

# RADFORD UNIVERSITY

Board of Visitors

**STUDENT SUCCESS COMMITTEE MEETING  
2:00 P.M.  
DECEMBER 5, 2019  
MARY ANN JENNINGS HOVIS MEMORIAL BOARD ROOM  
THIRD FLOOR, MARTIN HALL, RADFORD, VIRGINIA**

**DRAFT  
MINUTES**

**COMMITTEE MEMBERS PRESENT**

Mr. Mark S. Lawrence, Acting Chair  
Mr. David A. Smith  
Mr. Robert Archer, Rector (Ex officio)  
Mr. James Kibler, Jr., Vice Rector (Ex officio)  
Mr. Breon Case, Student Representative (Non-voting Advisory Member)

**COMMITTEE MEMBERS ABSENT**

Dr. Debra K. McMahon, Chair  
Ms. Karyn K. Moran, Vice Chair  
Dr. Susan Whealler Johnston

**BOARD MEMBERS PRESENT**

Dr. Thomas Brewster  
Dr. Jay A. Brown  
Mr. Gregory A. Burton  
Ms. Krisha Chachra  
Dr. Rachel D. Fowlkes  
Ms. Georgia Anne Snyder-Falkinham  
Ms. Lisa Throckmorton  
Dr. Jake Fox, Faculty Representative (Non-voting Advisory Member)

**OTHERS PRESENT:**

President Brian O. Hemphill  
Ms. Karen Castele, Secretary to the Board of Visitors and Special Assistant to the President  
Dr. Kenna Colley, Interim Provost and Vice President for Academic Affairs  
Ms. Craig Cornell, Vice President for Enrollment Management  
Mr. Danny M. Kemp, Vice President for Information Technology and Chief Information Officer  
Ms. Wendy Lowery, Vice President for University Advancement  
Mr. Chad A. Reed, Vice President for Finance and Administration and Chief Financial Officer  
Ms. Ashley Schumaker, Chief of Staff and Vice President for University Relations  
Dr. Susan Trageser, Vice President for Student Affairs

Mr. Allen Wilson, Senior Assistant Attorney General, Commonwealth of Virginia  
Other Radford University faculty and staff

### **CALL TO ORDER**

Mr. Mark Lawrence, Acting Chair, formally called the Student Success Committee meeting to order at 2.04 p.m. in the Mary Ann Jennings Hovis Memorial Board Room in Martin Hall. Mr. Lawrence conducted a roll call and established a quorum was present.

### **APPROVAL OF AGENDA**

Mr. Lawrence asked for a motion to approve the December 5, 2019 meeting agenda for the Student Success Committee, as published. Mr. Robert Archer so moved, Mr. James Kibler seconded, and the motion carried unanimously.

### **APPROVAL OF MINUTES**

Mr. Lawrence asked for a motion to approve the minutes of the September 26, 2019 meeting of the Student Success Committee, as published. Mr. Archer so moved, Mr. David Smith seconded, and the motion carried unanimously.

### **STUDENT GOVERNMENT ASSOCIATION (SGA) REPORT**

Student Government Association President Colleen McNickle provided a report of recent activities and updates to SGA's Strategic Plan for the 2019-2020 academic year. The SGA Executive Committee attended the National Student Government Association Summit in Washington, D.C. She added that SGA collaborated with Alpha Phi Alpha Fraternity to hold a remembrance event to not only remember the two Highlanders lost this semester, but anyone who a student, faculty, or staff member would like to remember. Town Hall meetings continue to be held and offer students the opportunity to openly voice ideas, suggestions or concerns. From the most recent Town Hall meeting, it was decided to explore how to offer school supplies for students in need. Ms. McNickle continued by saying that SGA members, along with other student leaders, faculty and staff, completed the Talk Saves Lives suicide prevention training to learn warning signs, triggers, and assistance and prevention techniques. A Stress Less event was held to help students recognize and reduce stress before midterms. SGA continues to work with the Office of Sustainability to collect plastic bags for recycling. Once 40,000 bags are collected and turned in, the campus will receive another bench. A copy of the report is attached hereto as *Attachment A* and is made a part hereof.

### **STARFISH – EARLY ALERT SYSTEM**

Assistant Vice President for Student Success and Retention James Penven, Ph.D. and Susan Hudson, Assistant Director of Student Success, provided the Committee with an overview of Starfish – Early Alert System. Used on campus since 2016, Starfish is a central location of student information for faculty and staff and serves as a key tool in advising and retaining students. Students can make appointments with advisors, review positive faculty feedback, or view warning flags in their courses. Administrators and advisors can also see flags that are raised by faculty and then reach out to students, when necessary. There continues to be a steady increase in usage for all features of the system. Beginning this semester, students used Starfish to make appointments with the Harvey Knowledge Center, Success Coaches and the Davis Peer Tutoring Center. Starfish at Radford University Carilion will be fully merged with main campus

by May 2020. A copy of the report is attached hereto as **Attachment B** and is made a part hereof.

