

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.

Although it’s clear that MySuccessCheck collects information that meaningfully signals risk of attrition and academic difficulty, evidence from this year and previous years fails to show that GVSU has successfully used the information to remediate that risk.

**Participation Rate:**

The fall 2019 survey was open from Sep 23 – 30. 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	5634	2869	50.9%
FTIAC	4233	2499	59.0%
Transfer	1401	370	26.4%
On-Campus Resident	3870	2497	64.5%
Off-Campus Resident	1764	372	21.1%
Female	3367	1969	58.5%
First Generation	1862	887	47.6%
Students of Color	957	464	48.5%
Student Support Network	4051	2240	55.3%

**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 between those of “Medium”- and “High”-risk participants. Non-participation is a significant indicator of risk for fall-to-winter attrition and low first-semester grades.

	Frequency	Percent	Retention	GPA
Low	2449	85%	97.3%	3.19
Medium	191	7%	90.1%	3.04
High	164	6%	74.4%	2.67
Unclassified	65	2%	93.8%	3.11
All	2869	100%	95.4%	3.15
<i>Non-Participants</i>	<i>2765</i>		<i>87.2%</i>	<i>2.84</i>

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 373 responses or interactions, affecting 287 different participating students. Because staff responses are

reactive to needs expressed in students' responses, it not expected that every student would elicit a response. A total of 401 participants chose to receive their feedback by email. Of those, 35 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	6	1	35	349	2058	90.5%	98.9%	97.2%
Medium	32	10	31	13	105	84.9%	100.0%	92.4%
High	55	15	89	0	5	74.2%	--	80.0%
Unclassified	0	0	1	4	60	100.0%	75.0%	96.7%
All	93	26	156	366	2228	79.3%	98.6%	96.9%

### Survey Item Breakdown:

Responses to each of the survey items except "do you need a textbook?" 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 coursework, I know where to go at GVSU to receive academic support

	Frequency	Percent	Retention	Fall GPA	Staff Response (row sums to 100%)			
					Discussion	Limited	One-way	None
Agree Strongly	975	34%	96.1%	3.17	2%	0%	3%	95%
Agree	1478	52%	95.1%	3.16	4%	1%	6%	89%
Neither Agree nor Disagree	273	10%	95.6%	3.11	4%	1%	8%	87%
Disagree	104	4%	95.2%	2.87	5%	3%	10%	82%
Disagree Strongly	13	0%	76.9%	2.96	0%	0%	38%	62%

#### I plan to continue at GVSU next year (Fall 2018)

	Frequency	Percent	Retention	Fall GPA	Staff Response (row sums to 100%)			
					Discussion	Limited	One-way	None
Agree Strongly	1695	60%	97.7%	3.18	0%	0%	2%	98%
Agree	857	30%	95.7%	3.14	2%	1%	3%	94%
Neither Agree nor Disagree	234	8%	84.2%	3.02	24%	4%	35%	36%
Disagree	35	1%	60.0%	2.92	31%	20%	46%	3%
Disagree Strongly	9	0%	77.8%	2.95	44%	22%	33%	0%

#### 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	1040	36%	97.6%	3.14	1%	0%	1%	98%
Agree	1358	48%	96.0%	3.18	2%	1%	4%	92%
Neither Agree nor Disagree	331	12%	89.1%	3.06	8%	2%	15%	74%
Disagree	105	4%	85.7%	3.11	24%	4%	28%	45%
Disagree Strongly	19	1%	94.7%	3.00	16%	16%	37%	32%

**How many of your scheduled classes have you missed?**

	Frequency	Percent	Retention	Fall GPA	Staff Response (row sums to 100%)			
					Discussion	Limited	One-way	None
None of them	1642	58%	96.8%	3.36	1%	1%	3%	95%
One	595	21%	96.3%	3.10	4%	1%	7%	89%
Two	354	12%	93.5%	2.75	4%	1%	6%	88%
3 to 5	218	8%	88.5%	2.42	11%	4%	16%	69%
6 or More	18	1%	72.2%	2.18	28%	6%	39%	28%
I Don't Know	14	0%	85.7%	1.69	3%	1%	5%	90%

The negative ordinal association between missed classes and semester GPA is highly statistically significant.

**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	2562	92%	95.4%	3.17	3%	1%	6%	91%
Yes	228	8%	96.1%	2.86	4%	2%	5%	88%

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	2685	96%	95.6%	3.16	3%	1%	5%	91%
Yes	99	4%	91.9%	2.90	5%	2%	9%	84%

Significantly related to GPA.

**Are your finances or lack of financial resources limiting or interrupting your access to food?**

	Frequency	Percent	Retention	Fall GPA	Staff Response (row sums to 100%)			
					Discussion	Limited	One-way	None
No	2602	94%	95.8%	3.18	3%	1%	5%	91%
Yes	173	6%	90.8%	2.70	4%	3%	15%	78%

Significantly related to GPA.