A Message from the Vice President

I am pleased to present the 2013-2014 Division of Student Success Annual Report. This report highlights the many significant achievements and accomplishments of our Student Success departments.

In 2013-14, our university supported two separate divisions under two leaders that focused their efforts on student success, those being the Division of Student Affairs and the Division of Student Success. In July 2014, the Division of Student Affairs merged with the Division of Student Success to provide a more cohesive service to students.

The Division of Student Success worked seamlessly to enhance and support student lifelong learning, academic success, and student success. The dedicated and committed staff enhanced, sustained, and improved student retention efforts throughout the year and strived towards assisting our students persist towards graduation. The Division ensured equal access to quality resources and programming for students across the educational, financial and social spectrum.

My heartfelt gratitude and pride at the many accomplishments of the staff and students comprising the Student Success division in 2013-2104. We are looking forward to the new academic year and the opportunities we will have to serve our students and campus community.

Regards,

Candace Campbell Jackson, JD
Vice President, Student Success
Vice Provost, Academic Success
Division of Student Success

Our Mission…

The mission of the Academic Gateway of the Division of Student Success is to teach, coach and mentor every student by enhancing student learning and personal development in and beyond the classroom.

Goals

- Consistently enhance, sustain and improve student retention efforts
- Actively and intentionally encourage students to stay enrolled and graduate on time
- Guide students toward college majors that reflect their interests, skills and talents
- Collaborate with families, faculty, staff, and community partners to support students in attaining their educational objectives
- Create mature and fiscally responsible students by instructing them on the financial requirements of higher education
- Equip students to reach their potential as enlightened and responsible members of a diverse global society
- Respect the individuality of each student, and foster an inclusive campus environment where cultural and human differences are celebrated
- Ensure equal access to quality resources and programming for students across the educational, financial and social spectrum
- Prepare students for subsequent courses with basic skills instruction and academic success strategies that will allow them to emerge competent, capable, and confident in their ability to meet challenges and overcome obstacles.

Our Vision…

We seek to be the most impactful group on campus and in the region for total student success.

And the Values that we are Committed to…

- Leadership is service, action not position, unselfish and loyal
- We achieve our goals through: Collaboration, Clarity and a focus on the Common Cause
- All of our actions and attitudes place students and student success at the center of everything we do
- Inclusive Excellence is infused in everything we do, every decision we make, every action we take
- Excellent customer service is in every interaction, everyday
Division Goals 2013-2014

Overarching Strategic Priorities 2009-2014

Leadership Team

Office of the Vice President for Student Success

Vice President of Student Success and Vice Provost for Academic Success: Candace Campbell Jackson

Associate Vice President for Student Affairs: John A. Messina, Ed.D.

Associate Vice President for Student Success: Stacey Jeanne Moore, Ed.D.

Interim Associate Dean of Students and Deputy Title IX Coordinator for Students: Michael Strong

Executive Assistant to the Vice President and Director of Strategic Planning and Communication: Kimberly A. Beyer, Ed.D.

Assistant to the Vice President, Fiscal Operations: Susan E. Beke

Sr. Executive Administrative Assistant: Dana Zaratsian

Administrative Assistant, Sr.: Doris K. Robinson

Administrative Assistant, Sr.: Kristina K. Nakoneczny

Overview Section

Welcome to the 2013-2014 Annual Report for the Division of Student Success at The University of Akron. This Annual Report highlights the many significant achievements and accomplishments of our Student Success departments. Each of our departments focused on their mission, vision, and goals as they relate to the Division, and to The University of Akron’s strategic plan, Vision 2020.

