

The background of the cover is a black and white photograph of a classroom. In the foreground, a student is seated at a desk, looking down at a book or paper. Behind them, another student is partially visible. The background is filled with chalkboards. One chalkboard has a drawing of a girl's face with the name 'Alyssa' written next to it. Another chalkboard has the text 'welcome to the OFFICE' and 'SUCCESS'. There are also some handwritten notes on the boards, such as '1st year', 'Pol Sci/Philosophy', 'obsessed with corgis', 'Angela', '2nd year', and 'Biopsych/Neuro'.

**2024 - 2025  
ANNUAL  
REPORT**

# STUDENT SUCCESS CENTER

*Sydney Sloan, Director of Student Success*

*Dana Gray, Coordinator of Student Success*



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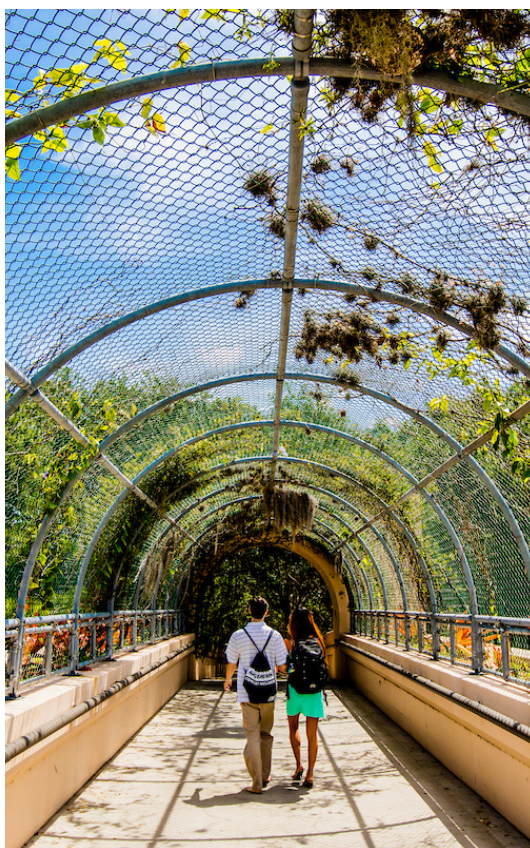
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## WHO

The Student Success Center is here to serve all New College Students in their academic endeavors, as well as provide support and resources to NCF faculty.

Our professional team is comprised of Associate Director, Sydney Sloan. For the majority of the 2023-2024 academic year the Student Success Center employed 19 student success coaches of varying Areas of Concentration and years. We also employed 5 Student Assistants who developed success events throughout the year.

## WHAT

The Student Success Center provides high-quality and science-based success coaching. In addition to coaching, the Center engages in extensive outreach to students identified as at-risk both through Academic Success Referrals and through the Mid-Semester Progress Reports.

In partnership with the Provost's Office, the SSC provided a tutorial designed to help students implement better academic habits and empower students as agents in their learning.

The SSC also provides collaboration and support for Faculty and campus partners through class visits, our SET Sail partnership, ISP support, and event programming.

## WHY

The Student Success Center is committed to supporting students as they persist to graduation, accomplish their goals, and alleviate day to day stress related to their academics and balancing life outside the classroom. This allows students to engage more fully in the student experience.

We believe providing the one-on-one personalized support offered through coaching is an important piece in the college's strategy to improve retention and on-time graduation rates for FTIC and transfer students.



# **FRAMING THE SSC'S ROLE IN RETENTION, ACADEMIC PREPAREDNESS, AND PERSISTENCE**

**THE STUDENT SUCCESS CENTER (SSC) PLAYS A STRATEGIC AND DATA-INFORMED ROLE IN ADVANCING NEW COLLEGE'S INSTITUTIONAL MISSION BY DIRECTLY SUPPORTING STUDENT RETENTION, ACADEMIC PREPAREDNESS, AND PERSISTENCE TO GRADUATION. AS A CENTRAL HUB FOR PERSONALIZED ACADEMIC COACHING, PROACTIVE OUTREACH, AND SUCCESS PROGRAMMING, THE SSC IS POSITIONED TO INTERVENE EARLY AND OFTEN—PARTICULARLY FOR STUDENTS WHO ARE ACADEMICALLY AT RISK, NAVIGATING TRANSITION POINTS, OR UNDERREPRESENTED IN HIGHER EDUCATION.**

