MySuccessCheck is a short 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.

<table>
<thead>
<tr>
<th></th>
<th># Invited</th>
<th>Participants</th>
<th>Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>4987</td>
<td>2592</td>
<td>52%</td>
</tr>
<tr>
<td>FTIAC</td>
<td>3807</td>
<td>2051</td>
<td>54%</td>
</tr>
<tr>
<td>Transfer</td>
<td>1180</td>
<td>541</td>
<td>46%</td>
</tr>
<tr>
<td>On-Campus Resident</td>
<td>3444</td>
<td>1949</td>
<td>57%</td>
</tr>
<tr>
<td>Off-Campus Resident</td>
<td>1543</td>
<td>643</td>
<td>42%</td>
</tr>
<tr>
<td>Female</td>
<td>3068</td>
<td>1785</td>
<td>58%</td>
</tr>
<tr>
<td>First Generation</td>
<td>1762</td>
<td>946</td>
<td>54%</td>
</tr>
<tr>
<td>Students of Color</td>
<td>984</td>
<td>523</td>
<td>53%</td>
</tr>
<tr>
<td>Student Support Network</td>
<td>4670</td>
<td>2418</td>
<td>52%</td>
</tr>
</tbody>
</table>

### 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.

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 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.

Participants received some of the feedback messages automatically and immediately upon completion. 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 1,282 contacts affecting 937 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 537 participants chose to receive their feedback by email. Of those, 195 also received a logged contact from a staff member.

<table>
<thead>
<tr>
<th></th>
<th>Discussion</th>
<th>Limited</th>
<th>One-way</th>
<th>Email report</th>
<th>None</th>
<th>Any Staff Contact</th>
<th>Email Report</th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low</td>
<td>4</td>
<td>3</td>
<td>716</td>
<td>329</td>
<td>1239</td>
<td>93%</td>
<td>96%</td>
<td>96%</td>
</tr>
<tr>
<td>Medium</td>
<td>8</td>
<td>2</td>
<td>93</td>
<td>12</td>
<td>62</td>
<td>85%</td>
<td>92%</td>
<td>87%</td>
</tr>
<tr>
<td>High</td>
<td>31</td>
<td>12</td>
<td>62</td>
<td>1</td>
<td>2</td>
<td>79%</td>
<td>100%</td>
<td>50%</td>
</tr>
<tr>
<td>Unclassified</td>
<td>6</td>
<td></td>
<td></td>
<td>10</td>
<td></td>
<td>100%</td>
<td></td>
<td>100%</td>
</tr>
<tr>
<td>All</td>
<td>43</td>
<td>17</td>
<td>877</td>
<td>342</td>
<td>1313</td>
<td>91%</td>
<td>96%</td>
<td>96%</td>
</tr>
</tbody>
</table>

Survey Item Breakdown:

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

<table>
<thead>
<tr>
<th></th>
<th>Frequency</th>
<th>Percent</th>
<th>Retention</th>
<th>Fall GPA</th>
<th>Staff Response (row sums to 100%)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Discussion</td>
</tr>
<tr>
<td>Agree Strongly</td>
<td>679</td>
<td>26%</td>
<td>94%</td>
<td>3.07</td>
<td>1%</td>
</tr>
<tr>
<td>Agree</td>
<td>1431</td>
<td>55%</td>
<td>94%</td>
<td>3.16</td>
<td>1%</td>
</tr>
<tr>
<td>Neither Agree nor Disagree</td>
<td>251</td>
<td>10%</td>
<td>94%</td>
<td>3.03</td>
<td>3%</td>
</tr>
<tr>
<td>Disagree</td>
<td>214</td>
<td>8%</td>
<td>94%</td>
<td>3.04</td>
<td>4%</td>
</tr>
<tr>
<td>Disagree Strongly</td>
<td>10</td>
<td>0%</td>
<td>100%</td>
<td>2.74</td>
<td></td>
</tr>
<tr>
<td>All</td>
<td>2585</td>
<td>100%</td>
<td>94%</td>
<td>3.11</td>
<td>2%</td>
</tr>
</tbody>
</table>

