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**SUBJECT:** Academic Affairs and Student Success Committee Meeting Report for March 30, 2022

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The Academic Affairs and Student Success Committee of the Board of Trustees met remotely via Zoom on Wednesday, March 30, 2022, pursuant to Governor Baker’s executive order of March 10, 2020, entitled “Order suspending certain provisions of the open meeting law, G.L., ch. 30A, section 20,” to allow public remote participation and participation of the public body remotely.

Present for the Committee were Trustees Butts, Chisholm (chair), Contreras, German-George, Maldonado (vice chair); Chair Lutts (ex-officio); President Keenan (ex-officio); Provost Silva and Vice President Bryant (committee liaisons); and staff associate Longo.

Trustee Chisholm called the meeting to order at 3:56 pm. The following items were discussed:

**Enrollment and Instructional Data**

Provost Silva provided an update on enrollment and instruction data (Attachment A). It was reported that enrollment has dropped 27% since 2011. Undergraduate day enrollment continues to trend downward, but we are beginning to see a modest increase in graduate and adult learner enrollment. In addition there has been significant growth in our Hispanic/Latinx student population. It was reported that the number of fulltime faculty has dropped since fall 2015, however, there has been an increase in part-time faculty over the past two years. This is partly due to Covid classroom capacity restrictions and partly due to growth in key graduate programs. Demographic trends suggest a continued decline in enrollment over the next decade. It was agreed that the current faculty/student ratio is not sustainable. The committee asked Provost Silva to outline concrete actions that can be taken to address this, and prepare a report for the upcoming Board of Trustees meeting on April 13, 2022.

**Navigate: Salem State’s Student Success Platform**

Assistant Vice President Lee Brossoit and Director Sam Ohannesian presented on Navigate, Salem State’s retention and student success platform (Attachment B). Navigate is an extremely powerful tool in organizing student information, communication, and student case management. It was reported that Navigate is currently being utilized by students, faculty, and staff across campus and has had a positive impact in student outcomes.

**Salem State Student Persistence Project**

Provost Silva reported that Academic Affairs and Enrollment Management are co-sponsoring a faculty-led research project that explores student persistence (Attachment C). The project looks at

activities that students engage not just academically but also things such as dining hall usage, library usage, clipper card usage, club participation, etc., and their relationship to student success. Professors von Seekamm (economics), Chatterjee (psychology), Tang (marketing and decision sciences), and Colina (marketing and decision sciences) are working to create model that will help predict behaviors in which successful students engage.

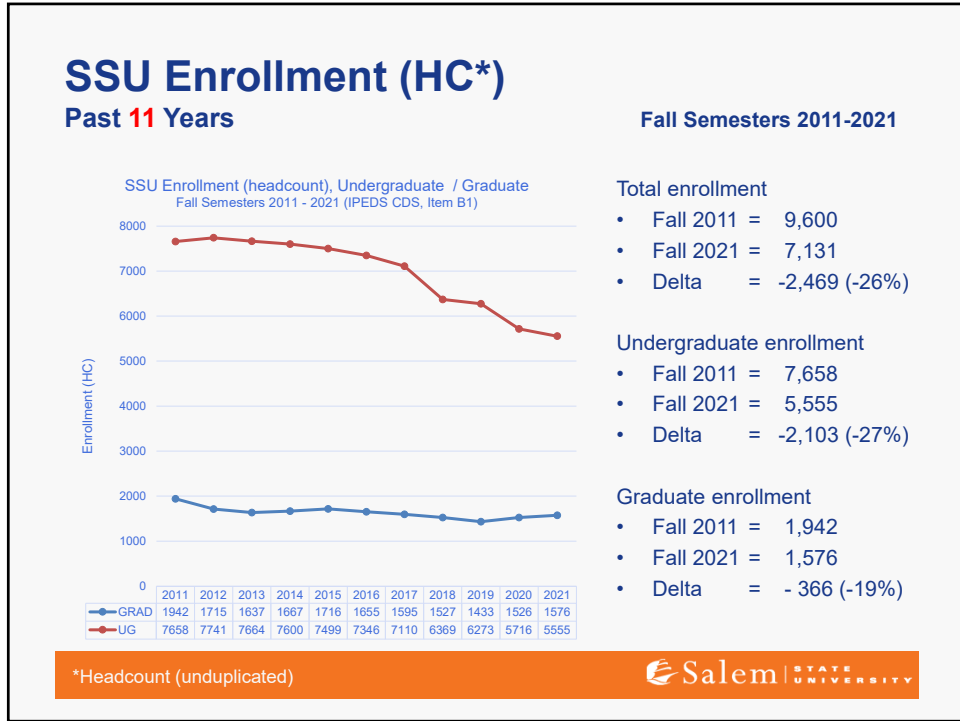
There being no further business to come before the committee and upon a motion made duly by Trustee Contreras and seconded by Trustee Butts it was unanimously:

**VOTED: To adjourn the meeting at 4:50 pm.**

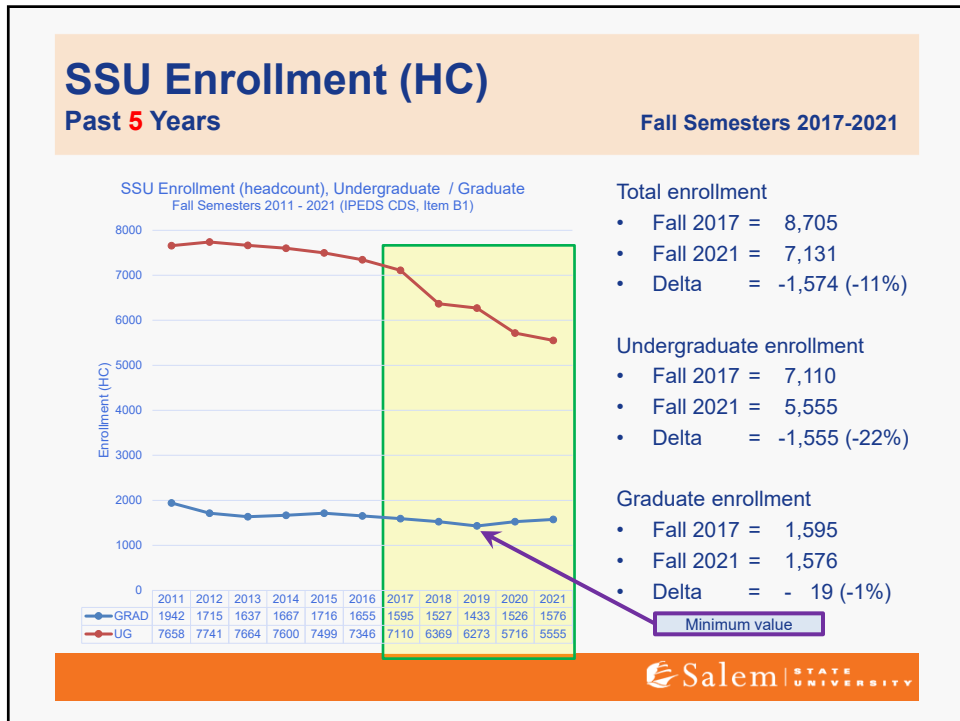
**Voting in the affirmative: Butts, Chisholm (chair), Contreras, German-George, Maldonado**