**OUR COACHING MODEL EMPHASIZES DEVELOPMENTAL ADVISING, METACOGNITIVE SKILL-BUILDING, AND HABIT FORMATION, WHICH ARE PROVEN TO INCREASE STUDENT SUCCESS.**

**AS NEW COLLEGE CONTINUES TO FOCUS ON IMPROVING PERSISTENCE AND CLOSING RETENTION GAPS, THE SSC REMAINS A CRITICAL PARTNER IN EXECUTING STUDENT-CENTERED, RESEARCH-INFORMED STRATEGIES THAT HELP STUDENTS NOT ONLY REMAIN ENROLLED, BUT THRIVE. OUR WORK IS NOT SUPPLEMENTAL TO STUDENT SUCCESS—IT IS FOUNDATIONAL.**



# 2024-2025 SUMMARY

2024-2025 launched the Student Success Center's 6th year. The SSC was able to build on the foundation of the successful coaching program and has continued to grow its reach and services. The center grew its programming efforts and campus involvement, and integrated NAIA expectations of student athletes through policies and program initiatives.

Through the day to day work with students as well as the programmatic support of Academic Affairs, the Student Success Center affirmed and helped realize the role we play in students academic preparedness. These outcomes further acknowledge New College's mission to prepare intellectually curious students for lives of great achievement.

- 
- Managed the Academic Success Referral (ASR) process and oversaw 47 student cases.
  - Conducted direct outreach each semester to approximately 165 2<sup>nd</sup> - 4<sup>th</sup> year students based on Monitoring Student Progress Reports (MSPR).
  - Facilitated 3 sections of the Engaging the Mind tutorial.
  - Organized and hosted the Pre-Thesis Fair to support students in preparation for their thesis year.
  - Supervised 17 Student Success student employees in high-impact campus roles.
  - Hosted Study Halls 4 times per week throughout the academic year.
  - Led a weekly Thesis Support Group during the academic year.
  - Developed and implemented a Travel Letter System for all student-athletes.
  - Collaborated with over 10 campus offices and departments on events and programming initiatives.





# COACHING TOPICS

**33%** TIME MANAGEMENT

**14%** PRIORITIZATION

**6%** NOTE TAKING

**13%** ATTENTION MANAGEMENT

**13%** STRESS MANAGEMENT

**6%** READING COMPREHENSION

**15%** MOTIVATION

**20%** STUDY SKILLS

**4%** FACULTY RELATIONSHIPS

**39%** ACCOUNTABILITY

**9%** GOAL SETTING

**6%** TEST TAKING STRATEGIES

**16%** ORGANIZATION

**7%** PROJECT MANAGEMENT

**4%** PRESENTATION SKILLS

\*Percent of students who visited the SSC who requested coaching for each topic. Students can select more than one topic.



