

# Student Success Committee

February 2020

**RADFORD UNIVERSITY**

---

Board of Visitors

**STUDENT SUCCESS COMMITTEE**

**2:00 P.M.**

**FEBRUARY 13, 2020**

**MARY ANN JENNINGS HOVIS MEMORIAL BOARD ROOM  
THIRD FLOOR, MARTIN HALL, RADFORD, VA**

**DRAFT  
AGENDA**

- **CALL TO ORDER** Dr. Debra McMahon, *Chair*
- **APPROVAL OF AGENDA** Dr. Debra McMahon, *Chair*
- **APPROVAL OF MINUTES** Dr. Debra McMahon, *Chair*
  - December 5, 2019
- **STUDENT GOVERNMENT ASSOCIATION REPORT** Ms. Colleen McNickle, *Student Government Association President*
- **SCHEV REPORT** Ms. Abigail Secret, *Student Representative to SCHEV*
- **STUDENT COUNSELING SERVICES REPORT** Dr. Dennis Heitzmann, *Counseling Services Consultant*
- **STUDENT AFFAIRS REPORT** Dr. Susan Trageser, *Vice President for Student Affairs*
- **OTHER BUSINESS** Dr. Debra McMahon, *Chair*
- **ADJOURNMENT** Dr. Debra McMahon, *Chair*

**\*\* All start times for committees are approximate only. Meetings may begin either before or after the listed approximate start time as committee members are ready to proceed.**

**COMMITTEE MEMBERS**

Dr. Debra K. McMahon, *Chair*

Ms. Karyn K. Moran, *Vice Chair*

Dr. Susan Whealler Johnston

Mr. Mark Lawrence

Dr. Jay A. Brown

Mr. David Smith

Mr. Breon Case (Non-voting Advisory Member)

# February 2020 Meeting Materials

**RADFORD UNIVERSITY**

---

Board of Visitors

# Student Government Association Update



Board of Visitors

RADFORD  
UNIVERSITY



Page 4 of 53

February 13, 2020

# Executive Board Updates

- Student Finance Committee
- Community Service and MLK Day of Service
- Dining Services Committee
- SGA Winter Retreat
- Diversity Training



Page 5 of 53

# Cabinet and Staff Updates

---

- Highlander of the Month
- Town Hall Meeting
- Stress Less Event
- T-Shirt Drive
- Sustainability Scavenger Hunt



Page 6 of 53



# Senate Updates

---

- Recycling Bins
- Feminine Hygiene Legislation
- Facilities Management Appreciation Day



# General Body Goals and Plans

- Complete the Bags to Benches Program
- Continue community service efforts
- Consent Campaign
- Unity Fest
- Ring Dance





# Advocacy Day 2020



# Questions?

---



# SCHEV Student Representative

RADFORD  
UNIVERSITY

# Introduction: Abby Segrest

---



STATE COUNCIL OF HIGHER  
EDUCATION FOR VIRGINIA

# Food Insecurity

---

Every school has some form of food insecurity.

- Supplemental Nutrition Assistance Program (SNAP)
  - Swipe Out Hunger
- Educational sessions
- Parking tickets
  - Donate to local food pantry to reduce cost of ticket

# Mental Health Awareness

---

“Students learn better when they're healthy.”

*-Dr. Kelly Crace (W&M)*

- All about dosing
  - Whispering effects, echoing events
- Wellness
  - Integrated Wellness Centers - at all campuses within the next 10 years
- Recommendation for campuses
  - Basic Needs Advisory Board



