



# Structuring and Implementing FYE Courses to Enhance Student Success

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# Zane State College Welcome Week

Accelerating the First-Year Experience

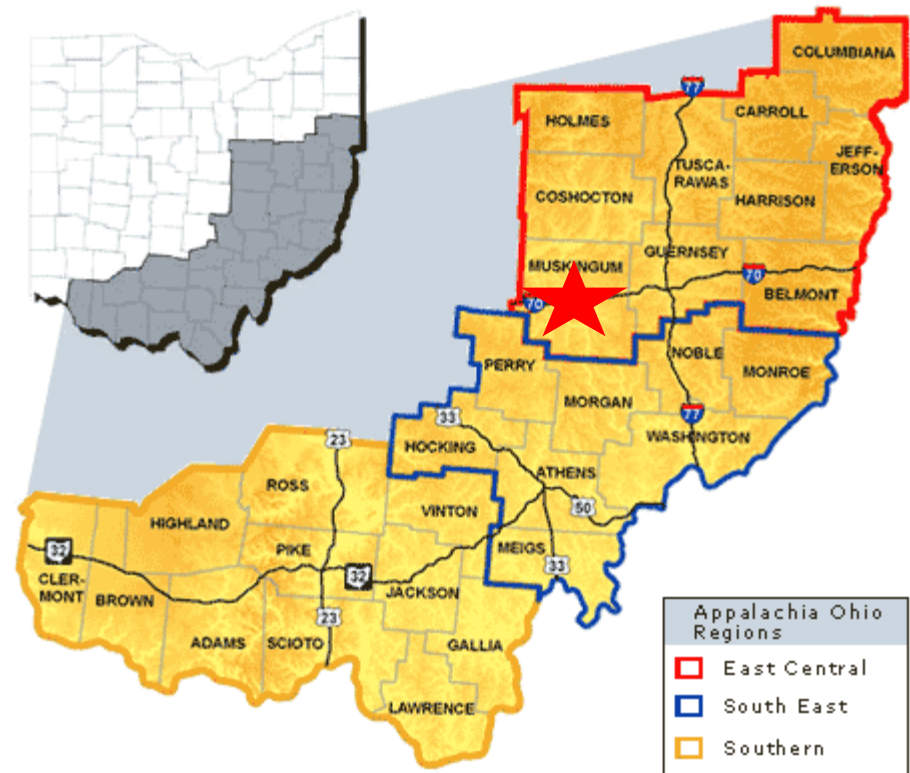
Kara Fell

Developmental Reading Faculty/Department Chair





- Situated in Southeastern, Appalachia, Ohio
- High poverty
- High unemployment
- Low levels of education
- Serves approximately 3,000
- 59% Female
- Median Age: 26
- 91% Caucasian



# What is Welcome Week?

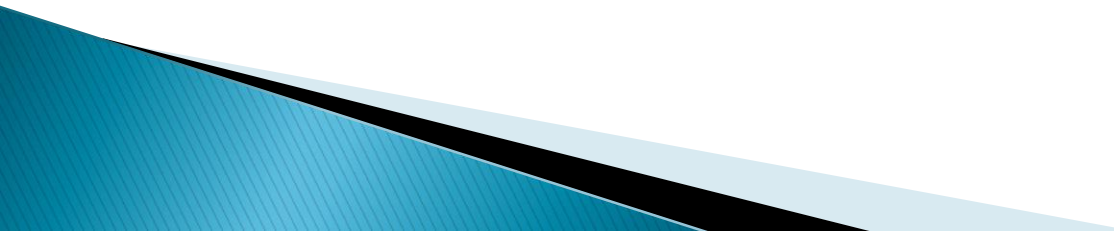


- ▶ Welcome Week is scheduled the week before the fall and spring semester academic courses begin.
- ▶ Students complete the required, one credit hour first-year experience course by attending class for three hours a day Monday-Friday.
- ▶ The over-arching goal is to provide extended orientation information to students.