# STUDENTS & FACULTY ARE LOVING IT

**1507** TOTAL APPTS.

**336** UNIQUE STUDENTS

**48%** OF STUDENTS WHO VISITED THE SSC MADE MULTIPLE APPTS.

**55%** OF SSC CLIENTS USE GOOGLE CALENDAR TO PLAN

**34%**  
**OF STUDENTS USING  
THE SSC HAVE A JOB**

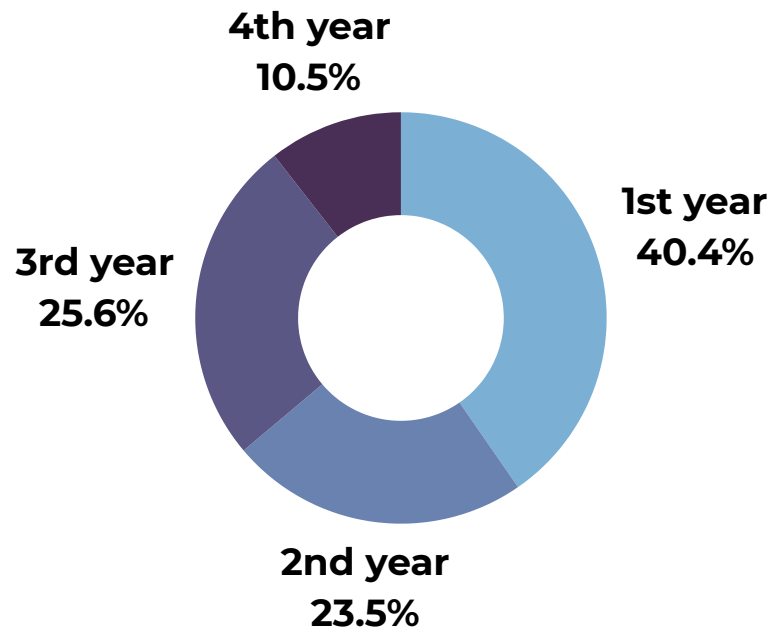


# WHO VISITED US?

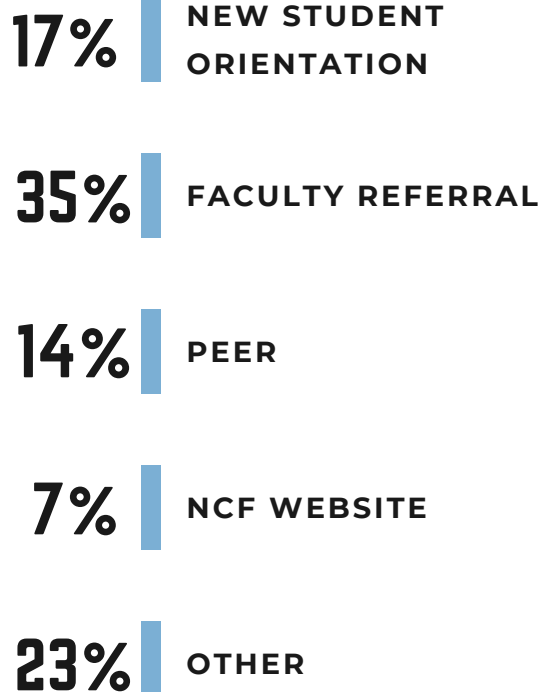
## BY YEAR:

38%  
**TRANSFER  
STUDENTS**

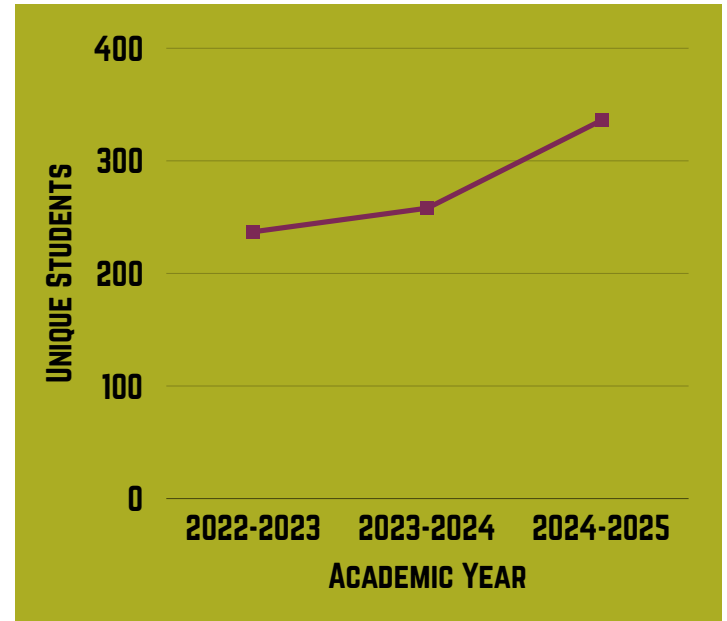
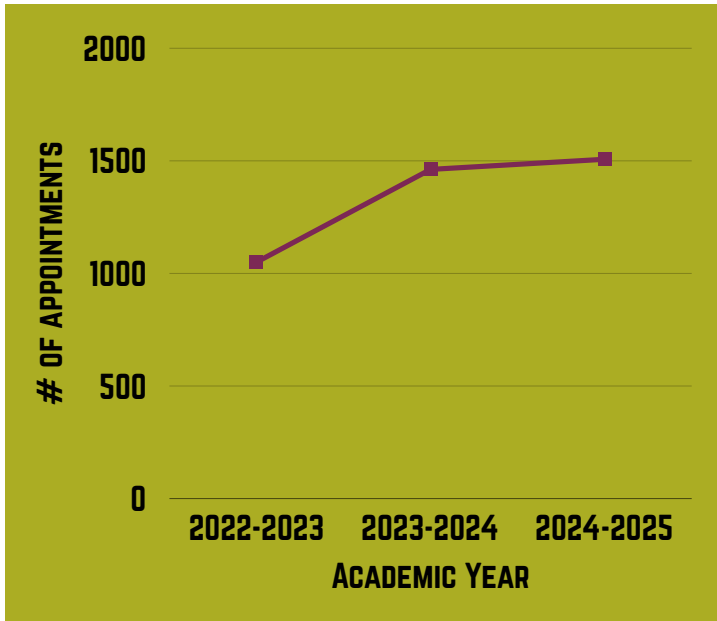
84%  
**STUDENT-  
ATHLETES**



