Q1. **2023 Unit Assessment Plan**

Complete the GCU Unit Assessment Plan with three goals aligned with GCU's Mission and Strategic Compass. See the template within the University Assessment Plan on the GCU Assessment webpage. You can repeat your previous assessment plan if it is still valid.

Unit Assessment Plans are due February 28.

Q2. **Name of Administrative Unit**

Student Advocacy and Success

Q3. **Name of the person completing this report. (Last, First)**

Caserta, John

Q4. **Email address of person completing this report.**

jcaserta@georgian.edu

Q5. Date plan submitted

2/2023

Q6. **To which Cabinet Member does this unit report?**

- ◯ President
- ◯ Provost
- ◯ Executive Director for Mission Integration
- ◯ Vice President Finance and Administration
- ◯ Vice President Institutional Advancement
- ⦿ Vice President for Enrollment & Retention
- ◯ Other, (please specify

Q7. **This plan is based on the following year type selection:**

- ○ Calendar Year (January-December)
- ◉ Academic Year (September-August)
- ○ Fiscal Year (July-June)
- ○ Other [   ]

Q8. **State Goal 1 for your administrative unit.**

Student Success will provide adequate services to at risk students through Early Alert reporting, Probation, Chart the Course, and PACT (Performance Assistance through Coaching and Tutoring) services.

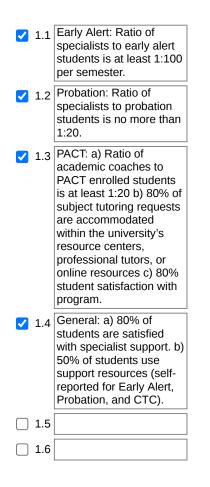*Q9.* **State the Outcomes for Goal 1.**

- ☑ 1.1
  Early Alert: Adequate number of specialists will meet the needs of at risk students that receive an Early Alert.
- ☑ 1.2
  Probation: Students on probation will be served through probation meetings with adequate number of staff members from Student Success.
- ☑ 1.3
  CTC Services: a) Student Success will provide adequate course offerings for CTC eligible students. b) CTC will provide adequate peer tutoring through ADSC peer tutoring. c) CTC will offer eligible students the opportunity to make up credits to get back on track.
- ☑ 1.4
  PACT: a) Student Success will provide an adequate number of academic coaches and tutoring support to meet the needs of students enrolled in PACT.
- ☑ 1.5
  Student Success will track compliance within programs or services for the purpose of persistence and retention/continuation.
- ☐ 1.6
  [   ]

Q10. **What metrics will be used to measure results of Goal 1? Align with above outcomes.**

- ☑ 1.1 Early Alert: Ratio of Support Specialists to students on Early Alert is satisfactory to cover all required Early Alert outreach and support.
- ☑ 1.2 Early Alert/Probation: Subject tutoring will adequately cover courses needed by students on Early Alert and Probation by the University's Resource Centers, Peer Tutors, or Professional Tutors.

☑ 1.3 Early Alert/Probation: Students are satisfied with Early Alert/Probation services provided.

☑ 1.4 CTC: Students are satisfied with CTC program

☑ 1.5 CTC: % of students retained after one year who enroll and pass CTC course

☑ 1.6 PACT: a) Ratio of academic coaches to PACT enrolled students is satisfactory to cover the conditions of the PACT agreements. b) Subject tutoring requirements by PACT students are accommodated within the university's resource centers, peer tutors, of professional tutors. C) Students are satisfied with PACT.

Q11. **What will be the benchmark for successfully meeting Goal 1? Align with the above metrics.**

☑ 1.1 Early Alert: Ratio of specialists to early alert students is at least 1:100 per semester.

☑ 1.2 Probation: Ratio of specialists to probation students is no more than 1:20.

☑ 1.3 PACT: a) Ratio of academic coaches to PACT enrolled students is at least 1:20 b) 80% of subject tutoring requests are accommodated within the university's resource centers, professional tutors, or online resources c) 80% student satisfaction with program.

☑ 1.4 General: a) 80% of students are satisfied with specialist support. b) 50% of students use support resources (self-reported for Early Alert, Probation, and CTC).

☐ 1.5

☐ 1.6

Q12. **State Goal 2 for your administrative unit.**

Services and programs of Student Success will meet intended student participation goals offered within the areas of participation and/or compliance.

Q13. **State the Outcomes for Goal 2.**

☑ 2.1
Early Alert: Students who are contacted about Early Alerts for courses will respond to Student Success staff outreach.

☑ 2.2
Probation: Students on probation will successfully complete the terms of their probation.

☑ 2.3
Chart the Course (CTC): Eligible students will enroll in CTC. Once enrolled, students will complete and pass the course(s) to earn more credits to help them reach at least 30 credits at the end of their first year.

☑ 2.4
PACT: Students who are in the program will have adequate performance to avoid probationary status b)PACT students will complete initially rostered credits c) students in program will persist to next semester.

