berkner, He, & Cataldi, 2002, P.10)
- Reputation
 - Poor retention = poor graduation rate.
 - How are we perceived by others? Parents? Accreditors? Moody?

$$\text{Value} = \frac{\text{Perceived Quality}}{\text{Price}}$$

Integrated Learning Model

Class Deans


- One class dean per cohort
- Follow academic progress all four years
- Faculty members
- Serve as liaisons
- Information hub
- Power advisors and mentors

Class Directors

- One director for each class year (1st year, sophomore, junior and senior)
- Expertise is aligned with the developmental stages

Job Description?

What Job Description?

- Class deans were given very liberal access to our ERP system
 - Began learning a little bit about everything: meal plans, housing, power advising
 - Strong student advocates
 - Academic Alert Team
 - Retention Group
- 

Academic Alert Team

Before

- Team lead by director of academic success and membership was broad.
- FERPA concerns
- Disorganized
- Ineffective means for faculty to report issues

Now

- Team is lead by associate academic dean who has oversight of the class deans
- Class deans are responsible for contacting students as needed
- Reporting system received a BIG overhaul and update

New and Improved Academic Alert Program

- Class deans, associate academic dean and registrar
- Meet once or twice per week
 - Review academic alerts (concerns and commends)
 - Review and respond to midterm grades
 - Retention Group (more on this later)
 - Advising Handbook/Training

Home - Faculty/Staff Hon x Central College - C2AP - / x Colleague Project Request x Informer Web Reporting x Searchable Schedule of C x

Central College [US] https://www.central.edu/admin/AcademicAlert/index.cfm

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C2AP - Academic Alert Referral Form

Hello, Stephanie [Logout](#)

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Academic Alert Referral Form

Thank you for referring a student to Academic Alert. Please use the checklists and comment boxes below to provide us with as much information as possible about why you are referring the student and what actions you have already taken.

Instructor: Stephanie Henning Instructor E-mail: hennings@central.edu

Course Title & Number:

Date: 10/17/2013

Student ID:

Academic Alert

Please use the checklists and comment boxes below to provide as much information as possible about why you are reporting this student.

Instructor: Stephanie Henning

Instructor email: hennings@central.edu

Course Title and Number: REG-101-A, How to Collect Late Grades With a Smile

Student: Suzie Sweet-Tooth

What concerns do you have about this student? (Check all that may apply.)

- Has stopped attending class;
- Attends class irregularly;
- Comes to class unprepared;
- Does not have the pre-requisite skills for this course;
- Is not engaged during class;
- Is not turning in assignments;
- Has missed quizzes/exams;
- Needs help with study and test-taking skills;
- Needs help with writing skills;
- Other;



Has there been a sudden change in the student's performance in your class?

Yes No

What actions have you taken?

- I have talked with the student.
- I have emailed the student.
- I have talked with the student's advisor or class dean.

I have referred the student to:

- Tutoring Center
- Writing Center
- Counseling Services
- Health Services

Comment on actions you have taken.

Should the student consider withdrawing from your class?

Yes No Too soon to tell

Describe other concerns, progress, and current grade (if known) in your course.



From: Academic Alert

Sent: Wednesday, September 18, 2013 11:32 AM

To: Academic Alert (academicalert@central.edu)

Subject: Sweet-Tooth, Suzie: 2014 - Class Dean Name

Instructor: Stephanie Henning

Instructor E-mail: hennings@central.edu

Course Title & Number: REG-101-A, How to Collect Grades with a Smile



Student Info

Student Name: Sweet-Tooth, Suzie

Student Email: sweetiepie@central.edu

Advisor(s): John, Elton

GPA: 2.259

Start Term: 10/FA

Major 1: BIOL

High School GPA: 2.869

Anticipated Completion Date: 12/13

Student ID: 123456

Dorm: PRIN 10

ACT: 23

Admit Status: NF

Major 2: PSYC

Class: SR

Why are you referring this student to Academic Alert? Check any that may apply.

- ✓ The student has stopped attending class; estimated date of last attendance: 09/04/2013
- ✓ Is not engaged in class
- ✓ Is not turning in assignments
- ✓ Other: *Does not show up for appointments or study sessions*

Has there been a sudden change in the student's performance in your class? No

What action(s) have you taken?

- ✓ I have emailed the student
- ✓ I have talked with the student's advisor

Comments on actions you have taken:

Suzie told me a couple of weeks ago that a good friend of hers had passed away and she was going home for the funeral. She said she might be gone for a couple of days but it has now been two weeks since I last saw her in class and I have not heard anything from her through email or otherwise.

Should the student consider withdrawing from your class? No

Describe other concerns, progress, and current grade (if known) in your

course: Suzie had irregular attendance before she disappeared. She failed the first quiz and failed to turn in the first draft of her mid-term paper.