## HOW DID YOU HEAR ABOUT US:



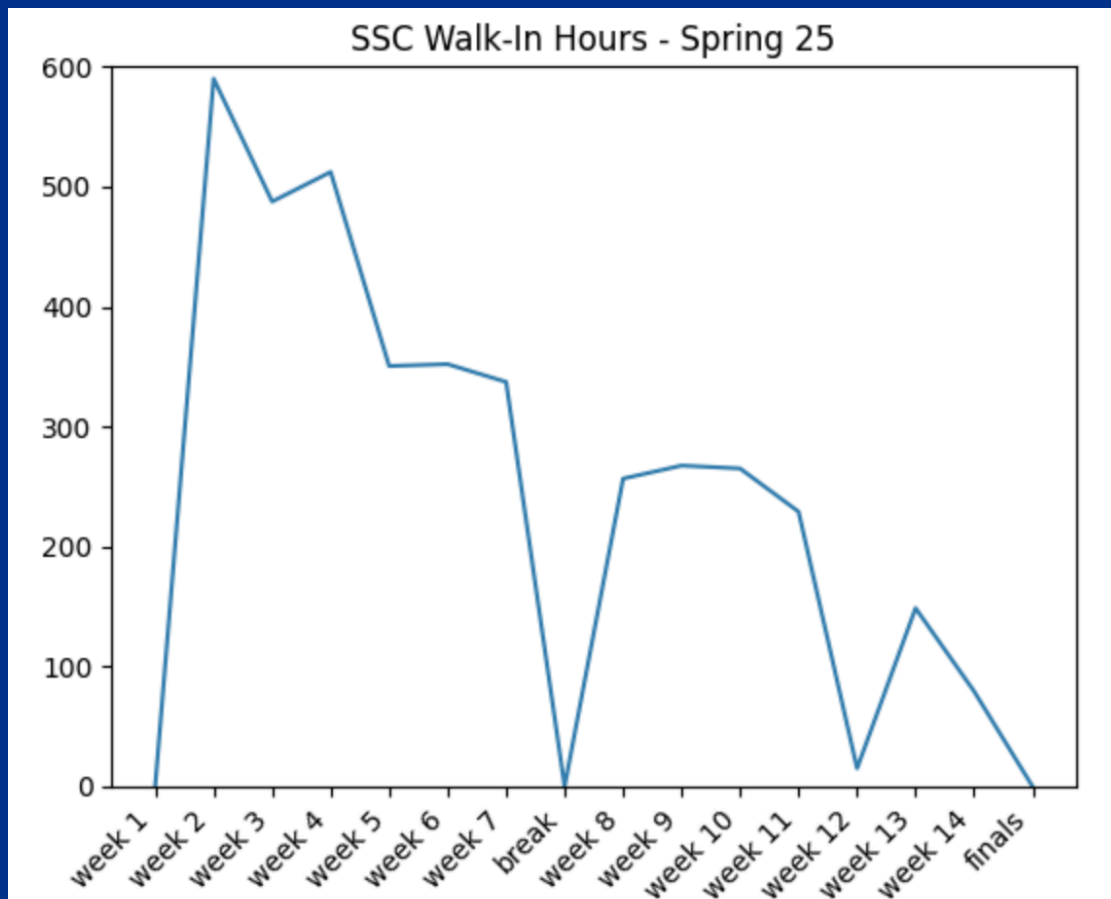
# GROWTH OVER 3 YEARS



## PERCENTAGE OF SSC APPOINTMENTS IN REGARDS TO CONTRACT COMPLETION

Term	Satisfactory Contract		Unsatisfactory/Withdrawn		Grand Total	
Spring 2022	27	96%	1	4%	28	100%
Fall 2022	100	99%	1	1%	101	100%
Spring 2023	38	100%	0	0%	38	100%
Fall 2023	144	76%	46	24%	190	100%
Spring 2024	126	94%	8	6%	134	100%
Fall 2024	207	84%	38	16%	245	100%
Grand Total	642	87%	94	13%	736	100%