---

# Questions?

# Student Affairs Update

RADFORD  
UNIVERSITY

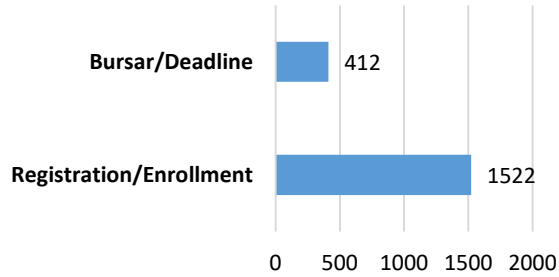
Page 16 of 53

Board of Visitors

February 13, 2020

# Student Success and Retention

## Outreach to Students



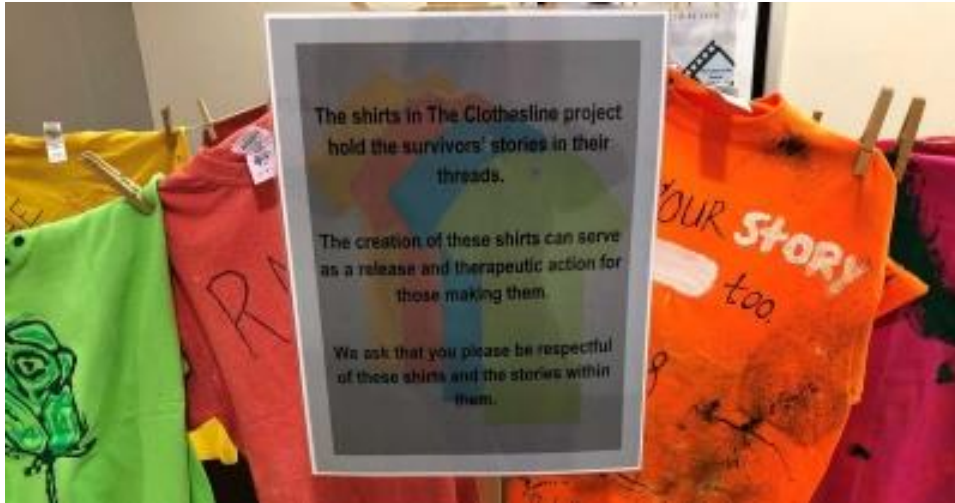
Student Success and Retention served as a host site for MLK Day of Service.

## Dean's List Reception



# Substance Abuse and Violence Education Support (SAVES)

---



Stalking Awareness  
Week

January 27 - 31

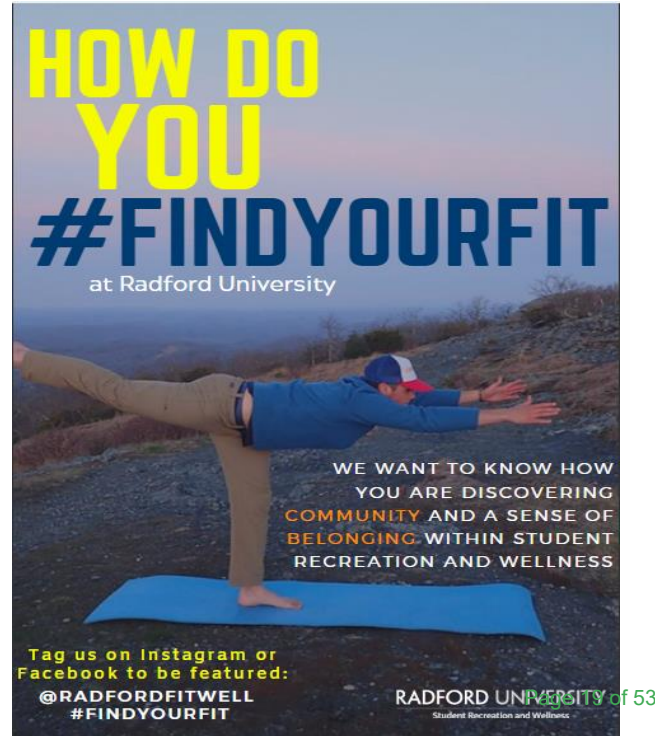
Sexual Assault  
Awareness Week

April 6 - 10

# Student Recreation and Wellness

## Fall 2019 Snapshot

- Total Facility Users: 66,260
- Unique Users: 4,954
- Average Usage: 2 times per week
- Guest Passes: 332



# Student Involvement

---

## RUIInvolved

- Usage increased by 44% from Fall 2018 to Fall 2019
- Event categories created for better tracking
- RUC fully incorporated
- Events now searchable by location