Activity Info

Sport: Ath Soccer-Women, Term: 09
Sport: Ath Track Indoor-Women, Term: 09
Sport: Ath Track Outdoor-Women, Term: 09
Sport: Ath Track Outdoor-Women, Term: 10
Sport: Ath Soccer-Women, Term: 11
Sport: Ath Track Indoor-Women, Term: 11

Academic Standing

Current Standing: Warning (second letter)
Current Standing Term: 13/SP
Prior Standing: Warning
Term: 11/FA
Prior Standing: Warning (second letter)
Probation Term: 13/SP

Current Schedule

BIOL-131-A: Introduction to Cells W/ Lab	Faculty: P. Mena
ART-135-A: Visual Language	Faculty: M. Kelly
BIOL-131L-B: Intro to Cells Lab	Faculty: K. Siewert
PSYC-490-A: Topics: Neuroscience: Clinical	Faculty: A. Scolaro
COMM-360-A: Communication Ethics	Faculty: D. Doyle

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Filter Data to Download

Term: 13/FA

Class: All Classes

- All Classes
- All Classes
- 2013 - Leslie Duinink
- 2014 - Anne Petrie
- 2015 - Brian Peterson
- 2016 - Eric Jones
- 2017 - Leslie Duinink

Down

Academic Alert-Commend

- Fits into the institution's strategic plan to raise the academic profile
- Supports the president's charge to Admissions: Recruit Graduates!
- Supports the institutions goal to identify potential student-scholars and increase participation in post-graduate fellowship opportunities
- Provides a formal way for faculty to help get students involved earlier in their academic careers



In what ways has this student performed well in your classroom? (Check all that may apply.)

- Writes well;
- Demonstrates leadership in class discussion;
- Demonstrates exceptional mastery of course content;
- Displays significant intellectual curiosity;
- Integrates material from other classes;
- Conceptualizes material beyond what is required;
- Is proactive in searching for learning opportunities beyond the classroom;
- Other (please specify): *(fill-in box here)*

This student may be a good candidate for (check all that apply):

- Honors enrichment/the Emerging Scholars Program
- Graduate Fellowship Opportunities
- Service Learning
- Directed Research
- Academic Leadership Opportunities (e.g., Peer Tutoring, Supplemental Instructor)
- Other (please specify) *(fill-in box here)*



Have you discussed any of the above opportunities with the student? Yes
(Please specify) No

Who do you recommend to make contact with this student (check all that apply):

- Academic Advisor
- Class Dean
- Honors Committee chair (Emerging scholars)
- Graduate Fellowship Opportunities director
- I would like to work with the student in the following capacity

Please describe any other enhanced learning opportunities you have discussed with this student or would like to recommend:


Midterm Grades

Collect midterm grades for:

- New freshmen during their first academic year
- New transfer students during their first semester
- Students on academic probation
- Any students with a cumulative GPA below 2.0

All Students Starting in Fall Term (NF & TR)						
# of Students With Grades of:	Term					
	11/SP		12/SP		13/SP	
	Midterm	Final	Midterm	Final	Midterm	Final
F (1 or more)	42	21	34	16	25	8
D (1 or more) but No F	67	45	110	60	68	39
D or F (1 or more)	109	66	144	76	93	47
Change to "no Ds or Fs":		39.4%		47.2%		49.5%

Retention Group

- Registrar, associate academic dean, directors of financial aid and housing, and class deans
 - Meet weekly beginning the second or third day after registration begins
 - Share information (finances? housing deposit? always late? possible withdrawal?)
 - Class deans go to work...
- 



Retention Group Weekly Report contains...

- Pending or confirmed withdrawal flag (this is so we don't repeatedly contact students, and so the registrar can provide projected retention for the academic dean and senior leadership team)
- Assigned class dean
- Start term and admit status (NF or TR)
- Major(s)
- Advisor approval
- Housing deposit (I.R. is working on assessing a possible connection between housing deposits and retention. High number of students deposit and register, then don't return.)
- Financial hold
- Anticipated graduation date
- Academic Advisor



Retention Report

By Classification (total credits)	SR	JR	SO	FR	Totals	Notes
Elig to Reg	136	338	363	216	1053	Incl 6 13/FA new transfers
Registered	130	322	332	191	975	
Confirmed withdrawn	0	1	1	14	16	13 Apr. 11
Percent Registered	95.6%	95.5%	91.7%	94.6%	94.0%	92.8 Apr. 11
Comparison to Fall 2012 (4/16/12)	92.6%	90.0%	89.2%	84.7%	88.8%	
Holds/Withdrawal Radar						
No Holds (elig to register)	3	8	9	6	26	
Financial Hold	2	3	8	0	13	
Advisor Hold	2	6	15	19	42	
Financial and Advisor Holds	0	3	2	0	5	
Withdrawal Radar (not final)	0	4	7	11	22	12 Apr. 5 (8 radars are registered)
By Cohort (NF only)	<u>09/FA or before</u>	<u>10/FA</u>	<u>11/FA</u>	<u>12/FA</u>		
Eligible to Register	39	265	332	300	936	Includes study abroad
Registered 13/FA	28	255	308	273	864	Includes study abroad
Confirmed withdrawan	0	0	1	15	16	13 Apr. 11
Percent Registered 13/FA	71.8%	96.2%	93.1%	95.8%	93.9%	
Projected Retention to Fall 2012	n/a	63.4%	74.8%	85.3%		
Withdrawal Radar (not final)		3	6	13	22	17 Apr. 11

Does Any of this Really Work

- Slight increase in retention (but also raised the profile of our class)
- Fewer failing final grades
- Retention group-if nothing else we identify withdrawals sooner rather than later for budgeting. Sends a message to students of ‘hey’ we noticed you’re not registered and you matter to us.