

# Finding Campus Resources to Support Your Students

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January 28, 2021



# TOPIC: Finding Campus Resources to Support Your Students

## **Moderator:**

**Lisa Elfring, Ph.D.** Associate Vice Provost, Instruction and Assessment

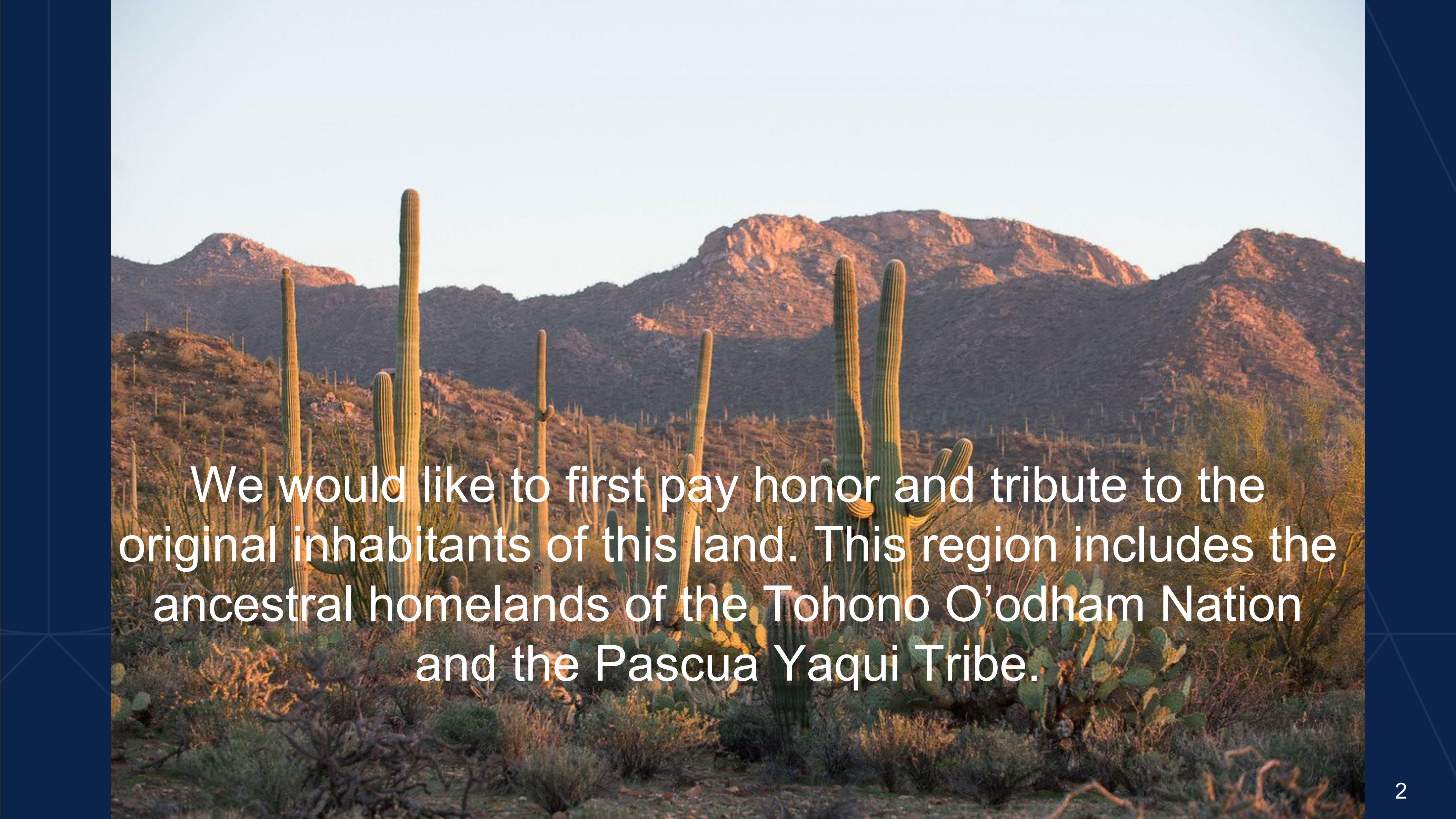
## **Presenters:**

**Jenny Nirh, Ph.D.** Associate Director, Communications and Outreach for Student Success, Retention and Innovation

**Danielle Flink**, Student Success and Retention Specialist for CALS and Academic Services





A photograph of a desert landscape at sunset. In the foreground, several tall saguaro cacti stand prominently. The ground is covered with low-lying desert shrubs and dry grass. In the background, a range of mountains is visible, with the peaks and ridges illuminated by the warm, golden light of the setting sun. The sky is a clear, pale blue.