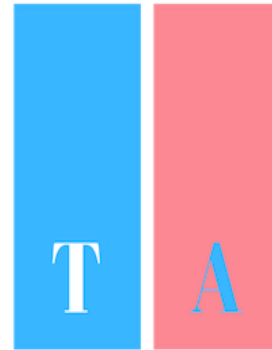


# Center for Diversity and Inclusion

---

## Cultural Support Groups

- Brother 2 Brother
- Transgender Advocacy Group (TAG)
- Queer People of Color (QPOC)
- Sister Circle



# Radford University Carilion



Building community  
and serving students



Page 22 of 53

# MLK Day of Service

---



# Collaborative Programming



Relationship  
with the  
Taubman Museum of Art



# Discussion

# December 2019 Minutes

**RADFORD UNIVERSITY**

---

Board of Visitors



# RADFORD UNIVERSITY

Board of Visitors

**STUDENT SUCCESS COMMITTEE MEETING  
2:00 P.M.  
DECEMBER 5, 2019  
MARY ANN JENNINGS HOVIS MEMORIAL BOARD ROOM  
THIRD FLOOR, MARTIN HALL, RADFORD, VIRGINIA**

**DRAFT  
MINUTES**

**COMMITTEE MEMBERS PRESENT**

Mr. Mark S. Lawrence, Acting Chair  
Mr. David A. Smith  
Mr. Robert Archer, Rector (Ex officio)  
Mr. James Kibler, Jr., Vice Rector (Ex officio)  
Mr. Breon Case, Student Representative (Non-voting Advisory Member)

**COMMITTEE MEMBERS ABSENT**

Dr. Debra K. McMahon, Chair  
Ms. Karyn K. Moran, Vice Chair  
Dr. Susan Whealler Johnston

**BOARD MEMBERS PRESENT**

Dr. Thomas Brewster  
Dr. Jay A. Brown  
Mr. Gregory A. Burton  
Ms. Krisha Chachra  
Dr. Rachel D. Fowlkes  
Ms. Georgia Anne Snyder-Falkinham  
Ms. Lisa Throckmorton  
Dr. Jake Fox, Faculty Representative (Non-voting Advisory Member)

**OTHERS PRESENT:**

President Brian O. Hemphill  
Ms. Karen Castele, Secretary to the Board of Visitors and Special Assistant to the President  
Dr. Kenna Colley, Interim Provost and Vice President for Academic Affairs  
Ms. Craig Cornell, Vice President for Enrollment Management  
Mr. Danny M. Kemp, Vice President for Information Technology and Chief Information Officer  
Ms. Wendy Lowery, Vice President for University Advancement  
Mr. Chad A. Reed, Vice President for Finance and Administration and Chief Financial Officer  
Ms. Ashley Schumaker, Chief of Staff and Vice President for University Relations  
Dr. Susan Trageser, Vice President for Student Affairs

Mr. Allen Wilson, Senior Assistant Attorney General, Commonwealth of Virginia  
Other Radford University faculty and staff

### **CALL TO ORDER**

Mr. Mark Lawrence, Acting Chair, formally called the Student Success Committee meeting to order at 2.04 p.m. in the Mary Ann Jennings Hovis Memorial Board Room in Martin Hall. Mr. Lawrence conducted a roll call and established a quorum was present.

### **APPROVAL OF AGENDA**

Mr. Lawrence asked for a motion to approve the December 5, 2019 meeting agenda for the Student Success Committee, as published. Mr. Robert Archer so moved, Mr. James Kibler seconded, and the motion carried unanimously.

### **APPROVAL OF MINUTES**

Mr. Lawrence asked for a motion to approve the minutes of the September 26, 2019 meeting of the Student Success Committee, as published. Mr. Archer so moved, Mr. David Smith seconded, and the motion carried unanimously.