### **STUDENT AFFAIRS REPORT**

Vice President for Student Affairs Susan Trageser, Ed.D. provided the Committee with an update of the Division of Student Affairs. She began by sharing that the Center for Accessibility Services (CAS) implemented ACCESS CAS this academic year. ACCESS CAS provides an online registration system for students seeking services. Student Counseling Services partnered with the Virginia Chapter of the American Foundation on Suicide Prevention to offer Talk Saves Lives, a suicide prevention training and train the trainer session to students, faculty and staff. The Substance Abuse and Violence Education Support (SAVES) services received a \$50,000 grant from the Virginia Department of Behavioral Health and Developmental Services to assist students in recovery. This grant will fund a 1,500 hour position to oversee the recovery community efforts.

Dr. Trageser added that the Office of Student Involvement hosted the Annual VA Engage meeting, which brings together civic engagement staff from universities and colleges across the state to increase ties between campuses and communities. She added that the Center for Diversity and Inclusion launched the Social Change Certificate Program last year. This program enhances cultural awareness and builds diversity in our communities. Since the program's inception, there has been an increase from eight participants to 20 this fall. The Office of Student Success and Retention has two graduate students, who have provided Success Coaching to 59 undergraduate students. In closing, she stated that the first Achievers Day Reception was held for all new freshmen and transfers, a total of 519 students, who will make the Dean's List based on mid-term grades. A copy of the report is attached hereto as **Attachment C** and is made a part hereof.

### **ADJOURNMENT**

With no further business to come before the Committee, Mr. Lawrence asked for a motion to adjourn. Mr. Archer so moved, Mr. Smith seconded, and the motion carried unanimously. The meeting adjourned at 2:44 p.m.

Respectfully submitted,

Ms. Jenni Tunstall  
Executive Assistant to the Vice President for Student Affairs  
Secretary to the Committee

# Student Government Association 2019 - 2020 Updates

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# Executive Board Updates

- ASGA Conference in Washington, D.C.
- Remembrance Event with Alpha Phi Alpha Fraternity Inc.
- Member of the Month
- Student Finance Committee
- Community Service



# Cabinet and Staff Updates

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- Freshly Updated Website and Social Media
- Town Hall
- SGA Bowling Competition
- Stress Less Event
- Breast Cancer Awareness Event
- Adopt - a - Spot
- SGA Tailgate
- Voting Encouragement Table
- Thanksgiving Food Drives
- RU Turkey Leg Day



# Senate Updates

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- Free Speech Resolution
- Water Bottle Filling Stations
- Recycling Bins
- Mental Health Awareness
- Feminine Hygiene





# Events and Goals for Next Semester

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- Partnering with the Office of Sustainability
- Complete Bags to Benches Program
- T-Shirt Drive
- Continue Community Service Efforts
- Consent Campaign
- Unity Fest





# Questions?

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# Starfish - Early Alert System

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# Starfish

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- Introduced in August 2016
- Academic advising, early alert, communication and retention tool
- Benefits include:
  - Central location for student information and meeting notes
  - Students can schedule appointments with advisors and others
  - Communication tool
  - Connects faculty and staff working with a student
  - Early warning flags for students in academic or social distress
  - “Kudos” recognize positive progress





# Starfish Highlights

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- Addition of key services such as the Harvey Knowledge Center, Davis Peer Tutoring Center and Success Coaching
- Improvements to the user experience and work-flow for faculty and staff, including the addition of graduate students
- Addition of key members of a student's Success Network including their First Year Success Mentor



**James Penven**  
First-Year Success Mentor

📞 5408312139

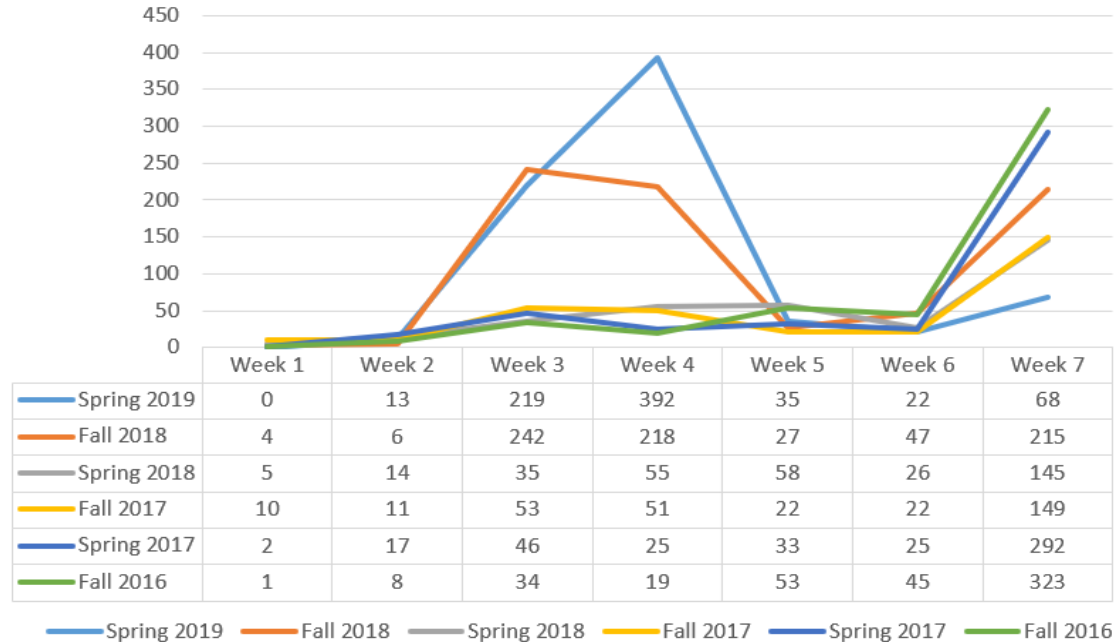
✉️ [jpenven@radford.edu](mailto:jpenven@radford.edu)