We would like to first pay honor and tribute to the original inhabitants of this land. This region includes the ancestral homelands of the Tohono O'odham Nation and the Pascua Yaqui Tribe.



# Meeting Arrangement

**This meeting is an official meeting of the University of Arizona.**

- As with any official meeting, courtesy and professionalism are paramount.
  - See UHAP 7.01.01 Statement on Professional Conduct: *We are inclusive and respectful and we provide a safe environment for those who work, learn, and visit with us.*
- The meeting will be recorded, and the Q&A and Chat feeds will form part of the official record of this meeting.
- Anyone who engages in ad hominem attacks, or uses foul language, or limits the voices of others will receive one warning from the moderator team. If the behavior continues the individual will be removed from the meeting.

# Housekeeping

- **To ask questions live** during the webinar, please **submit your question in the Q&A window and raise your hand** using the hand icon located on the bottom of Zoom page.
- When called upon, you will be unmuted for others to hear. Please expect a slight lag. Due to Zoom limitations, we regret we are not able to show your video image without losing your access to the Q&A and chat history.
- The Chat function allows you to send chat messages to your colleagues in the meeting.
- The webinar Recording, the Q&A feed, the Chat feed, and any presentation materials will be available after the webinar at <https://provost.arizona.edu/content/provost-forum>.

# STUDENT SUPPORT RESOURCES

Jenny Nirh, PhD

Director, Collaborations, Communication & Outreach

Student Success & Retention Innovation

[french@arizona.edu](mailto:french@arizona.edu)



THE UNIVERSITY OF ARIZONA

Student Success &  
Retention Innovation

# WHO IS SSRI?

Student Success & Retention Innovation (SSRI) works to support the success of undergraduate students through academic advising, individualized academic support, academic skill building, tutoring, peer mentoring, and creating community.

THE A CENTER  
ADVISING RESOURCE CENTER  
ASEM SCHOLARS PROGRAM  
C.A.T.S. ACADEMICS  
SALT CENTER

STRATEGY TEAM  
THINK TANK  
THRIVE CENTER  
TRANSFER STUDENT CENTER

# SSRI STRATEGY TEAM

The SSRI Strategy Team works to promote student success, persistence and degree completion at the institutional level. This includes collaboration with SSRI departments and institutional wide partners to support undergraduate students. We work to address needs related to retention and graduation as they emerge.

- Predictive Analytics and Research
- FTFT Cohort Management
- Academic Eligibility Policy and Intervention
- Growth Mindset & Sense of Belonging Campaign
- Institutional Retention Initiatives
- Student Gratitude Project
- Student Advisory Board
- Trellis Progress- Early Feedback for Students
- Professional Development for SSRI & Campus



# SSRI CAMPUS SUPPORT

## RESOURCES

- SSRI Website
  - [STUDENTSUCCESS.ARIZONA.EDU](https://STUDENTSUCCESS.ARIZONA.EDU)
- Student Resource Page
  - [STUDENTSUCCESS.ARIZONA.EDU/RESOURCES](https://STUDENTSUCCESS.ARIZONA.EDU/RESOURCES)
- Launchpad on D2L
- The SOS Program
  - [SOS.ARIZONA.EDU](https://SOS.ARIZONA.EDU)

## OUTREACH

- Weekly emails to new and transfer students
- Targeted emails
- D2L outreach to students through announcements
- Text message outreach

Focus




Resources to help you focus on academics.

