

**Summary:**

Results from the fall 2017 implementation generally confirm the predictive value of the instrument, but do not provide support for the effectiveness of staff interventions, at least not as they have been recorded in the system’s note-recording function.

The overall risk categories identified students at risk of attrition effectively and consistently over the two fall terms mySuccessCheck has been used:

	2016			2017		
	# of Students	% of Respondents	Fall-to-Winter Retention	# of Students	% of Respondents	Fall-to-Winter Retention
High	58	4%	66%	71	3%	63%
Medium	123	8%	84%	171	8%	84%
Low	1284	85%	97%	1763	86%	96%
Unclassified	54	4%	90%	44	2%	91%
All Participants	1519	100%	95%	2049	100%	94%
Non-Participants	4431	--	92%	3677	--	92%

Unfortunately, this year’s evidence doesn’t support the effectiveness of the staff interventions. Our intent and expectation is that staff support will lead to better retention and better grades, and that the recorded intensity of logged contacts could serve as a proxy measure for that staff support. Ideally, we’d see values decreasing from right to left (within measures) in the following table, particularly for students with risk identified as “high” or “medium”.

Risk Category	N				Fall-to-Winter Retention				Fall GPA			
	Discussion	Limited	One-way	None	Discussion	Limited	One-way	None	Discussion	Limited	One-way	None
High	35	8	28	0	60.0%	75.0%	64.3%	.	2.98	3.06	2.88	.
Medium	56	11	86	18	85.7%	90.9%	81.4%	83.3%	3.13	3.29	2.77	2.98
Low	200	73	692	798	97.0%	98.6%	95.8%	96.1%	3.31	3.19	3.17	3.28
Unclassified	6	5	21	12	100.0%	100.0%	85.7%	91.7%	3.18	3.09	3.06	3.16

In fact, the contact intensity shows no significant relationship to either outcome within risk categories. Even in aggregated forms (e.g. “Limited or better”, “Any Contact”), it is unrelated to retention or grades. Possible explanations:

- Higher-intensity staff responses might be so drastically underreported that we can’t reliably determine which students received which levels of response
- Staff might be prioritizing their activity to focus on the highest-risk students within risk categories (or such students might be more likely to respond to staff efforts, which would elevate the intensity).
- The logged contacts might be in response to mySuccessCheck items other than the ones most critically related to the outcomes (e.g. student had a conversation with a staff member about an academic concern but discussion didn’t touch on a social or financial concern that eventually drove the student to leave).
- The staff interventions might be ineffective with regard to these two outcomes.

### Statistics for individual MSC items:

*I am confident in my choice of major* – Respondents who agreed (strongly or otherwise) were significantly more likely to return for the winter term than those who disagreed strongly. “Strongly Disagree” respondents also had the highest grades, significantly better than those who agreed.

	N	Retention	Fall GPA
Agree Strongly	598	95.3%	3.20
Agree	800	94.5%	3.18
Neither Agree nor Disagree	393	92.6%	3.19
Disagree	164	92.1%	3.27
Disagree Strongly	86	87.2%	3.38
All	2041	93.9%	3.20

*I would like an advisor to contact me to discuss my major or career goals* – Respondents who said “Yes” were more likely to return in the winter term than those who said “No”. Responses were not significantly related to grades.

	N	Retention	Fall GPA
No	765	92.4%	3.22
Yes	1247	95.0%	3.19
All	2012	94.0%	3.20

*I have spoken to one or more of my professors outside of class* – Responses are unrelated to retention. Students who responded “Neither Agree nor Disagree” earned significantly lower grades than those who agreed or agreed strongly.

	N	Retention	Fall GPA
Agree Strongly	254	94.5%	3.34
Agree	738	94.6%	3.22
Neither Agree nor Disagree	270	92.2%	3.03
Disagree	628	94.1%	3.20
Disagree Strongly	144	91.7%	3.16
All	2034	93.9%	3.20

*If I need extra help to be successful in my coursework, I know where to go at GVSU to receive academic support* – Respondents who agreed strongly earned better grades than those who disagreed strongly. Responses were not significantly associated with differences in retention.

	N	Retention	Fall GPA
Agree Strongly	623	94.4%	3.27
Agree	972	94.4%	3.19
Neither Agree nor Disagree	225	93.3%	3.20
Disagree	182	90.1%	3.09
Disagree Strongly	21	90.5%	2.94
All	2023	93.9%	3.20

*I have friends at GVSU who I enjoy spending time with* – Strong disagreement is highly significantly related to decreased retention. Responses to this item are not significantly related to GPA.

