

SD 1: Ensure Access, Affordability, and Completion



Goal 3: Implement Institutional Strategies to Enhance Student Success

Broaden Mentorship

Mentorship Program Characteristic	2020-21	2021-22	2022-23	2023-24
First-Year Students (FY)	325	382	395	272
% FY Historically Underrepresented	20%	20%	30%	28%
Second Year and Transfer Students			52	78
% 2nd Yr/Tsfr Historically Underrepresented			39%	31%
Upper-Division Student Mentees (UD)	103	205	130	106
% UD Historically Underrepresented	21%	21%	29%	26%
Total Undergraduate Mentored Students	428	587	577	456
Fall to Fall Retention Rate	73.5%	73.0%	78.0%	
Fall to Spring Retention Rate		90.0%	93.0%	94.0%
Fall to Spring Retention Rate-High Engagement >=10 conversations		97.0%	96.0%	96.0%
Peer Mentors	93	95	132	132
Alumni Mentors	62	99	64	86
Total Mentors	155	194	196	218
UNIV 103 # Sections with Formal Mentoring Component		9	15	15
UNIV 103 %Sections with Formal Mentoring Component		36.0%	57.0%	57.0%
Honors College Mentoring (HCM) Communities				
# of HCM Mentees		98	102	109
# of HCM Mentors		34	38	38
# of HCM Communities		12	14	6
# of HCM Signature Events		4	7	8
# HCM Additional Events / Community		1 to 3	2	2
Integrated Studies Coaches			81	45
Mentorship Matters (MM) Participants	>150			
MM New	93			
MM Continuing (First Year, Alumni, On-Campus)	61			

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Improve Holistic Advisement and Support Structures

STARFISH STUDENT SUCCESS PLATFORM	2020-21	2021-22	2022-23	2023-24
Starfish Launch Date	August 16, 2021			
Predictive Analytics Launch Date	Spring 2023			
Progress Surveys	3	7	8	8
Total Alerts (including referrals)	13,900	24,000	40,000	70,000
Academic Flags	5,300	9,000	19,000	26,000
Kudos	8,600	14,000	15,000	11,000
Faculty Participation Rate		50.0%	65.0%	66%*
*12% higher than peer and aspirant institutions and 8% higher than other PASSHE institutions (EAB).				

- Starfish student appointments with tutors, success coaches, advisors, and instructors continue to exceed 1,000 / semester.
- Appointments increased by 1,923 (76%) since Fall 2022.
- 609 referrals were to success coaches (2023-24).
- Integrated Studies surveyed faculty at midterms and finals to better understand Integrated Studies student challenges.
- The Writing Center piloted the Starfish appointment and student satisfaction survey features.

The **Academic Care Team** was formed and piloted in Spring 2023 to prioritize outreach and determine tiered support to students in academic risk categories. Success plans were created in Starfish and coordinated conversations with academic departments and offices initiated.

University College hosted **two Finish Strong events** at the end of the fall 2022 and spring 2023 semesters that connected 800 students with academic support services in preparation for final exams.