Holistic Assessment for Continuous Improvement in Student Success Programs

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Holistic Assessment for Continuous Improvement in Student Success Programs

Assessment in Action Conference
April 9, 2021

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Office of Diversity and Inclusion (ODI):
Multicultural Affairs for Students, Kalamazoo Promise Scholars Program, and LBGT Student Services
Overview
Office of Diversity and Inclusion

- Vice President: Dr. Candy McCorkle
- Units:
  - Disability Services for Students (DSS)
  - Diversity Education
  - Kalamazoo Promise Scholars Program (KPSP)
  - Lesbian, Bisexual, Gay, & Transgender (LBGT) Student Services
  - Multicultural Affairs for Students (MAS)
    - College Assistance Migrant Program (CAMP)
    - Martin Luther King Jr. Student Scholars Academy (MLK Academy)
    - Mentoring for Success Program
- Programs:
  - Celebration of Excellence
  - Excellence in Diversity Award
  - KCP Visiting Professors Program
Founded in 1968 at WMU, the Martin Luther King Jr. Student Scholars Academy (MLK Academy) is a university-funded, four-tier comprehensive program designed to advance the successful progression of Scholars from their first year at WMU through graduation. The forerunner to student success programs in ODI, the focus of the Academy is to advance students’ successful experiences in academic excellence, research exploration, leadership development, diversity and multicultural understanding, enriched student engagement, and personal/professional development. MLK Scholars are awarded the MLK G.O.L.D. Scholarship.

<table>
<thead>
<tr>
<th></th>
<th>First Tier</th>
<th>Second Tier</th>
<th>Third Tier</th>
<th>Fourth Tier</th>
<th>All Tiers</th>
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</thead>
<tbody>
<tr>
<td>Academic</td>
<td>Academic excellence &amp; adjustment to campus life</td>
<td>Career planning and professional development</td>
<td>Leadership development and global learning</td>
<td>Undergraduate research and exploration of graduate school</td>
<td>1 full-time staff; 4 MLK Academy Leaders</td>
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<td>30 Scholars per tier</td>
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<td>Eligibility Requirements for Scholarship</td>
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<td>Learning Outcomes: Diversity, Research, Leadership, Career, Study Abroad</td>
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</tbody>
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Mentoring for Success Program

- Peer mentoring program funded by the State of Michigan's King-Chávez-Parks (KCP) Initiative and WMU's Multicultural Affairs for Students (MAS) and Office of Diversity and Inclusion (ODI).
  - Fourth year of third six-year grant cycle; since 2007.
- Provides academic support through one-on-one and small-group mentoring sessions.
  - Services provided for many lower-level courses (1000 and 2000 levels) and a limited number of upper-level courses (3000 and 4000 levels).

Eligibility requirements:
- U.S. citizens or permanent residents AND Michigan residents.
- Undergraduate students.

Target population for 2017-23:
- College Assistance Migrant Program (CAMP)
- Disability Services for Students (DSS)
- Kalamazoo Promise Scholars Program (KPSP)
- Martin Luther King Jr. Student Scholars Academy (MLK Academy)
- Michigan GEAR UP Program
- TRiO Student Success Program

300 Participants

15 Academic Mentors

3.5 GPA or higher, juniors and above.
May tutor, facilitate discussions, help students locate resources, and promote academic and life skills development.
CAMP

- Nationwide program founded in 1972.
- Funded by the U.S. Department of Education Office of Migrant Education.
  - Additional funding from WMU, the Kalamazoo Community Foundation, and other private donations.
- WMU CAMP established in 2012.
- Program goals: to provide supportive services to migrant and seasonal farmworkers (or their dependents) in the successful completion of their first year of college, and persistence towards degree completion.
- Funding capacity of 40 first-year students annually with almost 300 students served to date.
- Services provided include:
  - Academic tracking
  - Financial assistance
  - Career exploration
  - Peer mentoring
  - Resource referral
  - Leadership development
  - Integration into campus life
  - Career exposure
The Office of LBGT Student Services offers support, education and advocacy around issues of gender identity/expression and sexual orientation to the WMU community.

Program goals:
- Ensure equitable access.
- Promote a campus climate that affirms/supports the academic and personal development of students.
- Promote inclusion and safety for all students' sexual orientation, gender identity/expression.

Services provided include:
- LGBTQ inclusive programming for students, faculty, and staff.
- Connecting on and off campus resources for LGBTQ students seeking support.
- Training and workshops to create a safe/inclusive environment for LGBTQ students.
- Supporting LGBTQ students who may have experienced disparate treatment.
Kalamazoo Promise Scholars Program

- Engage with currently enrolled and prospective students eligible for the Kalamazoo Promise with a focus on promoting strategies for achieving student-defined success.
- Program goal: Empower and support Kalamazoo Promise Scholars in achieving lifelong success.
- Grant-funded by The Kalamazoo Promise.
  - Two full-time staff
  - Undergraduate and graduate positions and internships
- Services provided include:
  - Individualized success planning including academic and professional skill development
  - Scholarship support
  - Academic mentors (Mentoring for Success)
  - Advocacy
  - Resume and other writing support for scholarships
  - KPSP Borrowing Program
Outcomes

- Holistic approach to student assessment that:
  - Meets the diverse needs of each student.
  - Focuses on social-emotional development and health.
  - Includes qualitative data.
  - Allows us to think about retention and success in a more nuanced way.
Assessment Practices
MLK Academy