Remote Study Strategies




Remote Study Strategies

Organization




Staying Organized

Productivity & Motivation



Productivity & Motivation Resources

Apps & Tools




Apps and Tools to Help You

Health & Resilience



Cultivating Resilience

Getting Help & Assistance



Finding help and resources.

There are supports available to help you. Use the brief list below or we can connect you with resources.

For information on what classes will look like in Spring 2021, visit the Return to Classrooms page.

[RETURN TO CLASSROOMS PAGE](#)

You can check individual department websites, [use our support services search function](#) or reach out to SOS to find a resource. Visit [Wildcat Welcome](#) and follow @WildcatConnections on Instagram for ways to connect to campus and find your people.

Text SOS is currently unavailable | Chat below | [sos@arizona.edu](mailto:sos@arizona.edu)



- Academic Advising
- Academic Support Services
- Admissions, Scholarships & Financial Aid
- Books & Course Materials

**STUDENTSUCCESS.ARIZONA.EDU**  
**STUDENTSUCCESS.ARIZONA.EDU/RESOURCES**



THE UNIVERSITY OF ARIZONA  
 Student Success &  
 Retention Innovation

# THE SOS PROGRAM

SOS.ARIZONA.EDU

Support. Outreach. Success. (SOS ) supports all Arizona community members, with a focus on enhancing the student experience.

When students have a central place or simple way to have questions answered and to seek support they are more successful.

520-621-2327  
[sos@arizona.edu](mailto:sos@arizona.edu)  
[sos.arizona.edu](http://sos.arizona.edu)  
Text “SOS” 70542

## Helpful Resources

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)



### A

- [Academic Advising](#)
- [Account Balances & Billing Issues](#)
- [Admissions and Enrollment Services](#)
- [Advising Resource Center](#)
- [African American Student Affairs](#)
- [Any Question | Any Time](#)
- [Arizona Assurance](#)
- [Asian Pacific American Student Affairs](#)
- [Associated Students of the University of Arizona \(ASUA student government\)](#)
- [Athletic Tickets](#)
- [Athletics/Zona Zoo](#)

### B

- [Bicycle Registration](#)
- [Bookstore](#)





# ARIZONA LAUNCHPAD – D2L

All new and transfer students are placed into Launchpad.

Launchpad was accessed more than 10,000 times in Fall 2020.

Students have access for the entirety of their first-year.

Announcements ▾

[Welcome Back!](#) ▾

Posted Jan 13, 2021 12:58 PM

Over the break we updated and created more resources for you both within Launchpad and on the [Student Success & Retention Innovation website](#). Take a look, or chat with the SOS staff if you need more assistance. Have a great semester!

[Show All Announcements](#)

Events on Campus ▾


Monday, January 25, 2021 ▶

Upcoming events ▾

There are no events to display.

[Create an event.](#)

*This D2L module, brought to you by the SOS program, is designed to help you get acquainted with Arizona processes and resources. You can come back to Launchpad at anytime to review resources.*

|   |  |                                      |   |
|---|--|--------------------------------------|---|
| <b>What is Launchpad?-<br/>Start Here</b> | <b>Being a Successful Student</b>  | <b>Asking for Help</b>               | <b>Campus Resource Map</b>                                |
| <b>Inclusion &amp; Community</b>          | <b>Academic Advisors</b>   | <b>Health, Wellness &amp; Safety</b> | <b>Finances &amp; Financial Aid</b>                       |
| <b>Parking &amp; Transportation</b>       |  <b>Love Where You Live: Tucson</b> |                                      | <b>SOS</b><br><b>Any Question</b><br>—<br><b>Just Ask</b> |

# COVID-19 LAUNCHPAD – D2L

More than 12,000 students have logged onto the COVID-19 version of Launchpad to explore resources.

Resources are focused on success in an online environment and navigating online processes.