# FYEX – Outcome Comparisons A,B,C Course Completers

<b>Term</b>	<b>Compressed Format</b>	<b>Traditional Multi-week Format</b>	<b>Change in Successful Completion</b>
<b>Fall 2011 (Baseline Year)</b>	<b>96% (23 students in Intersession)</b>	<b>75% (447 students)</b>	<b>21%</b>
<b>Fall 2012 (First Semester at Scale)</b>	<b>96% (323 students)</b>	<b>57% (119 students)</b>	<b>39%</b>
<b>Spring 2013</b>	<b>94% (143 students)</b>	<b>75% (63 students)</b>	<b>19%</b>
<b>Fall 2013</b>	<b>95% (380 students)</b>	<b>72% (39 students)</b>	<b>23%</b>

# In this presentation I will share...

- ▶ our efforts to create an integrated system of early experiences for our first-time freshmen.
  - ▶ the implementation details of our redesigned first-year experience course.
  - ▶ additional outcome data for the first year of this redesign.
- 

# So, what was the creation process and the implementation details?

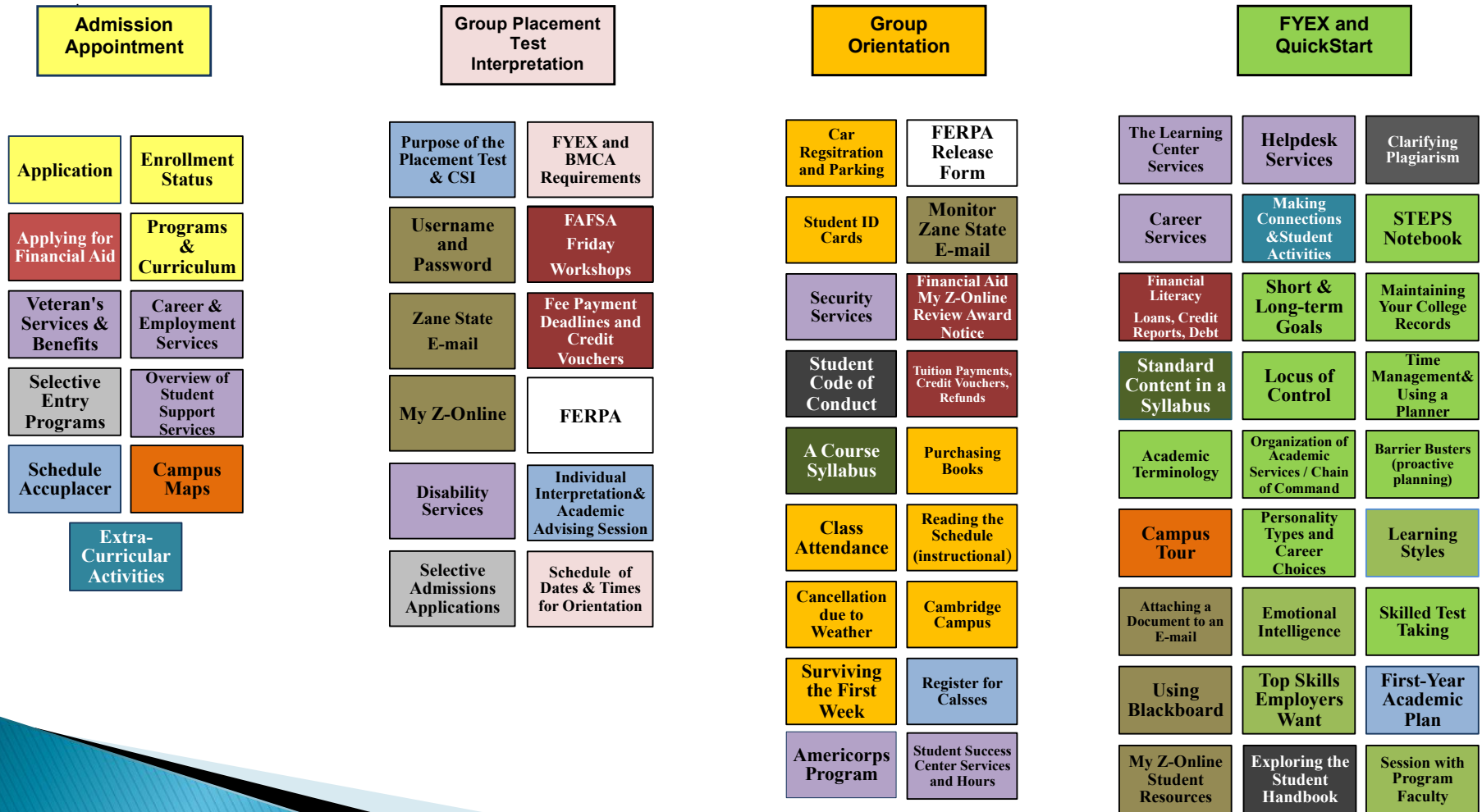
1. An existing policy requiring degree-seeking freshman to take FYEX with a waiver policy for transfer students with 24 credit hours and a 2.5 GPA.
2. A proposal to President's Cabinet to develop a one-week course and schedule it one week prior to the start of other academic courses each semester. Update reports as the planning progressed.
3. The creation of a team of key personnel who could influence buy in of their colleagues
4. Presentations and discussions at full-faculty and Student Services meetings requesting their support.