# STUDY HALL METRICS



**THE SSC INTRODUCED FORMAL STUDY HALLS FOR ATHLETICS: MONDAY-THURSDAY 6-9 PM**



# WHAT HAPPENS AFTER THE EARLY ALERT?

Over the past few years the college has been formalizing an early alert system, and while great strides have been made with the development of MSPR there is still a noticeable gap in the support that is available to students who are identified as facing academic difficulty.

The Student Success Center, in collaboration with First Year Programs, helps fill that gap. We serve as a key referral source for the Provost's Office, Faculty, and other campus partners. In our support of students we communicate with and work alongside other offices such as Student Support Team, Advocacy and Accessible Learning, Housing and Res Life, and Counseling and Wellness, Writing Program, and the Academic Resource Center to ensure students are plugged into the appropriate resources.

## **We are connected with students of concern through:**

- SST Reports
- Mid-Semester Progress Reports
- Academic Success Referrals

658

**STUDENT CHECK-IN EMAILS  
SENT BASED ON MSPR  
RESULTS**

47

**ACADEMIC SUCCESS  
REFERRALS SUBMITTED**

39

**STUDENTS STARTED SPRING ON  
ACADEMIC PROBATION**

# ENGAGING THE MIND TUTORIAL

The Engaging the Mind Tutorial was a collaborative partnership between the Provost's Office and the Student Success Center. The tutorial was led by Director, Sydney Sloan. The tutorial is intended to support students on academic probation, athletes, and students who do not meet incoming honors college markers (GPA/test scores). The course is set up to specifically improve the retention and persistence of these populations.

The class was focused on metacognition, growth mindset, habit building, cultivating and using support networks, as well as various student success strategies.



## WHAT PERCENTAGE OF STUDENTS TAKING THE ENGAGING THE MIND TUTORIAL SUCCESSFULLY COMPLETE THEIR CONTRACT IN THE SAME SEMESTER?

Term	Satisfactory Contract		Unsatisfactory Contract		Total Contracts	
Spring 2022	3	100%	0	0%	3	100%
Fall 2023	31	94%	2	6%	33	100%
Spring 2024	54	95%	3	5%	57	100%
Grand Total	88	95%	5	5%	93	100%

# Student Success Event Attendance

## Pre-Thesis Fair

Pre-Thesis Fair provides students with an opportunity to learn about the thesis process, the requirements, and ways in which students can receive thesis support through various student support services, such as the Librarians, WRC, SSC, ARC, and the Institutional Research Board.

## Study By the Pool & Ice Cream Social

Study by the pool is a collaborative event with Residential life. It is an event that allows for students to get together, study, and enjoy ice cream by the pool.