Bookmarks

Calendar

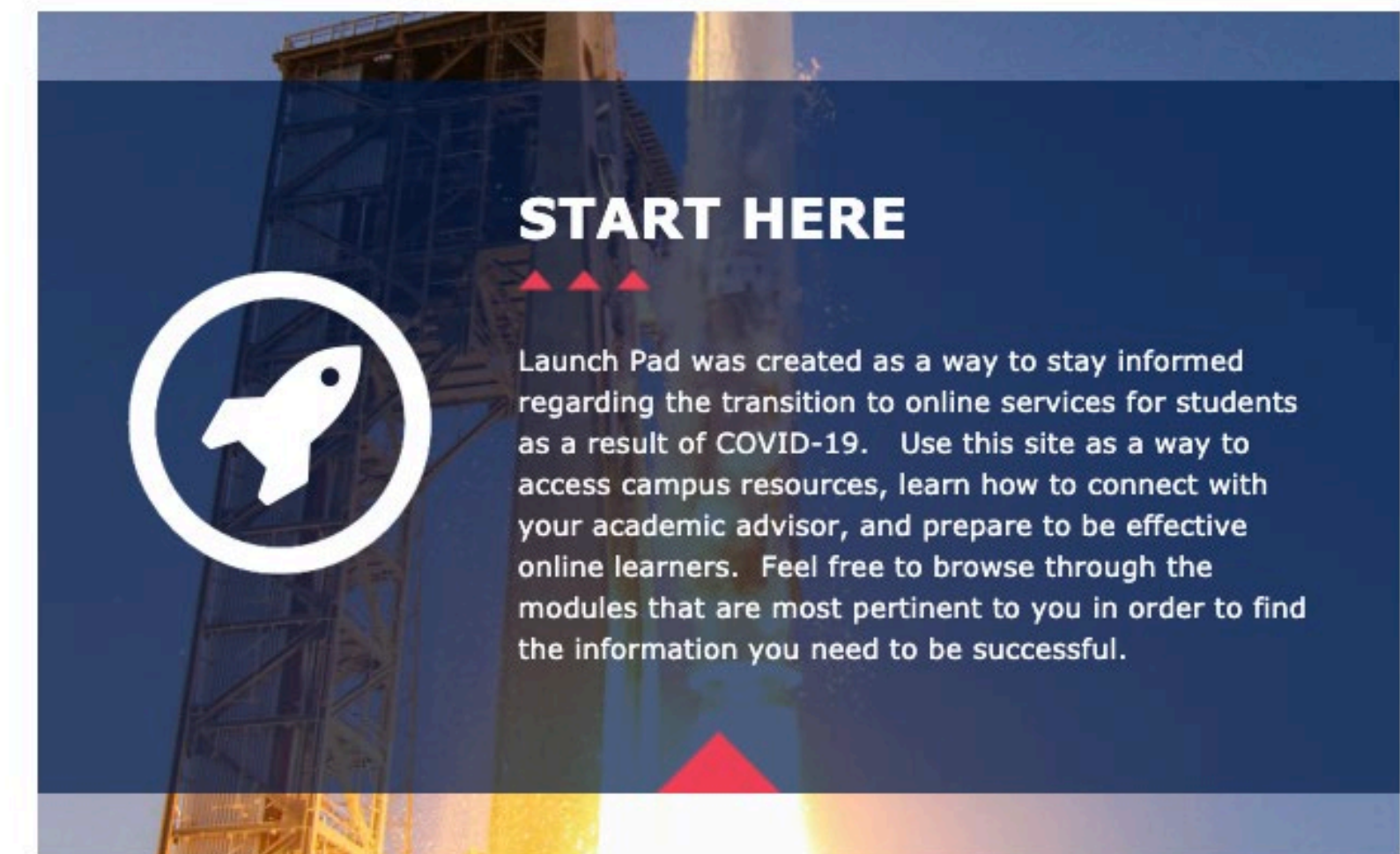
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|--|----|
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18.64 % 11 of 59 topics complete

### Start Here ▾

[University of Arizona COVID-19 Information](#) ▾[Page](#)[Link](#)[Virtual Student Support Services](#) ▾[Link](#)

# CURRENT COLLABORATIONS & COMMUNICATIONS

SSRI developed multiple videos in collaboration with the Office of Instruction & Assessment (OIA).

- Peer to peer advice on being successful in online courses
- Student feedback regarding what made their courses most successful in 2020

Communications and resources were also developed to further explain the workload associated with 5,7, and 10 week courses.

