



# RETENTION CONFERENCE

*Going the Extra Mile: Data-Driven,  
Student-Focused Retention  
Strategies that Work*



**FRIDAY, JUNE 16, 2017**  
**Pleasantville, NY**

**Hosted by Uday Sukhatme, Sc.D., Provost**

# Welcome!

## Welcome to Pace University's Retention Conference!

We are delighted that you have joined us at our beautiful Westchester campus as we share the successes and challenges in cultivating student success and retention.

Institutions across the nation are aggressively addressing the concept of student success and how it affects first-to-second-year retention rates as well as actual degree attainment within 4-6 years. According to the National Center for Education Statistics (NCES), about 59% of students who began seeking a bachelor's degree at a 4-year institution in Fall 2009 completed that degree within six years. Between 2010 and 2015 this rate only increased by one percentage point. The national first-to-second-year retention rate has consistently hovered around 68% for the last five years. In other words, only a handful of colleges and universities are making meaningful strides in increasing the success of their students.

It is our responsibility to make available to our students all possible resources that will support them in persisting with their university life, graduating with a college degree, and acquiring tools to succeed post-graduation. Today's agenda was specifically created to provide us with new insights into how we can make this happen.

Enjoy the day!

**Uday Sukhatme**, Provost and Executive Vice President for Academic Affairs

**Adelia Williams-Lubitz**, Associate Provost for Academic Affairs, Associate Vice President for the Pleasantville Campus

# Conference Agenda

9:15 am - 10:00 am	Check-in and breakfast
10:00 am - 10:15 am	<b>Welcome from Pace University:</b> <b>Sue Maxam</b> , Assistant Vice President for Student Success <b>Uday Sukhatme</b> , Provost and Executive Vice President for Academic Affairs
10:15 am - 11:30 am	<b>Keynote Presentation:</b> <i>Strengthening Student Success: Lessons Learned in Building a New College</i> <b>Scott E. Evenbeck</b> , President, Guttman Community College <b>Q&amp;A Dialogue</b> with <b>Scott Evenbeck</b> and <b>Uday Sukhatme</b> ; moderated by <b>Adelia Williams-Lubitz</b>
11:30 am - 11:45 am	Networking break
11:45 am - 12:30 pm	Workshop Session I ( <i>select 1 out of 5</i> )
12:30 pm - 1:30 pm	<b>Lunch, networking and presentation from EAB:</b> <i>The Emerging Discipline of Student Success Management</i> <b>Ed Venit</b> , Senior Director, EAB
1:30 pm - 1:45 pm	Networking break
1:45 pm - 2:30 pm	Workshop Session II ( <i>select 1 out of 5</i> )
2:30 pm - 2:45 pm	Networking break
2:45 pm - 3:15 pm	Roundtable discussions ( <i>select 1 out of 8</i> )
3:15 pm - 4:00 pm	Concluding remarks, closing reception, raffles & networking
4:00 pm onward	Campus tours ( <i>optional</i> )

# Keynote Speaker

**Dr. Scott E. Evenbeck** was named Guttman Community College's Founding President in 2011. Previously, Scott served as professor of psychology and founding dean of University College at Indiana University-Purdue University Indianapolis (IUPUI). Long involved in designing, implementing and assessing first-year student experience programs, he has given more than 100 presentations at academic conferences, and he has written many articles and chapters on academic achievement and persistence. Scott was a task force advisor for the Foundations of Excellence in the First College Year, the BEAMS project of the Institute for Higher Education Policy (IHEP), the Learning Communities Institute of the Washington Center for Undergraduate Education, and the General Education and Assessment Institute of the Association of American Colleges and Universities as well as serving on accrediting teams for three regional accrediting bodies.



## **Strengthening Student Success: Lessons Learned in Building a New College**

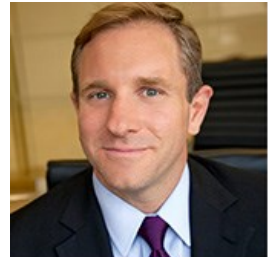
Higher education has never paid more attention to enhancing student success, retention, and graduation and these areas are the focus of unparalleled attention and support. In higher education circles, and state and national agencies, there exists a collective sense that colleges must raise their expectations for student success. The City University of New York (CUNY) opened the Stella and Charles Guttman Community College in 2012, drawing upon the best practices of other colleges and research findings on student success. They were determined to answer these questions: What happened when students followed a guided pathway? What happened when there was no separate developmental work? What happened when there was sustained attention to learning outcomes using an e-Portfolio? What are the defining characteristics of the college? What elements are transportable?



