

FLORIDA GULF COAST UNIVERSITY
 ENROLLMENT RETENTION MANAGEMENT COMMITTEE (ERMC)

April 2011

METHODS TO IMPROVE RETENTION

ACTION	DISCUSSION	TARGET AUDIENCE	RESOURCES	RECOMENDATION and ACTION TAKEN
Student academic policies	Update or change FGCU policies to better support increasing enrollment and retention data. - Academic Holds (all students below 2.0) - First year students = Warning @ 2.0 -2.19 - Late withdrawal from classes <i>(ensure consistency across colleges)</i>	All undergraduate students	Work with Academic Advising Committee and Faculty Senate	Student Affairs and AAC is preparing a written proposal to change the academic standing policy that will go to faculty senate. ERMC will review proposal.
Supportive Campus Environment	Students perform better and are more satisfied at colleges that are committed to their success and cultivate positive working and social relations among different groups on campus. Conditions which promote student persistence: <ul style="list-style-type: none"> • Campus environment provides support you need to succeed academically • Campus environment helps you cope with your non-academic responsibilities (<i>work, family, etc.</i>) • Campus environment provides the support you need to thrive 	Degree and non-degree seeking students.	Identify task force to study campus environment for students (time and talent of existing staff members) <ul style="list-style-type: none"> • <i>Task force would critically analyze existing NSSE data specific to supportive campus environment.</i> • <i>Task force would explore administering a campus climate survey for students.</i> Survey instrument- available through Student Voice (cost already covered by Student Affairs) *As retention promoting strategies are	NSSE data and Noel-Levitz survey data are being analyzed and will be reviewed by the ERMC This would also be a good topic of discussion for an all campus workshop on retention.

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	<p>socially</p> <ul style="list-style-type: none"> • Quality of relationships with other students • Quality of relationships with faculty members • Quality of relationships with administrative personnel and offices 		<p>identified through data analysis, these actions would be budgeted for implementation. For example, such strategies as customer service training for staff or campus-wide community building events will require funding.</p>	
<p>Student engagement opportunities</p>	<p>Increase opportunities for engagement with faculty and staff. Encourage faculty to maintain consistent office hours each semester. On-line students should receive frequent and consistent communication from professors. Colleges & departments could have Meet & Greet opportunities for students to meet faculty and staff. Encourage faculty to meet with students in various housing opportunities and events. Last semester, faculty tutored students in housing - big success!</p>	<p>All students Lower Level Students</p>		<p>This would also be a good topic of discussion for an all campus workshop on retention.</p>

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ANGEL & student academic feedback	Ensure courses are administered through ANGEL where feasible. Ensure consistent and uniform use of ANGEL by professors. Use ANGEL as early warning system for certain identified courses (FY courses). Use ANGEL for midterm grade reports for first-year student courses.	All students	ANGEL and the early warning system available. Professors could provide mid-term grades through ANGEL or midterm grades could be processed through banner. However, processing mid-term grades through BANNER would require extra man-hours from faculty and also from the registrar's office.	This would also be a good topic of discussion for an all campus workshop on retention.
SLS 1501 (Effective Learning)	Various students are entering postsecondary under prepared. A theory based course instructing students how to develop, increase and enhance their student skills would benefit the student as well as increase retention.	Certain identified new student groups; ASL students; students returning after probation; other identified at-risk populations.	Additional staffing/instructors for classes; room space	Proposal put forth to PBC for 7 sections; sections targeted to at-risk first-year students
Financial Aid	Develop a report comparing past 3 years and subsequent years for the purpose of reviewing FA received (borrowed & scholarship) to look for data elements and trends or patterns.		Financial Aid reports and Institutional Research	Dr. Vines has currently has a report allowing for comparisons; however, report needs to be "tweaked" or redone.

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Mentoring	Bring back the Eagle Wings Mentoring program. Students, faculty and staff could volunteer to mentor students. Could partner with other programs and events on campus such as advising, tutoring, career development, advising, majors fair, and leadership development, to name a few. Students could also learn ways to better self advocate and navigate their higher educational experience.	All students; especially first-year and transfer students.	Previously, program delivered by CAA. Manning constraints eliminated program. Additional staff member (A&P) is needed to coordinate this program.	First task is to survey campus and identify all offices and departments that have mentoring programs.
Advertising Student Support Services	Many students are not aware of services available to them.	All students	<ul style="list-style-type: none"> - Increased budgeting for flyers/posters - Better usage of e-boards - Integration with certain classes, course and professors 	Another good topic for all campus work shop on retention.
Increase Academic Support for high D/W/F course	<ul style="list-style-type: none"> - Additional tutoring and/or Supplemental Instruction - Additional support for classes 	Students enrolled in high DWF	Additional student leaders and TA support	This has been an ongoing program and the focus of assigning supplemental instruction.
All Campus workshop on Retention	- Student Success Seminar for Faculty & Staff	Faculty, staff students	One- day seminar. Bring in keynote speaker.	Mentioned proposal at PBC. Task now to develop plan, schedule and identify funding.
Early Warning System/ FastTrac	Certain identified first-year courses. Not merely GPA thresholds	first year students	Encourage wider & more consistent use by professors and other key offices.	Implementation of BRM will offer additional support for early detection and action.

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	<ul style="list-style-type: none"> - Hours completed - Number of W's - Sudden changes in course load - Service Learning benchmarks 			
Increase programming available to non-traditional students	More night, online, weekend offerings Many potential non-traditional students begin college as traditional students <ul style="list-style-type: none"> - Marriage - Birth of a child - Employment changes - Family emergencies/tragedies - Financial considerations 	Non-Traditional Students	Additional professors and sections; reallocating the times/methods current classes are offered	
Readmission policy	<ol style="list-style-type: none"> 1. Survey or workshop in lieu of orientation 2. Elimination of orientation charges 3. Clearer explanation of Amnesty policy 	Students who we could not retain		
Seamless Secondary to Postsecondary Transition	Bridge programs that provide study on campus between high school and college. Early outreach programs Partner with secondary schools to help develop and understand the necessary student academic competencies.	FY Students	Several departments that have community outreach activities.	There has been an increase in campus tours by middle school groups, especially those associated with AVID programs. Continue to support and expand these opportunities.

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Summer Step Ahead Program	Provides for a conditional admission to students with low math skills as determined by standardized test results. Program consists of four elements, a math workshop, math CPT, ENC 1101 or equivalent, and participation with FYA and CAA.	FTIC	First Year Advising, CAS, CAA	Continue program which has had good success. Look to expand program for students at risk with English and Reading.
Realign DE/EA/CHS	After a meeting between New Student Programs, CHS and Admissions it was determined that this population of students might be better served and the number of these students continuing at FGCU would increase if they were handled through one office.	DE/EA/CHS students	New Student Programs, CHS	A proposal for realignment has been submitted to the PBC.
Acquisition of Banner Relationship Management(BRM)	After a lengthy review the Banner solution was purchased. This software package will allow a much better relationship to be developed for prospective students and functionality will also enhance our ability to communicate and monitor current students.	Prospective students, all current students	Admissions, Computing Services initially then all offices communicating with students.	We have just started implementation.

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Purchase Degree Works	Degree works is a degree audit software package with a number of improvements in functionality over the current CAPP program. A much better tool and resource for advisement.	All students	Degree Audit Office, All Advisors, Computing Services	Recommendation to purchase is supported by the ERMCMC.
Convocation	Convocation is still considered one of the important first steps in building a relationship between incoming students and the University. Since the previous structure was deemed unsustainable a revised form of convocation should be implemented.	All incoming students		