Voting against: None

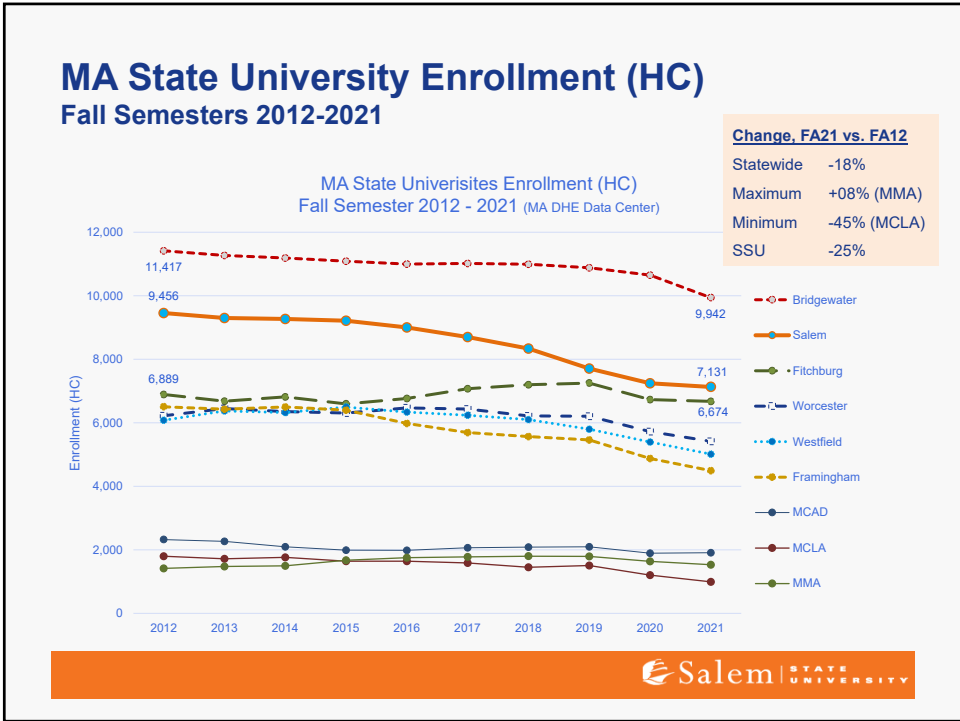
Prepared by: D. Longo, staff associate, marketing and communication



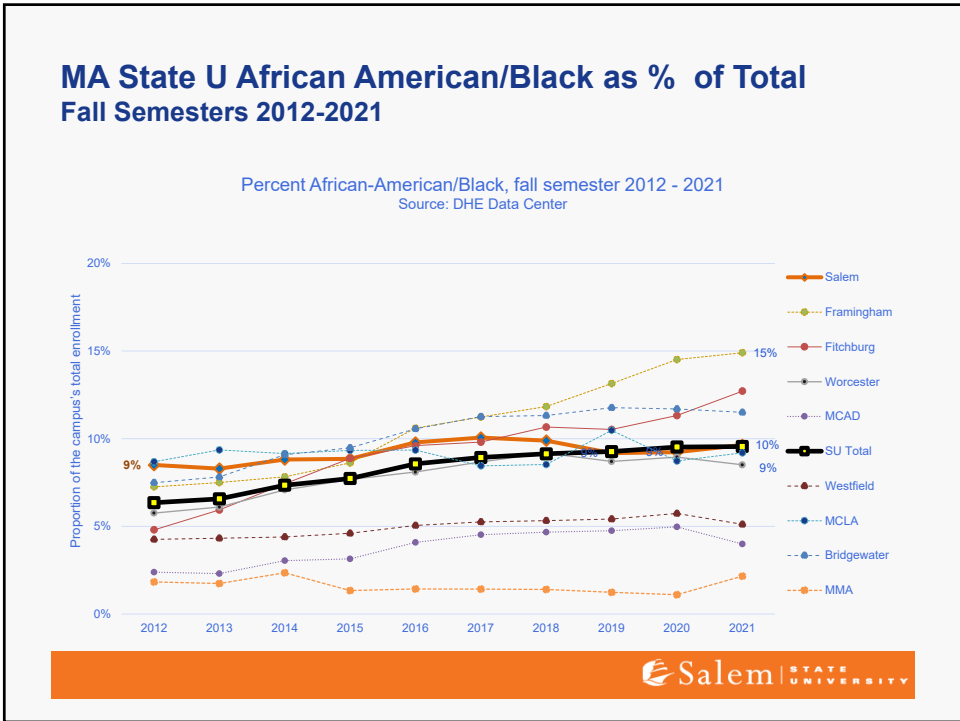
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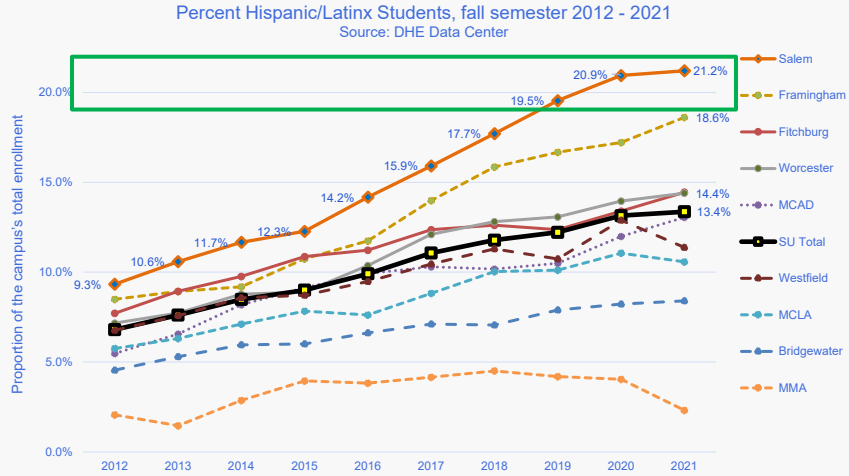