# Our First-Year Experience Team

- ▶ **Student Services**
  - Admissions Personnel
  - Financial Aid Personnel
  - Student Success Center Advisors
  - TRiO Program Personnel
- ▶ **First-Year Experience Course Faculty**
- ▶ **Developmental Education Course Faculty**
- ▶ **Program Faculty**



# Information at Each Step of our Intake Process



# Implementation Details



# Welcome Week!

The first step toward achieving your dreams

August 13-17, 2012 • Register for a class that meets Monday-Thursday at 9 a.m., 1 p.m., or 5:30 p.m.



Enjoy a week designed to help you: **Get Ready. Get Set. Get Started on a Successful College Career.**

## Monday

August 13

Get Connected to Zane State College

- meet your instructors
- meet new friends
- take the first steps to start your college career

*Monday-Friday - Optional Computer Skills Classes. Ask your advisor or visit the Student Success Center for details*

## Tuesday

August 14

Discover Academic Support Services in The Learning Center

Explore your Self-Help Resources on My Z-Online



## Wednesday

August 15

Learn about Career Services

Get Comfortable with the Campus, and Take the Campus Tour



## Thursday

August 16

Explore College Finances 101

- Self-Discovery
- use your learning style to study smarter
  - match your personality type to a career choice



## Friday

August 17

**"Welcome Day!"**

*9 a.m. for all students*



Welcome to Your Program

- meet your faculty
- meet other students in your program

Welcome to our Academic Community at the First Year Student Convocation **(REQUIRED)**

Welcome to Zane State College - Free Picnic and Information Tables

# Just in Time References

The screenshot shows a web browser window displaying the My Z-Online website. The browser's address bar shows the URL [https://my.zanestate.edu/ICS/Student\\_Resources/](https://my.zanestate.edu/ICS/Student_Resources/). The website features a blue header with the "My Z-Online" logo and a login section with fields for "User Name:" and "Password:" and a "Login" button. Below the header is a navigation menu with links for HOME, ADMISSIONS, CAMPUS LIFE, ACADEMICS, ALUMNI, FINANCES, STUDENT RESOURCES, and SEARCH. A secondary row of icons includes Zane State College logo, APP, social media icons (Facebook, YouTube, Twitter), and other utility icons. The main content area is titled "Student Resources" and includes a "Printer Friendly" link. A "Quick Links" sidebar on the left contains a photo of students, a "GREEN ENERGY" logo, and a "Financial Aid QUESTIONS?" section with a "CLICK HERE" button. The central area displays eight blue buttons with icons and text: "Academic Help", "Computer How to's", "Community Resources", "Money Matters", "Becoming a Student", "Sophomore Services", "My Campus", and "Alternative Course Options". Each button has a "click here" link. Below this is a section titled "Offices of Zane State College" with two columns of links: Academic Help, Alternative Course Options, Becoming a Student, Career and Employment Services, Community Resources, Money Matters, My Campus, Registrar's Office, Security, and Sophomore Services. The Windows taskbar at the bottom shows the system clock as 4:45 PM on 3/21/2013.

