2021-2022 Enrollment and Admissions Policy Committee (EAPC)

Report Due 11/01/2021 for Charges 3, 4, and 5

Committee Charges	Deadline
Charge 1: In collaboration with the Office of the Provost and the Chancellor: (a) review admission standards for MS programs across colleges (b) analyze performance differences, as measured by letter grades, between BS, MS, and PhD students in courses where the three groups are mixed (c) provide recommendations on best practices to improve learning outcomes for students at all levels for these courses	01/04/2022
Charge 2: Investigate the issue of 'home college' on student planning in combined-majors, challenges to academic advising, communication with faculty mentors, and preparation for co-op, NU-In, study abroad, and Dialogue of Civilizations programs.	01/04/2022
Charge 3: Review university efforts to address the mental health needs of students, including WeCare and UHS support, and other NU mental health resources.	11/01/2021, ==updated 11/12/2021==
Charge 4: Follow up on the establishment of clear and transparent procedures for advisors to refer to students WeCare	11/01/2021, ==updated 11/12/2021==
Charge 5: Follow up on recommendation that Provost's Office report to the Faculty Senate on progress in procuring an updated online platform for individual student plans for student, advisor, and faculty mentors (as moved in EAPC 2018-19 1st Resolution)	11/01/2021, ==updated 11/12/2021==
Charge 6: Follow up on the following 2020 resolution: BE IT RESOLVED that the Senate recommend that the Office of the Provost allow for the immediate hiring of new advisors in Advising units with a goal that the average workload for Advisors at the University does not exceed 250 students to meet with NACADA recommendations	01/04/2022

==Charge 3:== *Review university efforts to address the mental health needs of students, including WeCare and UHS support, and other NU mental health resources.*

The committee contacted the following individuals: Debra Franko (Senior Vice Provost for Academic Affairs), Constance Yowell (Senior Vice Chancellor), Dan Solworth (Vice Chancellor, Wellness & Student Success) and Mike McCarthy (Director, Student Support Initiative). The following resources were shared:

- Learned that the Faculty Guide: Supporting Student Mental Health was created by the Senior Vice Provost for Academic Affairs, University Health and Counseling Services, and the Office of Prevention and Education at Northeastern.
- The process for communication / sharing the guide to faculty / staff seemed to be unclear. The Faculty Guide was shared with Associate Dean of Faculty to share in Colleges / Units – however, the EAPC members did not feel the sharing was systematic nor the communication where the document will 'live' for future reference OR plans for keeping the document up to date.
- Student Affairs Wellness and Student Success program hosted Mental Health Awareness week from Oct. 10-15, 2021, incorporating events across the Boston campus (in collaboration with Colleges and the Center for Spirituality, Dialogue, and Service) featuring yoga, mindfulness, and spirituality through art.
- Based on most recent 'search' (10/25/2021), the guide is available at:
  - https://provost.northeastern.edu/app/uploads/Faculty-mental-health-guide-final.pdf
  - https://www.northeastern.edu/uhcs/health-and-wellness/faculty-guide-supporting-student-mental-health/
- Creation of the Student Support Initiative (SSI):
  - **Stakeholder Wiki**: provides a 'deep' dive on all things SSI
    https://miro.com/app/board/o9J_l92wSnI=/
  - **Overview of the SSI:**

- SSI pairs first year undergraduate students with a 2nd year or above student called a Student Success Guide (SSG)
- Much of their engagement takes place on an app called MentorHub NU
- When students log in for the first time, they are told that MentorHub is not to be used for emergencies and given a list of resources to use if they need immediate assistance.
- Throughout the SU 2021 the SSI team worked with stakeholders throughout the University to put together a comprehensive knowledge base of resources available to students
- Our SSI Staff – our Success Coordinators (SCs) and SSGs - received training from UHCS and OPEN staff on appropriate responses and processes
- Through MentorHub NU, SSGs can direct students to appropriate referrals
- These referrals and resources include all areas of the University, including key health and wellness resources like UHCS, OPEN, the DRC, WeCare, and others
- The knowledge base housed on MentorHub NU is ever-expanding as processes changes and resources grow
- We have a tiered model in place to handle all well-being cases and that Success Coordinators will work with SSGs and the students in these situations.
  - As of 10/5 - 77 referrals related to health and wellness have been made by SSGs have included items like find@northeastern, working with the nutritionist, connecting with staff supporting NUSHP, among others
- **Communication with Students, Advisors, and Faculty**
  - All first-year students completed a module related to SSI as part of their online orientation materials
  - Students received timed e-mails from SSI Director, their Success Coordinator (SC), and their SSG
  - Residential Life staff provided print materials and talking points to help get first year undergraduate students onto MentorHub NU
  - Ongoing meetings with SSI Associate Directors (ADs) and representatives from advising for the different colleges
  - SSI team members tabling in key locations around campus including residence halls, high traffic areas, and attending events
  - Other outreach includes social media and upcoming "Street Team" where SSGs move around campus to get the word out
  - Select faculty members/colleges inviting SSI team members to come in to speak in first year seminar meetings
    - These meetings are continuing throughout the Fall semester

EAPC recommends:

1. An assessment is performed by central administration of the value and accessibility of the resources (WeCare, MentorHub – SSI, etc.) offered to students from the faculty, staff and students' perspectives by March 31, 2022;
2. Provost Office, Wellness & Student Success and / or Student Support Initiative create a strategic and coordinated communication plan about the available resources for faculty, staff and students (e.g., at the beginning of each semester, prior to finals, included in new hire orientation, student orientations, creation of a centralized website etc.) by January 31, 2022.
3. The University should consider reaching out to leading foundations – e.g., the JED Foundation – offering mental health awareness programs (and efficacy measurements) on university campuses by March 31, 2022. This effort would recognize that such foundations often have best practices on how faculty can serve an impactful role and how to best engage faculty in such processes.

