

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.

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

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	2291	88%	95%	3.14
Medium	177	7%	86%	2.97
High	108	4%	79%	2.60
Unclassified	16	1%	100%	3.18
All	2592	100%	94%	3.11
<i>Non-Participants</i>	2395		89%	2.77

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 feed back by email. Of those, 195 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	4	3	716	329	1239	93%	96%	96%
Medium	8	2	93	12	62	85%	92%	87%
High	31	12	62	1	2	79%	100%	50%
Unclassified			6		10	100%		100%
All	43	17	877	342	1313	91%	96%	96%

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

	Frequency	Percent	Retention	Fall GPA	Staff Response (row sums to 100%)			
					Discussion	Limited	One-way	None
Agree Strongly	679	26%	94%	3.07	1%	0%	31%	67%
Agree	1431	55%	94%	3.16	1%	1%	32%	66%
Neither Agree nor Disagree	251	10%	94%	3.03	3%	1%	41%	55%
Disagree	214	8%	94%	3.04	4%	0%	43%	52%
Disagree Strongly	10	0%	100%	2.74			70%	30%
All	2585	100%	94%	3.11	2%	1%	34%	64%

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

	Frequency	Percent	Retention	Fall GPA	Staff Response (row sums to 100%)			
					Discussion	Limited	One-way	None
Agree Strongly	1462	57%	97%	3.12	0%	0%	30%	69%
Agree	882	34%	92%	3.16	1%	0%	34%	65%
Neither Agree nor Disagree	217	8%	83%	2.93	11%	3%	56%	29%
Disagree	20	1%	85%	2.91	35%	15%	50%	
Disagree Strongly	3	0%	100%	1.91	67%	33%		
All	2584	100%	94%	3.11	2%	1%	34%	64%

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	936	36%	97%	3.11	0%	0%	29%	71%
Agree	1138	44%	94%	3.15	1%	0%	29%	70%
Neither Agree nor Disagree	434	17%	88%	3.05	5%	1%	54%	40%
Disagree	67	3%	88%	2.96	10%	4%	57%	28%
Disagree Strongly	10	0%	90%	3.11	30%	10%	50%	10%
All	2585	100%	94%	3.11	2%	1%	34%	64%

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	1959	76%	95%	3.28	0%	0%	30%	69%
One	362	14%	90%	2.71	3%	1%	41%	54%
Two	164	6%	87%	2.43	4%	1%	46%	49%
3 to 5	72	3%	92%	2.32	14%	1%	58%	26%
6 or More	12	0%	75%	1.49	25%		50%	25%
I Don't Know	15	1%	80%	2.83	33%	13%	33%	20%
All	2584	100%	94%	3.11	2%	1%	34%	64%

Significantly related to retention and 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	1981	79%	95%	3.19	1%	0%	19%	80%
Yes	521	21%	90%	2.83	3%	2%	95%	
All	2502	100%	94%	3.12	2%	1%	34%	63%

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?

	Frequency	Percent	Retention	Fall GPA	Staff Response (row sums to 100%)			
					Discussion	Limited	One-way	None
No	2437	97%	94%	3.12	2%	1%	32%	65%
Yes	79	3%	86%	2.82	4%		96%	
All	2516	100%	94%	3.11	2%	1%	34%	63%

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)?

	Frequency	Percent	Retention	Fall GPA	Staff Response (row sums to 100%)			
					Discussion	Limited	One-way	None
No	2216	88%	94%	3.16	1%	1%	25%	73%
Yes	316	12%	91%	2.79	4%	1%	95%	
All	2532	100%	94%	3.11	2%	1%	34%	64%

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?

	Frequency	Percent	Retention	Fall GPA	Staff Response (row sums to 100%)			
					Discussion	Limited	One-way	None
None of them	2078	81%	95%	3.25	1%	1%	31%	67%
One	336	13%	91%	2.67	3%	1%	40%	55%
Two	100	4%	91%	2.34	3%		50%	47%
3 to 5	37	1%	87%	2.03	5%		62%	32%
6 or More	4	0%	100%	2.94	25%		50%	25%
I Don't Know	21	1%	86%	2.04	5%		62%	33%
All	2576	100%	94%	3.11	2%	1%	34%	64%

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	2%	89%	2.61	2%		67%	31%
Yes	2524	98%	94%	3.13	2%	1%	33%	65%
All	2576	100%	94%	3.12	2%	1%	34%	64%

Significantly related to GPA.