# Just in Time References



**ZANE  
STATE  
COLLEGE**

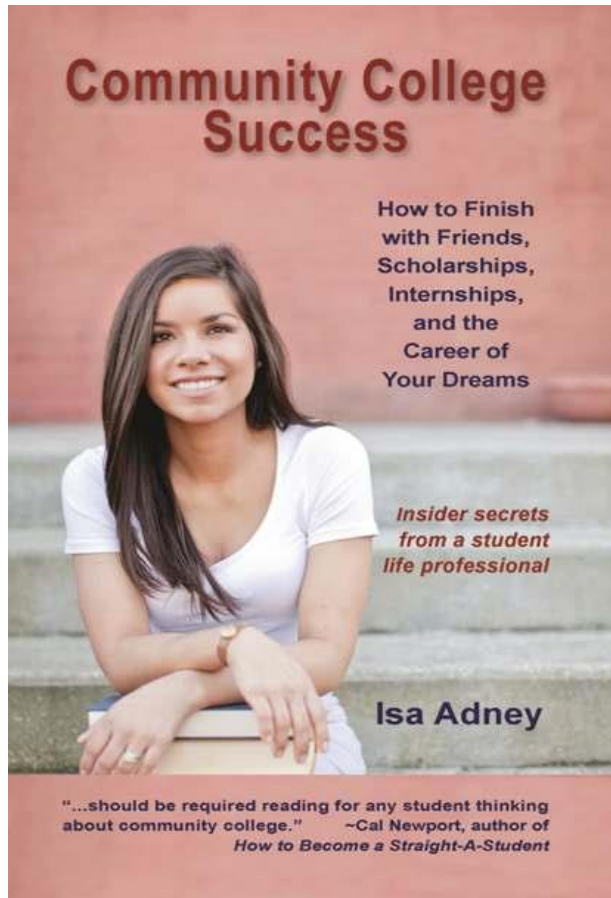
**STEPS**  
Steps Toward Empowerment and  
Personal Success

*Your First Year  
Experience and  
Beyond...*



A photograph of a campus scene featuring a brick pillar with the Zane State College logo, green landscaping, and blue signs in the background.

# A Common Reading



## Isa's Messages to New Students: *To be successful...*

- ▶ you must want to rise above average.
- ▶ you must take the initiative to create your own success.
- ▶ you must learn to network and use college recourses.
- ▶ you need to create a personal support network

# Welcome Day – A Celebration of a New Beginning!



# More Outcome Data





# FYEX – Outcome Comparisons

## Welcome Week Course Retention and Successful Completion Rates

Semester	Enrollment	Sections	Course Retention	Course Completers With A-C
Fall 12	323	18	318 (98%)	306 (96%)
Spring 13	143	15	138 (97%)	130 (94%)
Fall 13	380	17	380 (100%)	362 (95%)
Mid-semester F13	30	3	30 (100%)	29 (97%)
<b>Total</b>	<b>876</b>	<b>53</b>	<b>866 (99%)</b>	<b>827 (95%)</b>

## Eight Week Course Retention and Successful Completion Rates

Semester	Enrollment	Sections	Course Retention	Course Completers With A-C	FN Nonattendance
Fall 12	119	11	114 (96%)	65 (57%)	28 (24%)
Spring 13	63	5	60 (95%)	45 (75%)	13 (21%)
Fall 13	39	3	39 (100%)	28 (72%)	6 (15%)
<b>Total</b>	<b>221</b>	<b>19</b>	<b>213 (96%)</b>	<b>138 (65%)</b>	<b>47 (21%)</b>

# Persistence Rates Quarters & Semesters

- ▶ Persistence to Next Term
- ▶ Quarter System (2010–2012) 78.3%
- ▶ Semester System (2012–2013)
  - Welcome Week 74%
  - Eight Week 71%



# Fall to Fall Retention Quarters & Semesters

- ▶ Quarter System (2010–2012) 56.8%
- ▶ Semester System (2012–2013)
  - Welcome Week 50%
  - Eight Week Term 39%



# So, what do the students say?

*Survey Item on a rating on a scale of 1-5 and representative comments*

*N = 479*

The topics covered in this class were useful to me.

4.5

“I was like a dry sponge. Every single thing covered was right on target for me. I just felt so much more informed and confident because of this class. I feel like I went from zero to 100%. I either know something, or I know where to go to get help and find out.”

# So, what do the students say?

*Survey Item on a rating on a scale of 1-5 and representative comments*

*N = 479*

I will take advantage of the academic support services I heard about in presentations.

4.2

“I feel like these people will be as excited to see me achieve my goals as my own family and close friends will be. I feel they couldn't express enough how much they are here to help us.”

# So, what do the students say?

*Survey Item on a rating on a scale of 1-5 and representative comments*

*N = 479*

I will follow the advice from Isa Adney's book *Community College Success to enhance my college experience.*

3.8

- ▶ “I felt Isa was talking directly to me. I believe it is truly a manual that will help me with the reality of college life.”
- ▶ “This book isn't one of those cheesy ways to start college. It's exactly how each and everyone of us feels. She explains how to cope and how to make friends.”