☑ 2.5
General: a) Office will track students; who receive an Early Alert, have a probation status, and those eligible to enroll in CTC. b) Office will track response from outreach and actions taken by students who receive an Early Alert. c) Office will track course results from CTC in terms of credits. d) Office will track CTC non-eligible student enrollment e) Students will report satisfaction efforts by Student Success Office. f) Probation students will retain for one AY.

☐ 2.6

Q14. **What metrics will be used to measure results of Goal 2? Align with the above outcomes.**

☑ 2.1 Early Alert: % of students on Early Alert that respond to outreach by staff.

☑ 2.2 Probation: a) % of probation students who complete terms of probation within one academic year. b) % of probation students retained.

☑ 2.3 CTC: a) % of eligible students who enroll in CTC. b) % of students who participate in CTC through taking CTC course(s). c) % of students retained after one semester and one academic year after taking CTC course(s).

☑

2.4	PACT: a) % of students who maintain an adequate gpa to avoid probationary status b) % of students who complete initially rostered credits c) % of student who persist to next semester d)student satisfaction with program.

☐ 2.5 [_____]

☐ 2.6 [_____]

Q15. **What will be the benchmark for successfully meeting Goal 2? Align with above metrics.**

☑ 2.1 | Early Alert: 20% of contacted by Student Success will respond to outreach. |

☑ 2.2 | Probation: a) 75% of probation students persist to next semester. b) 50% of students on probation will be off of probation within one academic year. |

☑ 2.3 | CTC: a) 50% of students invited to CTC will enroll and pass CTC courses. b) 75% of one year retention of CTC students. |

☑ 2.4 | PACT: a) 75% of students who maintain an adequate GPA to avoid probationary status b) 80% of students who complete initially rostered credits c) 80% of student who persist to next semester d) 80 %student satisfaction with program d) 70% of students will attend the psychology graduate mentoring program. |

☐ 2.5 [_____]

☐ 2.6 [_____]

Q16. **State Goal 3 for your administrative unit.**

Students who engage with the Office of Student Success utilize academic coaching, workshops, and referrals from Student Success for increased academic success.

Q17. **State the Outcomes for Goal 3.**

☑ 3.1
Early Alert: Students will accept coaching appointments and attend workshops with Student Success Specialists and report useful strategies.

☑ 3.2
Probation: Students will attend required number of meetings, workshops, or events to improve strategies used for success.

☑ 3.3
CTC: Students will use resource referrals from CTC Specialist that will assist in successful completion of course(s).

☑ 3.4
PACT: Students enrolled in PACT as a condition of their acceptance to GCU will complete their weekly PACT meetings and extra hour of additional support weekly.

☐ 3.5

☐ 3.6

Q18. **What metrics will be used to measure results of Goal 3? Align with the above outcomes.**

☑ 3.1 | Early Alert: % of Early Alert students who attend coaching meetings and/or presentations.

☑ 3.2 | Probation: a) % of students who attend probation meetings. b) % of students who attend skills presentations. c) % of student who persist to next semester. d) Student satisfaction with coaching and presentations.

☑ 3.3 | CTC: % of eligible CTC students who utilized campus resources when recommended.

☑ 3.4 | General: % of students satisfied with presentations, workshops, coaching, and referral services.

☑

3.5	PACT: a % of students who actively participate in PACT. b) % of students who meet the requirements.
☐ 3.6	

Q19. **What will be the benchmarks for successfully meeting Goal 3? Align with above metrics.**

☑ 3.1	Early Alert: 25% of Early Alert students who attend coaching meetings and/or presentations.
☑ 3.2	Probation: a) 75% of students attend probation meetings. b) 30 % attend presentations.
☑ 3.3	CTC: 75% of eligible CTC students utilize campus resources when recommended.
☑ 3.4	PACT: 75% of students invited to PACT will actively participate. b) 80% of students meet the requirements.
☑ 3.5	General: 80% of students satisfied with coaching, referrals, presentation, and workshops.
☐ 3.6	

Q20. **Give the Mission alignment for unit assessment goals. Check all that apply.**

	Goal 1	Goal 2	Goal 3
Georgian Court University, founded by the Sisters of Mercy of New Jersey in 1908 and sponsored by the Sisters of Mercy of the Americas since January 2007, provides a comprehensive liberal arts education in the Roman Catholic tradition.	☑	☑	☑
The university has a special concern for women and is a dynamic community committed to the core values of justice, respect, integrity, service, and compassion, locally and globally.	☐	☐	☐
Georgian Court provides its students with a curriculum broad enough to be truly liberal, yet specialized enough to support further study and future careers.	☐	☐	☐
Georgian Court provides students with an environment for the entire university community to grow through shared educational, cultural, social, and spiritual experiences.	☑	☑	☑
Georgian Court provides students with the will to translate concern for social justice into action.	☐	☐	☐
No direct alignment with Mission.	☐	☐	☐

Q21. **Give the alignment with the GCU Strategic Compass Point (s) for your unit assessment goals. Check all that apply.**