- Academic Progress Reports
  - Watchlist
  - Academic Plan of Success
- Assignment Verification Form (AVF)
- Student Assessment Report (SAR)
- Mid-Term Check-In
- End-of-Year Assessment

**Program-Established Goals:**
- 85% of students will complete 24 credit hours by the end of their first year
- 85% of completers will return for a second year with GPA required for Scholarship
Mentoring for Success Program

- **Demographic data**
- **Service usage**
  - Weekly study sessions for participants
  - One-on-one meetings with mentees
  - Mentors complete activity logs on online participant database
- **Goal achievement**
  - Intake form: self-assessment of needs
  - Individualized Success Plan (ISP)
- **Mentor and program evaluation**
  - Participants and mentees Qualtrics survey
    - Dichotomous, matrix, open-ended questions
- **Data collected from Banner**
  - GPA
  - Credit completion
  - Acceptance into majors
  - Graduation
- **Mentor professional development**
  - Number and type of events attended

**KCP program core indicator objectives:**
- Increased grade point average
- Advanced academic standing
- Increased acceptance into majors
- Increased graduation
CAMP

- Data collected
  - GPA and credit completion
  - Biweekly grade checks
  - Graduation rates
- Orientation and early move-in
  - Integration into campus life
  - Community building
- Peer mentoring and coaching
  - 4 CAMP leaders
  - Weekly meetings with students for 45 minutes - 1 hour
  - Collaboration with Mentoring for success
- End of Semester Evaluation and Focus Groups - IRB Approved
  - Survey Monkey surveys
  - Select group of students volunteer for focus group

**OME Measures:**
- 86% of students will complete 24 credit hours by the end of their first year
- 92% of completers will return for a 2nd year of postsecondary education
LBGT Student Services

- Finding/acquiring students data whenever possible while maintaining anonymity.
  - Limited student interaction due to physical location (pre-pandemic).
- Understanding student identities will evolve and change depending on environment and support.
Kalamazoo Promise Scholars Program

- Academic Progress Reports
  - Fillable Excel document via WMU email
- 7-Life Domains Self-Assessment
  - Paper and electronic forms completed by student or staff/mentor
- Data Collected from Banner
  - HS and WMU GPA
  - Academic standing (e.g. good standing)
  - Past and future enrollment
  - Graduation rate
- Surveys (paper or Google Forms)
  - Use primarily for special programs and outreach activities

**The Kalamazoo Promise**

Sponsor-established goals and objectives:
- Increased 2nd-year retention
- Increased 5-year graduation rate
- Increased 6-year graduation rate

**Race/Ethnicity in Fall 2020**

- Asian: 4%
- Black or African American: 25%
- Hispanic: 8%
- International: 3%
- No Response: 0%
- Two or More Races: 43%
- White: 17%

The pie chart shows the distribution of race/ethnicity among students in Fall 2020.
Application of Findings
MLK Academy

- Expansion to four tiers
  - MLK Scholars demonstrated a need for support beyond the first year
- Elearning Component
  - For tracking and relaying information purposes
- MLK Connections
  - Gathering off all 4 tiers - Educational and bonding purposes
- Legacy Book
  - Graduating MLK Scholars leave incoming class with valuable insight based on experience
- Study Buddy List
  - Across all tiers - Same CRN and instructor
Mentoring for Success Program

- To secure continuous funding for program
- To advocate for program support from institution leadership
  - To institutionalize program
  - To form partnerships with other departments and programs
- To improve data-informed decision-making
  - To identify areas for improvement
  - To set goals for next grant cycle
  - To determine target populations for next grant cycle
CAMP

- Targeted support for students with a “C” or below or those in academic warning/probation in 2nd semester
- Provide “evidence of promise” data to the Office of Migrant Education
- Successful completion of year 1
- Increase retention and sense of belonging
- Holistic evaluation of student’s transition into college
- Identification of other services needed
- Resource referral
- Improve overall programming and service delivery
- Strengthen grant application for future competition
- Secure additional funding

LBGT Student Services

- Creating programs based on initial feedback/data
  - Getting continuous feedback from all programs/groups throughout the year
- Collaboration
  - On-campus offices and/or departments for professional development or inclusive programming
  - Student groups to create programs that can reach a larger audience
Kalamazoo Promise Scholars Program

- Actively seek out resources and partnerships in each 7-Life Domain with focus on housing and transportation, finances and employment and physical mental wellbeing.
- Bronco B.U.D.S. now includes content that is applicable to 6th graders today as well as in college.
- Identify students with HS GPAs below 3.0 for targeted support.
- Promoted a dual enrollment FYE course to provide a buffer (discontinued); Identify students on probation after just one semester for targeted support.
Reporting
Reporting

- **Institution:**
  - WMU Office of Diversity and Inclusion
    - Annual reports for campus
    - Strategic planning, outreach, and programming
  - WMU Multicultural Affairs for Students
    - End-of-term progress reports

- **Sponsors:**
  - State of Michigan’s King-Chávez-Parks (KCP) Initiative
  - Office of Migrant Education
  - The Kalamazoo Promise
  - Kalamazoo Community Foundation
Commonalities

All:
- Limited staff requires creative solutions
- Graduate recognition
- Participation incentives
- Serve diverse populations
- Community-building programming
- Share resources and best practices

Most:
- MLK Academy - forerunner to student success program in ODI
- Grant-funded
- Scholarship programs
- Progress reports
- One full-time professional staff member
- Pair current students with incoming students
- Shared participants
Questions?