	N	Retention	Fall GPA
Agree Strongly	946	96.2%	3.18
Agree	678	93.4%	3.26
Neither Agree nor Disagree	217	89.9%	3.21
Disagree	134	92.5%	3.13
Disagree Strongly	46	80.4%	3.12
All	2021	94.0%	3.20

*I am satisfied with my social life at GVSU* – There is a strong positive ordinal association between social satisfaction and retention. Responses are not significantly related to semester grades.

	N	Retention	Fall GPA
Agree Strongly	571	96.0%	3.15
Agree	735	95.0%	3.23
Neither Agree nor Disagree	413	92.3%	3.23
Disagree	245	89.4%	3.19
Disagree Strongly	53	90.6%	3.14
All	2017	93.9%	3.20

*I plan to return to GVSU for the Winter term* – Unsurprisingly, responses are highly predictive of actual winter enrollment behavior. There's no significant association between responses and grades, but the table below illustrates that academic performance is definitely not an adequate explanation for attrition.

	N	Retention	Fall GPA
Agree Strongly	1420	97.0%	3.21
Agree	490	92.7%	3.19
Neither Agree nor Disagree	72	63.9%	3.10
Disagree	17	23.5%	3.32
Disagree Strongly	7	14.3%	3.58
All	2006	93.9%	3.20

*I plan to continue at GVSU next year (Fall 2018)* – Responses are strongly related to fall-to-winter retention, but unrelated to GPA.

	N	Retention	Fall GPA
Agree Strongly	1277	97.3%	3.22
Agree	546	93.6%	3.15
Neither Agree nor Disagree	163	80.4%	3.19
Disagree	32	46.9%	3.32
Disagree Strongly	13	53.8%	3.28
All	2031	93.9%	3.20

*I feel like I belong at GVSU* – Respondents who disagree (however strongly) are significantly less likely than others to persist. Grades are not significantly different by response level.

	N	Retention	Fall GPA
Agree Strongly	828	97.2%	3.20
Agree	736	94.8%	3.22
Neither Agree nor Disagree	369	89.7%	3.18
Disagree	66	71.2%	3.09
Disagree Strongly	16	75.0%	2.99
All	2015	93.9%	3.20

*In an average week (so far) how many hours do you spend studying and preparing for your courses?* Respondents who reported 5 or fewer hours of study earned significantly lower grades than all others. Responses are not significantly related to retention.

	N	Retention	Fall GPA
Less than 1	17	88.2%	2.65
1 to 5	353	94.3%	2.97
6 to 10	637	93.7%	3.09
11 to 15	405	93.3%	3.27
16 to 20	290	93.4%	3.37
21 to 25	164	95.1%	3.41
26 to 30	93	92.5%	3.43
31 to 35	44	97.7%	3.52
36 to 40	20	100.0%	3.43
More than 40	12	91.7%	3.46
All	2035	93.9%	3.20

*How many of your scheduled classes have you missed?* – Responses show a very strong negative ordinal relationship to GPA, with each ordinal level associated with a decrease of about 0.3 GPA points. The association between responses and retention is weaker, but also negative and statistically significant.

	N	Retention	Fall GPA
None of them	1474	94.8%	3.35
One	321	93.8%	2.98
Two	140	88.6%	2.67
3 to 5	84	90.5%	2.42
6 or More	5	80.0%	2.33
I Don't Know	8	100.0%	2.01
All	2032	94.0%	3.20

*Do you feel like homesickness is affecting your daily life at GVSU?* – Students who said they regret leaving home were significantly less likely to stay for winter than those with any other response. Those who said homesickness was affecting their work earned lower grades than those who were homesick, but less intensely so.

	N	Retention	Fall GPA
I'm not homesick	873	94.4%	3.14
Homesickness is not really bothering me much	702	96.3%	3.24
I feel homesick most days but it's getting better	387	91.0%	3.27
Homesickness is making it difficult to do my class work	44	86.4%	2.90
I regret moving away from home	33	72.7%	3.20
All	2039	93.9%	3.20

*Do you still need to purchase textbooks for any of your classes this semester?* – Students who said they still needed books earned significantly lower grades. Responses were not significantly associated with retention.

	N	Retention	Fall GPA
No	1863	94.3%	3.22
Yes	139	90.6%	2.91
All	2002	94.0%	3.20

*Would you like someone from the Disability Support Resources office to contact you to discuss accommodations and resources related to a disability?* – Students who said “Yes” earned significantly lower grades. Responses were not significantly related to retention.

	N	Retention	Fall GPA
No	1933	94.1%	3.22
Yes	63	90.5%	2.66
All	1996	93.9%	3.20