

MySuccessCheck is an 8-item questionnaire for new GVSU undergraduate students, intended to provide an early indication of which students are at greatest risk for dropping out. The questionnaire is intentionally brief, and includes two types of items: a few items required to create an effective diagnostic scale identifying students’ risk of dropout; and other specific items that GVSU student-support staff indicated they would use in practical interventions with individual students expressing needs. Participating students who express need get immediate feedback with suggested resources to help them succeed, and staff members also review responses and contact some respondents with offers of assistance.

Participation Rate:

Students in their first GVSU semester were invited via email to participate and were also encouraged to do so by staff throughout the university.

	# Invited	Participants	Response Rate
Total	5070	2082	41%
FTIAC	3786	1607	42%
Transfer	1284	475	37%
On-Campus Resident	3259	1432	44%
Off-Campus Resident	1811	650	36%
Female	3095	1484	48%
First Generation	1717	686	40%
Students of Color	863	341	40%
Student Support Network	4819	1955	41%

Risk Assessment and Staff Follow-up:

As in every past fall term, the computed risk score is strongly predictive of retention. Non-participants had a retention rate of “Medium” risk participants. Non-participation is a significant indicator of risk from fall-to-winter attrition and low first-semester grades.

	N	Percent	Retention	Fall GPA
Low	1785	86%	96%	3.30
Medium	175	8%	90%	3.11
High	96	5%	81%	2.67
Unclassified	26	1%	100%	3.32
All	2082	100%	95%	3.25
<i>Non-Participants</i>	2988		90%	2.89

The MySuccessCheck interface for staff members includes a mechanism for staff members to post notes to individual students’ records. These notes allow staff members to coordinate responses, and also allow us to assess the completeness and effectiveness of the responses. Staff members categorize the intensity of each response using the following scale:

- One-way communication ... staff member sent an email or left a voicemail message, but didn’t receive any reciprocal communication.
- Limited communication ... staff member and student communicated reciprocally, but not in particular depth.
- Discussion ... staff member had a substantive exchange of information about the content of the student’s MySuccessCheck response.

Beginning in Fall 2019, participants received some of the feedback messages automatically and immediately upon completion. As a result, logged staff contacts decreased significantly from previous years. We cannot measure how attentively participants read the feedback, or determine its effectiveness, but I’ve divided the participants who did not receive a logged contact from a staff member into two categories: those who requested an email copy of their automatic feedback and those who did not.

Altogether, staff logged 386 contacts affecting 297 different participants. Because staff responses are reactive to needs expressed in students' responses, it is not expected that every student would elicit a response. A total of 314 participants chose to receive their feed back by email. Of those, 60 also received a logged contact from a staff member.

	N					Retention		
	Discussion	Limited	One-way	Email report	None	Any Staff Contact	Email Report	None
Low	10	2	214	240	1319	93%	98%	96%
Medium	17	5	86	11	56	92%	73%	89%
High	28	6	62			81%		
Unclassified			3	3	20	100%	100%	100%
All	55	13	365	254	1395	90%	97%	96%

Survey Item Breakdown:

Except for the questions regarding academic support, textbooks and technology, responses to all other survey items have a statistically significant association with fall-to-winter retention. In addition, several of the questions are significantly associated with first semester grades as noted below.

If I need extra help to be successful in my online or in-person coursework, I know where to access GVSU resources for academic support

	Frequency	Percent	Retention	Fall GPA	Staff Response (row sums to 100%)			
					Discussion	Limited	One-way	None
Agree Strongly	354	17%	96%	3.23	2%	0%	13%	85%
Agree	1177	57%	95%	3.27	2%	1%	16%	81%
Neither Agree nor Disagree	272	13%	93%	3.24	4%	0%	24%	72%
Disagree	250	12%	94%	3.29	4%	0%	25%	70%
Disagree Strongly	23	1%	91%	3.04	4%		43%	52%
All	2076	100%	95%	3.26	3%	1%	18%	79%

I plan to continue at GVSU next year (Fall 2021)

	Frequency	Percent	Retention	Fall GPA	Staff Response (row sums to 100%)			
					Discussion	Limited	One-way	None
Agree Strongly	1018	49%	97%	3.3	0%	0%	12%	88%
Agree	835	40%	95%	3.25	2%	0%	15%	82%
Neither Agree nor Disagree	200	10%	88%	3.07	15%	4%	54%	29%
Disagree	14	1%	71%	3.19	50%		50%	
Disagree Strongly	3	0%	100%	2.01			100%	
All	2070	100%	95%	3.25	3%	1%	18%	79%

Significantly related to GPA.

