

UNIT REPORT

**College of Engineering Student
Success Center - Institutional
Effectiveness Final Annual Report
2019**

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Definition of Unit

Student Success Center Mission

Reporting Year:

Providing Department: College of Engineering Student Success Center

Department/Unit Contact: Harry Ingle

Mission/Vision/Goal Statement:

The College of Engineering's mission is to graduate innovative Engineers who solve technological challenges to meet societal needs. The innovative Engineer is also known as a 21st Century Renaissance Engineer. A Renaissance Engineer is an adaptive professional who is inquisitive and creative and makes significant contributions for the betterment of humanity.

The mission of the Clay N. Hixson Student Success Center is to recruit a diverse population of well-rounded, academically talented, and creative students; to provide support, encouragement, and resources for our students; and to recognize students' accomplishments as they work toward reaching milestones on the way to becoming 21st Century Renaissance Engineers.

Goal/Objective/Outcome

Goal 2 - Tutoring Services

Define Goal:

Increase the usage of tutoring services for Student Success Center. Provide excellent customer service for tutees and enhance our tutoring program.

Intended Outcomes / Objectives:

Maintain a welcoming environment and ensure visibility of tutoring services.

Goal 3 - At-Risk Student Advising

Define Goal:

Utilize intrusive advising for at-risk student population on academic probation and students readmitted after suspension.

Intended Outcomes / Objectives:

Advisors meeting with at-risk student population should decrease the number of at-risk students.

Goal 4- Professional Academic Advising summary

Define Goal:

Professional advisors work one-on-one with freshman and early sophomore engineering students to increase retention and graduation rates.

Intended Outcomes / Objectives:

Advisors perceived favorably by advisees. Advisors offer appropriate face-time with advisees.

Goal 5 - Supplemental Instruction Program

Define Goal:

Develop Supplemental Instruction (SI) sessions. The goal of this program is to compare DFW rates of SI program participants vs. Non-SI program participants. Courses were selected based on DFW rates at TTU in Fall 2013.

Intended Outcomes / Objectives:

Offer SI for ENGR 1120 and CSC 2100.

Goal 6- Develop Recruitment Plan

Define Goal:

Develop recruitment plan for prospective TTU Engineering students.

Intended Outcomes / Objectives:

Increase outreach to area schools.

Attend recruitment events, such as college fairs.

Goal I - Student Ambassador Program**Define Goal:**

Develop and grow Student Ambassador Program, take applications, and develop Student Ambassador presentations.

Intended Outcomes / Objectives:

The intended outcome for the Student Ambassador Program is to ensure student success within the group (retention and persistence), and to assist the ambassadors in developing "soft skills" for workplace and professional success.

Assessment Tools

Assessment for Advising services

Goal/ Outcome/ Objective: Goal 4

Type of Tool: Meeting Records

Retention Rate

Tracking Spreadsheet

Frequency of Assessment: On-going

Rationale:

Annually each advisor will report their students' academic progress. This will provide information regarding retention for our freshman and sophomore populations.

Assessment for Recruitment Plan

Goal/ Outcome/ Objective: Goal 6

Type of Tool: Tracking Spreadsheet

Other

Frequency of Assessment: Annually

Rationale:

Tracking incoming freshmen by retention rate based on their high school can provide information regarding where our successful students are coming from. Also, tracking the percentage of change of majors can be helpful to understand where our students are going if they do not pursue an Engineering degree. Recording outreach activities will help us in the long-term determine the impact of outreach on recruitment.

Assessment for Student Ambassador Program

Goal/ Outcome/ Objective: Goal I

Type of Tool: Retention Rate

Survey

Tracking Spreadsheet

Other

Frequency of Assessment: Annually

Rationale:

The results will be analyzed to determine training, outreach activities, and changes in professional development for the next academic year.

Assessment for Supplemental Instruction

Goal/ Outcome/ Objective: Goal 5

Type of Tool: Survey

Tracking Spreadsheet

Other

Frequency of Assessment: On-going**Rationale:**

Certain general education courses in the College of Engineering curricula have a high rate of D's, F's and W's. The university's tutoring program now offers supplemental instruction for general education courses, so the focus in the CoE SSC has shifted to engineering-specific courses.

Assessment for Tutoring**Goal/ Outcome/ Objective:** Goal 2**Type of Tool:** Survey

Other

Frequency of Assessment: On-going assessment**Rationale:**

Tutoring will be assessed by number of tutors, hours offered, and specialties offered. In addition, a survey will be distributed to gauge tutee satisfaction.