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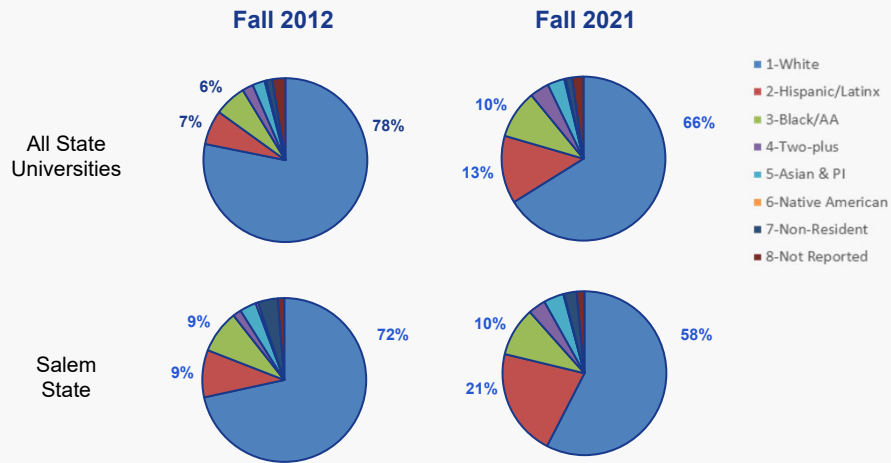
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### MA State U Hispanic/Latinx as a % of Total Fall Semesters 2012-2021

