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- Academic Student Services
  - Honor Council
- Learning Centers
- Office of the Registrar
- Pre-Professional Health Advising
- SASEM Office
  - Academic Questions
- Student Success & Enrollment Analytics
- Summer/Winter Session
- TRIO Grants
- University Advising
  - Transfer Student Success



2

## Top Priorities for 2023-2024

Student Academic Success & Enrollment Management



**CLOSE  
EQUITY GAPS &  
RAISE  
RETENTION  
RATES**



**IMPROVE  
REGISTRATION  
EXPERIENCE**

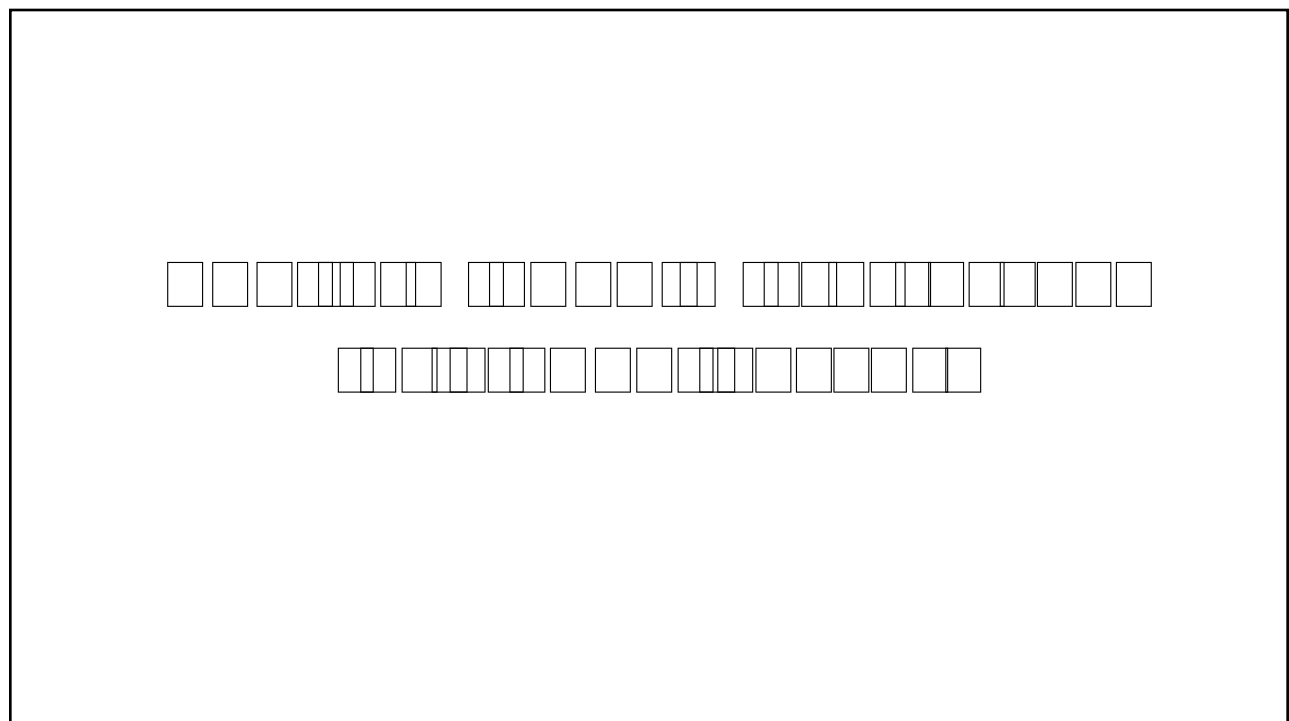


**PROMOTE  
STRATEGIC  
ENROLLMENT  
MANAGEMENT**



**INTEGRATE  
QUALITY,  
ACCESS, &  
AFFORDABILITY**