### **STUDENT GOVERNMENT ASSOCIATION (SGA) REPORT**

Student Government Association President Colleen McNickle provided a report of recent activities and updates to SGA's Strategic Plan for the 2019-2020 academic year. The SGA Executive Committee attended the National Student Government Association Summit in Washington, D.C. She added that SGA collaborated with Alpha Phi Alpha Fraternity to hold a remembrance event to not only remember the two Highlanders lost this semester, but anyone who a student, faculty, or staff member would like to remember. Town Hall meetings continue to be held and offer students the opportunity to openly voice ideas, suggestions or concerns. From the most recent Town Hall meeting, it was decided to explore how to offer school supplies for students in need. Ms. McNickle continued by saying that SGA members, along with other student leaders, faculty and staff, completed the Talk Saves Lives suicide prevention training to learn warning signs, triggers, and assistance and prevention techniques. A Stress Less event was held to help students recognize and reduce stress before midterms. SGA continues to work with the Office of Sustainability to collect plastic bags for recycling. Once 40,000 bags are collected and turned in, the campus will receive another bench. A copy of the report is attached hereto as *Attachment A* and is made a part hereof.

### **STARFISH – EARLY ALERT SYSTEM**

Assistant Vice President for Student Success and Retention James Penven, Ph.D. and Susan Hudson, Assistant Director of Student Success, provided the Committee with an overview of Starfish – Early Alert System. Used on campus since 2016, Starfish is a central location of student information for faculty and staff and serves as a key tool in advising and retaining students. Students can make appointments with advisors, review positive faculty feedback, or view warning flags in their courses. Administrators and advisors can also see flags that are raised by faculty and then reach out to students, when necessary. There continues to be a steady increase in usage for all features of the system. Beginning this semester, students used Starfish to make appointments with the Harvey Knowledge Center, Success Coaches and the Davis Peer Tutoring Center. Starfish at Radford University Carilion will be fully merged with main campus

by May 2020. A copy of the report is attached hereto as **Attachment B** and is made a part hereof.

### **STUDENT AFFAIRS REPORT**

Vice President for Student Affairs Susan Trageser, Ed.D. provided the Committee with an update of the Division of Student Affairs. She began by sharing that the Center for Accessibility Services (CAS) implemented ACCESS CAS this academic year. ACCESS CAS provides an online registration system for students seeking services. Student Counseling Services partnered with the Virginia Chapter of the American Foundation on Suicide Prevention to offer Talk Saves Lives, a suicide prevention training and train the trainer session to students, faculty and staff. The Substance Abuse and Violence Education Support (SAVES) services received a \$50,000 grant from the Virginia Department of Behavioral Health and Developmental Services to assist students in recovery. This grant will fund a 1,500 hour position to oversee the recovery community efforts.

Dr. Trageser added that the Office of Student Involvement hosted the Annual VA Engage meeting, which brings together civic engagement staff from universities and colleges across the state to increase ties between campuses and communities. She added that the Center for Diversity and Inclusion launched the Social Change Certificate Program last year. This program enhances cultural awareness and builds diversity in our communities. Since the program's inception, there has been an increase from eight participants to 20 this fall. The Office of Student Success and Retention has two graduate students, who have provided Success Coaching to 59 undergraduate students. In closing, she stated that the first Achievers Day Reception was held for all new freshmen and transfers, a total of 519 students, who will make the Dean's List based on mid-term grades. A copy of the report is attached hereto as **Attachment C** and is made a part hereof.

### **ADJOURNMENT**

With no further business to come before the Committee, Mr. Lawrence asked for a motion to adjourn. Mr. Archer so moved, Mr. Smith seconded, and the motion carried unanimously. The meeting adjourned at 2:44 p.m.