# So, what do the students say?

*Survey Item on a rating on a scale of 1-5 and representative comments*

*N = 479*

My session with my program faculty was  
valuable to me.

4.4

- ▶ “I was uncertain about how successful my career will be and had many questions. Now I feel I’ve made the best decision of my life.”
- ▶ “Nothing against the faculty, but I will be switching majors.”

# So, what do the students say?

*Survey Item on a rating on a scale of 1-5 and representative comments*

*N = 479*

I enjoyed the Welcome Day activities.

4.3

“It made me feel proud of myself! I was encouraged and am determined to make this happen! I enjoyed the keynote speaker – Judge Hooper (Adjunct Faculty Member of the Year) and also thoroughly enjoyed President Brown’s remarks.”



# So, what do the students say?

*Survey Item on a rating on a scale of 1-5 and representative comments*

*N = 479*

I am happy I participated in Welcome Week.

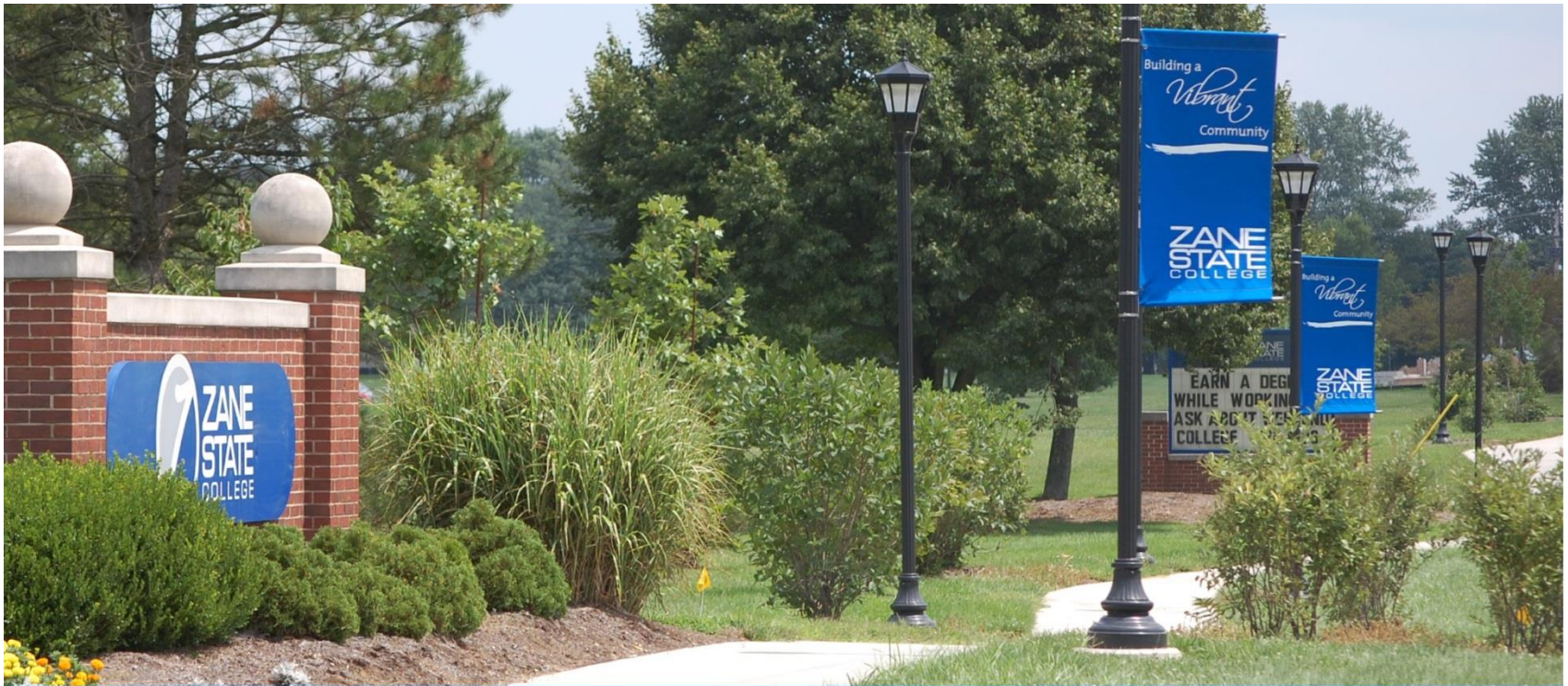
4.2

- ▶ “It is the best way to become a student because it is very stressful, and this week calmed the nerves.”
- ▶ “Fun and informative.”
- ▶ “It was inspiring. I am excited to start this journey.”