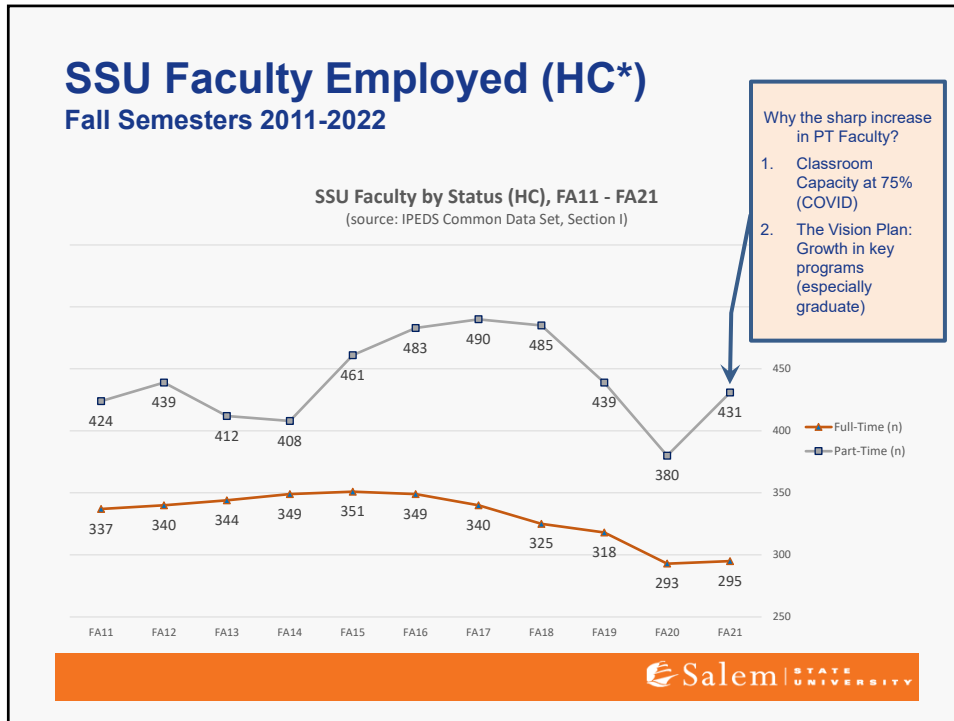


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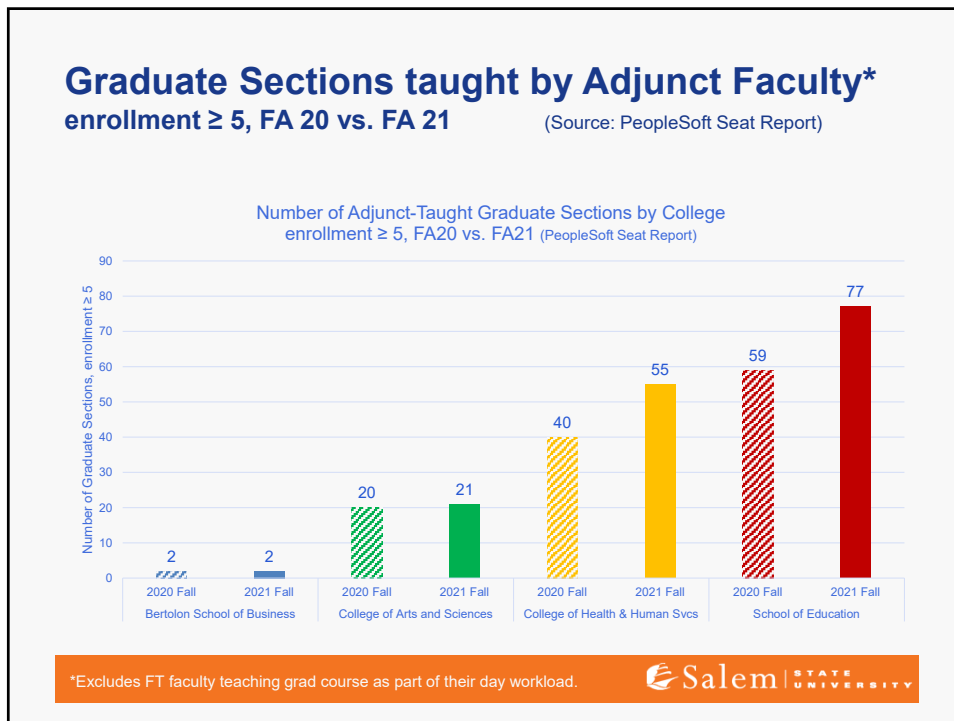
### MA State University Hispanic/Latinx: % Change Fall Semesters 2012-2021