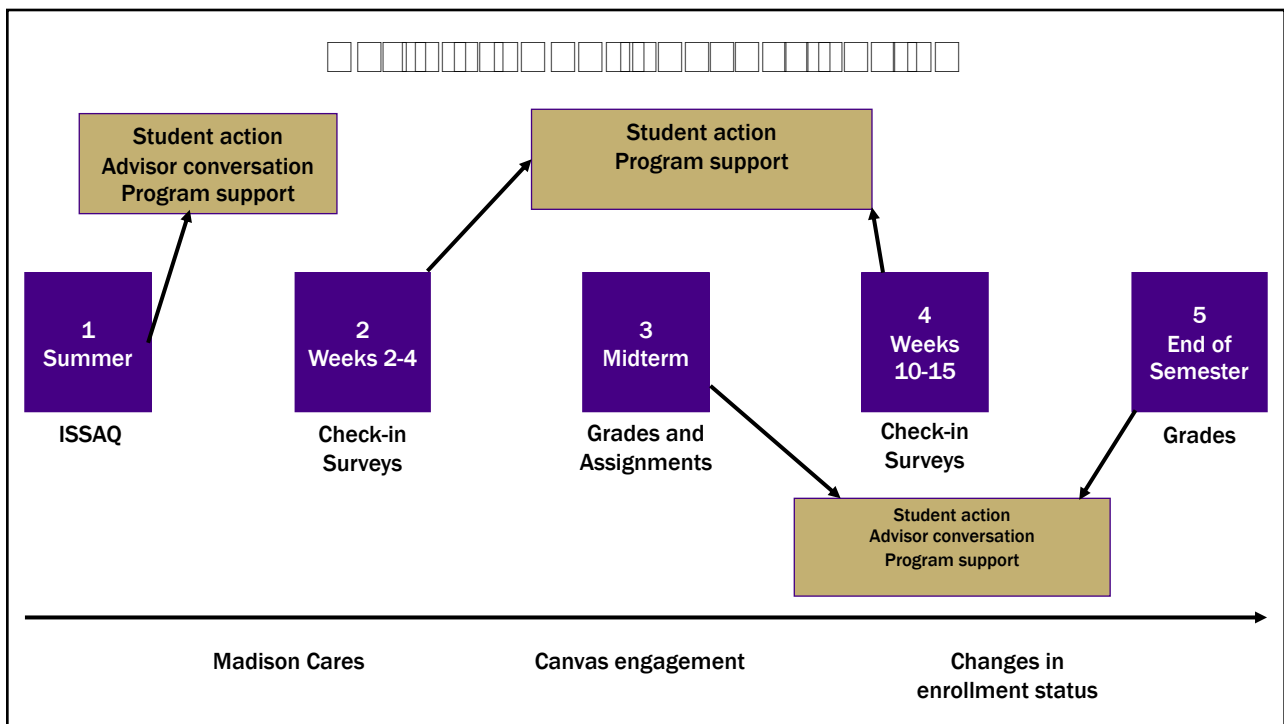
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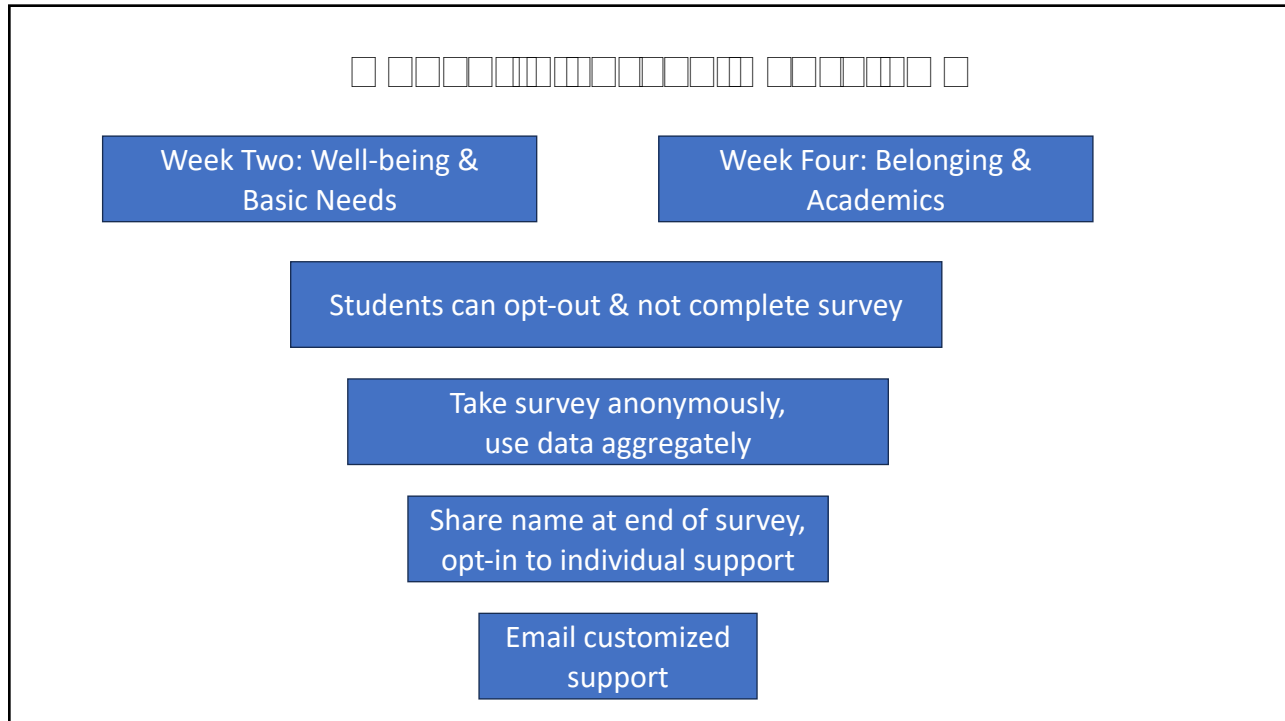
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- Evidence-informed
    - Iterative process, small pilots
    - Data-informed reflection
  - Empowerment framework
    - Agency
    - Asset-based, positive
    - Pro-active
  - Culture & change management
    - Technology necessary, but not sufficient
    - A university ready for students
  - Data ethics
    - Transparency, agency in participation
    - Research question driven processes
  - Individual & systems approach
    - High-touch, personal care
    - Leveraging technology & data across groups