I plan to continue at GVSU next year (Fall 2022)

<table>
<thead>
<tr>
<th></th>
<th>Frequency</th>
<th>Percent</th>
<th>Retention</th>
<th>Fall GPA</th>
<th>Staff Response (row sums to 100%)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Discussion</td>
</tr>
<tr>
<td>Agree Strongly</td>
<td>1462</td>
<td>57%</td>
<td>97%</td>
<td>3.12</td>
<td>0%</td>
</tr>
<tr>
<td>Agree</td>
<td>882</td>
<td>34%</td>
<td>92%</td>
<td>3.16</td>
<td>1%</td>
</tr>
<tr>
<td>Neither Agree nor Disagree</td>
<td>217</td>
<td>8%</td>
<td>83%</td>
<td>2.93</td>
<td>11%</td>
</tr>
<tr>
<td>Disagree</td>
<td>20</td>
<td>1%</td>
<td>85%</td>
<td>2.91</td>
<td>35%</td>
</tr>
<tr>
<td>Disagree Strongly</td>
<td>3</td>
<td>0%</td>
<td>100%</td>
<td>1.91</td>
<td>67%</td>
</tr>
<tr>
<td>All</td>
<td>2584</td>
<td>100%</td>
<td>94%</td>
<td>3.11</td>
<td>2%</td>
</tr>
</tbody>
</table>

Significantly related to GPA.

I feel like I belong at GVSU

<table>
<thead>
<tr>
<th></th>
<th>Frequency</th>
<th>Percent</th>
<th>Retention</th>
<th>Fall GPA</th>
<th>Staff Response (row sums to 100%)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Discussion</td>
</tr>
<tr>
<td>Agree Strongly</td>
<td>936</td>
<td>36%</td>
<td>97%</td>
<td>3.11</td>
<td>0%</td>
</tr>
<tr>
<td>Agree</td>
<td>1138</td>
<td>44%</td>
<td>94%</td>
<td>3.15</td>
<td>1%</td>
</tr>
<tr>
<td>Neither Agree nor Disagree</td>
<td>434</td>
<td>17%</td>
<td>88%</td>
<td>3.05</td>
<td>5%</td>
</tr>
<tr>
<td>Disagree</td>
<td>67</td>
<td>3%</td>
<td>88%</td>
<td>2.96</td>
<td>10%</td>
</tr>
<tr>
<td>Disagree Strongly</td>
<td>10</td>
<td>0%</td>
<td>90%</td>
<td>3.11</td>
<td>30%</td>
</tr>
<tr>
<td>All</td>
<td>2585</td>
<td>100%</td>
<td>94%</td>
<td>3.11</td>
<td>2%</td>
</tr>
</tbody>
</table>
For in-person or synchronous classes, how many of your scheduled class sessions have you missed?

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Percent</th>
<th>Retention</th>
<th>Fall GPA</th>
<th>Staff Response (row sums to 100%)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Discussion</td>
</tr>
<tr>
<td>None of them</td>
<td>1959</td>
<td>76%</td>
<td>95%</td>
<td>3.28</td>
</tr>
<tr>
<td>One</td>
<td>362</td>
<td>14%</td>
<td>90%</td>
<td>2.71</td>
</tr>
<tr>
<td>Two</td>
<td>164</td>
<td>6%</td>
<td>87%</td>
<td>2.43</td>
</tr>
<tr>
<td>3 to 5</td>
<td>72</td>
<td>3%</td>
<td>92%</td>
<td>2.32</td>
</tr>
<tr>
<td>6 or More</td>
<td>12</td>
<td>0%</td>
<td>75%</td>
<td>1.49</td>
</tr>
<tr>
<td>I Don’t Know</td>
<td>15</td>
<td>1%</td>
<td>80%</td>
<td>2.83</td>
</tr>
<tr>
<td>All</td>
<td>2584</td>
<td>100%</td>
<td>94%</td>
<td>3.11</td>
</tr>
</tbody>
</table>

Significantly related to retention and GPA.