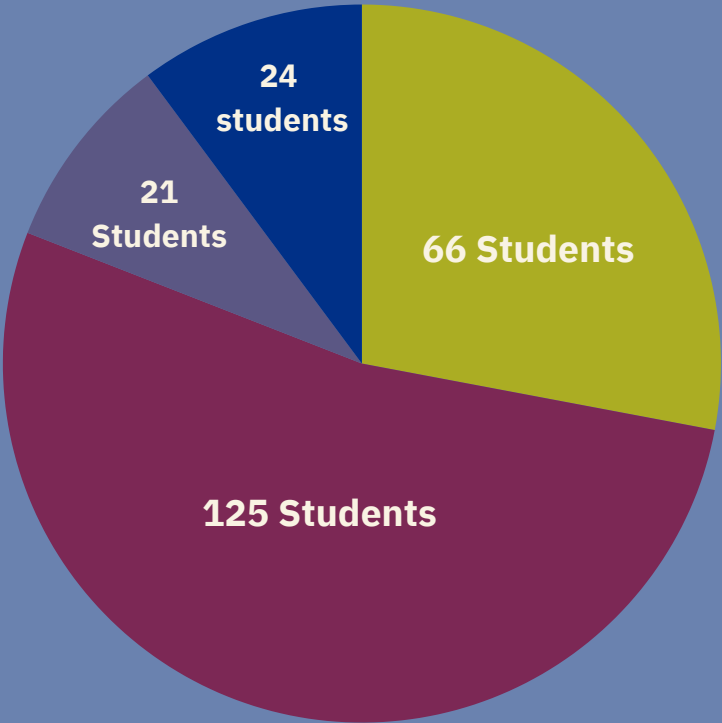
## End Semester Pizza Party

The pizza event is what we refer to as the end of the semester pizza party, which is held both fall and spring semesters. This event helps celebrate the students' hard work throughout the semester. Student-athletes are also able to get study hall hours during this event.

## SSCHEESE Grilled Cheese & Soup

The SSC grilled cheese event, better known as SSCheese is an event that is held each semester during midterms. It is a time for students to take a break from studying from their classes and have an opportunity to foster connections with other students on campus, as well as for student-athletes to obtain study hall hours.

### 2024-2025 School Year





# WHAT WE KNOW: HIGH IMPACT PRACTICES

While there are 10 broadly accepted High Impact Practices, it is important that we look beyond what has worked, and instead leverage why it has worked. By looking beyond the 10 initial HIPs we are able to apply the underlying principles to new contexts. With this in mind, I've developed the proposed program enhancements based directly on the 7 characteristics that make High Impact Practices truly high impact (Kuh, 2013). While the current program has pieces of each of these characteristics already, it is clear that there is immense opportunity to embrace and embed these characteristics in more meaningful ways. Rather than checking off the box of each characteristic, we need to be committed to the quality of the practice.

Characteristic	Current	Proposed
Appropriately high, and communicated, expectations	<ul style="list-style-type: none"><li>• 2 hour session during Fall Training discussing and clarifying expectations, reviewing competency model, and outlining timeline and process for feedback. Including signing a coach contract at the end</li><li>• Binders with printed expectations</li><li>• Weekly expectation reminder texts</li></ul>	<ul style="list-style-type: none"><li>• Develop more progress check ins for Coach Competency Meetings.</li><li>• Include more collaborative training</li></ul>
Significant investment of time & effort over time.	<ul style="list-style-type: none"><li>• 12-14 hours a week between coaching, supervision, and meetings, study halls, and programming</li><li>• maintain structure for study halls and programs</li></ul>	<ul style="list-style-type: none"><li>• Hire graduate assistant to take over Study Halls so Coordinator can focus on expanding programming and collaboration efforts</li></ul>
Substantial interactions with faculty and peers	<ul style="list-style-type: none"><li>• Substantial time with peers through coaching, training, and meetings.</li><li>• Including faculty in some training &amp; in-services.</li><li>• Collaboration among offices across campus and division</li><li>• Increased communications via Travel Letters, support measures, and behavioral concerns</li></ul>	<ul style="list-style-type: none"><li>• Increase amounts of SSC classroom visits and workshop presentations</li><li>• More consistent communication with faculty - AAC meeting attendance and faculty monthly meetings</li></ul>

# WHAT WE KNOW: HIGH IMPACT PRACTICES

Clear, yet high, expectations and regular opportunities for feedback, reflection, and application will be hallmarks of the Student Success Coach experience. The position itself requires substantial interactions with peers through coaching, yet the proposed updates will supplement with greater interactions with their co-workers in the SSC and the campus community more broadly.

