

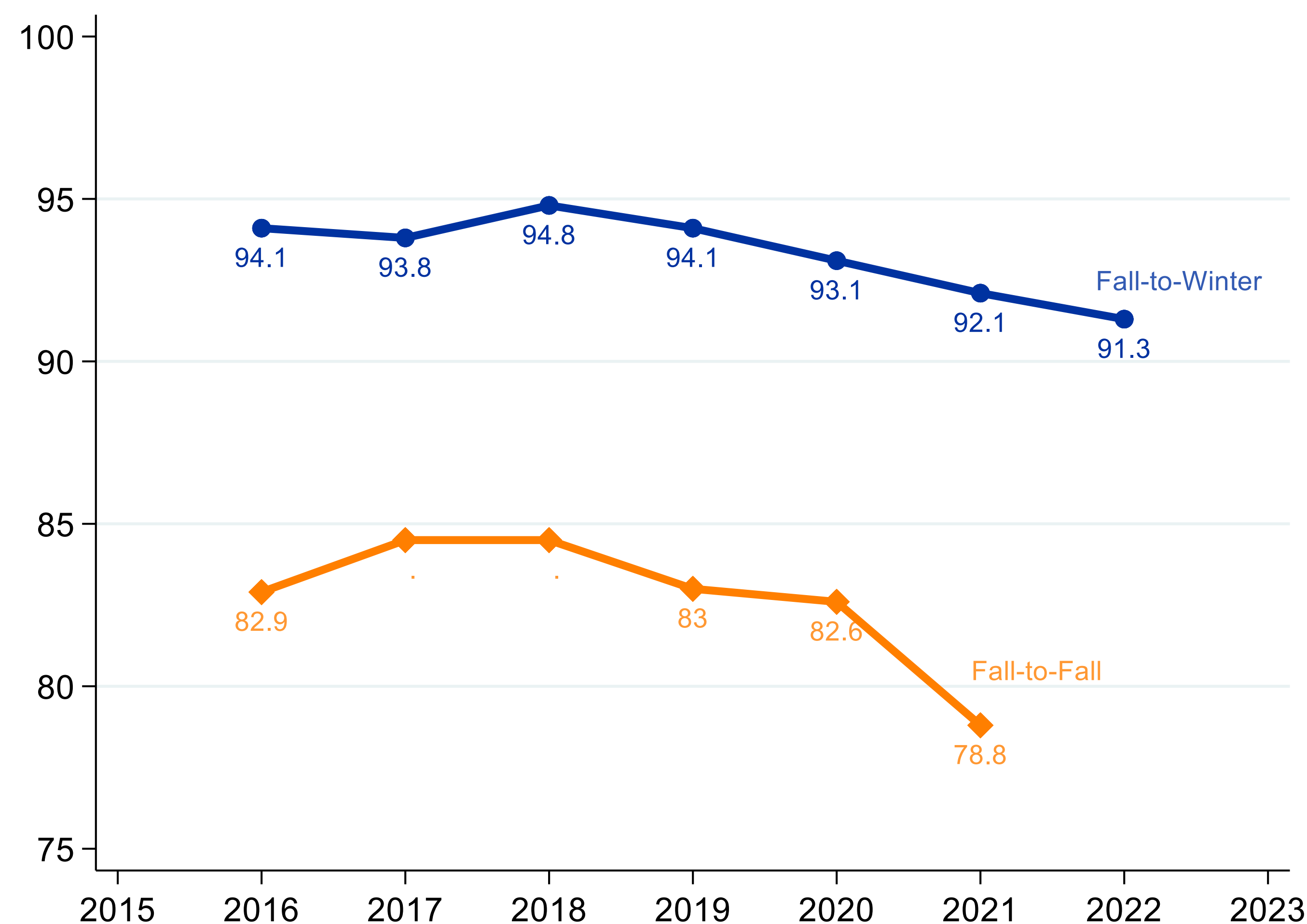
Rapid Response Team

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Rapid Response Team Purpose

- Team assembled by Provost Mili at end of Fall 2022
 - Focus on challenges and barriers faced by first-year students
 - What can we learn from the Fall, and what can we do differently in Winter 2023 and beyond?
 - Strategize ways to support student success