	Goal 1	Goal 2	Goal 3
Compass Point 1: Mission Fulfillment through Academic Excellence.	☑	☑	☑
Compass Point 2: Mission Fulfillment through an Exceptional Student Experience.	☑	☑	☑
Compass Point 3: Mission Fulfillment through Revenue Generation and Diversification.	☐	☐	☐
Compass Point 4: Mission Fulfillment through Operational Efficiency and Utilization.	☐	☐	☐
No direct alignment with the Strategic Compass.	☐	☐	☐

Q22. Please select the directive(s) aligned with your goal(s) for Compass Point 1: Mission Fulfillment Through Academic Excellence.   (check all that apply)

	Goal 1	Goal 2	Goal 3
1.1 Increase offerings by implementing sustainable new or revised undergraduate programs (at least five), new graduate programs (at least three), and non-degree programs which meet currently unserved student populations or needs.	☐	☐	☐
1.2 Stabilize one year retention of First Year students at 75% or higher. Baseline one year retention of Second Year students and transfer students. Improve four year graduation rates.	☑	☑	☑
1.3 Provide consistent program quality, as measured by student satisfaction, across delivery formats (face-to-face, hybrid, online) and geographical site locations such that all students will have access to equitable services and facilities.	☐	☐	☐
1.4 Increase average number of high impact practices in which students participate including learning communities, service learning, research with faculty, study abroad, field or internship experience, and capstone experiences.	☐	☐	☐
1.5 Increase percentage of graduating undergraduate students who enter graduate school at GCU, at GCU partner programs, and elsewhere.	☐	☐	☐
1.6 Increase percentage of graduating students who are employed in positions in which their degree is needed within six months.	☐	☐	☐
1.7 Maintain and grow academic space in alignment with program needs.	☐	☐	☐

Q23. Please select the directive(s) aligned with your goal(s) for Compass Point 2: Mission Fulfillment Through Exceptional Student Experience. (check all that apply)

	Goal 1	Goal 2	Goal 3
2.1 Improve the overall retention of resident students by providing a healthy and engaging residential experience.	☐	☐	☐
2.2 Develop an IT infrastructure that includes a "one campus" communications and services structure that is on par with current higher education industry standards.	☐	☐	☐
2.3 Enhance the physical space available for student engagement throughout campus.	☐	☐	☐
2.4 Develop collaborative campus environment that supports students through engagement with all campus stakeholders.	☑	☑	☑
2.5 Integrate marketing and recruitment strategies that highlight instructional strengths to attract the student who will succeed at Georgian Court University	☐	☐	☐
2.6 Provide unique student leadership experiences that focus on the philosophy of servant and ethical leadership.	☐	☐	☐
2.7 Identify current or develop new GCU Traditions to support and highlight a dynamic unified campus culture (convocation, homecoming, bonfire, etc.).	☐	☐	☐
2.8 Provide for an exceptional, safe, and well-rounded student-athlete experience through maintenance of competitive level facilities, leadership programming, academic support & resources consistent with program growth.	☐	☐	☐

Q24. Please select the directive(s) aligned with your goal(s) for Compass Point 3: Mission Fulfillment Through Revenue Generation and Diversification. (check all that apply)

This question was not displayed to the respondent.

Q25. Please select the directive(s) aligned with your goal(s) for Compass Point 4: Mission Fulfillment Through the Operational Efficiency and Resource Utilization. (check all that apply)

This question was not displayed to the respondent.

Q26. **With which MSCHE (Middle States Commission on Higher Education) Standard are your unit assessment goals aligned. Try to limit your response to the primary area of alignment.**

	Goal 1	Goal 2	Goal 3
Standard I. Mission and Goals	☐	☐	☐
Standard II. Ethics and Integrity	☐	☐	☐
Standard III. Design and Delivery of the Student Learning Experience	☐	☐	☐
Standard IV. Support of the Student Experience	☑	☑	☑
Standard V. Educational Effectiveness Assessment	☐	☐	☐
Standard VI. Planning, Resources, and Institutional Improvement	☐	☐	☐
Standard VII. Governance, Leadership, and Administration	☐	☐	☐
I am not sure which Standard to choose	☐	☐	☐
Applies to all Standard	☐	☐	☐

Q27. **Name the person(s) responsible for Goal 1.**

Assistant Director of Student Success: John Caserta

Q28.
Name the person(s) responsible for Goal 2.

Assistant Director of Student Success: John Caserta

Q29.
Name the person(s) responsible for Goal 3.

Assistant Director of Student Success: John Caserta

Q30.
In which year will Goal 1 be assessed?
Note: Data is collected annually, but analysis is done on a three-year cycle, one goal per year.

- ◉ Year 1
- ○ Year 2
- ○ Year 3

Q31.
In which year will Goal 2 be assessed?
Note: Data is collected annually, but analysis is done on a three-year cycle, one goal per year.

- ○ Year 1
- ○ Year 2
- ◉ Year 3

Q32.
In which year will Goal 3 be assessed?
Note: Data is collected annually, but analysis is done on a three-year cycle, one goal per year.

- ○ Year 1
- ◉ Year 2
- ○ Year 3

Q33. **Are there any additional comments you would like to add to this report?**

Location Data

Location: (40.0881, -74.1963)

Source: GeoIP Estimation