

Definition of Unit

COIS Student Success Center Mission Statement

Reporting Year:

Providing Department:

College of Interdisciplinary Studies Student Success Center

Department/Unit Contact:

Jeannie Smith

Mission/Vision/Goal Statement:

The College of Interdisciplinary Studies Student Success Center's mission is to provide students, especially non-traditional students, quality advisement and serve as a gateway to the University. The Center will act as a student's liaison to the University, answering their questions and acting as a representative on their behalf. The mission of the COIS SSC to provide students professional advisement aligns with TTU's Strategic Plan goals to improve the undergraduate student experience, improve academic advising, increase degrees conferred and retention, and reducing the time to completion.

Goal/Objective/Outcome

Goal 1 - Enhance student success and retention

Define Goal:

The College of Interdisciplinary Studies Student Success Center will enhance student success and retention.

1. Provide students with the requirements for a Bachelor's degree at Tennessee Tech University.
2. Counsel students, specializing in the non-traditional student, on available programs of study, course relationships, and connecting to their career goals.
3. Provide students with information on the general education requirements and what courses may be taken to fulfill each category.
4. Provide students with possible concentrations and the prerequisites for courses.
5. Provide guidance in using registration, email, calendar, and other University electronic resources.
6. Reach out to students who have not completed their degrees and assist them in finding a program of study that meets their needs and their career goals.

Intended Outcomes / Objectives:

By achieving the above goals of the COIS Student Success Center will produce the following outcomes:

1. Increase the retention of students through successful completion of their degree.
2. Increase the number of students in the College of Interdisciplinary Studies.
3. Design and conduct a satisfaction survey.
4. Conduct an advisement questionnaire regarding overall advisement and knowledge of the University's requirements.
5. Design and conduct a senior exit survey.
6. Increase number of students completing Career Readiness Certificate.

Goal 2 - Communication and resources

Define Goal:

The College of Interdisciplinary Studies Student Success Center will enhance communication and resources.

1. Provide information on where, how, and when to process information with such offices as Records, Registration, Financial Aid, etc.
2. Help students who have issues, concerns, or problems and serve as a liaison to the University.
3. Provide career guidance to connect students with Career Services, Career Job Fairs, Alumni Services, and Graduate Studies programs.

Intended Outcomes / Objectives:

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Assessment Tools

Assessment 1 - Retention

Goal/ Outcome/ Objective:

Goals 1 & 2

Type of Tool:

Graduation Rate
Retention Rate

Frequency of Assessment:

Each semester

Rationale:

Meet or exceed the retention of students served by the SSC by measuring the number students enrolled and the number of students who successfully complete the degree.

Assessment 2 - Number of Students

Goal/ Outcome/ Objective:

Goal 1 & 2

Type of Tool:

Retention Rate

Frequency of Assessment:

Each Semester

Rationale:

Meet or exceed the number of students served by the Student Success Center; measure the number of undergraduate students in each degree program offered by the College of Interdisciplinary Studies. Tabulate an overall count of students in each program and compare to the previous year. Baseline was established 2012-2013 year.

Assessment 3 - Satisfaction survey

Goal/ Outcome/ Objective:

Goal 1 & 2

Type of Tool:

Survey

Frequency of Assessment:

Annually

Rationale:

The satisfaction survey will be used to review the overall satisfaction of students served by the Student Success Center. Students will be sent a survey to complete after a year of advisement.

Assessment 4 - Senior Exit Interview

Goal/ Outcome/ Objective:

Goal 1 & 2

Type of Tool:

Survey

Frequency of Assessment:

Annually

Rationale:

The Senior Exit interview will be administered to all graduating students during final advisement session. The exit interview asks the student about overall satisfaction of the program.

Results

Results - Annual report

Goal/Objective/Outcome Number:

Goal 1 & 2

Results:

An annual report for the Student Success Center is attached highlighting the year's successes by the center as well as the staff.

Attachments:

Attached Files

COIS SSC Annual Report 2017-2018.docx

COIS SSC Annual Report 2018-2019.docx

Results - Change of Major

Goal/Objective/Outcome Number:

Goal 1 & 2

Results:

The COIS provides TTU students with an alternative option for degree completion. Many choose the option of COIS for the flexibility of the degree or choose to create a degree program that better meets their desires.

For 2018-2019, the ARGOS reports were run for the semesters of Fall, Spring, and Summer. An estimate of 131 students changed their majors to Interdisciplinary Studies. With a generous estimate of most students changing during their junior year with an estimated 30 hours to complete, this would mean the savings to the university is approximately (\$400/credit hour x 131 students x 30 hrs) is \$1,572,000.