Figure 1. Retention Rates, First-Year Students, Fall-to-Fall, in %



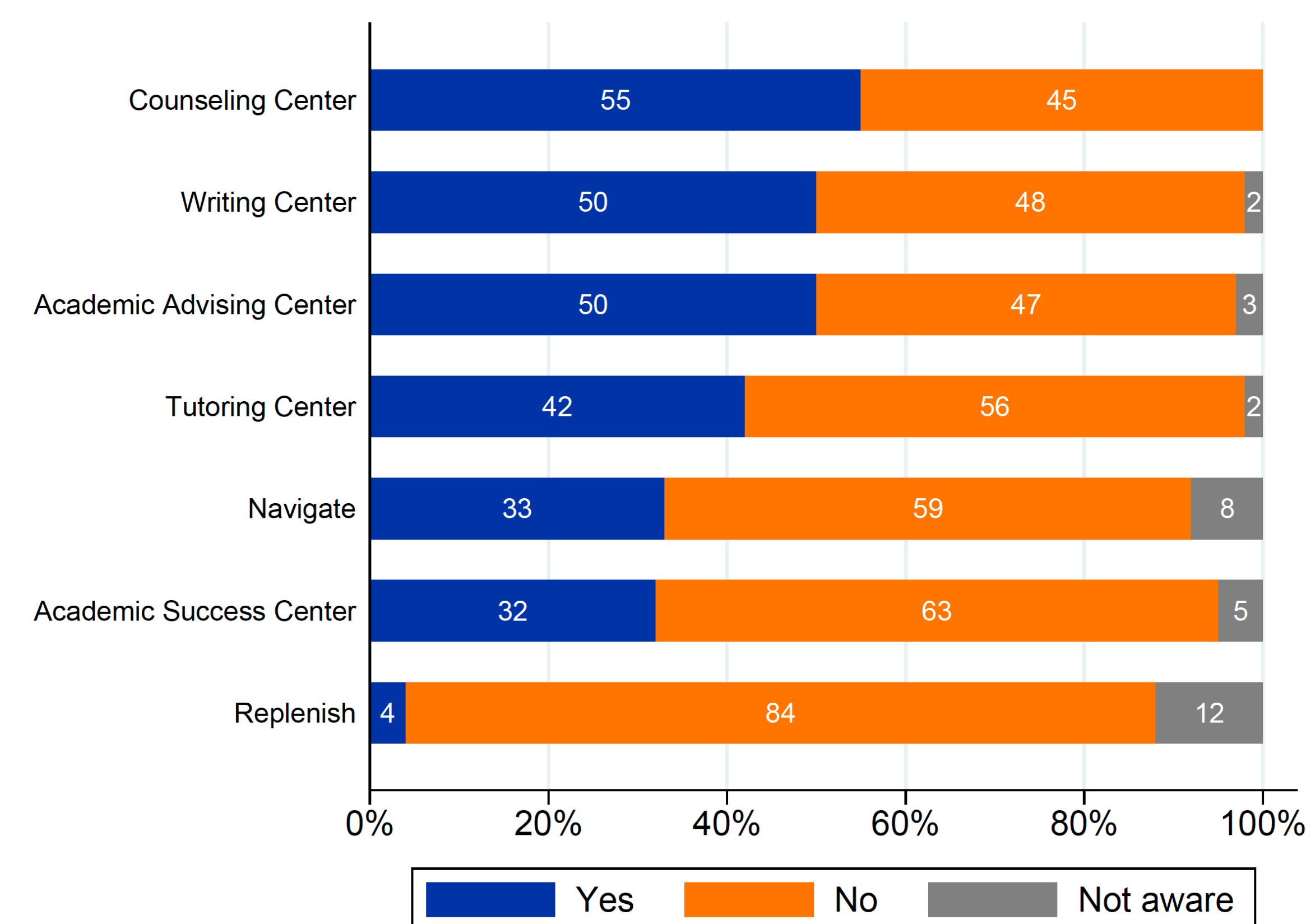
Strategies

- Analyze data from recent semesters
- Connect with stakeholders on campus who provide resources to students
 - Counseling Center, Tutoring Center, Student Success Network, Academic Advisors, among others
- Collect Survey Responses
 - Gather input from faculty who teach courses with a high proportion of first-year students
- Host focus groups to gather insights from faculty about challenges facing students coupled with potential solutions

Speedy Survey

- Collected during Week 5, Week 6, and Week 12 (N = 110)
 - Questions included topics related to issues confronting first year students, attendance, as well as referrals to support resources
 - Response rates ranged from 54 to 72%
 - Top three problems faculty reported seeing in Weeks 5 and Weeks 6 included:
 - Inconsistent class attendance (82% observed this problem)
 - Mental health issues (58% observed this problem)
 - Missing assignments (58% observed this problem)
 - The Week 12 survey followed up on these topics, including referrals made by faculty and other improvement strategies

Figure 2. Referrals to Campus Resources, % Reported by Faculty



- Whereas academic advisors noted that work responsibilities are preventing students from attending class and keeping up with coursework, faculty reported rarely recommending that students seek support from the Replenish Basic Needs Center.

Focus Groups & Interviews

- Focus Groups and Interviews (N ≈ 18)
 - Included faculty who teach classes with a high proportion of first-year students (e.g., INT, SOC, STA, WRT)
 - Individual interviews offered as needed
 - Discussions focused on how first-year students are changing from past years, obstacles to success the students are facing, recommendations to support students, and ideas of resources to help faculty

Key Themes & Recommendations

Pandemic Recovery Lack of preparedness: academic & social Attendance issues	<ul style="list-style-type: none"> • Intervene early • Standardize Navigate reporting in Week 4 • Initiate first-year seminars
Today's First-Year Students Increased stress and anxiety Broader needs	<ul style="list-style-type: none"> • Provide information on resources early and echo in through multiple channels • Making support for multiple challenges (including financial, familial, and health) easily accessible
Student Support Efforts to meet student needs while creating accountability Supporting interaction in the classroom	<ul style="list-style-type: none"> • Centralize communication to students (Blackboard Ultra) • First-year coaching • Support for the restructuring of classes, content & grading to enable active and flipped learning styles
Faculty Support Clarifying expectations and responsibility	<ul style="list-style-type: none"> • Incentivize first-year teaching certification • Opportunities for faculty collaboration & strategizing • Raise awareness of Replenish Basic Needs Center and the connection between basic needs and academic performance
Outreach Innovation Making referrals & understanding resources Transparency in reporting	<ul style="list-style-type: none"> • Innovate CARE/Navigate reporting • Provide faculty with communication strategies to help vulnerable students: Share through FTLC, Lakers Ready, Dean's Weekly Mailers



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