

Student Success Committee

Annual Report: 2021-2022

Members

Chair, Tauna Cole-Dorn, Tanya Allred, Barry Brewer, Ahmed Elaksher, David Ortiz-Canseco, Sang-Rok Lee, Elba Serrano, Brandon Smythe, John Vacca

Function/Purpose

To promote student success at all levels; to liaise with the Board of Regents Student Success Committee and the Student Success Center; to liaise with ASNMSU on all matters of joint interest; to propose and promote improvements to campus culture; to liaise with the Athletics Council. (FS 03/21) (Bylaws)

Meeting Notes

September

Did not meet.

October

October 21, 2021, 4 pm via ZOOM

Attending: Tauna Cole-Dorn, Tanya Allred, Barry Brewer, Elba Serrano, and John Vacca

Sergio Madrid and ASNMSU representative, Ethan Ortiz-Ulibarri and guest, Dr. Renay Scott

Minutes from Dr. Scott's presentation on Advising

Centralized Advising for Undergraduates began around 2018

Retention Tactics

6 week grades

Early alert either through Quick Connect and now, Navigate

Heavy focus on degree planning and registering for classes

Navigate

Summer of 2019 was purchased by NMSU

Fall 2019, Navigate went into use.

Was very helpful in Spring 2020 when Covid hit.

Two sides of NAVIGATE

The side the university accesses

The side students use where they can write out their academic plan. The student can have access to it through the Navigate app.

Faculty can go into the tool to release tools. The Navigate app is not for faculty, only students.

It's a work flow. It will allow for the creation of campaigns (i.e. advising, registration), 6-week grades

3 calls:

1) send out a communication to students doing well

2) students doing a mixed performance, encouraged to come in and discuss support avenues

3) failing students are encouraged to seriously come in and seek advice

Can pull analytics on how students are responding to the tool.

Faculty launch in Navigate primarily used for retention.

Advising Center has money set aside for students who have stepped out of school because of financial reasons or other situations. Students enter into a contract. Students are usually within 30 hours of their graduation. Right now, there are 75 students using this service.

Aggie Capstone Graduation Program

Senior Completion Program

Fall 2019, 50,000 was granted to help seniors complete their program. Awarded around 1,000, be in good academic standing.

Q & A after presentation

Drop down boxes indicate the semester the student is in. Faculty can enter a note. Alert goes to a centralized person who intervenes.

What kind of access do students have for non-academic resources?

Aggie Cupboard

Social worker has been hired to oversee the Aggie Cupboard

Director of Assisting Student Services

Barry – What results are Renay's office seeing in retention?

13,000 students are using Navigate

Students are using it an average 4 x

Students can create a road map, to do lists, the holds are transparent in Navigate

Insight in losing 2.3% of students didn't come back.

Elba – important role of retention. Would like to encourage getting the faculty involved in mentoring roles.

26 professional advisors or 1:445. Not broken out evenly because some advisors are professionally more experienced in a certain department or degree program.

Advising center was put under Student Engagement to cut a Director's position. Dr. Scott was hoping to strengthen collaboration.

Kelsey Smith oversees the implementation of Navigate and works with ICT

Tony Marin oversees the whole system.

Dr. Scott came into her position with centralized advising already underway.

Goal: to help students, guide them through the general education pathway, then when the student is solid in their major, they can be handed off to their department for advising.

There are mixed feelings between departments in wanting to be involved in advising.

In the future the Educational Advisory Board will be working on interfacing the Degree Audit to Navigate.

Right now, it's best to pull up a Degree Audit and also look at the student's records in Navigate and make sure they're the same. The technology in Navigate is not up to speed yet with the Degree Audit system, but it will be in the near future.

The pros of Navigate is that it marries all of the student's records together. All of the information that would have us looking at three different platforms is now in one platform.

The goal of Navigate is to marry all of the information into one place so that it saves time for both the faculty member and the student.

Problematic to have the new catalogues going live in August when school starts. Would like to see it go live in April prior to Fall registration.

Elba suggested that Dr. Scott's office create a brochure where departments could create a mentorship.

Helio Satisfaction Survey

Academic advising received the most comments making up a little over 12% of the total comments.

The results from the Helio survey have helped Dr. Scott narrow down where she needs to focus because of time and responsibilities.

Course Corrections and Enhancements

Cut a director from advising because it was administrative heavy, more so than other areas she oversees.

Advising is now in the Ed Services Building with several student support services to create efficiency and ease for the students. In December 2021, all enrollment services will relocate to the Ed Services Building to create a one place for all enrollment services for students.

One of Dr. Scott's goals is to implement more training and professional development to move towards the student support philosophy and less emphasis on the technical aspect of getting students registered.

