



**Belonging, Completing,
Succeeding:**

**Retention Action Plan
for
Academic Year
2018 – 19**



**THE UNIVERSITY OF
TENNESSEE
KNOXVILLE**

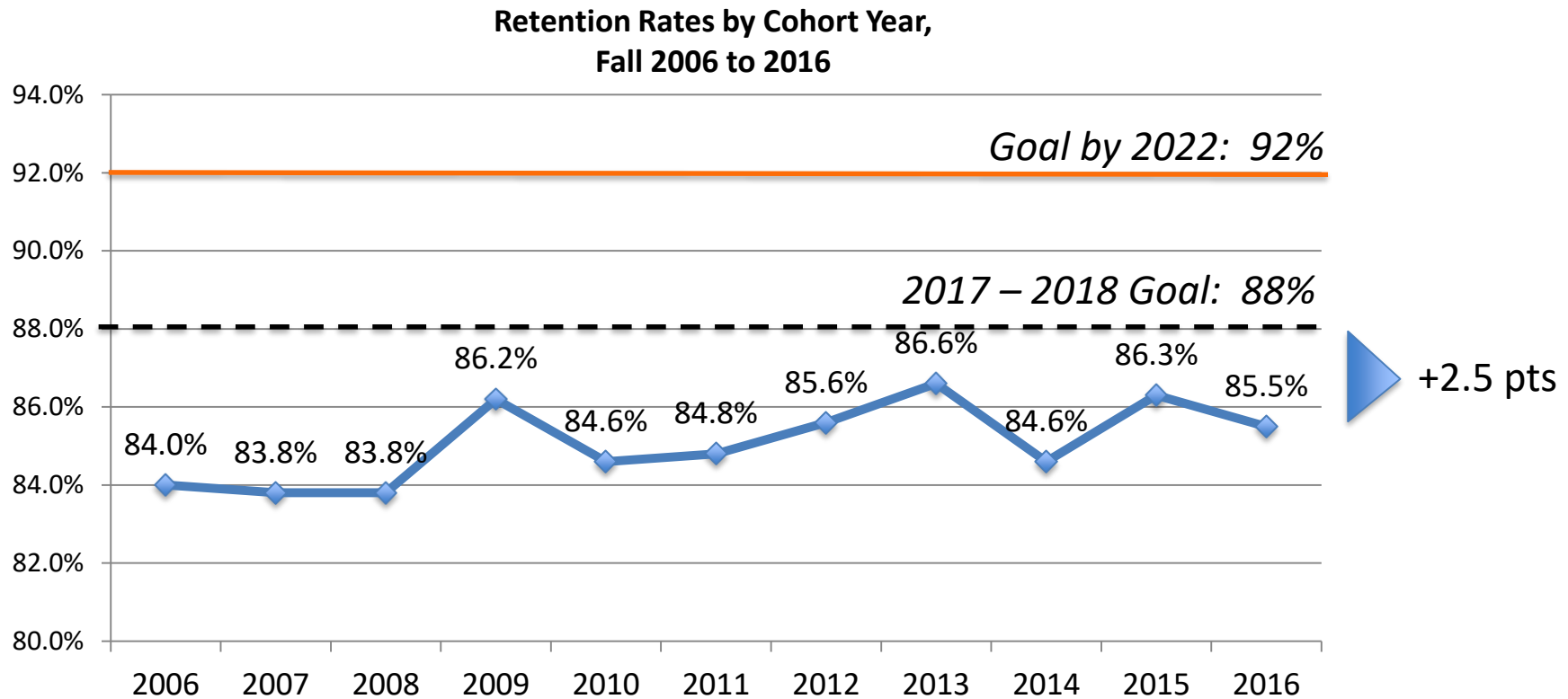
BIG ORANGE. BIG IDEAS.®

TODAY

- Retention: A Strategic Imperative
 - Re-cap of Goals
 - December Summit
- Belonging, Completing, Succeeding: Retention Action Plan for 2018 - 2019
- Discussion

RETENTION GOALS

Our goal is to raise first-to-second year retention to 88% this year to stay on track to 92% by 2022.



Source: UTK Institutional Data

RETENTION GOALS

Why is increasing first-year retention important to UTK?

1

Students

It's the right thing to do

2

Completion

UTK loses more students in the first year than at any other time

3

Strategic Enrollment Plan/ Growth

Recruitment is increasingly competitive; retention is necessary for growth

4

Resources

A 1% increase in retention is an estimated \$600K in tuition

5

Rankings/Competition

Retention is often a component in national rankings methodologies

RETENTION SUMMIT – SIX BIG IDEAS

A retention summit engaged over 90 faculty, staff, administrators, and staff from Academic Affairs, Student Life and the Colleges on ideas for action.

Six Big Ideas - Themes from the Retention Summit

1. Identify and support students who may be struggling early in the semester
2. Formalize a consistent first-year experience
3. Improve completion rates in gateway courses
4. Help students maintain eligibility for the Hope scholarship
5. Develop a mattering and belonging campaign to build student community
6. Engage faculty and staff in a culture supportive of student success

EARLY INDICATORS

Early indicators show positive retention trends this year.