Departments of Student Success

Adult Focus

Campus Wide Advising, Parent and Family Association and Help-A-Zip

Center for Academic Advising and Student Success- College Ready

Center for Academic Advising and Student Success-Emergent Counseling, Testing, & Career Center

Developmental Programs

New Student Orientation

Office of Accessibility
Adult Focus

Key Accomplishments:
- UA Adult Focus logged 692 appointments and 318 walk-in visits, bringing the total face to face contact hours to 1010.
- This is a 103% increase in appointment and a 36% increase in walk-in traffic.
- Adult Focus administers scholarship programs which include Adult Continuing and Completer Scholarship, Osher Reentry Scholarship and the Verna Trushel Displaced Homemakers Scholarship.
- Adult Focus has a strong collaborative relationship with Project Learn of Summit County. This has led to the development of an Adult Enrichment Program. This program offers supplemental instruction in mathematics and language arts.

Campus Wide Advising, Parent and Family Association and Help-A-Zip

Mission:
Our mission is to educate, counsel, and empower students to make effective academic decisions as they work to fulfill their educational, career and life goals.

Key Accomplishments:
- GradesFirst was implemented University wide on 3/21/14 and is used by professional academic advisors as the advising software for UA students.
- GradesFirst and successfully launched University-wide.
- ZACADA officially recognized as the professional organization for UA advising by OAA
- Successful reinstatement of the PFA program
- Help-A-Zip committee members responded to 324 referrals through MAPWorks 2013-2014 -- 40% of those students have been retained
- Contributed to the 10+% increase in retention of college ready students through the creation of the best practices team and utilizing the recommendations of the team for the required developmental advising appointments
**Center for Academic Advising and Student Success- College Ready**

**Mission:**
Our mission is to educate, counsel, and empower students to make effective academic decisions as they work to fulfill their educational, career and life goals.

**Key Accomplishments:**
- A one year retention increase (Fall 2012 to Fall 2014) of 10.8%
- Total of 85% of freshman class in for the freshman transition advising appointment by the end of week 8.
- New freshman spring registration rate for the Fall 2013 cohort was 63% at the start of open registration in October 2013. The percentage at the start of the spring term was 91%.

**Center for Academic Advising and Student Success- Emergent**

**Mission:**
Our mission is to educate, counsel, and empower students to make effective academic decisions as they work to fulfill their educational, career and life goals.

**Key Accomplishments:**
- Choose Ohio First Fall 2013 to Fall 2014 retention continued at 92% the year prior.
- Retention rate for Emergent pre-college students increased by 10%, to 63.7%. We will continue to work toward the goal of 70%.
- Choose Ohio First:
  - 1250 applicants
  - 81% 6yr-graduation rate
  - 79% 6yr-graduation rate for students receiving STEM Degrees.
  - 3.26 average cum GPA
- Emergent Success Coaching:
  - Improved retention by 10%.

**Counseling, Testing, & Career Center**

**Mission:**
The Counseling & Testing Center promotes student learning, success and retention through excellence in comprehensive culturally competent psychological counseling, career exploration, and testing services. Student learning is further enhanced through consultation and psycho-educational outreach to our diverse campus community. The Counseling & Testing Center differentiates itself and the University both regionally and nationally, as an accredited counseling center and training site with a diverse staff of psychologists active in scholarship and professional organizations.
Key Accomplishments:

- The name of the center was changed from Counseling Center to Counseling and Testing Center to better reflect the services.
- A student client age range of 16 to 60+ years old, 5710 counseling sessions were provided to 1031 students, a 6% increase in students compared to last year.
- In a survey of 260 student clients, 93% rated their overall experience at the center as positive or extremely positive.
- 189 psycho-educational outreach programs were presented to 6216 people. This is a 33% increase in number of programs and a 44% increase in number of participants when compared to last year.
- The online gatekeeper training program Kognito At-Risk for University Faculty and Staff was offered to the University of Akron community.
- The Center maintained APA accreditation of the pre-doctoral psychology internship.
- The Counseling and Testing Center maintain a brand new 2013 national certification through the National College Testing Association for the Testing Center.
- The Center maintained full IACS accreditation.
- Counseling and Testing Center Testing Services became one of the first university testing centers nationally to be certified by the National College Testing Association in 2013.
- The University of Akron was awarded a JedCampus Seal. The JedCampus program is a new nationwide initiative of The Jed Foundation, designed to help colleges and universities explore and enhance their mental health and suicide prevention programming.
- The University of Akron of Akron was one of 2 universities in Ohio and 30 in the country to earn the seal. [www.jedcampus.org](http://www.jedcampus.org).
- The Counseling and Testing Center is the only university Counseling Center in Ohio to hold these 3 accreditations; American Psychological Association (APA) for the pre-doctoral internship in psychology, International Association of Counseling Services (IACS) and National College Testing Association (NCTA) for Testing Services.
- Services for students with disabilities were enhanced with greater collaboration between the Counseling and Testing Center and the Office of Accessibility (OA). Joint projects were conducted such as creating videos about testing services for the university community and students registered with OA increasingly used the CTC.
- Highly rated psychological services were provided for student athletes through collaboration between the Office of Athletics and the Counseling and Testing Center despite a loss in funding which moved the position from full to part time.
Developmental Programs

Mission:
We focus on the learner and we commit to provide you with the tools necessary to succeed; We provide each student with the means to examine academic and career opportunities, considering interests, abilities and achievements.
We deliver pre-service and in-service training to industry, business, government agencies, health-care providers and human-service agencies.
We seek to develop in you a philosophy of learning as a lifelong experience.
We provide quality instruction with credentialed, qualified and experienced professors who routinely use the greater Akron community as a "laboratory" for achieving educational goals.
We recommend each student for the appropriate degree in accordance with his or her level of accomplishment and interest.

Key Accomplishments:
• Developmental Programs is following some of the best practice recommendations of Complete College America and similar organizations by redesigning courses for acceleration.
• Basic Math faculty designed, proposed, gained faculty curriculum system approval of and implemented the divided semester math courses to decrease time spent taking math courses and student debt.
• 33% of full time Developmental Programs faculty regularly conference individually with their students.
• On average during the Spring 2014 Course Evaluations, all faculty were rated a 4.5 or higher (on a scale of 1-5 with 5 being high).

New Student Orientation

Key Accomplishments:
• Transition to electronic enrollment packets – 90% successful – we are fully online with our enrollment packet, saving a considerable amount of money to the NSO office per year.
• Create sustainable models for New Student Orientation: Advising & Registration and New Roo Weekend – 100% successful – through collaboration with Residence Life & Housing, Student Life, & the Recreation and Wellness Center, we were able to create a model for New Roo Weekend 2014 that did not overlap on programming.
• We hosted our first New Roo Weekend in 2013. For its first year, the program was successful with a 75% attendance rate.
• We had a successful recruitment season for Orientation Leaders for 2014 with 77 applications coming in and 55 candidates going through the group interview process. In the end, we hired 27 Orientation Leaders.
• We had a very successful recruitment season for New Roo Weekend Leaders for 2014 with 223 applications coming in (171 new and 52 returning/Orientation Leaders). We had
135 new candidates go through the group interview process. In the end, we hired 143 New Roo Weekend Leaders (a combination of new leaders and returners).

- We successfully transitioned to electronic mailings, resulting in savings for the office.

Office of Accessibility

Mission:
The mission of the Office of Accessibility is to provide students with full access to and the opportunity for full participation in the academic environment. We are advocates of social justice for students with disabilities and work to end oppression by examining the social, cultural and institutional barriers to inclusion of all students. We embrace the diversity of our student body and celebrate a culturally sensitive and accessible campus through outreach, partnership, and advocacy with many university departments.