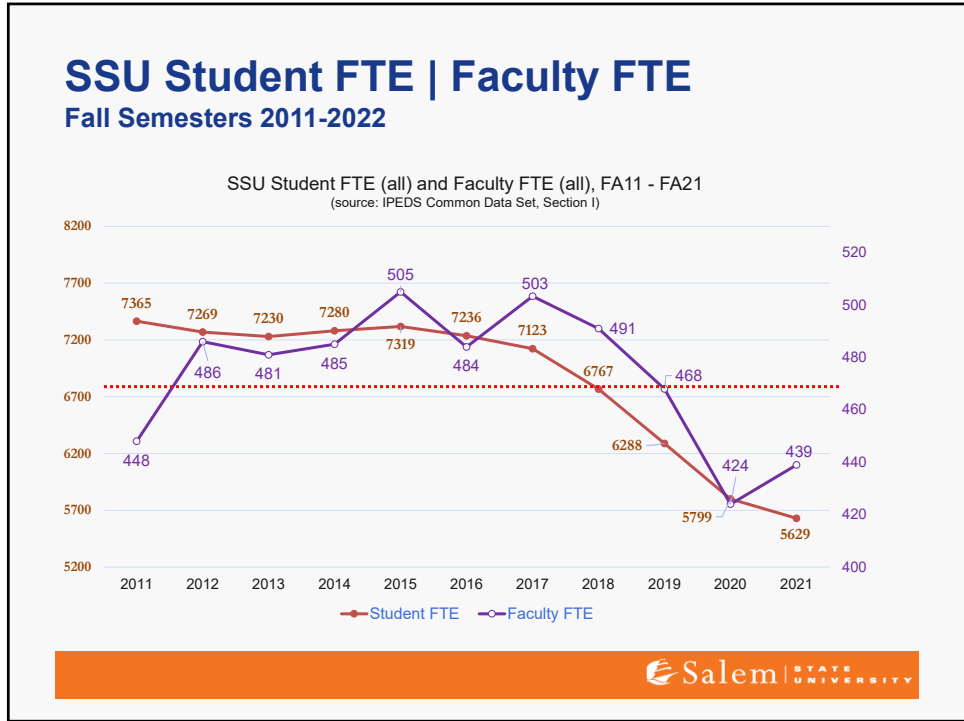
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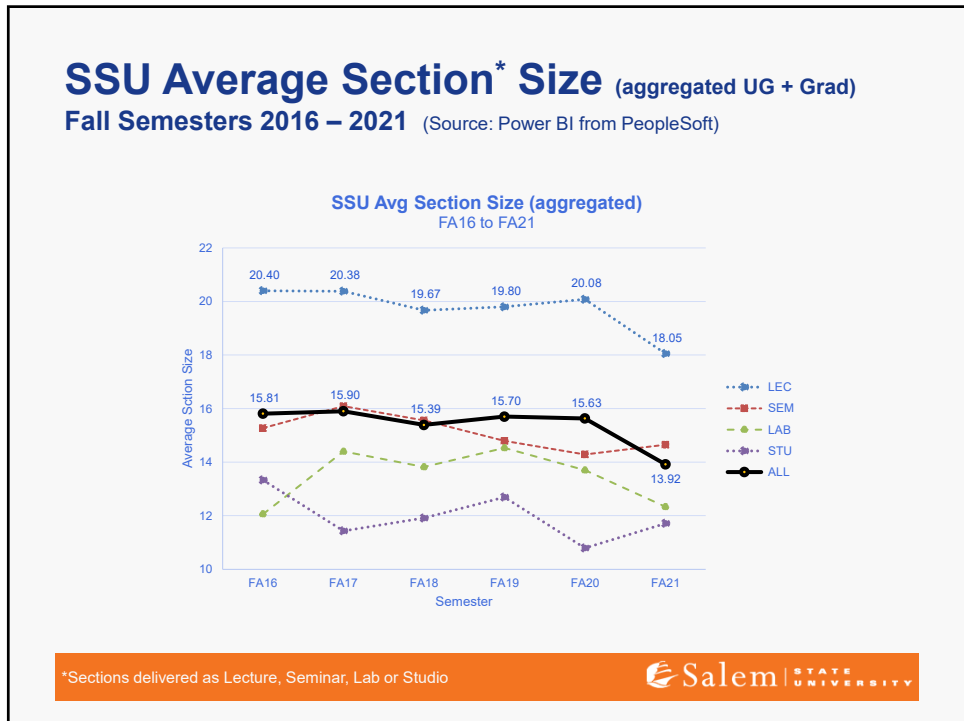
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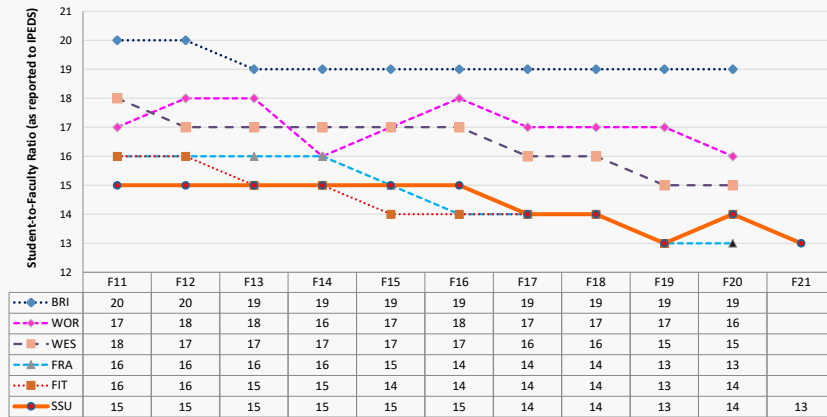
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## IPEDS Student-to-Faculty Ratio (2011-2021)