Attachments:

Results - Graduates & Enrollment

Goal/Objective/Outcome Number:

Goal 1 & 2

Results:

The number of students who graduated in the academic year 2018-2019:

Graduates – Undergraduates in the College of Interdisciplinary Studies*

Major	F15	S16	F16	S17	F17	S18	F18	S19
ESS	5	3	6	6	2	10	3	7
LIST	67	51	45	58	48	80	47	71
PRST	10	13	9	5	5	4	4	13
Total	82	67	60	69	55	94	54	91

The number of students advised by the Student Success Center 2018-2019:

Enrollment**– Undergraduates in the College of Interdisciplinary Studies

Major	F15	S16	F16	S17	F17	S18	F18	S19
ESS	40	36	34	35	49	46	39	38
LIST	257	247	266	269	302	284	258	233
PRST	59	52	41	40	46	41	47	45
Total	356	335	341	344	397	371	344	316

*Graduate number from ARGOs reports

**numbers from Institutional Research site, www.tntech.edu/ir

Attachments:

Results - Recruitment efforts

Goal/Objective/Outcome Number:

Goal 1 & 2

Results:

1. During the Summer 2018, Fall 2018, and Spring 2019 semesters, recruitment letters were sent to approximately 2,500 Community College students encouraging them to enroll in the 2+2 IS cohorts. Site locations are in Scott County, Oak Ridge, Crossville, McMinnville, and Moore County. Letters were sent students attending Roane State Community College, Pellissippi Community College, and Motlow Community College.
2. The COIS SSC attended Upper Cumberland High School Career Fair at the Hyder Burks Pavilion - 2,400 participants from 14 area high schools held in October, 2018.
3. The COIS SSC was an active participant in TTU's Preview Day held in October, 2018.
4. The COIS SSC was an active participant in TTU's Boys State Career Fair held in the University Center in May, 2019.
5. Letters were mailed to COIS stop-out students to encourage their return to TTU to complete their degree.
6. The COIS SSC worked closely with TN Reconnect counselors to assist adult learners to return to TTU either in the COIS program or helping to recommend programs of study.
7. The COIS SSC had 213 inquiries through TN Reconnect and visits to the website. Each is sent a detailed email with program information.

Attachments:

Results - Student Advisement

Goal/Objective/Outcome Number:

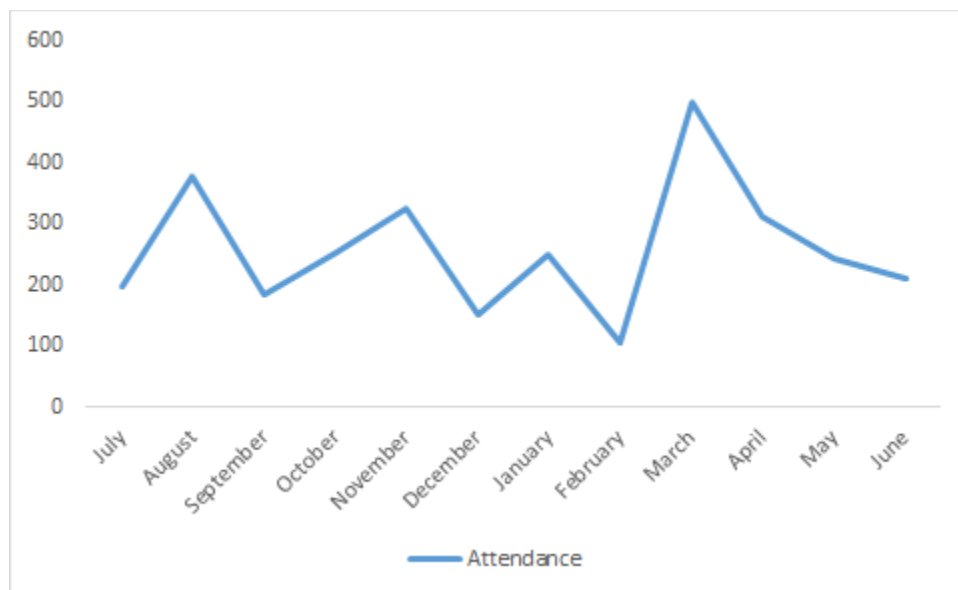
Goal 1 & 2

Results:

The COIS SSC provided advisement to more than **659 students** between July 1, 2018, to June 30, 2019, with **233 new students**. While not all of the 233 new students changed their major to a COIS program, each student received a detailed plan of study and a detailed advisement session regarding the program best suited for the student; Bachelor of Science in Interdisciplinary Studies, Bachelor of Science in Professional Studies, or the Bachelor of Science in Environmental Studies

The COIS SSC provided **3,112** advising appointments scheduled through the TechConnect for the SSC between July 1, 2018, to June 30, 2019. See the graph below displaying attendance by month and the attached report, Appointment Attendance 2018-2019.