This is the first semester for faculty to use Navigate.

Next meeting is scheduled for Nov. 18th at 4 pm through ZOOM.

You are invited to a Zoom meeting.

When: Nov 18, 2021 04:00 PM Mountain Time (US and Canada)

Register in advance for this meeting:

<https://nmsu.zoom.us/meeting/register/tJYvduqopzgoE9SoXPMnDXDYNO7WS-eHiLW>

After registering, you will receive a confirmation email containing information about joining the meeting.

November

Attending: Senators Tauna Cole-Dorn, John Vacca and Dr. Tanya Allred

We refreshed our memories on topics presented by Dr. Renay Scott.

An invitation has been extended to Dr. Anne Hubbell to speak at our next meeting in December.

Update: Dr. Hubbell has accepted. She would like to discuss mental health and the impact of COVID on grades. It's possible Associate Dean, Joe Lakey will join to discuss his analysis on student performance in what Dr. Hubbell thought was primarily general education courses in the College of Arts and Sciences.

December

Attending the meeting was Tanya Allred, Elba Serrano, Barry Brewer, John Vaca and myself, Tauna ColeDorn. Guests included Ann C. Goodman, Jon Webster and Amy Collins gave a presentation on "Supporting Students Through a Pandemic". Amy Collins is a professor at DACC and teaches part-time at NMSU, she is with the with the public health program and is the covid safety coordinator for DACC

Jon Webster is the project manager lead and manager for the Office of the Chancellor.

Ann Goodman is the Dean of Students

They discussed three main points: 1) What is going on with Covid-19 at NMSU 2) The effects of Covid 19 on Students 3) And provided suggestions for how to support students.

How are we helping students move forward during Covid?

Jon talks to the NM Dept. of Health on a daily basis and is in contact with Southwest Region Director, Dawn Sanchez. He communicates regularly with Stephanie Rodriguez, the Secretary of Higher Education on everything Covid related for final approvals and for anything we want to do at NMSU that is Covid-related.

Different sites are consolidated so students can make decisions if they need to report. Flow chart. Students don't need to have a negative test to come back.

The quarantine time is based off of the testing date. It is easier to go off of this date than trying to estimate the time symptoms began for the person.

13% is the cap for the positivity rate the county does not want to exceed based on our population.

Health Effects of Covid 19 on Students 1) Physical Health 2) Social Health 3) Emotional/Mental Health

Ann Goodman speaks to these 3 points. She works with the Aggie Health and Wellness Center, Activity Center, and Residential Life, the student organizations and the LGBTQ programs office and Student Services and Student Conduct.

Mental Health of the students seems to be the number one impact affected by Covid. Sophomore class is essentially a freshman class because they weren't on campus last year. They also didn't have traditional senior experience. This has affected their maturity and has affected the student's coping skills. Lower tolerance for conflict and unwillingness to find solutions or giving up too easily. There's been a very high increase in transports due to suicidal ideation and mental health issues. Students are dealing with financial insecurities or loss and are having to "Listen to understand rather than listen to respond" Students are less physically active. They aren't responding or participating in intramurals. Polarization seen politically is adding to their stress. Students are easily triggered by this polarization. The students like the faculty are confused and frustrated by the protocols mandated by the Federal and State.

Consider What Students are Experiencing

First generation students are responding to the pandemic differently from traditional students. Everyone's experience looks different because of online learning. Higher Ed article that had 10 strategies to help students cope. Look up and then also maintaining the rigor of the classroom, following the learning objectives and outcomes of the class while at the same time being a good listener to the student's experience.

Creating a Supportive Environment

What can faculty do to help? Recognizing the services that we already have here. Learn what resources exist at NMSU Modeling behavior-masking, vaccine, using evidence to make decision Give students space to have conversations to be heard. Being flexible, things will change, focusing on what we can control If it's not Covid, then it could be something else. Incompletes are a tool that can be helpful for the student. Sometimes just saying to the student is that maybe they need to take a break from school

and work on things in their personal or family life so they can focus on school. What can we manage versus worrying about things that we do not have any control of. Growth mindset-work to be proactive, not reactive

An article was shared with us by Amy: 10 strategies to support students and help them learn during the coronavirus crisis (opinion) (insidehighered.com)

Resources: <https://now.nmsu.edu/resources/signage-toolkits> <http://studentlife.nmsu.edu>
<http://you.nmsu.edu> (initiated last Fall with about 500 students registering)
<https://studentlife.nmsu.edu/studentassistanceservices/index.html>
<https://www.learningforjustice.org/supporting-students-through-cornonavirus>

NMSU Student Handbook – updated with links and services prevalent to covid as well as students' academic

Barry's question about the number of transports and was it significant more than a typical year? Ann's answer was significantly higher than Fall 2019. It was more than 25. Ann thought it was doubled. Suicidal ideation.

