SUNY Potsdam
Administrative Unit
Assessment Summary Form

Administrative Unit: *Student Success Center/ Academic Peer Mentor Program (AMP)*   *Unit Contact Name: Annette Robbins*
Date: *July 2023*

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PURPOSE
This annual assessment summary form provides the opportunity for units to follow-up on their assessment plans, track progress toward goals, and to highlight actions taken to improve processes and/or efficiencies in functioning that lead to outcomes that benefits students, staff, or the college. These could be process changes or improvements in efficiency, skill level of staff, opportunities for the college, or other aspects over which the unit has a certain amount of control.

SECTION 1: ASSESSMENT PLAN FOLLOW-UP
A key component of the continuous improvement assessment process is regularly following up on your assessment plan. Please review your plan and select one-third of your unit goals, along with related desired outcomes and objectives to report on the progress made.

Selected Goal

Serve as the first point of contact for any undergraduate student on academic probation because it is a program designed specifically for academic recovery

Desired Outcomes/Objectives

Objective 1A: AMP mentors will establish intentional contact with their respective probation students within the first three weeks of the academic semester
Objective 1B: AMP mentors will ensure outreach 3 weeks prior to start of the semester to make changes to academic schedules for maximum academic success

Related Targets/Measures

Method 1A: AMP mentor will record dates and notes in Starfish and TEAMS excel spreadsheet post initial meeting with each probation student.
Method 1B: AMP mentor will review academic schedule for semester; connecting with student to discuss possible changes

Target 1A: 90% of AMP students will have met with their AMP mentor by the end of academic week 3
Target 1B: 100% of AMP student will be contacted with a 25% response rate for making changes to increase academic recovery

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Describe the progress made toward the selected goal and the related desired outcomes and objectives. Be sure to include steps taken and any information/data collected and results.

1A: 79% of AMP students met with their AMP mentor by the end of week 3.   During the first week of January, each AMP student was sent an email that they were to participate in the AMP program.   These students were given information about what the AMP program would provide for them as well as who their AMP mentor would be for Spring 2023. The student was asked to set up an appointment with their AMP mentor prior to Friday, February 10 (end of week 3).   Dates were recorded in each of the mentioned areas in StarFISH after each outreach/meeting/no show.

1B: Course summaries were printed from BearPaws and reviewed prior to the initial January 2023 outreach.   The review was done to determine suggestions for course repeats, changes/additions to students' Spring 2023 academic schedules.   Communication reinforced prior outreach done by WAYS leadership encouraging completion of WAYS 101, 102, 103 requirements. 100% of AMP participants received an email prior to the first of the year (January. 1 2023) with suggestions regarding changes to their Spring academic schedule (if necessary).   It was clearly indicated that these were suggestions based on academic requirements for major, minor and/or PATHWAYS requirements.   This email encouraged the student to reach out to the Student Success Center and/or their academic advisor for additional support if needed.

Based on the assessment data and information shared above, what planned actions were or will be taken as a result?

1A: <mark>Our goal was 90%- our outcome was 79%</mark>   Now that we have a benchmark from Spring 23, we are going to adjust our target to 80%. We will implement the process below to encourage earlier participation prior to the start of the semester.

1B: 100% of AMP students are going to be contacted.   The response rate of AMP students who make changes prior to the start of the semester was 25%- our outcome was 6.25%.   Our target for Fall 2023 will be 15%.

Intentional contact began June 13, 2023. The students contacted in this group included those with INC from Spring 2023 and those students who needed to fulfill WAYS requirements.   The next set of emails went out June 28 and 29 and the final first round went out to 2 more students who registered July 10th. Information included in ALL emails sent to these students (43) included the expectations of being a participant in the AMP program. These emails were copied and pasted into StarFISH for AMP Fall 2023 outreach. The purpose for this early intervention outreach is to work with the students to make changes to their Fall schedule if necessary.   Suggestions to repeat courses, drop courses that may negatively impact their semester, as well as make the initial connection with the expectations of their participation in AMP are all part of this email.
 The next round of outreach will occur during the week of July 31st.   An short email will be sent to each registered AMP student encouraging them to set up their initial meeting with their AMP mentor beginning the week of August 14th.   A follow up phone call will happen August 3 and 4.   This phone call will reinforce checking email and getting an appointment in place.

SECTION 2: ADDITIONAL ASSESSMENT ACTIVITY

Please use this space to share an example from this past year when you used assessment and data to plan and/or take action. Be sure to include any available information relating to the results and impact. Your example for this section does not need to be directly tied to your previously submitted administrative unit assessment plan.

These are results from Spring 2023 AMP participation.   The data shows that being part of the program promotes an increase in the average GPA for term and CUM. I'd like to focus on the date regarding students who met with their AMP mentor 3 or more times compared to those who met 2 or fewer.   The data shows these students earned higher GPAs in term and CUM as well as attempted and earned more credits.   Each meeting with an AMP student includes a discussion of the SMART goals that were put in place during the initial in take meeting.   Students discuss how they are performing in each course, what is challenging and given resources and guidance as to how to get through each challenge.   The mentor encourages the student to talk directly with their faculty about the challenges and ask what options could be put in place to assist with academic recovery.   As an AMP mentor, I personally saw many of my students see success once they gained the confidence needed to speak with faculty, seek assistance through tutoring and simply gain self-confidence.   Multiple meeting allowed for a connection to be made based on a commitment to academics and self by each student. A rapport was built, trust was gained, and I believe based on those to key components, students felt more driven to success because someone believed in them to achieve.

Criterion	3 or More Meetings (24)	2 or Fewer Meetings (24)	Non-Participants (2)*	All SP23 AMP (48)
Average Number of Contacts (meetings)	4.38	1.33	0	2.85
Average Attempted Credits	14.78	9.22	15.5	13.79
Average Completed Credits	12.88	6.22	0	7.56
SP 23 Credit Completion Rate	87%	68%	0%	55%
Change in Credit Completion from FA22 to SP23	17%	13%	-21%	15%
Average FA22 Term GPA	1.10	1.03	0.48	1.07
Average FA 22 CUM GPA	1.28	1.28	0.62	1.28
Average SP23 GPA	1.90	1.40	0.00	1.67
Average CUM GPA end of SP23	1.62	1.41	0.46	1.51
Average Change in Term GPA FA22 to SP23	0.76	0.46	-0.48	0.61
Average Change in CUM GPA FA22 to SP23	0.32	0.14	-0.31	0.23
Students with SP23 Term GPA above 2.0	11	9	0	20
Percent Dismissed at End of SP23	54%	71%	100%	63%
Acceptable Standing end of SP23	4	4	0	8
Probation end of SP23	7	3	0	10

Dismissed end of SP23	13	17	2	30
Dismissal Waived on Appeal	3	2	0	5
Percent of Dismissals Waived on Appeal	23%	12%	NA	17%

* Also included in 2 or fewer column