

Title III May 2017 Report

In May, Title III staff chose a retention CRM, completed end of the semester processes such as informing students of academic status changes and reviewing suspension appeals, and planned summer projects. The list below describes completed and ongoing projects during May 2017:

Completed projects:

- Top three vendors for the retention CRM presented their products in demonstrations open to the campus
- The Nuro and Ruffalo Noel Levitz partnership was chosen as the new retention CRM and contracts were drawn up
- Assessment was celebrated at Faculty Work Day
- Area Coordinators were trained on Filebound at Faculty Work Day
- Grant staff designed summer work plans for all of the projects to be accomplished
- Summer orientation presentation for Academic Affairs revised to include Student Success Coaches and Mental Health Interns
- Student Success Coaches held "Energize Yourself", "Stress Relief Yoga" for students and "Half Way to Graduation" celebration for sophomores
- Syllabi scanning project with Fireproof was completed

Ongoing projects:

- Implementation of retention CRM with Nuro
- Implementation of Student Retention Predictor and surveys with Ruffalo Noel Levitz
- Faculty advisor training through NACADA
- SMART summer program for math readiness (ALEKS)
- Continued development of retention database
- Collaboration with Vicky DeSensi on Campus Mental Health Action Plan
- Historical transcripts project
- Providing data to HLC Visit Committee
- Consultation with Education Department on assessment for CAEP



Student Contact Update: Student Success Coaches

During May there was an increase in withdrawals, leave of absences, probation and suspensions as the semester came to a close. The SSCs processed leave of absence and withdrawals for the end of the semester. They also contact students on leave of absences and suspensions that are due to return to Wilmington this fall to assist them with the readmission process and answer any questions. Suspended students were contacted in regards to their appeals for a semester of probation instead of suspension.

Method of Contact	#
Email	26
In person	19
Other	8
Phone Call	33
Reason for Contact	
Academic Referral	5
Other	6
Probation	21
Suspension	33
WD/LOA	21
Number of Students Contacted	
Duplicated	86
Unduplicated	63

Student Contact Update: Mental Health

During May, counseling services had no fulfilled appointments and 2 "no show" appointments for students referred from the SSCs. The majority of students left campus by May 9th which may account for the lower reported numbers for counseling.