# Starfish Highlights

Implemented an Attendance Progress Survey earlier in the semester to provide earlier opportunities for interventions

Attendance Concern Flags by Week





# Starfish Highlights

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**Steady increase in usage for all features:**

↑30% increase in referrals

↑23% increase in scheduled meetings

↑13% increase in number of flags raised

↑5% increase in kudos



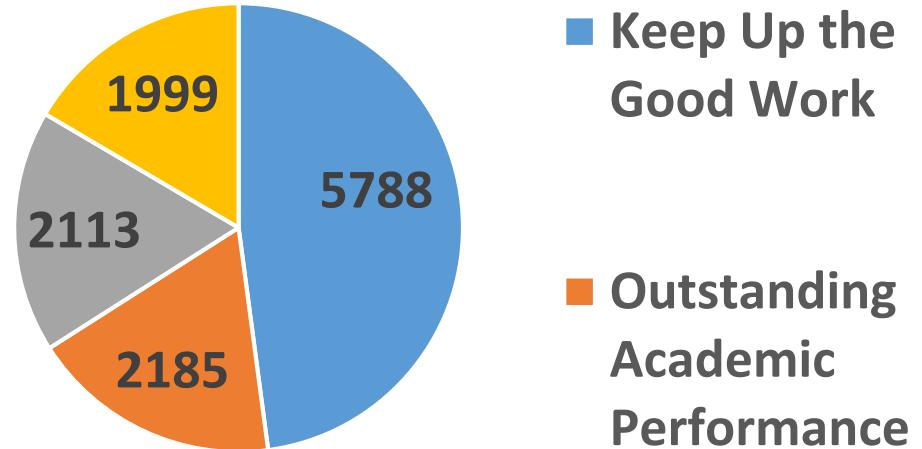


# Starfish Early Alert

## Fall 2019 Tracking Items by Category (as of week 9)

Category	Raised
ACADEMIC FLAGS	4344
SOCIAL/WELLNESS FLAGS	63
REFERRAL	104
KUDO	8005

## Most Raised Tracking Items







# Starfish Next Steps

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- Fully merge Starfish tenant with Radford University Carilion by May 2020
- Maximize Exporter functionality to improve reporting and assessment capabilities
- Create new roles to include more Student Affairs and student services professionals
- Improve flag management protocols to enhance existing support structures

# Discussion

# Student Affairs Update

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# Center for Accessibility Services

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## A Game Changer for Students with Disabilities:

- Now serving over 700 students
- Notetaking requests increased by 65%
- Note-taker volunteers increased by 80%
- Tests proctored by CAS increased by 9%

# Student Counseling Services

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**TALK SAVES LIVES**

**Suicide Prevention Training**

# Substance Abuse and Violence Education Support (SAVES) Services

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## Recovery Community / Recovery United

- Received \$50,000 grant from the State of Virginia and the Department of Behavioral Health and Developmental Services (DBHDS)
- Used to assist students in recovery by attending conferences and trainings, as well as hiring a new position within SAVES to oversee the program

## Fear 2 Freedom

- SAVES partnered with Fear 2 Freedom, as well as Women's Resource Center and Carilion Clinic
- 460 recovery kits for sexual assault survivors in the New River Valley



# Housing and Residential Life

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- Housing and Residential Life had a group of seven resident assistants (RAs) and one advisor attend the Virginia is for Leaders: VACUHO RA Conference November 1-3 at Virginia Commonwealth University.





# Student Involvement

## VA Engage Annual Meeting

- 15 universities, community and government organizations
- 60 participants
- Radford University faculty and staff, in partnership with NRV community partners, served as panelists and presenters



# Center for Diversity and Inclusion

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## Social Change Certificate Program

- Program to enhance cultural awareness, build diverse communities and grow capacity for managing change
- Four components:
  - Social Change
  - Impact of Culture
  - Creating Inclusion
  - Ideology of an Ally



# Student Success and Retention

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## College Student Inventory

Prioritizing our outreach



## More than Retention

Providing academic support and guidance for student success

**First Year Achiever's Day**  
Celebrating academic success for first year and new transfer students



**Success Coaching**  
Helping students with time management

# Discussion

End of Board of Visitors Materials