Key Accomplishments:
- Overall, the number of active students registered with the Office of Accessibility has risen 15.8%, while enrollment at The University of Akron decreased 4.5%.
- In 2008, the Office of Accessibility had 763 students registered with the office. This number has grown every year since, and at the end of the 2014 fiscal year, the office had 1526 students registered. This amounts to a 100% increase in active students since 2008.
- During the 2013-2014 year, the office continued to implement two student programs, PASS and Connect U. The office also implemented a new student-centered program in Spring 2014, Returning to Learning. The programs provide support and consistent interaction with students that may be at-risk due to difficulty connecting with the campus, other students, faculty, and may struggle with academics.
- PASS. Peer Assistance for Support and Success (PASS) is a retention program offered by the Office of Accessibility.
- Connect U is a psychosocial group serving the increasing population of students with Autism Spectrum Disorder (ASD).
- Returning to Learning is a psychosocial group designed to benefit students with disabilities that have returned to education after a period away.

Office of Multicultural Development

Mission:
The mission of the Office of Multicultural Development at The University of Akron is to prepare students to live and excel in a global society. As an advocate for equity and social justice, we ensure that students of diverse ethnic, social and cultural backgrounds achieve their fullest potential in an affirming environment which supports access, retention, and successful completion of goals. This mission is characterized by extensive student-focused collaboration with all segments of the campus community.
The Office of Multicultural Development strives to:
- Support the creation and establishment of quality educational programs for a wide variety of diverse student populations.
- Support and nurture in students, faculty and staff, intellectual growth and openness to a range of diverse ideas and human possibilities.
- Instill in students an overarching sense of integrity and social justice so they may contribute as responsible citizens in a diverse community and pluralistic society.
- Present cultural, social and intellectual activities for campus and local community enrichment.
- The Office of Multicultural Development is the primary advocate for establishing a welcoming environment which focuses on access, retention, and academic success.
- We regard ongoing student assessment as the foundation for engagement and inclusive excellence.

Key Accomplishments:
- The OMD Peer Mentoring Services Program served 988 students which more than doubled the number of participants in the program compared to previous years. There was a 74.35% retention rate at the end of the spring 2014 semester (before fall census).
- We had an increase of our ADVANCE Orientation sessions, which in turn increased the number of students we saw this year to 293 students who attended. This is up 30% from last year.
- The OMD Peer Mentoring Services Program served 988 students which more than doubled the number of participants in the program compared to previous years. There was a 74.35% retention rate at the end of the spring 2014 semester (before fall census).
- OMD hosted a successful fundraiser (The OMD Awards and Scholarship Dinner) in efforts to contribute funding to the OMD endowment and the opportunity to offer scholarships to continuing students.
- Increase of our ADVANCE Orientation sessions. Up from 30% from last year.
- There were four yearlong learning community cohorts (with at least 23+ students each) that ran this academic year (PASSAGE and African American Male).

Office of Student Academic Success (Tutoring)

Key Accomplishments:
- For Fall, Spring, and Summer 2013-2014, OSAS units recorded 36,725 visits/contact hours. This number reflects a 4% increase in spite of the reduced hours that resulted from budget cuts.
- OSAS staff offers tours and classroom visits to Student Success Seminar classes that introduce students to all available tutoring opportunities. Bierce Writing Commons’ classroom programs on common writing issues.
Postsecondary Enrollment Options Program, Seniors to Sophomores Programs with APS & Dual Enrollment

Key Accomplishments:
  • Enrollment in PSEOP and Dual Enrollment has continued to grow steadily for the University
  • Over the past several years, an average of 42% of the graduating PSEOP students has matriculated to UA after high school graduation. In Fall 2014 45% matriculated, reflecting a 3% increase.
  • MAP-Works
    - Fall 2013 New Freshmen Survey Completion - 69.7% (the target goal was 75%, but this still reflected a 7% increase compared to 62.6% in Fall 2012)
  • Fall 2013 was the second highest survey completion rate (69.7%) since Fall 2010 (70.2%). Data collected from the transition survey has been invaluable in the design of targeted outreach initiatives as well as gaining a better understanding of our students. The most positive example of faculty engagement was the creation of the “Help a Zip” referral program. During 2013-14 more than 350 referrals were submitted by faculty and staff for students with academic, social and financial issues. A “Referral Team” was implemented to reach out to these students to address his/her individual issues.