I feel like I belong at GVSU

	Frequency	Percent	Retention	Fall GPA	Staff Response (row sums to 100%)			
					Discussion	Limited	One-way	None
Agree Strongly	559	27%	97%	3.22	1%	0%	9%	90%
Agree	936	45%	96%	3.3	2%	0%	13%	85%
Neither Agree nor Disagree	452	22%	92%	3.26	4%	1%	25%	69%
Disagree	111	5%	90%	3.06	13%	2%	60%	25%
Disagree Strongly	13	1%	85%	2.99	15%		69%	15%
All	2071	100%	95%	3.26	3%	1%	17%	79%

For in-person or synchronous classes, how many of your scheduled class sessions have you missed?

	Frequency	Percent	Retention	Fall GPA	Staff Response (row sums to 100%)			
					Discussion	Limited	One-way	None
None of them	1472	71%	96%	3.39	2%	0%	14%	84%
One	357	17%	94%	3.11	3%	1%	22%	74%
Two	143	7%	90%	2.68	6%	1%	24%	69%
3 to 5	68	3%	88%	2.53	9%	6%	43%	43%
6 or More	8	0%	88%	1.56	25%	13%	63%	
I Don't Know	19	1%	84%	2.53	16%		79%	5%
All	2067	100%	95%	3.25	3%	1%	18%	79%

Significantly related to GPA.

Do you still need to purchase textbooks for any of your classes this semester?

	Frequency	Percent	Retention	Fall GPA	Staff Response (row sums to 100%)			
					Discussion	Limited	One-way	None
No	1700	85%	95%	3.3	3%	1%	16%	81%
Yes	304	15%	94%	2.95	3%	1%	25%	71%
All	2004	100%	95%	3.25	3%	1%	17%	79%

Significantly related to GPA. Not significantly associated with retention.

Would you like someone from the Disability Support Resources office to contact you to discuss accommodations and resources related to a disability?

	Frequency	Percent	Retention	Fall GPA	Staff Response (row sums to 100%)			
					Discussion	Limited	One-way	None
No	1489	96%	95%	3.23	2%	0%	16%	81%
Yes	67	4%	87%	2.85	15%	4%	79%	1%
All	1556	100%	95%	3.21	3%	1%	19%	78%

Significantly related to GPA.

Are your finances or lack of financial resources limiting or interrupting your access to food (i.e. the ability to prepare nutritious food the need to rely on others to provide food, skipping a meal because of food, or going hungry)?

	Frequency	Percent	Retention	Fall GPA	Staff Response (row sums to 100%)			
					Discussion	Limited	One-way	None
No	1820	90%	95%	3.29	2%	1%	9%	88%
Yes	209	10%	91%	3	5%	1%	94%	
All	2029	100%	95%	3.26	3%	1%	18%	79%

Significantly related to GPA.

For any classes (in-person, synchronous classes, asynchronous classes or online classes) have you missed any assignments this semester?

	Frequency	Percent	Retention	Fall GPA	Staff Response (row sums to 100%)			
					Discussion	Limited	One-way	None
None of them	1464	71%	96%	3.45	2%	0%	15%	83%
One	325	16%	93%	3	3%	0%	18%	79%
Two	144	7%	93%	2.67	3%	1%	23%	73%
3 to 5	87	4%	89%	2.27	5%	3%	43%	49%
6 or More	12	1%	58%	1.59	8%	8%	58%	25%
I Don't Know	41	2%	93%	2.65	7%		27%	66%
All	2073	100%	95%	3.26	3%	1%	17%	79%

Significantly related to GPA.

Do you have technology (computer, hot spot, BB access) necessary to be successful in your classes?

	Frequency	Percent	Retention	Fall GPA	Staff Response (row sums to 100%)			
					Discussion	Limited	One-way	None
No	52	3%	94%	2.95	2%	2%	50%	46%
Yes	2017	97%	95%	3.26	3%	1%	17%	80%
All	2069	100%	95%	3.26	3%	1%	18%	79%

Significantly related to GPA. Not significantly associated with retention.