Deaths or hospitalizations from Covid? There was one student who passed away in Fall 2021. But students are not obligated to tell the university.

What level of reporting is there with students who are weekly testing? 3-4% unvaxed are not reporting. 80% who are vaccinated. These are results for students who have an interaction on campus. The compliance for testing and reporting fluctuates every day. No one has been disenrolled for noncompliance as of this past Fall 2021 according to Jon.

Spring semester will be a different experience because now students know.

Jon said that they have seen success and are able to isolate positive cases because students are uploading their vaccination cards. How can we support a vaccination requirement for admission? This is a concern for Dr. Goodman. When students aren't compliant, then it becomes a conduct issue that takes up a lot of time to resolve. If it's part of the admission process then it would free up time and benefit in other ways through more energy towards other ways of helping students.

Elba brought up several questions. What is the actual increase in suicidal ideation (numbers or percentages)? Are students actually reporting when they test positive for Covid? Students are concerned when they see another student absent from the class and wonder if they should be quarantining because of other students' absences? Students have to be reminded that there is a protocol in place for contacting other students and faculty based on the student's situation and interactions.

Tanya's question "Is there anything in place for the student to help manage their recovery from Covid and making up incompletes?". Bruce from Student Assistant Services is available just for this purpose to help students navigate school and their recovery for success. A social worker at the Aggie Health and Wellness center is also being called upon for assisting students. Dr Goodman responded by saying there were 24 students who were transported because of suicidal ideation in the Fall, this is different from a person who has attempted or committed suicide. Dr. Goodman's staff isn't part of Navigate. There's a

need for her role and office to be included. It was suggested we have the Navigate tab on Canvas. Dr. Goodman would like to see the Student Success Committee could help roll out the YOU site.

January

Attending: John Vaca, Barry Brewer, Tanya Allred, Elba Serrano, Tauna Cole-Dorn, Ahmed Elaksher, and Jamie Bronstein

Special Guests: Joe Lackey and Ann Hubbell

Dr. Joe Lackey presented statistics for 2019, 2020 and 2021 using 2019 as a baseline with a focus on 100 and 200 level courses in the College of Arts and Sciences and a comparison of students finishing 30 credits or less and students finishing 60 or less credits in Fall 2021. Dr. Hubbell reported on the CAASS explaining the importance of using Navigate (improvements made) and Early Performance Grades as well as practicing prompt grading and the trends in grades in the Honors College, particularly with Freshman students. Her talk focused on what we can do to help students and issues around not having enough resources to help students, in particular with mental health issues.

February

Attendance: Chair Tauna Cole-Dorn, Senators Elba Serrano, Barry Brewer, Tanya Allred, and Ahmed Elaksher

Guests: ASNMSU Vice President, Ethan Ortiz-Ulibarri, and Senators Haleigh Haven and Eric Gautier

We met with representatives from ASNMSU to discuss their opinions of what students need to feel supported and a desire to have their feedback on whether a survey would be helpful in gauging the issues and needs of the students. In particular, the discussion evolved around mental health, a proposal for Dead Week, evaluations, and more mentoring from faculty.

Dead Week: ASNMSU Vice President, Ethan Ortiz-Ulibarri suggested NMSU hold Dead Week. It's the week before finals where instructors are not allowed to give students tests or new information. Quizzes can be given during this week, but essentially, it's a week for students to study for finals. This would help take some of the stress off students. The ASNMSU senators requested a co-resolution for NMSU to be considered.

Mental Health Resources: We discussed you.nmsu.edu. The senators felt there was a demand for more therapists at Aggie Health and Wellness. It's taking too long for students to be able to see a therapist and Ethan had an anecdotal story to share with us that provided evidence of this problem. It was suggested that Aggie Health and Wellness resource information be required for all syllabi.

Survey: Dr. Brewer asked the students how we could move forward to create the survey. Dr. Serrano suggested that we could start from a place of students defining student success for themselves. Is NMSU's definition of student success in alignment with the student's definition? A great idea suggested by Senator Haleigh Haven, is to use the survey as a tool for not only the current Aggies, but future Aggies.

Evaluations: The question was asked, "Is there anything that faculty could do that would have a more lasting impact on their success?" Ethan responded that faculty and administration could do a better job

at understanding students. Their responsibilities outside of classes. Evaluations were brought up in this discussion.

There was a consensus among this group that the current evaluations do not give students enough information about the teaching style of the professor. The suggestion to have evaluations made public was made by the ASNMSU senators. However, this could be problematic for FERPA reasons. Dr. Serrano brought up the link <https://arp.nmsu.edu/4-23/>.