Respectfully submitted,

Ms. Jenni Tunstall  
Executive Assistant to the Vice President for Student Affairs  
Secretary to the Committee

# Student Government Association 2019 - 2020 Updates

RADFORD  
UNIVERSITY

# Executive Board Updates

- ASGA Conference in Washington, D.C.
- Remembrance Event with Alpha Phi Alpha Fraternity Inc.
- Member of the Month
- Student Finance Committee
- Community Service



# Cabinet and Staff Updates

---

- Freshly Updated Website and Social Media
- Town Hall
- SGA Bowling Competition
- Stress Less Event
- Breast Cancer Awareness Event
- Adopt - a - Spot
- SGA Tailgate
- Voting Encouragement Table
- Thanksgiving Food Drives
- RU Turkey Leg Day





# Senate Updates

---

- Free Speech Resolution
- Water Bottle Filling Stations
- Recycling Bins
- Mental Health Awareness
- Feminine Hygiene



# Events and Goals for Next Semester

---

- Partnering with the Office of Sustainability
- Complete Bags to Benches Program
- T-Shirt Drive
- Continue Community Service Efforts
- Consent Campaign
- Unity Fest



# Questions?

---



# Starfish - Early Alert System

RADFORD  
UNIVERSITY



# Starfish

---

- Introduced in August 2016
- Academic advising, early alert, communication and retention tool
- Benefits include:
  - Central location for student information and meeting notes
  - Students can schedule appointments with advisors and others
  - Communication tool
  - Connects faculty and staff working with a student
  - Early warning flags for students in academic or social distress
  - “Kudos” recognize positive progress





# Starfish Highlights

---

- Addition of key services such as the Harvey Knowledge Center, Davis Peer Tutoring Center and Success Coaching
- Improvements to the user experience and work-flow for faculty and staff, including the addition of graduate students
- Addition of key members of a student's Success Network including their First Year Success Mentor



**James Penven**  
First-Year Success Mentor

📞 5408312139

✉️ [jpenven@radford.edu](mailto:jpenven@radford.edu)

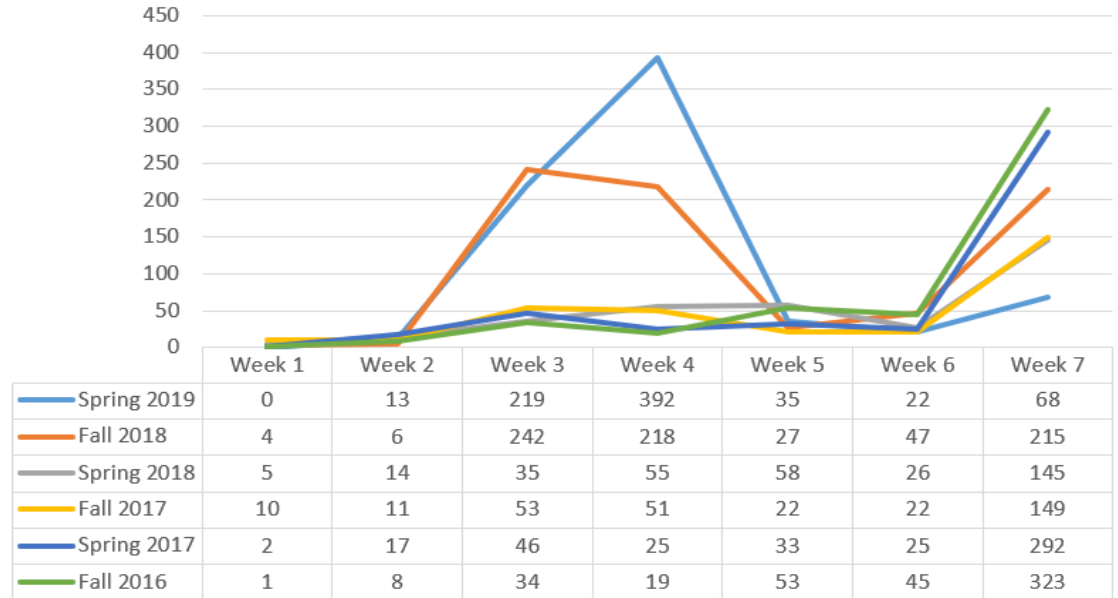




# Starfish Highlights

Implemented an Attendance Progress Survey earlier in the semester to provide earlier opportunities for interventions

