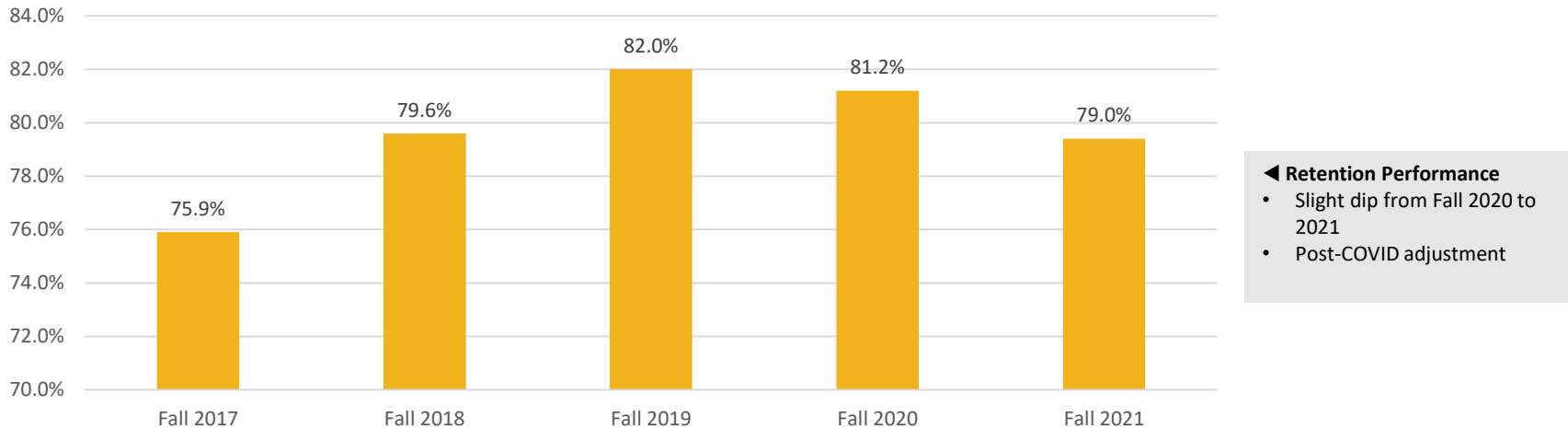# Front Line Professionals
Student Success Update

WEST VIRGINIA UNIVERSITY

NOVEMBER 2022

RETENTION AT WVU

WVU experienced a decline in retention from Fall 2020 to 2021 as COVID-period policies adjusted back to regular standards.

75.9%	79.6%	82.0%	81.2%	79.0%
Fall 2017	Fall 2018	Fall 2019	Fall 2020	Fall 2021

◄ **Retention Performance**
- Slight dip from Fall 2020 to 2021
- Post-COVID adjustment