Mentoring: The College of ACES mentoring program was brought up as successful experience for Ethan. The mentors help students schedule their classes every semester. The mentor knows all of the instructors and classes and is a good resource for the student. They offer a class, ACES 111 that teaches the student all about the college, they're assigned to a mentor, learn good study habits, and it's an opportunity to develop a 1:1 relationship. Office hours were mentioned as a great opportunity for creating a mentoring possibility.

March

Attending: Tauna Cole-Dorn, Tanya Allred, Elba Serrano, Barry Brewer, Ahmed Elakshar and Sang-Ruk Lee

Vice Chair, Jamie Bronstein introduced the legislation for Proposition 9-21/22. It was voted as a no-pass. The proposition did not address the mini semesters. It was agreed the length of the mini semester is not conducive to late enrolment and if allowed, could have a negative impact for both the students and the faculty members teaching these courses. At the Alamogordo DACC campus, faculty can list what courses allow or disallow late enrollment. The suggestion was put forth to investigate whether we could do something similar, and whether the information would be available in the Banner system for the students.

Dead week was discussed. There were questions regarding what the rules would be if we would need to extend the length of the semester if the given weeks for each semester would suffice. We agreed it would be a good idea to start writing the proposal along with the ASNMSU Senate and gather more information.

The last agenda item was a discussion of the purpose of evaluations as sought out by an ASNMSU senator. How are evaluations used to gauge an instructor's teaching? There has been a request from the ASNMSU Senate for evaluations to be more transparent and reflect information that would be informative in making decisions as to an instructor's teaching style.

April

Attending: Senators Tauna Cole-Dorn, Tanya Allred, David Ortiz-Canseco, Elba Serrano, Steve Stochaj, Vice-Chair Jaime Bronstein and Chair Julia Parra Guest: Z Toups, ASNMU Senator-elect for 2022-2023

On the agenda, discussion of Proposition 11 2122, "To Add Internships and Co-ops to Alternate Educational Experiences for the VWW Program"

Steve Stochaj introduced the legislation for the proposition. The recommended edit would allow for an Internship Experience to count as a substitution for a VWW class.

There was concern that all of the sponsors were from the Engineering department. Steve confirmed that he did not go outside of his department to seek sponsors from other colleges. The argument from our committee against the edit was that an internship did not meet the same qualifications as the other options such as studying abroad and military experience. There was not sufficient evidence that the internships would meet the requirements of Viewing Wider World. Specifically, the internship could not count towards the required credits for the student's major and the internship would have to be in a different department other than the student's major.

We did not have a quorum for voting at this meeting. After discussing the proposition, Steve decided to pull the proposition off the table.

Chair Julia ended the meeting explaining the process for committee selection for next year and to submit a report wrapping up what we have discussed that could be moved forward and included in a memorial for next year.

Additional Roles/Responsibilities

As the liason for the Faculty Senate Student Success Committee, I attended the following meeting:

The Faculty Athletics Council met yesterday, April 13th at the Stan Fulton conference room from 2 -3 pm.

Chair Ross Mark led the meeting. The Director of Athletics, Mario Moccia spoke for the majority of the time giving us an update on the various NMSU sports teams. He is not happy overall with the current and past records of some of the teams but mentioned the basketball team's success several times.

Mario introduced us to the new woman's basketball coach, Jody Adams Birch, the new men's bb coach, Greg Heiar and mentioned the new football coach, Jerry Kill (not in attendance).

The Aggie Athletic Club raised a record \$814,000 that is used to supplement programs.

Aggie Consumables have been launched. There is an Aggie Salsa, and the Bosque Company made a popular hard seltzer in cranberry flavor that they were willing to launch for the Aggies, but there has been a shortage of cranberries so it may have to be put on the back burner or change the berry. Aggie bottled water is being considered in the future.

Improvements or upgrades: Men's Basketball is looking at getting a locker room renovation. The soccer field needs an upgrade.

Refrigerated air is going to replace the swamp coolers (can't remember if it was football or basketball)

A new turf is being funded by the governor.

At one end of the Pan Am Center, box seats are being constructed that will impact seating purchased by season ticket holders. Mario thought that by offering them seats below the boxes and closer to the court for the same price as what they were paying, it could be a good deal.

Mario suggested there be a fundraiser position for sports. UTEP has 4 and UNM has 8 fundraisers. Currently all fundraising runs through the foundation's office. Would like to see dollars set aside to hire a fundraiser for the athletics department for their own purposes.

Concluded by wishing the ASNMSU President, Mathew Madrid well in his future endeavors. The new ASNMSU President will be elected soon.