## UNIVERSITY CREDITS & HOURS

### A 3 UNITS COURSE

$$\begin{array}{c} \text{HOURS} \\ \text{"IN CLASS"} \end{array} (45 + \begin{array}{c} \text{"HOMEWORK"} \\ \text{HOURS} \end{array} 90) = 135 \text{ TOTAL HOURS}$$

### AVG. HOURS PER WEEK





# STUDENT SUPPORT RESOURCES

STUDENTSUCCESS.ARIZONA.EDU  
STUDENTSUCCESS@ARIZONA.EDU



THE UNIVERSITY OF ARIZONA  
Student Success &  
Retention Innovation



College of Agriculture  
& Life Sciences

Career & Academic Services

# College Connections

Danielle Flink

Student Success and Retention Specialist

# **Using Data to Support and Connect**

Retention Specialists in colleges tailor proactive and reactive outreach based on culture and available resources in our unit and across the university

Collaboration enables sharing of best practice and brainstorming potential student supports



# Using Data to Support and Connect

## *Examples:*

- D2L Log-in data allowed us to connect students to resources such as Thrive workshops and THINK TANK tutoring
- Academic eligibility interventions promote student wellness, educational supports, and engagement
- Work closely with Academic Advisors to connect students to key policies that help them persist and complete

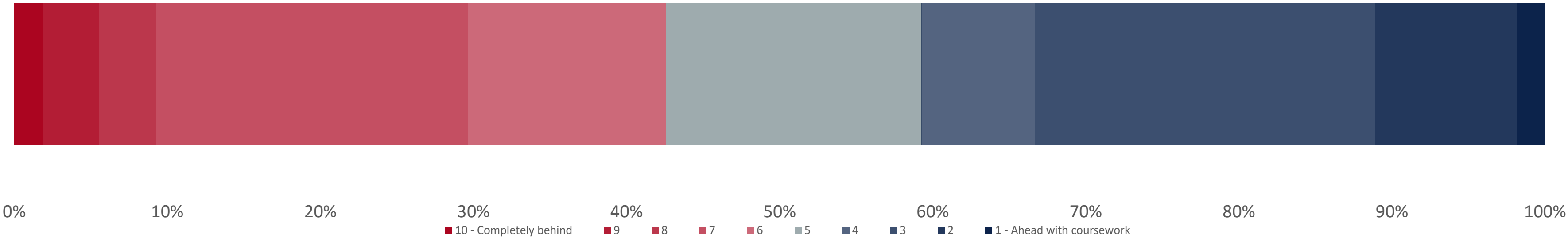


CALS Pulse was designed for two purposes:

- 1) Answer burning questions about students during the unprecedented Fall 2020 semester, and
- 2) Provide personalized resources and outreach to students quickly – ideally leading to an increase in student wellbeing, access to resources, and retention.

Planning team consists of Brian Berrellez, Ryan Daily, Danielle Flink, Nancy Rodriguez-Lorta, and Gabrielle Sykes-Casavant

How would you rate yourself on your ability to keep up with your coursework this semester?



Do you plan to enroll for classes for the Spring 2021 Semester?





# Making the connections

| Sample Topics               | Example Resources  |
|-----------------------------|--|
| Academic performance        | THINK TANK tutoring and supplemental instruction, SALT Center      |
| Instruction                 | Academic Advisors, faculty office hours, THINK TANK, Thrive Guides |
| Technology                  | UA Libraries, UITs, Cooperative Extension hotspots                 |
| Engagement and belonging    | ASUA, CALS clubs and organizations, First Cats, peer mentors       |
| Mental Health and wellbeing | CALS LMC, CAPS, Wildcats R.I.S.E., Cultural Centers                |
| Financial aid and wellness  | OFSA, Scholarship Universe, Student Emergency Fund, peer mentors   |
| Career development          | CALS Career Center, Handshake, events, workshops                   |



# 181

Students **who received direct, personalized support**



CALS connected students to career, academic, financial, mental health support, and **more!**



# 100%

**Responses read!**

**THANK YOU!**

**<https://provost.arizona.edu/content/provost-forum>**