The Education Advisory Board (EAB) helps today's education leaders solve their biggest problems. They start by forging and finding best practices to address education's top challenges with research forums dedicated to presidents, provosts, chief business officers, and many other key academic and administrative leaders. Through these forums, they provide peer-tested research that answers education's most pressing issues. Then, they hardwire those insights into each organization with their technology and services.

## **The Emerging Discipline of Student Success Management**

*Ed Venit, Senior Director, EAB*



Why is the pace of progress so slow? After a decade of intense investment, national graduation rates have increased just two points. Yet some institutions are improving much faster than others. What sets them apart? In this talk, we will explore specific practices that separate the highest-performing and most progressive student success institutions from the rest, including a common framework of organizational and managerial best practices to help each university move up the maturity curve and achieve breakthrough gains.

# Workshop Session I

**SESSION I: 11:45 am — 12:30 pm (Select 1 out of 5)**

## **Pace Path to Success: Combining Academic and Real-World Experiences through Purposeful Planning and Mentoring**

*Dr. Brian Evans, Assistant Provost for Experiential Learning and Professor; Dr. Lisa Fastenberg, Associate Professor, Pleasantville Mathematics; Daniel Buffone, Associate Director of the Learning Assistance Center, Pleasantville; Caitlin Grand, Manager of Marketing and Communications, Pace University*

This session will showcase the "Pace Path," Pace's signature program designed to guide undergraduate students to success through purposeful planning, academic excellence, coaching and mentoring, and experiential learning. The session will also highlight the Pace Path Early Start Program, which was implemented as a pilot last summer to support our more vulnerable incoming students. Its three components: Math Jump-Start, Financial Counseling, and College Immersion, are intended to provide a strong foundation for incoming first-year students.

## **A Holistic Approach to Assessment**

*Marisa Passafiume, Assistant Vice President of Academic Success, Manhattan College*

This workshop will inform administrators of the various aspects of assessment from a holistic perspective. We will take into account the many options for data collection with a focus on how to collect appropriate data to identify learning assistance programs that impact student retention, satisfaction, and learning. The presentation intends to increase participants' understanding of big-picture assessment, and finding aspects of their programs worthy of further investigation and data collection.

# Workshop Session I

## **Mentoring to Enhance Student Capabilities**

*Silvia Reyes, Director; Amalia Rojas Enriquez, Coordinator; Joey Snavelly, Peer Mentor, Hostos Community College*

At Hostos Community College, an abounding number of students are faced with the challenge of meeting their degree program expectations while juggling their work, family and social life. This workshop by program staff and peer mentors will outline the Title V Supplemental Instruction (SI) framework, and discuss ways in which SI works to connect, engage, and build community while motivating students.

## **A Four-Pronged Action Plan for Retention: Successes and Challenges**

*Edward Callen, Professor and Chair, Psychology Department, University of South Carolina Aiken*

This session will provide an overview of retention efforts at the University of South Carolina Aiken, and a discussion of the challenges and opportunities for improving retention. A four-pronged strategic retention action plan will be presented, which includes: addressing high Drop/Fail/Withdrawal rates; evaluating the effectiveness of placement testing in identifying academic readiness for various courses; assessing early intervention initiatives (e.g., academic services for students, diagnostics, reporting processes); and improving academic advising approaches.

## **Embedded Support: What Works and Why**

*David Johnston, Director, Center for Higher Education Retention Excellence (CHERE); Alan Kramer, Dean of Magnet Schools, Goodwin College*

This session will share the key learnings from the Center for Higher Education Retention Excellence's (CHERE) April 2017 conference on Embedded Support. Over 40 schools from New England participated at the conference, sharing proven approaches to this increasingly important retention tool.

# Workshop Session II

**SESSION II: 1:45 pm — 2:30 pm (Select 1 out of 5)**

## **Reducing Time to Graduation: The Senior Success Initiative (SSI)**

*Lisa Moalem, Director, Academic Advising, Lehman College*

In fall 2015, Lehman College began a pilot program to provide better support to near-graduates during their final year. The Senior Success Initiative (SSI), comprised of detailed audits of records to determine which students could complete all outstanding requirements by the end of the upcoming spring term, advisement communications, and a limited number of scholarships to students facing financial obstacles to completion, showed great promise – there was a 17.1% change in the four-year graduation rate for regular students. This workshop will present the lessons learned and share plans to improve the initiative in future semesters.