Attendance Concern Flags by Week



Page 39 of 53

Spring 2019 Fall 2018 Spring 2018 Fall 2017 Spring 2017 Fall 2016



# Starfish Highlights

**Steady increase in usage for all features:**

↑30% increase in referrals

↑23% increase in scheduled meetings

↑13% increase in number of flags raised

↑5% increase in kudos



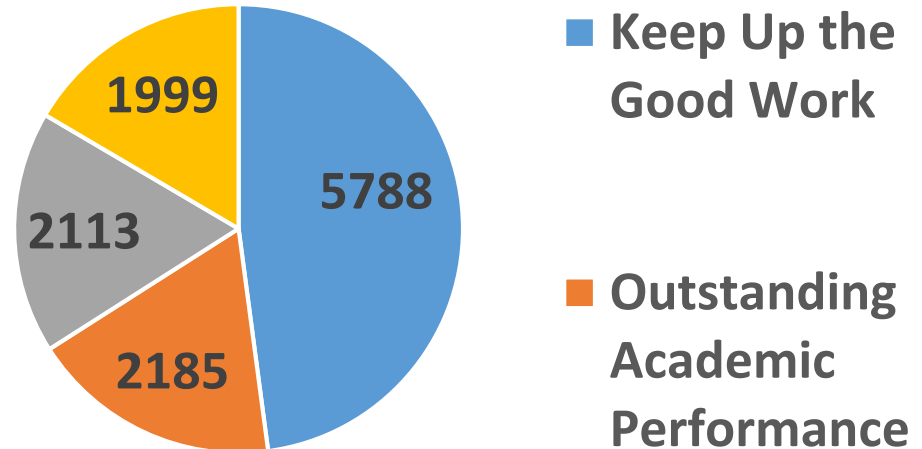


# Starfish Early Alert

## Fall 2019 Tracking Items by Category (as of week 9)

Category	Raised
ACADEMIC FLAGS	4344
SOCIAL/WELLNESS FLAGS	63
REFERRAL	104
KUDO	8005

## Most Raised Tracking Items





# Starfish Next Steps

---

- Fully merge Starfish tenant with Radford University Carilion by May 2020
- Maximize Exporter functionality to improve reporting and assessment capabilities
- Create new roles to include more Student Affairs and student services professionals
- Improve flag management protocols to enhance existing support structures

# Discussion

# Student Affairs Update

RADFORD  
UNIVERSITY



# Center for Accessibility Services

---



## A Game Changer for Students with Disabilities:

- Now serving over 700 students
- Notetaking requests increased by 65%
- Note-taker volunteers increased by 80%
- Tests proctored by CAS increased by 9%

# Student Counseling Services

---



**TALK SAVES LIVES**

**Suicide Prevention Training**

# Substance Abuse and Violence Education Support (SAVES) Services

---

## Recovery Community / Recovery United

- Received \$50,000 grant from the State of Virginia and the Department of Behavioral Health and Developmental Services (DBHDS)
- Used to assist students in recovery by attending conferences and trainings, as well as hiring a new position within SAVES to oversee the program

## Fear 2 Freedom

- SAVES partnered with Fear 2 Freedom, as well as Women's Resource Center and Carilion Clinic
- 460 recovery kits for sexual assault survivors in the New River Valley



# Housing and Residential Life

---

- Housing and Residential Life had a group of seven resident assistants (RAs) and one advisor attend the Virginia is for Leaders: VACUHO RA Conference November 1-3 at Virginia Commonwealth University.



# Student Involvement

## VA Engage Annual Meeting

- 15 universities, community and government organizations
- 60 participants
- Radford University faculty and staff, in partnership with NRV community partners, served as panelists and presenters



# Center for Diversity and Inclusion

---

## Social Change Certificate Program

- Program to enhance cultural awareness, build diverse communities and grow capacity for managing change
- Four components:
  - Social Change
  - Impact of Culture
  - Creating Inclusion
  - Ideology of an Ally



Page 50 of 53



# Student Success and Retention

---

## College Student Inventory Prioritizing our outreach



## More than Retention

Providing academic support and guidance for student success

## First Year Achiever's Day Celebrating academic success for first year and new transfer students



## Success Coaching Helping students with time management

# Discussion

# End of Board of Visitors Materials