Assessment for at-risk students**Goal/ Outcome/ Objective:** Goal 3**Type of Tool:** Other**Frequency of Assessment:** On-going**Rationale:**

Advisors will meet one-on-one with students as needed to ensure students are utilizing the necessary resources to be successful, such as tutoring. Students' academic performance will be closely tracked to see if the intervention helped to improve their academic standing.

Results

Results for At-Risk Advising**Goal/Objective/Outcome Number:** Goal 3 - At Risk Student Advising**Results:**

The following table shows a summary of at-risk student progress for f18-sp19, who, on average, had 13 contacts with their advisor.

	Standing fall 2018	Standing spring 2019
Good	0	118 (41%)
Warning	136 (45%)	8 (3%)
Probation	130 (43%)	83 (29%)
Suspension	25 (8%)	76 (27%)
Readmitted after suspension	14 (5%)	N/A

Attachments: Attached Files
 [At Risk Advising Report 2016-2017](#)
 [At-risk advising report 2015-2016](#)
 [At-Risk Student Advising Summary 14-15](#)
Results for Professional Academic Advisors**Goal/Objective/Outcome Number:** Goal 4- Professional Academic Advising Summary**Results:**

The following table summarizes the professional advising program for fall 2018-spring 2019:

Category	Number	Percentage
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Average number of contacts between advisee/advisor	22	N/A
Total number of major changes (to a major outside the college of engineering)	101	7%
Total number of advisees in good academic standing as of sp2019	1095	82%
Total number of advisees at risk as of sp2018	244	18%
Total number of advisees enrolled for summer or fall 2018, graduated, or on co-op	1071	78%

Attachments:**Results for Recruitment Plan****Goal/Objective/Outcome Number:** Goal 6**Results:**

The Director of the SSC was involved with many recruitment activities, some of which involved staff participation. Following is a list:

2018-2019 Clay N. Hixson Student Success Center Recruitment and Outreach

Off-campus

August 2018: Oak Ridge National Labs, undergrads and graduates, 50+

September 2018: Murfreesboro, TN, Siegel high school, 150+

October 2018: Bradley County, middle school students, 1000+ students (Makers)

October 2018: Columbia State Community College, Columbia, TN- STEM girls event, 200+ girls (Makers)

November 2018: DENSO in Maryville, TN, 200+ high school students (Makers)

February 2019: Walters State Community College & Expo Center, middle school, high school, and College students, 750+ students (Makers)

Spring 2019: Motlow State Community College, McMinnville location, transfers, 100+

Spring 2019: Nashville State Community College, High school and transfers, 50+

Spring 2019: Chattanooga Girls Leadership Academy, Chattanooga, TN, spoke with 25 girls (Makers)

Spring 2019: Wright Middle School, Nashville, TN- 40 students (Makers)

June 24, 2019: John Overton High School, NAZA Summer program, 100 high school students

June 26, 2019: Hunters Lane High school, NAZA summer program, 100 high school students

On-Campus

August 26, 2018: SSC, hosted Open house for incoming freshman, 25 students

September 20, 2018: SSC hosted Student success fair, invited 100+ GECU-Pre ENGR students, had 300+ in attendance (sponsored by Eastman)

September 29, 2018: Hosted Family weekend for the College of Engineering, current students and few prospective students attended (estimated 50 students in attendance)

October 2018: Preview: Hosted Preview day to prospective families, estimated 200+ visitors in attendance for Engineering.

October 19, 2018: Oasis College Connection group (counselor and students), hosted them and provided lunch tickets. Around 30 people.

March 16, 2019: Engineering Open House “Yield” event: estimated 100+ students in attendance plus guests.

March 22, 2019: Columbia State Community transfer students visited, 30 students in attendance.

April 2019: Hosted 55 students from diverse high schools from Knoxville (split costs for bus with College of Education, admissions paid lunch)

May 2019: Boys’ State Career/College night, spoke with 300+ rising high school seniors from across TN.

June 2019: College of Agriculture Leadership program, spoke with 50+ high school students.

Other:

SSC Director hosted or arranged meetings for an additional 20+ students on campus during the 2018-2019 year.