5



6



7

**Select Responses from the Week 2 & 4 Check-In Surveys at Residence Hall(n=419)**

Week 2 Statements	% of respondents (43/47)
I made the right choice to attend JMU	81% agree; 2 people disagree
I can manage my time and stay organized	77% agree, 4 people disagree
I am not sure if I will have housing or access to food over break	5 people agree, 79% disagree
I have received needed accommodations to be successful at JMU	16 people agree; 5 people disagree
I have been experiencing a level of stress, anxiety, or sadness that has been difficult for me to manage	49% agree; 18 people disagree
Week 4 Statements	% of respondents (16/17)
I feel that I belong at JMU	72% agree; 2 people disagree
JMU is welcoming to students of all backgrounds	88% agree, 0 people disagree
I am satisfied with student orgs offered at JMU	88% agree, 0 people disagree
I have at least one class I am worried about passing	63% agree, 5 people disagree
I have had interactions with faculty outside of the classroom	56% agree, 7 disagree
I am certain that I will complete my degree at JMU	88% agree, 0 people disagree

8

**Week 9 Introduction Text Check-in; n=419**  
**7 Cancel replies = 98% stayed**  
**13 positive/inquiry replies**

This is Paul Mabrey from Early Student Success at JMU. We have been checking-in with you via email. We are checking-in via text too, so you should save this number to reach us. If you don't want these text messages, you can reply Cancel at any time. Excited you are here & want to help you succeed - talk soon! 😊

I need help planning stuff out and help with classes for next semester

Paul Mabrey - 10/26/22 | 11:48 AM

I don't want to fail my classes

Paul Mabrey - 10/26/22 | 11:39 AM

For planning for classes, get meeting with your advisor or consider talking with Madison Advising Peer. <https://www.jmu.edu/advising/acadplan/peers.shtml>

Paul Mabrey - 10/26/22 | 11:59 AM

Awesome thanks

I've talked to professors to do better but still feel like I'm stressed.

Paul Mabrey - 10/26/22 | 11:46 AM

Also have spoken to advisor

Of course!

Paul Mabrey - 10/26/22 | 12:07 PM

9

**Spring Well-being Check-in; n=412**  
**27% response rate**  
**102/7/4**

Good afternoon, This is Paul from Early Student Success. If you remember, we were checking in on you last semester. Instead of a specific question, we just want to know, how are you doing?  
 Press 1 if you are doing ok for now  
 Press 2 if you are not really sure and would like us to check-in again later this week  
 Press 3 if you are struggling a little and would like some help with something.

I honestly think I've been doing much better, especially will keeping up with work being more motivated and I'm really trying to get all As this semester. I've been more active with other students and overall having a much better time in the program

I think this semester is my semester I have a lot to prove to myself

That is amazing news, thank you for sharing that. You are right, you can work at it to improve and know we are here to help you do it!!! Keep up the great work 🙌

Thank you, you too!

Liked "That is amazing news, thank you for sharing that. ..."

Will do!!! Thank youuuu for the support

10



- Expand pilot from ~ 400 to 1,700
  - Keep students from year one pilot
  - Add new new first-year student dorms
  - Add one student population segment
- Continue micro-surveys, 1 text/week
  - Surveys will align with ebbs & flow of semester
  - Surveys will map back to four main discontinue factors
- Improve communication with campus partners
- Integrate data with other insights
- Evaluate impact of check-in surveys on equitable student success
  - Belonging
  - Persistence
  - Focus groups