

# **2019-2020:College of Interdisciplinary Studies Student Success Center**

## **Definition of Unit**

### **Providing Department:**

College of Interdisciplinary Studies Student Success Center

### **Department/Unit Contact:**

Jeannie Smith

### **Mission/Vision 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 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:**

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

## **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

### **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 - Annual report**

### **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:**

COIS SSC Annual Report 2019-2020.docx

## **Results - Change of Major**

### **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.

With the new Freshman Center and the recent change of non-degree seeking programs being switched to the Interdisciplinary Studies major, an accurate report of the change of major cannot be completed.

## Results - Graduates & Enrollment

### Results:

The number of students who graduated in the academic year 2019-2020:

#### *Graduates\* – Undergraduates in the College of Interdisciplinary Studies*

Major	F15	S16	F16	S17	F17	S18	F18	S19	F19	S20
COMM									13	14
ESS	5	3	6	6	2	10	3	7	4	4
LIST	67	51	45	58	48	80	47	71	49	48
PRST	10	13	9	5	5	4	4	13	5	6
Total	82	67	60	69	55	94	54	91	71	72

#### *Enrollment\*\*– Undergraduates in the College of Interdisciplinary Studies*

Major	F15	S16	F16	S17	F17	S18	F18	S19	F19	S20
COMM									117	105
ESS	40	36	34	35	49	46	39	38	42	44
LIST	257	247	266	269	302	284	258	233	255	264
PRST	59	52	41	40	46	41	47	45	49	42
Total	356	335	341	344	397	371	344	316	463	455

\*Graduate number from ARGOs reports

\*\*numbers from Institutional Research site, [www.tntech.edu/ir](http://www.tntech.edu/ir)

## Results - Recruitment efforts

### Results:

1. During the Summer 2019, Fall 2019, and Spring 2020 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, 2019.
3. The COIS SSC was an active participant in TTU's Preview Day held in October, 2019.
4. Letters were mailed to COIS stop-out students to encourage their return to TTU to complete their degree.
5. 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.
6. The COIS SSC had 165 inquiries through TN Reconnect and visits to the website. Each is sent a detailed email with program information.
7. Spring 2020 semester, a recruiter for the college was hired. They are not responsible for outreach to Community Colleges, High Schools, and Business throughout the state of TN.

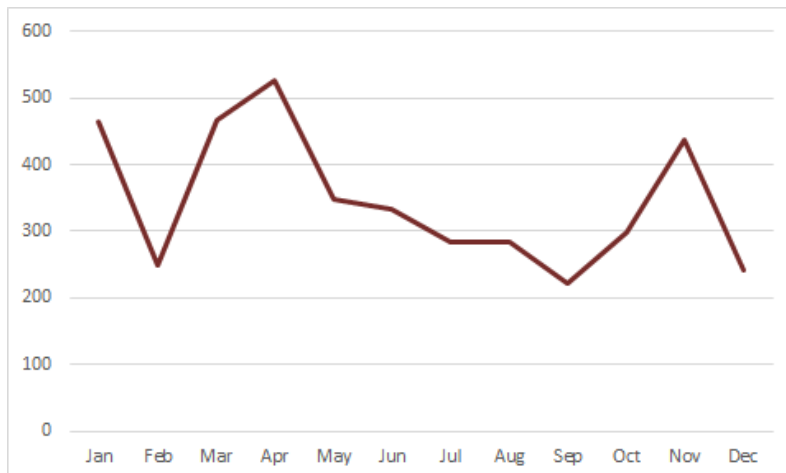
## Results - Student Advisement

### Results:

The COIS SSC provided advisement to more than **612 students** between July 1, 2019, to June 30, 2020, with **310 new students**. While not all of the 310 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 **3,836** advising appointments scheduled through the TechConnect for the SSC between July 1, 2019, to June 30, 2020. See the graph below displaying attendance by month and the attached report, Appointment Attendance 2019-2020.

**Attendance by Month 2019-2020**



An *Advisement Satisfaction Survey* was given to all students advised by the COIS SSC following their advisement session through email and **86 students** completed the evaluation.

For the question, "Does your advisor reply to you in a timely manner?" 75 answered strongly agree for an 87% agreement.

For the question, "Are resources available to me?" 72 answered strongly agree for an 83% agreement.

For the question, "Do you feel your advisor care about you and your success?" 73 answered strongly agree for a 73% agreement.

The following are comments submitted by students:

"Ashlee Kiser is amazing. Makes the process so much easier and less stressful. We used a Facebook call for our meeting and it went very well. "

"Mrs. Kiser did a fantastic job. I could not thank her enough for bearing with me as I had my children tag along with me today. She is very understandable and I am glad to have an advisor like her."

"Lisa Brown is an amazing advisor and an asset to TTU. Every time I met with her I came away feeling more confident and enthusiastic than when I went in!"

"You're a great advisor! Thank you for all of your help!"

"Jeannie Smith is fantastic. I enjoy every time I speak with her. She is very knowledgeable and she adapts to the questions that I have. "

"I have really enjoyed working with Jeannie Smith. She always responds quickly and completely. "

**Attachments:**

Advising Appts COIS SSC 070119-063020.pdf; Appointment Attendance 2017-2018.pdf; Appointment Attendance 2018-2019.pdf

## Results -Exit Interview - Program Satisfaction Survey

### Results:

This was administered for **2018-2019** year. A survey was not administered for 2019-2020.

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:**

COIS Senior Survey LIST PRST majors.docx

**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 who started in August 2019. The recruiter will work in coordination with the 2+2 sites and the campus advising staff. The staff will continue working on the Stop-Out students by reviewing their remaining hours and contacting them with an assessment.
3. 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.

**Improvements****Improvements to Assessment Plan:**

The COIS Student Success Center currently has no changes to the assessment plan.