Attendance by Month 2018-2019



An *Advisement Satisfaction Survey* was given to all students advised by the COIS SSC following their advisement session through email and **85 students** completed the evaluation.

For the question, "Does your advisor reply to you in a timely manner?" 83 answered strongly agree for a 95% agreement.

For the question, "Are resources available to me?" 80 answered strongly agree for a 92% agreement.

For the question, "Do you prefer to be contacted by email?" 49 answered no for a 56% disagreement.

The following are comments submitted by students:

"Mrs. Keylon spends a lot of time with each of her students. I never leave feeling like any topic was left uncovered. She's the best!"

"Ms. Keylon has been an awesome adviser. She has walked me through each step required for graduation and now I'm so close to fulfilling my dream of college graduation!!!"

"Ms. Smith has been someone I have been able to depend on from the start. I consider her to be the main reason for my success with Tech. She deserves a great deal of praise!"

"Very thankful to have had Jeannie Smith as an adviser, it was a little bittersweet knowing this past advisement session will be our last."

Attachments:

Attached Files

Appointment Attendance 2017-2018.pdf

Appointment Attendance 2018-2019.pdf

Results -Exit Interview - Program Satisfaction Survey

Goal/Objective/Outcome Number:

Goal 1 & 2

Results:

A *Program Satisfaction Survey* was given to all graduating COIS LIST & PRST students registered in the senior capstone culminating project and **17 students** completed the evaluation.

The following data was collected from the Senior Exit Interviews:

Semester	Surveys Emailed	Responses	Average Age	First Generation	Average GPA	Worked while attending	Job after completing degree
Spring 2019	92	17	18-24	41%	>2.78	88%	56%

Examples of survey questions with replies:

1. Strengths of the program:

“Flexible scheduling, Focus on critical thinking, It works well for those who are not in the one size fits all category.”

"The support and knowledge of the staff."

"Advisers and staff wanted me to succeed."

"The flexibility for full-time working individuals."

2. Weaknesses of the program:

“I feel that the culminating paper could use some revisions. For instance, I hadn't had an English class in 20yrs. I struggled with writing the paper.”

"Getting people outside the program to understand its strengths."

"Not having a site advisor for the Oak Ridge cohort"

"Having to be a certain major to get into various classes (for example all of the sociology courses after the intro). It's a lot of trouble to get a permit for each class."

3. How would you describe the Interdisciplinary Studies degree:

“Challenging yet rewarding, not to mention useful.”

"Useless."

"Useful because it makes me a Jack of All Trades in my field."

"Very beneficial for me to further my career and land the jobs that I have been going after."

Attachments:

Attached Files

COIS Senior Survey LIST PRST majors.docx

Modifications and Continuing Improvement to Goals/Objectives/Outcomes

Modifications and Continuing Improvement

Goal/Objective/Outcome Number:

Goals 1 and 2

Program Changes and Actions due to Results:

Each of the below improvements will meet the Goals 1 & 2 by enhancing student success and retention as well as improve communication and provide available resources to students.

1. The SSC has not been diligent in requiring each student to complete the evaluation. Currently, the evaluation is provided to students in our email link. We also send out emails in the semester asking for their input. In the future, we will ask each student to complete the evaluation by emailing them a link to the survey. For those advised through email, we will prompt them to complete the evaluation.
2. The SSC needs to increase our recruiting efforts. The college has hired a recruiter that will begin in August 2019. This recruiter will work in coordination with the 2+2 sites and the campus advising staff.
3. Student Success Collaborative (SSC) - review students with low GPAs and create an outreach process utilizing the Learning Commons tutoring services.
4. Review satisfaction survey and senior exit interview information will be reviewed to seek ways to improve areas of weakness. Also, the SSC will work to increase number completing survey and interview.

Link to Assessment:

Link to 'Tech Tomorrow' Strategic Plan:

Improvement to Assessment Plan

Improvements

Improvements to Assessment Plan:

The COIS Student Success Center currently does not have any improvements to enter for the IE Report.