

THE STUDENT SOS (STUDENT SUCCESS OPERATIONS & STRATEGY)

FALL 2020 NEWSLETTER



Introducing The Student SOS

Who we Are:

This semester, the *Strategic Initiatives and Data Coaching team (SIDC)* joined forces with *Retention Outreach and Advising Resources (ROAR)* to become the **Office of Student Success Operations and Strategy**, also known as **The Student SOS**. The two teams within The Student SOS work together to advance student success at FIU.

What we Do:

SIDC facilitates strategic, data-driven initiatives designed to increase retention and graduation. They provide actionable data to partners in ROAR, College Success Teams, and ACS Workgroups to improve university-wide student success outcomes. They identify and remove institutional barriers to undergraduate student retention, progression, and graduation.

ROAR works directly with students in academic distress to remove barriers to success and identify pathways that will facilitate progression and timely graduation. They also coordinate university-wide advising initiatives and

provide training and professional development for the advising community.



Our Partners:

The Student SOS works with College Success Teams, Workgroups, and Central Liaisons to achieve the University's student success goals.

A College Success Team was created for each of the undergraduate-serving colleges. The Student SOS meets with each College Success Team every Fall and Spring semester to share actionable data and discuss/address barriers to student success.

An Academic Operations Workgroup, Advising Systems Workgroup, and University Course Offerings Workgroup were created to facilitate collaboration, establish best practices, and implement strategic initiatives. The Student SOS meets with each workgroup regularly throughout the semester.

New to the Team:

In June, The Student SOS added a Manager of Academic Operations and Course Planning to the team to work with the colleges to ensure course offerings align with demand and promote four-year graduation. They also welcomed a Student Success Advocate and two Student Success Specialists. The Advocate identifies targeted populations of students for retention and graduation-related outreach. The Specialists reach out to the students, document any barriers they are facing, and work closely with the Advocate to resolve pending barriers to success. Meet the full team below!

Highlighted Recent Projects

Increasing 4-Year Graduation



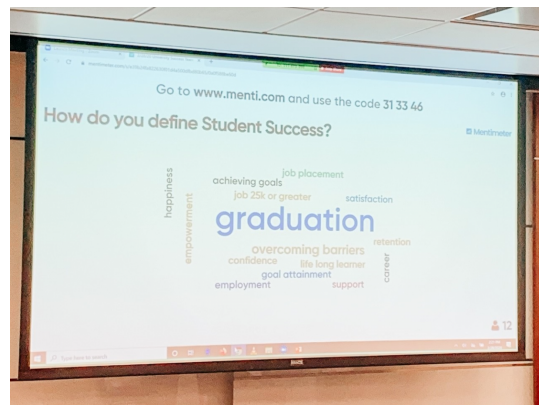
Beginning Summer 2019, the team provided the colleges with an updated analysis on each of their FTIC cohorts with a focus on those students who were approaching or completing their fourth year. Each students' progress was tracked through indicators such as credits

earned and in progress, GPA, remaining courses needed and their availability, future enrollment, financial concern, etc. Advisors regularly reviewed the 2016 FTICs to determine their "on-track" status for four-year graduation.

Using data collected from the Graduation Tracking Project, as well as degree audit data from the BI, the team implemented the Graduation Eligibility Project in Spring 2020. Through this process, they identified students who were eligible but not applied for graduation and facilitated the application process. 259 students were successfully applied through this process (this number excludes approved appeals). Of the 259 applications, 35 were for students in the 2016 FTIC cohort. This contributed to nearly a full percentage point increase in the University's 2016 FTIC graduation rate.

Supporting Retention and Progression

Starting in July, the team contacted 2018 and 2019 FTIC students who were not enrolled for Fall 2020. They worked with students on issues related to change of major, past due balance, and the impacts of COVID-19. They collaborated with partners throughout the University to assist the students. Additionally, College Life Coaching was provided to targeted FTIC populations. These efforts contributed to nearly a full percentage point increase in second-to-third year retention and over a 2% increase in first-to-second year retention.



Addressing Financial Barriers

In September, the team contacted 468 students at-risk of being dropped from their Fall classes for non-payment. They worked with the students and University partners to award grants, resolve financial aid

issues, and address other barriers. As a result of their efforts, 98% of the students successfully remained enrolled in their Fall classes

Additionally, they worked with various FTIC populations with outstanding balances, as well as those who have lost or were at-risk of losing their financial

aid. Efforts included assistance with the appeal process, requirements for maintaining eligibility, and resolution of balances.

Operations Updates

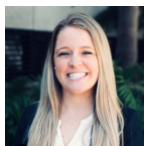
The team has been hard at work to ensure both the success and safety of our students. Due to Covid-19, they developed and offered a fully virtual freshmen orientation program. To date, 14 virtual orientations have been delivered to over 4,000 FTICs.



Additionally, the Division of Academic and Career Success continues to work closely with the colleges, the Academic Continuity Team, and the Office of Class Management to create and operationalize the University's plans for offering courses in a way that ensures students' safety and success during the pandemic.

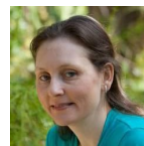
Meet the Team

Team Contact Info



Katie Pereya

Director of Student Success Operations and Strategy



April Lewis

Associate Director of Advising Initiatives



Joanna Sanabria

Manager of Student Success Initiatives and Analysis



Monique Mavour

Manager, Academic Operations and Course Planning



Maria Walker

Manager of Academic Support Services



Christina Chong

College Life Coach Manager



Elsa Carrasco

College Life Coach



Brittanyliz Echevarria

College Life Coach



Aqsa Mahmood

College Life Coach



Elsa Carrasco

College Life Coach

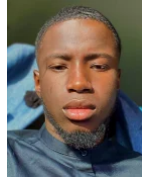


Cara Rolle

Student Success Specialist

Johnny Jean

Student Success Specialist



UPCOMING EVENTS

Fall 2020 Calendar

September 1 & 2 - New Advisor Training

September 18 - University Course Offerings Workgroup

September 29 - Fall Professional Advisors Meeting

October 2 - Advising Systems Workgroup

October 14 - Academic Operations Workgroup

October 19 - CUA Fall Forum

October 26 - CASE Success Team Meeting

October 28 - CSHTM Success Team Meeting

November 3 - CEC Success Team Meeting

November 4 & 5 - New Advisor Training

November 6 - Advising Systems Workgroup

November 6 - SIPA Success Team Meeting

November 9 - CARTA Success Team Meeting

November 10 - COB Success Team Meeting

November 13 - CNHS Success Team Meeting

November 16 - CPHSW Success Team Meeting

November 19 - Joint Academic Operations and University Course Offerings Workgroup

December 1 - University Success Team Meeting

University Success Team Meeting

December 01, 2020

go.fiu.edu/USTFall20

Add to your calendar



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