



# A LOOK BACK

REFLECTIONS ON THE FIRST YEAR OF THE FIRST IN THE WORLD STUDY

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# INTRODUCTIONS



# THE FIRST IN WORLD STUDY OVERVIEW

- **Ohio State** is a member of the **University Innovation Alliance**

UNIVERSITY  
INNOVATION  
ALLIANCE



- **Scale projects** across the **11 member** universities to graduate an additional **68,000 students** by 2025

- **U.S. Department of Education Grant**

- 4-year research study to evaluate the **effectiveness of advising** in increasing retention, progression, and graduation rates for **low-income** and **first-generation students**.



# STUDENTS IN STUDY

## NFYS

- First Generation or Pell Grant Eligible
  - **Non –Athlete**
  - **Domestic**
- Across 5 bachelor degree granting campuses
  - **Stratified across campuses**
- Randomly Selected
- Opt-Out

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Search Ohio State

### OFFICE OF ACADEMIC AFFAIRS

Wayne E. Carlson, PhD  
Vice Provost for Undergraduate Studies  
Dean of Undergraduate Education



### First in the World: Informed Participation

**Title:** Monitoring Advising Analytics to Promote Student Success (MAAPS): A Validation Study  
Proposed by the University Innovation Alliance

**Researchers:** Wayne E. Carlson, PhD; Julie Carpenter-Hubin

**Sponsor:** U.S. Department of Education, First in the World Grant

Dear Student,

We are writing to let you know that you have been chosen to take part in a research study at Ohio State University. Please read this letter carefully for information about the study, what it means to be in the study, **and who to contact if you don't want to take part in it.** If you want to be in the study, you don't have to do anything - just keep this letter in case you have questions later on. If you have questions for us, if you don't want to be in the study, or if you decide later that you don't want to be in it, you can contact us using the information at the end of this letter.

#### I. Purpose:

The purpose of the study is to test whether offering additional advising services will help students to complete their degrees on time. You have been selected to participate in this study because you qualify for a Pell grant, are a first-generation college student, or both. A total of 1,100 OSU students have been selected. Participation will require between 0 to 5 hours of your time over each term.

#### II. Procedures:

# THE NUMBERS



<b>Campus</b>	<b>Original Total</b>	<b>Current Treatment</b>	<b>Current Control</b>
Columbus	439	245	290
Lima	111	34	33
Mansfield	91	34	37
Marion	98	38	36
Newark	286	97	90
<b>TOTAL</b>	<b>1025</b>	<b>448</b>	<b>486</b>

## 1<sup>ST</sup> YEAR BREAKDOWN

**451** Students in  
Treatment Group

Underrepresented Minorities: 23.69%  
Women: 56.89%  
Men: 42.90%  
Unknown: 0.21%  
Ohio Residents: 93.28%

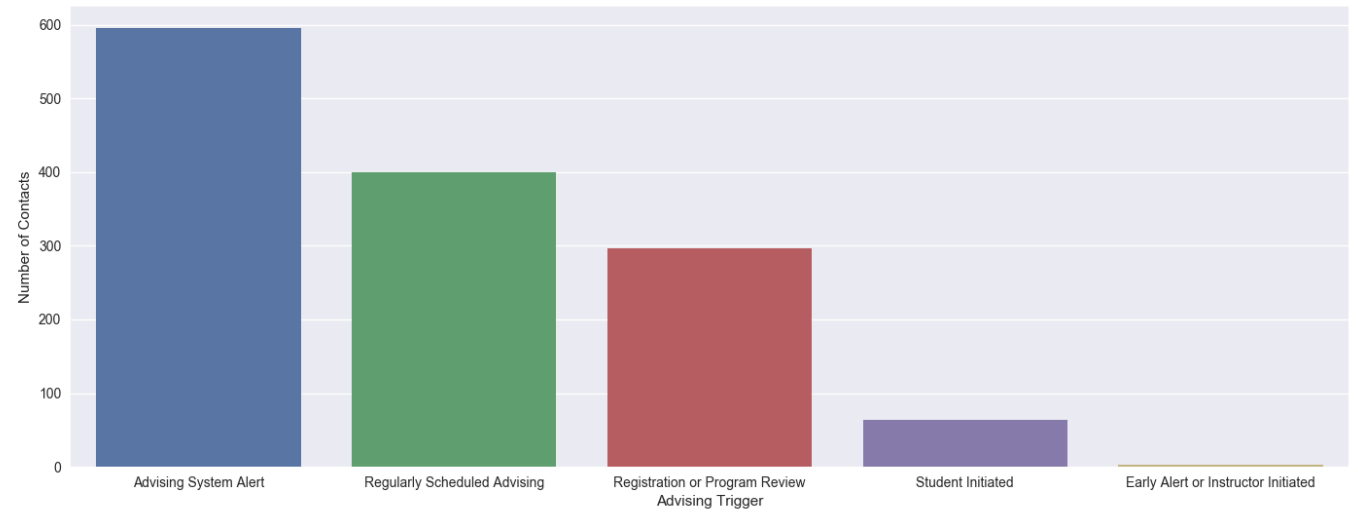
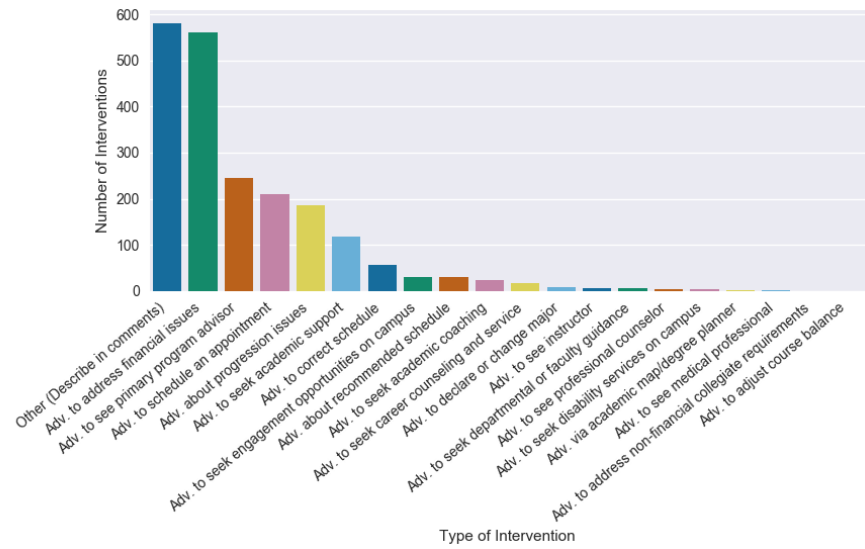
**486** Students in  
Control Group