# Bringing it together – We have learned to...

- ▶ systematically provide essential information for new students by linking the steps – building foundations and reinforcing critical information
- ▶ deliver the first-year experience course in one week prior to the start of an academic term to relieve anxieties and create enthusiasm
- ▶ provide just-in-time references for students
- ▶ create an opportunity for students to engage early with faculty and advisors

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### Contact Us

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[ZaneState.edu](http://ZaneState.edu)

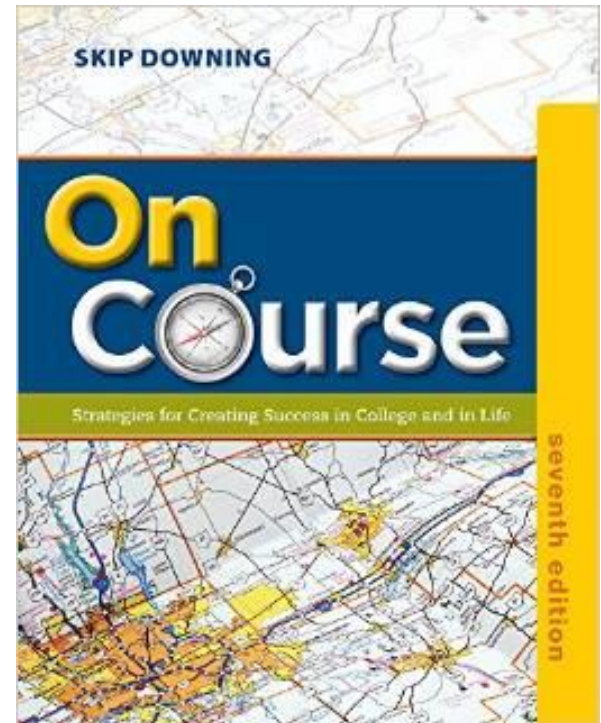
# Lorain County Community College

## SDEV 101



# Course Content

- ▶ Skip Downing's book, *On Course*  
*Strategies for Creating Success  
In College and in Life*
- ▶ Common Core Topics:
  - Success Strategies & Resources
  - Goal Setting and Planning
  - Learning skills & tools
  - Personal Responsibility