Note: Fall 2021 reporting is preliminary

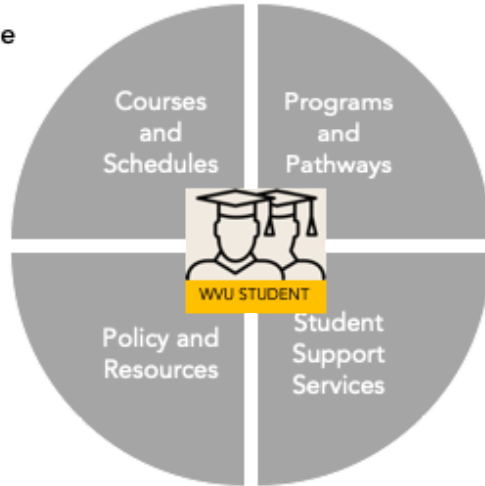West Virginia University

Four-Year Graduation Rate
By first semester of attendance
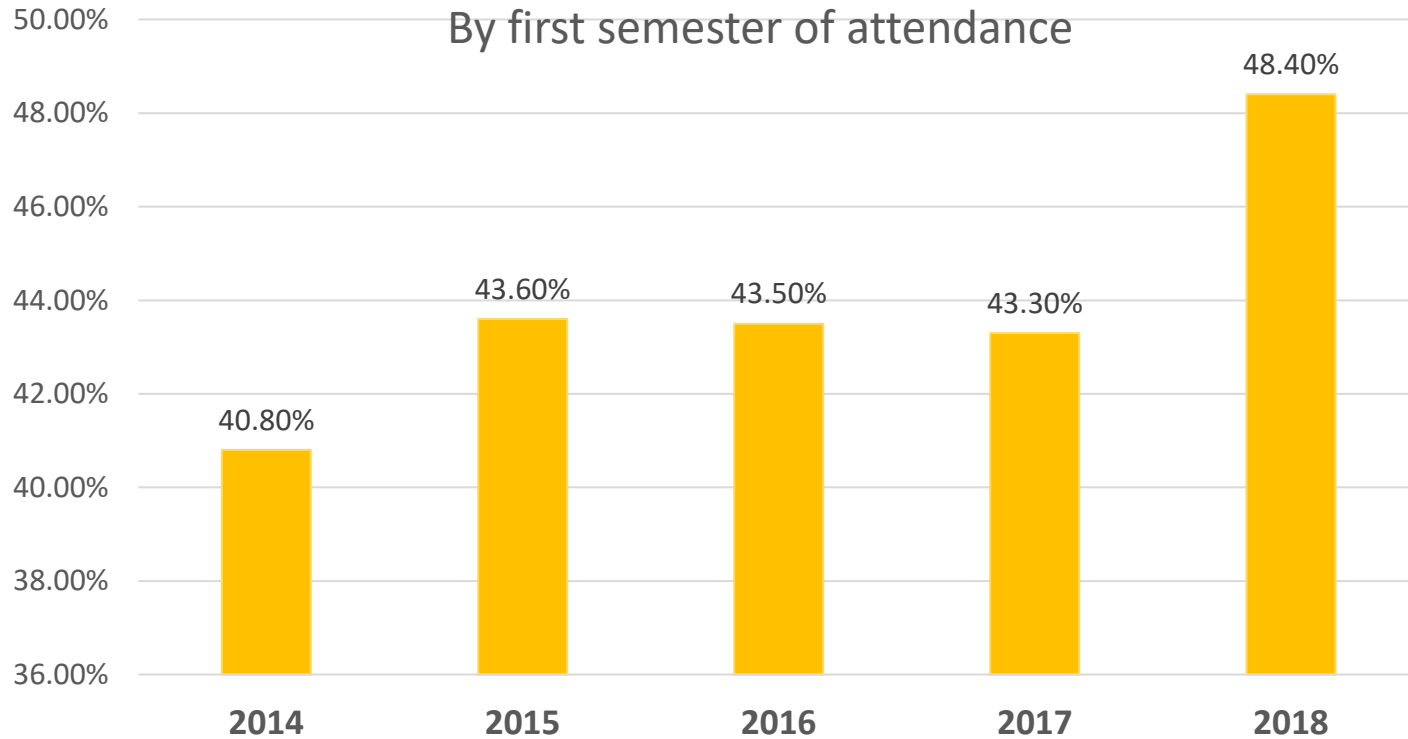
STUDENT SUCCESS ROADMAP

1. Improve course schedules and reduce D-F-W outcomes
- D-F-W courses
- Course scheduling

2. Establish pathways that allow multiple options for students
- Pathway strategy
- Recovery options

4. Align policy and resource strategies with completion goals
- Policy revision
- Incentive alignment

3. Improve academic advising and student support services
- Advising model
- Instructional support

Courses and Schedules

Programs and Pathways

WVU STUDENT

Policy and Resources

Student Support Services

The Student Success Roadmap is a plan to support retention improvement goals.

- Outlines three-year action plan

- Developed in 2020

- Phase 1 completed in Spring 2022

- Phase 2 implementation begins in Fall 2022

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ROADMAP – MOVING TO PHASE TWO

Spring 2021   Fall 2021   Spring 2022   Fall 2022   Spring 2023   Fall 2023

Phase One Focus (Fall 2021)

CURRENT
- Course Innovation
- Course Scheduling
- Academic Policy
- Tutoring
- Guided Pathways

Transition

Phase Two Focus (Fall 2022)

CONTINUE
- Course Scheduling
- Academic Policy

NEW
- Advising

REVISED FOCUS
- DFW | Course Innovation
- Academic Transition | Student Support

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PHASE TWO – FIVE INITIATIVES

Scheduling

1
- Course Optimization
- Block Schedule
- Efficiencies

Academic Policy

2
- Contracted Withdrawal
- Math Placement
- Completion Grants
- Cost Transparency

Advising

3
- Advising Director
- Professional Advisors
- Advising Practices and Training

DFW | Course Completion

4
- Foundational STEM Collaborative
- Data Dashboard

Academic Transition and Student Support

5
- REACH
- Summer Bridge
- Early Alert
- Student Services

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Initiative 1: Advising Transformation Update

WVU has improved student access to full-time professional advising.