## **The Summer Bridge Program at the Stella and Charles Guttman Community College: Academic Enrichment, High-Touch Advising, and Early Intervention Technology from the Get-Go**

*Dr. Tashana S. Samuel, Assistant Professor; Diana Zechowski, Student Success Advocate; Dr. Danielle Insalaco-Egan, Director of Student Support and Academic Achievement, Guttman Community College*

This session will examine Guttman's approach to interweaving academic preparation with advising support in a mandatory Summer Bridge program. The Bridge program, a required full-time, two-week pre-college experience, provides students with developmental skills support and a low-stakes introduction to the first-year academic and advising curricula. The presenters will discuss how Bridge faculty and advisors partner in helping students transition to college as well as how they utilize Starfish Early Alert and Connect to ensure students are connected to college resources "from the get-go."

## **ImPACTing Student Success through Staff Development**

*Jason Alt, Assistant Dean of Students; Alena Kush, Associate Director, PACT Dobbs Ferry Campus; Amanda Diaz, Associate Director, PACT Bronx Campus; Amanda Cohen, Assistant Director, PACT Dobbs Ferry Campus*

PACT is a personalized achievement contract between Mercy College and the student. Students are assigned a personal mentor who is the student's point person and helps the student understand financial aid, choose the right major, navigate degree requirements and register for classes, track academic progress, develop leadership skills and explore career options. Formed in 2009, the PACT program is featured as a "Best Practice" for retention and career services with the National Association of Colleges and Employers (NACE). PACT has contributed to raising the retention rate approximately 15% since its inception.



# Workshop Session II

## **The Role of University/College Counseling Centers in the Management of Students' Mental Health Issues as they Impact Student Academic Progression and Retention**

*Dr. Rosa Ament, Director, Pace University Counseling Center, Pleasantville Campus;*

*Dr. Wendy Freedman, Director of Psychological Services, Vassar College;*

*Dr. Jaclyn Friedman-Lombardo, Director, Counseling and Psychological Services, Montclair State University*

Three directors of counseling centers, representing both public and private institutions and schools ranging in size from 2,500 to 21,000 students, will discuss their Centers' approaches to managing the increasing number of students accessing counseling services as well as innovative approaches that foster access to services and wellness. These unique programs and services help students connect socially, develop healthy life skills, change their relationship with alcohol and other drugs, and cope with situational and chronic problems that arise during their academic years.

## **On the Road Together: Lessons from Underrepresented Minority, First Generation, and Non-Traditional Undergraduates' Mentoring Experiences**

*Dr. Christopher Godfrey, Professor of Psychology; Dr. Maudrey-Beverley Lashley, Professor of Psychology, Pace University*

Evaluations of mentoring programs targeting minority undergraduates abound though the actual experiences of these students are seldom discussed. Here we present early findings from a mixed-method study of 52 diverse students from two urban universities (one private and the other public) and the implications of these findings for fostering student retention. The results are framed in the context of a process evaluation of an undergraduate mentoring program facilitated by the presenters.

**ROUNDTABLE SESSION: 2:45pm — 3:15pm (Select 1 out of 8)**

## **Providing Academic Support through Open Educational Resources to New Students**

*Dr. Jacqueline DiSanto, Assistant Professor and Unit Coordinator; Dr. Denise Cummings-Clay, Assistant Professor, Hostos Community College*

This discussion focuses on using Open-Educational Resources (OERs) as a means to increase academic success and retention, and the journey one urban undergraduate program has undertaken to support their students by dramatically reducing the cost of their education. Replacing for-cost textbooks with OER content levels the economic playing field, which allows access to course materials from the first day of class and increases the likelihood that students will be prepared and confident.

## **Maximizing Teaching Effectiveness and Student Learning**

*Gloria Schlisselberg, Instructional Designer; Toni Mondelli, Executive Director, Office for Teaching Excellence and Engaged Learning (OTEEL); Matt Lewis, Senior Instructional Designer; Tim Schaffer, Instructional Designer, Mercy College*

This roundtable will share Mercy College's efforts to affect inclusive and robust learning environments since 2014. In particular, their Pulse on Learning (PoL) initiative deploys an early term survey with a consultation model to collect student feedback and ideas, faculty members' reflection on teaching practice, and instructional designers' expertise to optimize the learning environment over the course of the semester.