- **Increased Fall-to-Spring Retention**
 - 95.6% of first-time, full-time students enrolled in fall 2017 returned for spring
 - 1 percentage point higher than 2016
- **Record Low Students on Academic Probation (Fall Semester Below 2.0 GPA)**
 - 8.4% of first-time, full-time students enrolled in fall 2017
 - 1.8 percentage points lower than 2016
- **Highest Levels of Faculty Participation in Early Alert**
 - 85% faculty participation in academic year 2017 - 18
 - 35 percentage points higher than academic year 2016 - 2017

RETENTION ACTION PLAN

The retention action plan builds on the six big ideas from the summit.

*Belonging, Completing, Succeeding: Retention Action Plan for 2018-19
Academic Affairs, Student Life, Colleges Collaboration*

Six Initiatives

1. Early Alert/Case Management
2. The First Year Experience
3. Course Completion/ Finish Strong
4. Hope Scholarship Protection
5. Mattering and Belonging Campaign
6. Faculty and Staff Engagement

1. EARLY ALERT/CASE MANAGEMENT

Identify and support students who may be struggling early in the semester

Action Objectives

- Benchmark our peer and aspirational institutions and their case management systems for academic success/early alert programs
- Develop a plan for a more structured academic case management program with implementation to begin in Fall 2019
- Design a webpage that will show the three ways UTK faculty and staff can get students help (Academic/Early Alert; Mental Health; and Crisis management)

Sponsors/ Leaders

Student Life, Academic Affairs

- Shea Kidd-Houze
- Karen Sullivan-Vance

Timeline

Fall 2018

Metrics/Goals

TBD

2. THE FIRST YEAR EXPERIENCE

Formalize a consistent first-year experience

Action Objective

- Analyze and compile available reports and information on the first-year experience
- Engage faculty, students, and department heads of first-year program offices in action plans
- Implement a pilot program for academic year 19-20

Sponsors/ Leaders

Student Life, Academic Affairs

- Frank Cuevas
- Jason Mastrogiovanni

Timeline

Fall 2018

Metrics/Goals

- Raise student expectations of their undergraduate experience
- Increase participation in first-year programs

3. COURSE COMPLETION/FINISH STRONG

Improve completion rates in gateway courses

Action Objectives

- Analyze F/NC/W and class size impact on retention; identify intervention points
- Engage department heads of gateway courses in action plans
- Implement mid-term grade pilot in academic year 19 - 20
- Establish process for early academic intervention (Finish Strong)

Sponsors/ Leaders	Timeline	Metrics/Goals
Academic Affairs, Colleges <ul style="list-style-type: none">• RJ Hinde (in collaboration with Colleges – advisors and department heads)	Active	<ul style="list-style-type: none">• Decrease % F/NC/W grades for FTFT freshmen• Decrease % FTFT freshmen on academic probation

4. HOPE SCHOLARSHIP PROTECTION

Help students maintain eligibility for the Hope scholarship

Action Objectives

- Provide academic support to students at risk of losing Hope scholarship
- Offer “bridge funding” to students who lost Hope scholarship
- Assist students in efforts to regain Hope eligibility

Sponsors/Leaders	Timeline	Metrics/Goals
Academic Affairs <ul style="list-style-type: none">• RJ Hinde• Kari Alldredge	Active	<ul style="list-style-type: none">• Increase % of students remaining eligible for Hope in their 2nd year• Increase retention of FTFT students who lose Hope eligibility after their first year

5. MATTERING AND BELONGING

Develop a mattering and belonging campaign to build student community

Action Objectives

- Develop mattering and belonging campaign to build community and inclusivity

Sponsor/ Leader	Timeline	Metrics/Goals
Student Life <ul style="list-style-type: none">• Shea Kidd-Houze	Fall 2018	TBD

6. FACULTY AND STAFF OUTREACH

Engage faculty and staff in a culture supportive of student success

Action Objectives

- Sustain participation in early alert
- Improve communication and outreach to faculty and staff
- Continue to educate faculty and staff on the ways to refer student to support

Sponsors/ Leaders	Timeline	Metrics/Goals
Provost, Vice Chancellor of Student Life, Deans	Active	<ul style="list-style-type: none">• Increase faculty participation rate on early alert• Increase # of targeted communications and outreach meetings

NEXT STEPS

Retention Implementation Timeline

Roll Out Plan to UTK Community (Today – May 2018)

- ✓ Review action plan with summit participants
- ☐ Roll out plan to key stakeholders (faculty, staff, students)

Outline Goals and Implement (Now – AY '18 to '19)

- ☐ Confirm goals and actions for academic year 18 – 19 for each initiative
- ☐ IMPLEMENT!

Review Progress and Refresh Actions (Oct. 2018)

- ☐ Review retention progress/ key metrics in fall 2018
- ☐ Refresh actions (as needed)

DISCUSSION