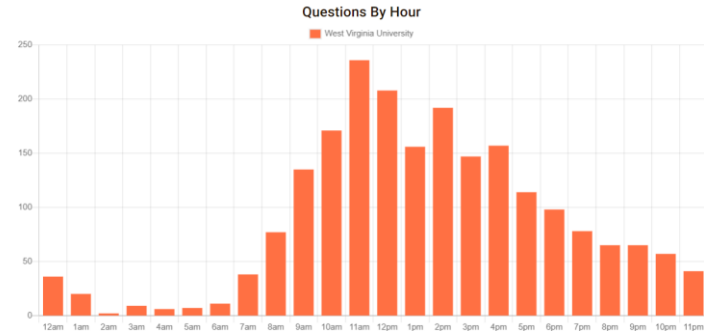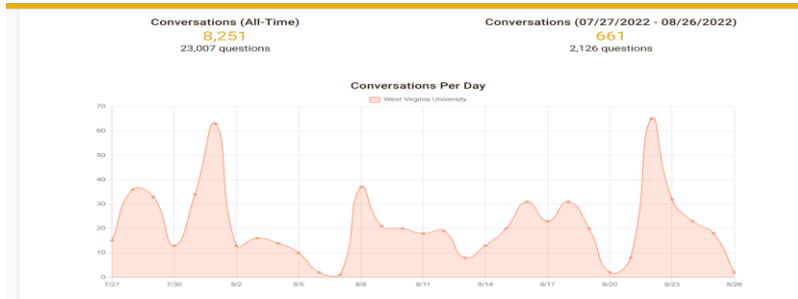|	
Office of the Provost	/ Hired Joy Carr, Director of University Advising
College of Creative Arts	/ Hired Academic Advising Coordinator
Statler College of Engineering and Mineral Resources	/ Hired or transitioned four new freshmen advisers / Transitioned college to all professional advising
Davis College of Agriculture, Natural Resources and Design	/ Hired Academic Advising Coordinator / Hired or transitioned three professional advisers / Two professional adviser hires pending / Transitioned college to all professional advising
Eberly College of Arts and Sciences	/ Hired two additional professional advisers / One professional adviser hire pending

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Initiative 2: Student Success Update

WVU adopted Morgan, a student success chatbot.

> Hi! I'm Morgan, your 24/7 student support chatbot or virtual assistant. I can help answer your advising, academic success, financial aid, student account or registrar questions. I will do my best to help you, but if I can't answer your question, I will connect you to someone who can. I look forward to chatting with you.

Questions?
Ask Morgan!
Text (304) 396-7241

Conversations (All-Time)
8,251
23,007 questions

Conversations (07/27/2022 - 08/26/2022)
661
2,126 questions

Conversations Per Day

Questions By Hour

Initiative 3: Student Support

Respond, Engage and Climb Higher (REACH)
Piloting interventions to improve under-resourced freshman success

Population	Number of Students	2021 Retention Rate	6-Year Graduation Rate (2015 FTF)
All Students	**4494**	**81.20%**	**63%**
Pell Eligible	1021	72.60%	52.90%
First Generation	638	74.70%	53.20%
Minority	541	74.40%	47.30%
Rural WV	189	78.30%	52.60%
First Gen + Pell	333	72%	49.90%
Minority + Pell	205	73.20%	49.50%
Rural WV + Pell	89	70.80%	48.50%

TRIO SSS Outcomes	
Persistence	90%
Good Academic Standing	90%
Graduation	59%

Student Success Update

Contingent on funding, REACH will employ a team of student support specialists to work with Pell-eligible students from the point of admission through graduation.

Admission → Day 1 on Campus

1. **Assist** students with test-optional admission and informing them of the pros and cons of not taking a standardized college admission test.

2. **Help** students identify all forms of financial aid that can decrease their cost of attendance.

3. **Expose** students to majors and careers through job shadowing and various career inventories.

4. **Educate** students and parents/guardians about financial literacy—tuition calculators, paying for college, understanding student loan debt, living on a monthly budget, and saving.

5. **Expand** our summer bridge program designed to help students jump-start math progression.

6. **Create** social communities composed of first-time students, faculty, staff and upperclassmen who create welcoming and inclusive environments based on predetermined criteria (academic, geographic or cultural interest).

Student Success Update

Contingent on funding, REACH will employ a team of student support specialists to work with Pell-eligible students from the point of admission through graduation.

Day 1 on Campus → Graduation

1. **Support** student academic achievement in STEM courses.

2. **Help** students to close the unmet need gap between their aid package and the actual cost of attendance.

3. **Connect** students to campus support resources.

4. **Integrate** success coaching into the First-Year Seminar curriculum to support academic and social engagement.

5. **Provide** monthly programming that facilitates academic and social integration.

6. **Establish** reserved locations across campus for studying and test preparation with peer mentors or success coaches.