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

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Percent</th>
<th>Retention</th>
<th>Fall GPA</th>
<th>Staff Response (row sums to 100%)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Discussion</td>
</tr>
<tr>
<td>No</td>
<td>1981</td>
<td>79%</td>
<td>95%</td>
<td>3.19</td>
</tr>
<tr>
<td>Yes</td>
<td>521</td>
<td>21%</td>
<td>90%</td>
<td>2.83</td>
</tr>
<tr>
<td>All</td>
<td>2502</td>
<td>100%</td>
<td>94%</td>
<td>3.12</td>
</tr>
</tbody>
</table>

Significantly related to retention and GPA.

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

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Percent</th>
<th>Retention</th>
<th>Fall GPA</th>
<th>Staff Response (row sums to 100%)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Discussion</td>
</tr>
<tr>
<td>No</td>
<td>2437</td>
<td>97%</td>
<td>94%</td>
<td>3.12</td>
</tr>
<tr>
<td>Yes</td>
<td>79</td>
<td>3%</td>
<td>86%</td>
<td>2.82</td>
</tr>
<tr>
<td>All</td>
<td>2516</td>
<td>100%</td>
<td>94%</td>
<td>3.11</td>
</tr>
</tbody>
</table>

Significantly related to retention and 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)?

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Percent</th>
<th>Retention</th>
<th>Fall GPA</th>
<th>Staff Response (row sums to 100%)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Discussion</td>
</tr>
<tr>
<td>No</td>
<td>2216</td>
<td>88%</td>
<td>94%</td>
<td>3.16</td>
</tr>
<tr>
<td>Yes</td>
<td>316</td>
<td>12%</td>
<td>91%</td>
<td>2.79</td>
</tr>
<tr>
<td>All</td>
<td>2532</td>
<td>100%</td>
<td>94%</td>
<td>3.11</td>
</tr>
</tbody>
</table>

Significantly related to retention and GPA.
For any classes (in-person, synchronous classes, asynchronous classes or online classes) have you missed any assignments this semester?

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Percent</th>
<th>Retention</th>
<th>Fall GPA</th>
<th>Staff Response (row sums to 100%)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Discussion</td>
</tr>
<tr>
<td>None of them</td>
<td>2078</td>
<td>81%</td>
<td>95%</td>
<td>3.25</td>
</tr>
<tr>
<td>One</td>
<td>336</td>
<td>13%</td>
<td>91%</td>
<td>2.67</td>
</tr>
<tr>
<td>Two</td>
<td>100</td>
<td>4%</td>
<td>91%</td>
<td>2.34</td>
</tr>
<tr>
<td>3 to 5</td>
<td>37</td>
<td>1%</td>
<td>87%</td>
<td>2.03</td>
</tr>
<tr>
<td>6 or More</td>
<td>4</td>
<td>0%</td>
<td>100%</td>
<td>2.94</td>
</tr>
<tr>
<td>I Don't Know</td>
<td>21</td>
<td>1%</td>
<td>86%</td>
<td>2.04</td>
</tr>
<tr>
<td>All</td>
<td>2576</td>
<td>100%</td>
<td>94%</td>
<td>3.11</td>
</tr>
</tbody>
</table>

Significantly related to GPA.

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

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Percent</th>
<th>Retention</th>
<th>Fall GPA</th>
<th>Staff Response (row sums to 100%)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Discussion</td>
</tr>
<tr>
<td>No</td>
<td>52</td>
<td>2%</td>
<td>89%</td>
<td>2.61</td>
</tr>
<tr>
<td>Yes</td>
<td>2524</td>
<td>98%</td>
<td>94%</td>
<td>3.13</td>
</tr>
<tr>
<td>All</td>
<td>2576</td>
<td>100%</td>
<td>94%</td>
<td>3.12</td>
</tr>
</tbody>
</table>

Significantly related to GPA.