Finding Campus Resources to Support Your Students

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
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](https://provost.arizona.edu/content/provost-forum).
STUDENT SUPPORT RESOURCES
Jenny Nirh, PhD
Director, Collaborations, Communication & Outreach
Student Success & Retention Innovation
french@arizona.edu
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
• Student Resource Page
  • STUDENTSUCCESS.ARIZONA.EDU/RESOURCES
• Launchpad on D2L
• The SOS Program
  • SOS.ARIZONA.EDU

OUTREACH

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

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 | ses@arizona.edu

Academic Advising
Academic Support Services
Admissions, Scholarships & Financial Aid
Books & Course Materials
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
sos.arizona.edu
Text “SOS” 70542
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.
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.
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.
STUDENT SUPPORT RESOURCES

STUDENTSUCCESS.ARIZONA.EDU
STUDENTSUCCESS@ARIZONA.EDU
College Connections

Danielle Flink
Student Success and Retention Specialist
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?

- 10 - Completely behind
- 9
- 8
- 7
- 6
- 5
- 4
- 3
- 1 - Ahead with coursework

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

- Yes 86%
- Not sure yet 1%
- No 6%
- I'm graduating! 7%
## Making the connections

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