Attachments:

Results for Student Ambassador Program

Goal/Objective/Outcome Number: Goal 1

Results:

The goals for the Student Ambassador program are to create an inclusive group of engineering leader, to offer professional development activities for Ambassadors, and to provide opportunities for high-impact practices, such as service-learning. Outcomes this year (18-19 academic year) can be measured by the following:

50% of Ambassadors were female

Ambassadors participated in a professional development opportunity, where they were trained by an external consultant on how to present scientific material in outreach contexts (this training was funded by the TBR-SERS grant awarded to the SSC for the 18-19 year)

Students participated, on average, 14 hours of service

Attached is a summary of Ambassador activities and demographics

Attachments: Attached Files

 [ambassador program evaluation 2018.pptx](#)

Results for Supplemental Instruction - Fall 18 and Spring 19

Goal/Objective/Outcome Number: Goal 5

Results:

Supplemental Instruction (SI) is a peer-mentoring program that targets historically difficult courses. It consists of voluntary weekly out of classroom study sessions led by students who have previously taken and excelled in the course.

The goal of the program is to improve DFW rates in targeted classes. Outcomes suggest that students do perform better when they participate in the SI sessions.

A summary of progress for supplemental instruction, academic year 2018-2019, is attached.

Attachments: Attached Files

[SI Summary Report 18-19.pdf](#)

Results for Tutoring Services

Goal/Objective/Outcome Number: Goal 2

Results:

Tutoring services in the SSC are currently unable to meet the goals/objectives of the Center, due to low numbers of available tutors.

Attachments:

Modifications and Continuing Improvement to Goals/Objectives/Outcomes

New Modifications and Continuing Improvement to Goals/Objectives/Outcomes Item

Goal/Objective/Outcome Number: Goal 6

Program Changes and Actions due to Results:

No modifications are needed at this time.

Link to Assessment:

Recruitment remains a dynamic enterprise; based on feedback from our Advisory Board, we have implemented a stronger focus on recruiting diverse students. Thus, moving forward, we will continue implementing the changes made over the 19-20 academic year.

Link to 'Tech Tomorrow' Strategic Plan: Experiential Learning

New Modifications and Continuing Improvement to Goals/Objectives/Outcomes Item

Goal/Objective/Outcome Number: Goal 2

Program Changes and Actions due to Results:

The tutoring program in the Clay N. Hixson Student Success Center is undergoing changes due to the availability of quality tutors. As a result of low attendance and lack of tutors, we have asked Financial Aid to send at minimum ten students for tutoring.

Link to Assessment:

Assessment shows that we have decreased numbers of eligible tutors working in the CNH SSC. As a result, we also have decreased numbers of attendance. Therefore, we will gather information from the College of Engineering's departments and other entities, such as the Engineering Village and the library, to compile a list of available tutoring services that we can give to students. In addition, we will request suitable scholarship students from Financial Aid.

Link to 'Tech Tomorrow' Strategic Plan: Experiential Learning

New Modifications and Continuing Improvement to Goals/Objectives/Outcomes Item

Goal/Objective/Outcome Number: Goal 1

Program Changes and Actions due to Results:

We will increase the range of opportunities for student ambassadors to serve: networking with alumni, recruitment activities, mentoring in the community, and offering engineering outreach.

Link to Assessment:

The Student Ambassador Program's assessment shows that Ambassadors are a diverse group actively involved in the opportunities provided to them. To continue meeting our goals of assisting Ambassadors in developing their professional, leadership, and communication skills, we will offer a wider variety of service opportunities in which they may choose to participate.

Link to 'Tech Tomorrow' Strategic Plan: Experiential Learning

New Modifications and Continuing Improvement to Goals/Objectives/Outcomes Item

Goal/Objective/Outcome Number: Goal 3

Program Changes and Actions due to Results:

No modifications are needed at this time.

Link to Assessment:

Assessment of at-risk student advising suggests that students who are at-risk receive adequate face-time and contact with their advisor, and we see an increase in students on good standing from one semester to the next.

Link to 'Tech Tomorrow' Strategic Plan: General Education Curriculum

New Modifications and Continuing Improvement to Goals/Objectives/Outcomes Item

Goal/Objective/Outcome Number: Goal 4

Program Changes and Actions due to Results:

No modifications are needed at this time.

Link to Assessment:

Assessment of professional advising shows that students are meeting with their advisors frequently and are persisting from year to the next.

Link to 'Tech Tomorrow' Strategic Plan: General Education Curriculum

New Modifications and Continuing Improvement to Goals/Objectives/Outcomes Item

Goal/Objective/Outcome Number: Goal 5

Program Changes and Actions due to Results:

No modifications are needed at this time.

Link to Assessment:

Assessment of the SI program shows that SI participants have higher class GPA's (on average), and are less likely to receive a D,F, or W (on average) than those students who do not participate. We have implemented changes to address SI Leaders' requests for more professional development.

Link to 'Tech Tomorrow' Strategic Plan: Experiential Learning