MA State Universities Student-to-Faculty Ratios  
FA11 - FA21, comprehensives only (IPEDS CDS, Section I)



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## Navigate Salem State University's Student Success Platform

Board of Trustees  
March 30, 2022



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## Agenda

- Re-introduce Navigate
- Campus Engagement
  - Usage and Metrics
  - Student Impact
  - Recent Collaborations
- What Does it all mean?
- Questions

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## Navigate

- Salem State's Retention & Student Success Platform
- Organizes Student Information
- Assists with Communication
- Assists with Managing Initiatives
- Assess Outcomes
- Offer Insights

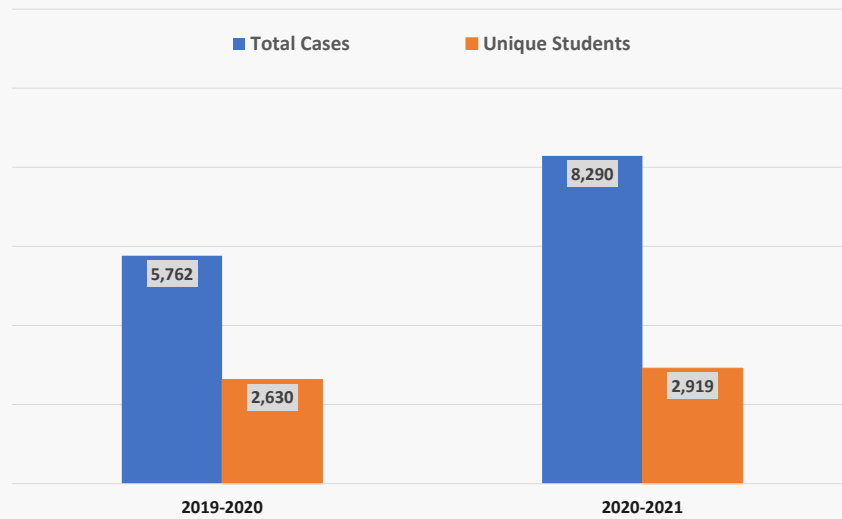
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## Usage at a Glance - Metrics

	2019-2020	2020-2021	Difference
Alerts & Cases	5,762	8,290	43% ↑
Progress Reports	23,808	26,053	9% ↑
Appointments & Interactions	58,450	68,037	16% ↑
Navigate Student Usage	45%	61%	35% ↑

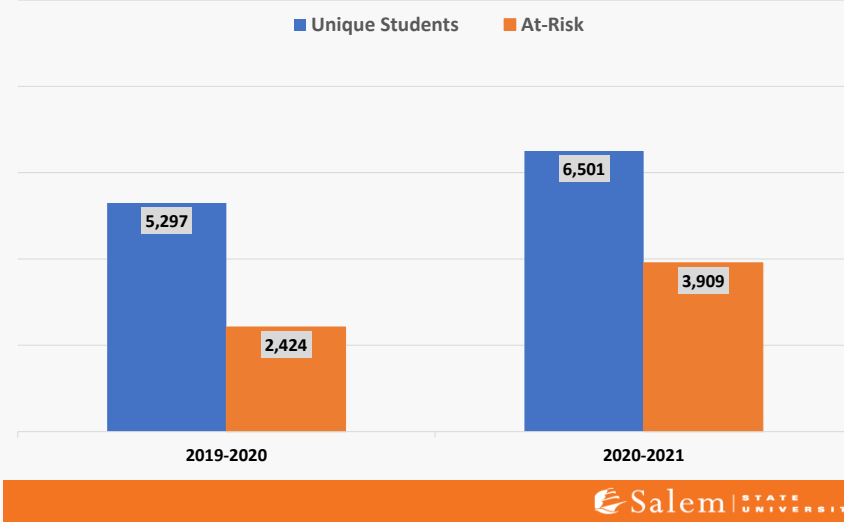
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## Alerts & Cases