Characteristic	Current	Proposed
Frequent, timely, and constructive feedback	<ul style="list-style-type: none"> <li>• Regularly in one-on-ones.</li> <li>• End of semester evaluations.</li> <li>• End of Year Feedback Survey</li> <li>• Within staff meetings, as needed</li> </ul>	<ul style="list-style-type: none"> <li>• Email updates after staff meetings, so feedback can be in writing</li> </ul>
Opportunities to reflect and integrate learning	<ul style="list-style-type: none"> <li>• Built into regular in-service trainings.</li> <li>• Self evaluations at end of the semester.</li> <li>• CRLA Certification</li> <li>• Collaboration with WRC and ARC</li> </ul>	<ul style="list-style-type: none"> <li>• Facilitating programs /events</li> <li>• Taking on leadership roles within committees</li> </ul>
Opportunities to apply and test learning	<ul style="list-style-type: none"> <li>• Apply skills they are trained to coach on to their own lives.</li> <li>• Interactions beyond just their working hours</li> <li>• Provide opportunities for coaches to facilitate parts of training for new coaches</li> <li>• Offer shadowing opportunity for new coaches</li> </ul>	<ul style="list-style-type: none"> <li>• Create Coach Mentor opportunity</li> <li>• Self Directed Projects within the SSC</li> </ul>
Public demonstration of competence	<ul style="list-style-type: none"> <li>• The process of coaching itself.</li> <li>• coaches post on social media and develop study halls that reflect their competence</li> <li>• Monthly event calendar generation</li> </ul>	<ul style="list-style-type: none"> <li>• Create more workshop and event opportunities</li> <li>• Table more frequently on campus</li> <li>• Classroom visits</li> <li>• Collaboration with other office events</li> </ul>

# WHAT WE KNOW: FROM THE COACHES

As mentioned before, our current program already puts many of the characteristics associated with HIPs into practice. The effects of which are evident in what our coaches have to say about their experience as a coach. Imagine the possibilities after making a few of the proposed changes to the program.

"Coaching made me realize how much this school cares. I debated transferring during my first semester, but working at the SSC my second semester helped me know this is right where I belong"

"Being a Coach has changed me greatly as I am even more invested in NCF and my peers' success, but also my own. Being surrounded by really awesome coaches and realizing how I can make a difference in others' lives always motivates me to be the best student and Coach I can be. Not only do I feel more involved with the NCF community, but I feel successful and inspired as well."

"Being a coach is the best job I could have asked for in this stage of my life: not only do I get to work on campus, but I am always with my peers and working on topics that influence my own academic success, too."





# WHAT WE KNOW: FROM THE CLIENTS

There were over 336 clients registered with the Student Success Center this academic year. At the end of the year, we sent out a student survey for our clients to provide feedback on the center. 191 students responded to the survey. Students commented on positives, weaknesses, and growth opportunities.

70% of students said it was easy to make an appointment with the SSC

The most helpful services the SSC offered were:

- 1.General Advice (63%)
- 2.Accountability (46%)
- 3.Organizational Tips (33%)

\*note that students were allowed to choose more than one option

Students described the following needs:

- 1.More space in the SSC
- 2.More SSC Events
- 3.More Accountability Appointment Offerings



# THE ROAD AHEAD:

## PRIORITIES FOR 2024-2025

- Continue to expand reach of coaching services.
- Redevelop Program Calendar, including workshops, presentations, and recurring meetings.
- Expand Engaging the Mind Tutorial to 5 sections, 120 students taught.
- Build out EAB Navigate Platform, maintain new data information systems for the SSC.
- Maintain study hall program. Work with athletic coaches to streamline system.
- Expand on programming initiatives to get involved more with the campus community.
- Continue to develop Student Success's role with Student Athletes
- Continue collaboration and seamless structure of learning services provided within academic affairs.
- Continue and develop data collection practices for events, walk-ins, and appointments.

# SWOT ANALYSIS

## Strengths

- *Coaches - strong, engaged team, who are positive representatives of the office with both peers and faculty*
- *Successful in our ability to develop positive relationships with students and faculty*
- *Coaching content created for key topics*
- *Support from Academic Affairs (Provost, faculty, etc).*
- *Successful turnout for programming efforts (study halls, workshops, etc.)*

## Weaknesses

- *No thoughtful assessment currently in place at NCF for various academic support centers.*
- *Limited web presence and online resources for student access.*
- *Still need to develop scaffolded programming to map on the academic calendar.*
- *Data collection methods are scattered.*

## Opportunities

- *Offer Student Success workshops in various offices for their student employees and supervisors*
- *Tons of potential for collaborative programming (AALC, CEO, CWC)*
- *Continue to support First Year Seminar based courses*
- *Collaboration with NEW Academic Coaches*
- *Increased visible need for our services*
- *Create a structured opportunity for study halls so students can count on consistency*

## Threats

- *Lack of consistent funding*
- *National decrease in student on campus involvement*
- *Turnover rate of employees*
- *Low retention numbers*
- *Coaches holding multiple campus jobs, balance of time concern*
- *Dynamic of services being marketed to different populations of students.*