

ACADEMIC AND CAREER SUCCESS

THE STUDENT SOS (STUDENT SUCCESS OPERATIONS & STRATEGY)

FALL 2021 NEWSLETTER - VOLUME 2



The Student Success Operations and Strategy (Student SOS) Team

The Student SOS combines the use of actionable, just-in-time data, with targeted student outreach and support to help the University achieve its student success goals. The team works closely with College Success Teams to address college-specific challenges and facilitates collaboration through cross-college workgroups. They work to remove individual and institutional barriers to student success.

Highlighted Recent Projects



Advocating for Students' Success

Last year, Student Success Advocates and Specialists identified over 5,000 students facing barriers to their success and worked with them to resolve issues related to registration

holds, re-enrollment, payment of tuition and fees, loss of financial aid, incomplete grades, graduation eligibility, among others. These outreach efforts resulted in enrollment in over 30,000 additional credit hours and an associated

\$7.6M in tuition and fees last year. Beginning Summer 2021, advisors can now refer student cases to the Student SOS through the Panther Success Network.

Supporting Student Progression to Graduation and Beyond



The Student SOS is expanding efforts to support student progression to graduation. The newly implemented Student Progression Team works with the colleges to identify and intervene when students are becoming off-track in their major. They work together to implement flags in the Panther Success Network (PSN) for students not meeting course or GPA benchmarks for their program. To date, the team has implemented nearly 450 of these success markers across 50 majors.

Students showing early signs of academic distress are encouraged to participate in a College Life Coaching intervention. If they continue not making satisfactory progress in their major, they are invited to meet with a Student Progression Specialist. Advisors are able to make referrals through PSN to the College Life Coaching Program, as well as to Career and Talent Development. Beginning Fall 2021, advisors will also have the ability to refer students to a Student Progression Specialist through PSN.



Reducing the Drop for Non-Payment

Beginning Fall 2020, the Student SOS began collaborating with Student Financials, Office of Scholarships, Financial Aid Office, Office of the Registrar, and the colleges to reduce

the number of students dropped from their courses for non-payment. Each term, targeted populations of students are assigned to the SOS team for assistance. The team initiates an intensive outreach campaign to coordinate payment reminders, resolution of financial aid issues, and/or connection to funding.

As a result of these efforts, FIU saw a 60% decrease in the number of students dropped from their classes for non-payment from Summer 2020 to Summer 2021. The full team meets before and after each cancellation cycle to discuss and address barriers identified through the process and to implement strategies for improvement.

Minimizing Financial Barriers

Through a partnership with the PantherSoft BI Team and Financial Aid Office, the SOS Team implemented a process to identify students who may be eligible but not yet awarded aid for

their final semester at FIU due to a reduced credit load. This process helps to ensure that all eligible students receive their aid and eliminates the need for individual memos. Over 2,000 students were identified through this process last year.



Additionally, through a collaboration with the Financial Aid Office and Office of the Registrar, a loan-eligible pathway was created for students who complete degree requirements but would like to complete pre-requisite courses for a graduate program, including Pre-Med/Pre-Health.



Identifying Course-Related Barriers

Last year, a Manager of University Course Offerings joined the team to help reduce course-related barriers to student progression. The team works to provide support, guidance,

and accountability surrounding course offerings, availability, and scheduling.

They created a series of reports to assist the departments with planning their course schedules to align course demand with offerings. They regularly disseminate enrollment monitoring reports to alert the departments of courses with low enrollment, which should be considered for cancellation, as well as those with high enrollment where additional seats may be needed.

Further, the team worked together to identify students who were on-track to graduate but needed a course that was not being offered, or one that was filled to capacity. They also worked with the colleges to understand the courses producing the highest number of unearned credits, the lowest average pass rates, and/or highest variance in pass rates across sections.

Increasing On-time Graduation

Last year, in addition to monitoring the 4-year FTICs, the team expanded the centrally coordinated Graduation Monitoring Project to include the 6-year FTICs and 2-year Florida AA transfers. The information collected through this project informs interventions to support the students who are both on-and-off track for on-time graduation.



The team contacts the students who are marked on-track through the Graduation Monitoring Project, as well as those who have completed their degree requirements in the Panther Degree Audit, to discuss their graduation eligibility and assist with the application process. Last year, nearly 800 students were applied through the Graduation Eligibility Project.

Celebrating the Success



While the year was filled with unprecedented challenges due to the global pandemic, it was also a year resulting in unprecedented success. FIU ranked #1 in the State University System's Performance Based Funding Model and is on-track to achieve a nearly 59% 4-year FTIC graduation rate this year. This represents a 25% increase in the 4-year graduation rate at FIU in the past 5 years. The Student SOS is proud to partner with the colleges and central units to support university-wide efforts to improve student success outcomes at FIU. We look forward to another great year!

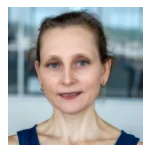
Meet the Team

Team Contact Info



Katie Pereya

Director of Student Success Operations and Strategy



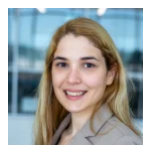
April Lewis

Associate Director of Retention Outreach and Advising Resources



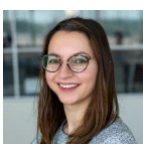
Joanna Sanabria

Assistant Director of Student Success Initiatives and Analysis



Marina Marchena

Manager of Student Progression Initiatives



Roxane Timon

Manager of Academic Operations and Course Offerings



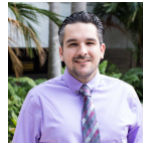
Maria Walker

Manager of Academic Support Services



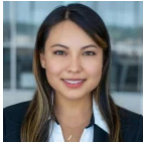
Chanel Gomez

Student Progression
Specialist



Jonathan Rodriguez

Student Progression
Specialist



Christie Murata

Global First Year Advisor



Kettia Romage

Academic and Career
Success Advisor



Rhesia Lewis

Student Success
Advocate



**Brittanyliz
Echevarria**

College Life Coach



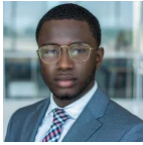
Aqsa Mahmood

College Life Coach



Cathyana Marcel

College Life Coach



Johnny Jean

Student Success
Specialist



Cara Rolle

Student Success
Specialist

FALL 2021 CALENDAR

- 9/10 – Advising Systems Workgroup Meeting
- 9/20 – Professional Advisors Meeting
- 9/23 – Academic Operations Workgroup Meeting
- 10/5 – CARTA Success Team Meeting
- 10/6 – CPHSW Success Team Meeting
- 10/7 – CSHTM Success Team Meeting
- 10/8 – Advising Systems Workgroup Meeting
- 10/12 – COB Success Team Meeting
- 10/12 – CASE Success Team Meeting
- 10/13 – SIPA Success Team Meeting
- 10/22 – CUAA Fall Forum
- TBA – University Course Offerings Workgroup Meeting
- 11/5 – Advising Systems Workgroup Meeting
- 11/8 – CNHS Success Team Meeting
- 11/9 – CEC Success Team Meeting
- 12/3 – Advising Systems Workgroup Meeting
- 12/7 – University Success Team Meeting

Academic and Career Success (ACS)

11200 SW 8th Street, SASC 427

Miami, FL 33199 United States

acs@fiu.edu



[Unsubscribe](#)

mailer lite