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## Progress Reports



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## Impact of Progress Reports

- Students who were marked at-risk and had a letter grade recorded by their faculty member during the progress report submission, saw their final letter grade increase by
  - **1.09** in Fall 2019
  - **1.07** in Fall 2020
  - **0.93** in Fall 2021

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# Appointments & Interactions

## Initial Implementation

- Student Navigation Center
- Academic Advising
- Academic Departments

## Expanded Implementation

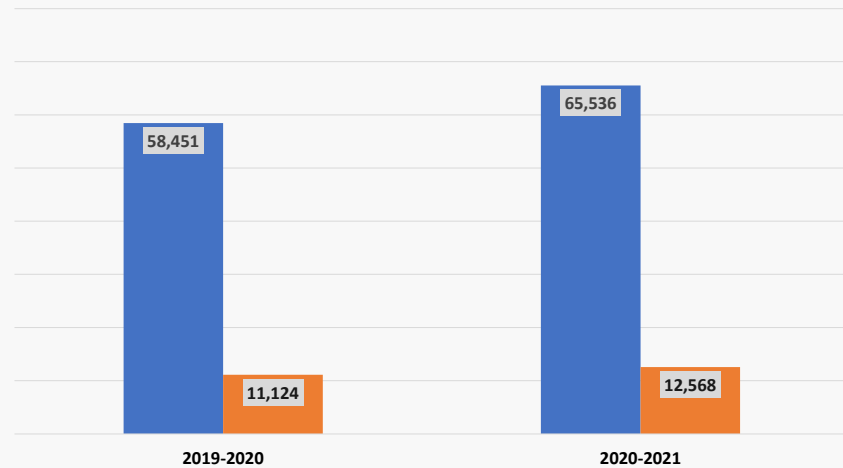
- Athletics Office
- Berry Library & Learning Commons
- Cabot Wealth Management Lab
- Career Services
- Center for Academic Excellence
- Center for Creative & Performing Arts
- First Year Experience
- Math Lab
- Orientation
- Peer Tutoring
- School of Education
- Summer Bridge Academy
- Veterans' Affairs
- Yeannakopoulos Honors Center



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# Appointments & Interactions

■ Appointments    ■ Unique Students



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## Improving Communications

- Navigate Student
  - To Do's
  - Push Notifications
  - Quick Polls
  - Calendar Events
  - Campus Resources
  
- Action Based Text Messaging (SMS)
  - Appointment Reminders
  - Financial Aid
  - Graduation
  - Immunization Compliance
  - Registration
  - Residence Life

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## Students Accessing Navigate (Mobile and Web)

Degree Seeking	Fall 2020	Fall 2021
Total University	48%	75%
Undergraduates	48%	83%
First Years	54%	96%
Sophomores	89%	94%
Juniors	59%	83%
Seniors	42%	75%
Graduates	26%	42%

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## Recent Collaborations

- Student Navigation Center & Career Services
  - Viking Completion Grant
- Bertolon School of Business
  - Course Repeat Project
- School of Continuing & Professional Studies
  - Summer Credit Recovery
- Commencement

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## Final Thoughts Navigate Helps...

- Students
  - Just in time communications
  - Rapid access to resources
- The University
  - Data-Informed, student-centric support
  - Streamlining and coordinating workflows
  - Targeted interventions
  - Caseload management
- However, success is not due to the system alone
  - People
  - Process
  - Technology

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## New Research Initiative

### Salem State Student Persistence Project

- Focus = the student experience as potential predictor of student persistence
- Sponsored by the Provost and by Enrollment Management
- Faculty-led