

Title III August 2017 Report

In August, the grant welcomed students and faculty back to campus as well as a new Mental Health Intern. Three members of the grant put in 175+ hours in 5 days to prepare the Student Academic Files to be digitized into FileBound. There will no longer be a problem with accessing these files due to physical location since employees will have access anywhere there is an internet connection as long as they have the correct security clearance. We also continued the implementation of the systems that began in summer.

The Student Success Coaches implemented math placement assessment for first time freshmen. Seventy-five students took the assessment with twelve students moving up a class and nine moving down. The list below describes completed and ongoing projects during August 2017:

Completed projects

- 765 files current academic student files were scrubbed, labelled, and sent to Fireproof to be digitized and indexed in FileBound
- Trained on site for FileBound Administration capabilities
- Reviewed and approved retention variables for Ruffalo Noel Levitz
- Implemented math placement for first time freshmen originally assigned to MT099/MT100
- Created end user instructions for accessing multiple files in FileBound
- Created a new incident form in Qualtrics and reporting database in Access to improve Clery reporting
- Trained Resident Advisors on new incident form
- Developed academic success contracts for nineteen first year football players (identified as potential eligibility risks by football coaches)
- Met with faculty who participated in NACADA Advising Training and will plan an advisor training session for winter faculty work day
- Created a student staffed evening drop in hour for the Student Success Lounge

Ongoing projects

- Implementation of retention CRM with Nuro
- Implementation of Student Retention Predictor and surveys with Ruffalo Noel Levitz
- Working with Director of Multicultural Affairs to restructure multiple mentorship programs into a stronger cohesive program
- Continued development of retention database
- Collaboration with Vicky DeSensi on Campus Mental Health Action Plan
- Providing data to HLC Visit Committee
- Teaching ID100 course: Self-authoring for goal development and programs on time management, strength identification, self-motivation, mental and physical health
- Visiting GL125 and other classes to introduce the students to services and discuss positive student habits

Student Contact Update: Student Success Coaches

August means the return of continuing and first time students. The Students Success Coaches started their initial checking meetings with students on probation. They also handled students deciding to not return to Wilmington by processing withdrawals and interviewing the students. The SSCs helped students navigate the first week questions and decisions as can be seen by the high Reason for Contact numbers for "Advising Problem/Scheduling" and "Other".

Method of Contact	#
Email	27
In person	52
Other	5
Phone Call	11
Reason for Contact	
Academic Referral	7
Advising Problem/Scheduling	14
Probation	36
WD/LOA	15
Other	23
Number of Students Contacted	
Duplicated	95
Unduplicated	72

Student Contact Update: Mental Health

During August, the Mental Health Intern worked with Counseling Services on Orientation services and programming. The MHI also designed and presented programming for the Resident Advisors on how to recognize mental health issues, steps to take, and dealing with serious concerns. The new MHI also started at the end of August and began her training. There will now be two Mental Health Interns to help our students this semester.

The MHI had four walk-in sessions, two scheduled appointments, and three "no show" appointments for students. The MHI spent 3.6 hours of contact time with the students referred in August. Below are the concerns provided by students during counseling sessions.

Reason for Contact	#
Alcohol/Drug	1
Anxiety	5
Depression	1
Family Relationships	1
Homesickness	1
Other	1
Peer Relationships	1
Number of Students Contacted	
Duplicated	9
Unduplicated	*

*Students did not sign Release of Information