Avg. H.S. GPA: 3.42 (913 out of 937)  
Avg. ACT Composite Score: 24.03  
(758 out of 937)  
Top 3 Majors: Biology, Psychology, Biochemistry

**1,779** Advising Interactions  
Logged in REDCap

**79%** of treatment students  
interacted with MAAPS  
advisors through Spring 2017.

# OUTREACH CONTINUED



# STUDENT SUCCESS SPECIALIST

- Supplemental Advisors
- Outreach
- Degree Planners
- Documentation

### My Advisors

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**Academic Program** Hlth&Rhblttn Sci Pre Program

Advisor Name
Nicole Jaburek
Caitlin Welsh

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**Academic Program** Hlth&Rhblttn Sci Pre Program  
**Pre Major** Health Sciences Program

Advisor Name
Breanna Falb

**Advisor Last Name**  
\* must provide value

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**Student Data**

**Student**  
\* must provide value

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**Contact Data**

**Date of Contact**  
\* must provide value
 Today Y-M-D  
YYYY-MM-DD

**Advising Trigger**  
\* must provide value

- Registration or Program Review
- Advising System Alert
- Regularly Scheduled Advising
- Early Alert or Instructor Initiated
- Student Initiated

What prompted contact with the student? reset

**Method of Contact**  
\* must provide value

- In Person
- Email
- Telephone
- Group
- Online
- Text
- Student's primary/departmental advisor
- Other (Describe in comments)

Advised to seek academic support  
Advised to correct schedule  
Advised to declare or change major  
Advised about progression issues  
Advised to adjust course balance reset

## First in the World Holiday Celebration

Wednesday, December 6th, 2017

352 Denney Hall

3-5pm

RSVP for the event by December 4th using link below

[www.go.osu.edu/HolidayRSVP](http://www.go.osu.edu/HolidayRSVP)

Come celebrate the end of the semester with your Success Specialist!  
We will have Adriatico's Pizza, raffling off Amazon gift cards, and spreading the Holiday Cheer!



# OUTREACH

## Type

- Emails
- Phone Calls
- Texts
- Mailings
- One-on-One Meetings
- Group Meetings
- Events

## Reason

- Money Owed
- Drop for Non-Payment
- Registration Concerns and Reminders
- Academic Status
- Campus Change
- Student Initiated Questions

## A FEW EXAMPLES

- Notifying students if their schedule seems off
- Helping prepare for an advising or campus resource meeting
- Reminding them to register or to take care of holds
- Checking-in and developmental conversations
- Campus Change informal orientation



# OBSTACLES

## Student Success Specialists

- Lack of response (specifically emails)
- Not primary advisor
- Location
- Getting students in to see us

## Students

- Financial aid and Money \$\$\$
- Scheduling appointments with advisors and changing majors
- Campus Change
- Housing and Resources on campus
- Emergencies or circumstances out of their control

# OVERCOMING OBSTACLES

## Student Success Specialists

- Not primary advisor
  - Assigned in SIS and OnCourse as Success Coach
- Students not responsive
  - Continues outreach, changing methods
  - Developed a FITW Carmen Page
- Location, Location, Location
  - Open advising hours weekly across campus

## Students

- Who are you? How do I schedule with my advisor?
  - Work with students to figure out who exactly they need to talk to
- Financial Aid
  - Reminders for Scholarships
  - On-campus positions
- Major Change
  - Point them in the right direction
- Campus Change
  - Mini orientation/tour and appointment
- Off- Campus Housing
  - Off-Campus and Commuter Student Services
- Emergency!!!!
  - We can answer their questions or work with them within a business day
  - Creating a plan to alleviate



# HOW YOU CAN APPLY WHAT WE'VE LEARNED

- Continued Trainings on Campus Resources
- Designated Partners with other offices on Campuses
- Utilizing OnCourse
  - Campaigns
  - Notes
  - Running Reports
  - Reminders on Students
- Continued knowledge on Special Populations

# DISCUSSION

Not all first-generation college students are the same, but many experience barriers within five distinct domains:

1) professional, 2) financial, 3) psychological, 4) academic, and 5) cultural.

- 1.) What are you doing in your office/departments to meet the needs of first-generation/pell eligible students regarding the 5 domains?
- 2.) What could you change about your current strategies and start implementing in regards to this student population?
- 3.) Where could you refer to these students to if they came to talk to you about one or two of these domains? Are you knowledgeable of all the campus resources available to students?
- 4.) How do you envision advisors/higher education professionals being able to incorporate these 5 domains in their advising meetings?





QUESTIONS?

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