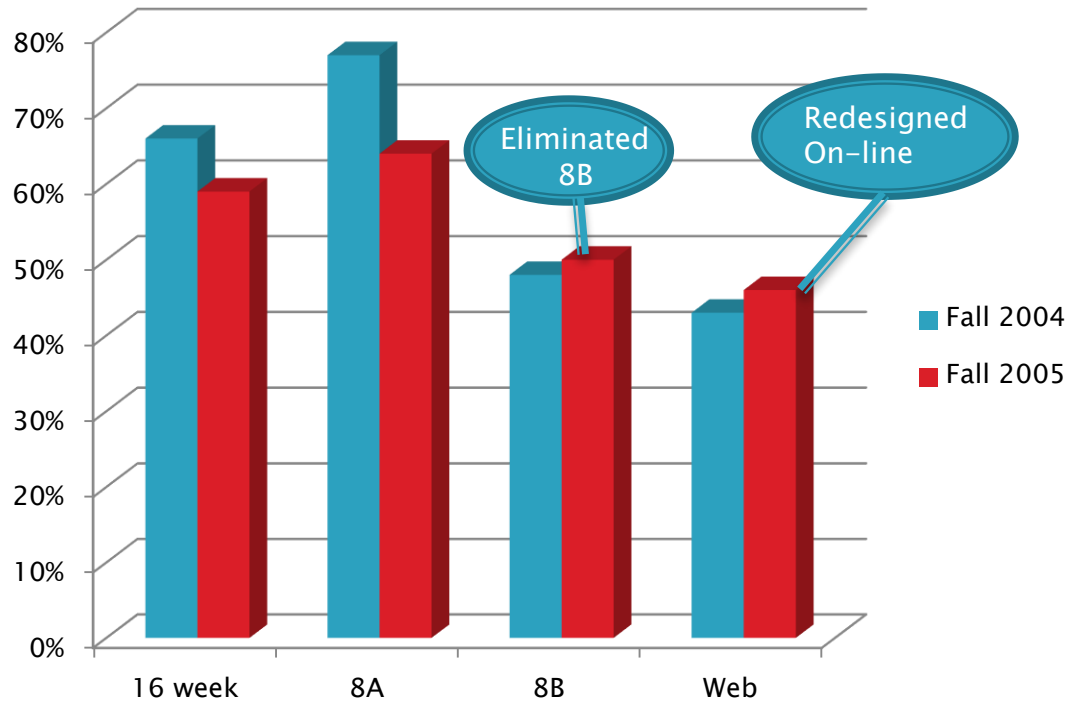
# Course Content

- ▶ Course outcomes
  - Recognize success strategies & resources necessary for reaching goals
  - Create an academic plan (map for reaching academic and career goals)
  - Apply learning skills & tools to college coursework
  - Exhibit attitudes, beliefs & behaviors that achieve college & life goals
- ▶ General education outcomes
  - Critical thinking
  - Ethics
  - Health

# Strategic Scheduling of Sections

- ▶ Evidence based approach
  - Seminar style (before classes begin)
  - 16 week offerings – in person & on–line
  - 8A offerings
  - ~~8B offerings~~
  - Deliver at outreach centers
- ▶ Demand from high school partners increasing with CC+ (SDEV 102)

# SDEV Course Completion Rates 2004-2005





# History

- ▶ Mandatory for LCCC students Fall 1998
- ▶ Faculty driven
- ▶ Course Redesign in 2006
  - Student-Centered content and delivery



# Faculty

- ▶ Taught primarily by adjuncts
- ▶ Low turnover rate
- ▶ Training for faculty
  - Master course in Angel (soon to be Canvas)
  - Training for Lead faculty
  - Course resource archive
  - Annual faculty workshops (for new and returning)
- ▶ Monitoring of student evaluations
- ▶ Observation of faculty in classroom for high student engagement
- ▶ Best practice sharing sessions (pot lucks)

# Success Strategies

- ▶ Dedicated room with laptop computers
- ▶ Scheduled more 8A sections
- ▶ Do not offer 16 week sessions during Spring Term
- ▶ Strategic placement of sections in schedule near courses typically taken in the first year
  - Works especially well at Learning Centers where course offerings more limited

# On-Line Delivery Issues

- ▶ Low completion rates in on-line sections
- ▶ Inconsistent content, delivery and requirements
- ▶ Low student engagement
- ▶ Low interaction between students and instructor
- ▶ Confusion by students concerning technology use
- ▶ Multiple complaints from students about instructors

# On-line Redesign and Focus on Success

- ▶ Created Master course for on-line use by any instructor
- ▶ Received Quality Matters certification (2011)
- ▶ Developed course orientation
- ▶ Implementation of discussion forums for student to student interaction
- ▶ Instructors provide student strength-based feedback in a timely manner
- ▶ Selective in who teaches on-line
- ▶ Implementation of Distance Learning Technology Readiness Assessment (DLTRA)

# Results!

- ▶ 24,368 number of students successfully completed since 1998
- ▶ Course completion rates rose from 60% in land based sections to 80%
- ▶ Course completion in online sections rose from 45% to 75%
- ▶ Low turnover rate of faculty
- ▶ Full time faculty from other divisions across campus asking to teach SDEV 101
- ▶ Cohort sections created on an as needed basis

# Student Feedback



- ▶ My teacher motivated me and prepared me for college. Every day was active and hands on.
- ▶ I learned a lot about myself and life while taking this class. If it was not required for students, I would recommend this class to anyone going to school.
- ▶ I needed this! Thank you.
- ▶ Coming into this course, I thought it would be boring and overall a huge waste of time. The instructor really made the class fun and easy to understand. I have learned a lot about becoming successful and have applied some methods used in class to everyday life



*Lorain County  
Community College*




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# Questions? Thank you for coming!

A photograph of an outdoor sign for Zane State College. The sign is a blue banner with the college's logo and name. It is mounted on a brick pillar. In the background, there are trees and a clear sky. To the right, there are more banners and a sign that says 'EARN A DEGREE WHILE WORKING ASK ABOUT ZANE STATE COLLEGE'.

**Contact Us**

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