## **Engagement and Retention Initiatives in Student Affairs: A past, the present and our future!**

*Shawn Livingston, Senior Associate Director, Student Affairs; Dr. Lisa Bardill-Moscaritolo, Dean for Students and Associate VP, Pace University*  
Pace University's Center for Student Development and Campus Activities and the Office of Housing and Residential Life strive to evaluate institutional engagement to assist in efforts that will positively impact student retention. This roundtable will highlight the goals and practices, coupled with the implementation and analysis, of these efforts. The metrics are tied directly to the Division of Student Affairs' three-year strategic plan for the Pleasantville Campus.

# Roundtables

## **Predictive Analytics 101**

*Karen DeSantis, Senior Analyst, Office of Planning, Assessment and Institutional Research, Pace University*

This roundtable discussion will include an overview on a step-by-step approach used to create a predictive analytics dataset and model to identify students at-risk of attrition in their first year.

## **The Library and Student Retention: Traditional and Non-Traditional Approaches**

*Sarah Burns Feyl, Assistant University Librarian; Jennifer Rosenstein, First-Year Outreach Services Librarian, Pace University*

This roundtable will provide an overview of traditional and non-traditional approaches to the correlation between the library and student retention. It will engage attendees in a discussion of how the Pace University Library attempts to engage with students and contribute to the retention and success of our students using both innovative methods. Participants will be invited to brainstorm with librarians on how college libraries can further contribute to student retention and success.

## **Improving Student Satisfaction Through Innovative Technology**

*Heather Calchera, Assistant Dean, Dyson Advising; Samantha Clarke, Dyson Academic Advisor; Rich Miller, Associate Director, Dyson Instructional Technology, Pace University*

Times have changed and we are now able to connect with our students any time, anywhere! The presenters will explore the ways that cutting edge technology has created an opportunity for E-Advising via web conferencing (for student appointments), e-signature tools (to process paperwork quickly and efficiently) and online surveys (to garner direct student feedback and make improvements). All of these tools have made daily operating procedures more effective and interactions with students more productive in Pace's Dyson College of Arts and Sciences.

*Continued on the next page*

# Roundtables

## **Retaining International Students**

*Jason Tannenbaum, Associate Director, ELI Programs, Pace University*

Studies show that universities can greatly improve retention of international students by providing opportunities for them to interact with 'host students,' thereby fostering adjustment to life on campus. This roundtable will be a facilitated discussion on how to support intercultural communication between American students and foreign "sojourners" from the pre-arrival stage, to orientation, in the classroom, and through international clubs/organizations.

## **Need to re-envision Academic Advising? If you've got the will, we have the way: Strategic Advising Analysis in 10 intentional steps!**

*Richard Finger, Director, Graduate Studies and Success Initiatives; Reine Sarmiento, Associate Provost and Vice President of Enrollment Management; Lisa Moalem, Director Academic Advising, Lehman College*

Learn how a public, urban institution led a campus-wide SWOT analysis, moderated a conversation and re-envisioned advisement for the college. The interactive presentation will take participants through the ten phases of this process, including team formulation, the process to ensure that all advising constituencies were represented and voiced, communication to the college community, development of the model and its presentation.



***Special Thanks to Pace University's Planning Committee:***

**Patti Boustany**, Administrative Director, Office of the Provost and Executive Vice President for Academic Affairs

**Allyson King**, Director of Retention Projects and Programs, Division for Student Success

**Adèle MacKinlay**, Change Consultant, Human Resources

**Sue Maxam**, Assistant Vice President for Student Success

**Jessica Paredes**, Staff Associate, Office of the Provost and Executive Vice President for Academic Affairs

**Joe Seijo**, Assistant Director, The Faculty Center for Innovative Teaching and Professional Development

**James Stenerson**, Executive Director, The Faculty Center for Innovative Teaching and Professional Development

**Beth Ann Tonner**, Senior Coordinator, Advising Center for Exploring Majors

**Adelia Williams-Lubitz**, Associate Provost for Academic Affairs and Associate Vice President for the Pleasantville campus

***Thank you to the following for donating giveaways:***

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