Charge 4: *Follow up on the establishment of clear and transparent procedures for advisors to refer to students WeCare*

The committee met with Tom Sheahan (Senior Vice Provost for Programs and Policies) and Bruce Ronkin (Vice Provost for Curriculum and Programs).

- Learned that a common platform (Navigate) is used by advisors as well as by WeCare and athletic advisors.
  - Academic advisors and WeCare use Navigate, this allows for tracking and coordinate efforts. Advisors can then do this on Navigate and refer the student on WeCare and a brief synopsis of why. WeCare can then close the circle on this, so the advisors know.
- Learned that WeCare hired additional support, unclear if the number of individuals working within WeCare is sufficient for the caseload / work being referred.
- The organization is centralized under Dan Solworth (Vice Chancellor for Student Success).

The goal of establishing "clear/transparent procedures for advisors to refer students to WeCare" appears to be achieved.

Initial review of the 11/01/2021 report, SAC asked for clarity on the comparison of the FACT vs NAVIGATE and the communication plan to all faculty. Response from Bruce Ronkin, Vice Provost for Undergraduate Programs and Policies (11/10/2021)

Could we get a comparison of the two systems systems—FACT and Navigate—ie do you have something on this when the systems were being evaluated?

- FACT and Navigate are not comparable applications so I can't really compare them for you.
- FACT is a Northeastern-built application that has only one focus: it is an early warning system where faculty report to students and academic advisors how their students are doing in class.
- Navigate is a commercial product made by Education Advisory Board (EAB) that provides a full suite of Student Success applications, data analysis, and reporting. It is used by academic advisors and support offices around campus. One of its many modules is an early warning system called Progress Reports.

How has the changeover to NAVIGATE been communicated out to all faculty?

- Academic advisors at Northeastern have been using Navigate since 2013. We started exploring the Progress Reports module of Navigate in Spring 2020 when we concluded that the features had evolved to point that they had surpassed FACT in some cases. We began with a small pilot that semester with the Explore and General Studies Program and focused on two courses: FSEM 1000 and ENGW 1111 working closely with the faculty in those courses getting feedback on their experience. The faculty were positive about the experience and we decided to do a pilot in another college.
- In Summer 2020, we made some tweaks based on the first pilot faculty recommendations and we launched a pilot in Khoury and DMSB with its courses CS 3200 that had 87 students, 4 sections of CS 3500 (339 students), and MGSC 2301 with 34 students. The Associate Deans and Advising Directors worked closely with the faculty to prepare them for the pilot. Again, it was successful with faculty citing the reduced clicks involved and the more efficient overall process, and we also learned a lot about how to tweak the settings to meet our needs.
- We then did a much larger pilot involving all of Khoury College in Spring 2021, using Progress Reports for all undergraduate and graduate courses in the college. Associate Dean Ben Hescott led the way on this and it was very successful showing that we could work with a large number of students and faculty. And having computer scientists provide feedback was especially helpful.
- Of course, COVID was in full swing and we were all focusing on bigger issues during 2020-2021. We waited until Fall 2021 to move ahead to the next step. Based on the response from the faculty in the pilots and the feedback from the academic advisors, we prepared for an even wider rollout in Fall 2021. During Summer 2021 a communication went out to faculty letting them know that we would be using Progress Reports in the fall, described briefly how it worked, and that they would be receiving an email with a link and more information once we were into the fall semester. That information went out four weeks into the semester. Both communications included contact information for questions and assistance including a dedicated email address, ProgressReports@northeastern.edu.
- The overall faculty response rate was equivalent to FACT. The large majority of faculty had a smooth experience. Advisors are now working with all students identified as being of concern. We did identify a small number of issues that caused some faculty challenges, especially large courses like labs with one main instructor and a group of lab instructors where the preference for who completes the progress report varies from course to course. There were also a few cases where a professor clicked "finish" when they weren't finished and we are working to make sure this will be clearer to everybody.
- So, we are learning more with each step. Three key points:
  1) FACT was very involved and required too many steps for faculty—especially instructors of large classes. Progress Reports (as we learn from our experiences and set it up just right) will enable us to make things easier for faculty
  2) Progress Reports creates a "case" for each student that gets a Progress Report concern. This case in then tracked in Navigate, keeping records of each participating office's involvement (tutoring, GEO, Honors, etc.), and allows a case to be "closed" when it is solved. The data can then be analyzed in larger ways to see how effective we are at identifying, responding, and solving cases (FACT can't do any of that),
  3) FACT still exists on our servers, I believe it is still being used to some extent in CPS, and we can bring it back to other colleges if we choose, but given the advanced features in Progress Reports, I don't think we'll see advisors or faculty request this.

EAPC recommends:

1. An assessment is performed by the Provost Office of the functioning of the Navigate referral procedures from the point of view of the advisors by March 31, 2022.
2. An assessment is performed by the Provost Office of the reorganization under the Vice Chancellor for Student Success by March 31, 2022.
3. An assessment is performed by the Provost Office of FACT versus Navigate by March 31, 2022.

Follow up on recommendation that Provost's Office report to the Faculty Senate on progress in procuring an updated online platform for individual student plans for student, advisor, and faculty mentors (as moved in EAPC 2018-19 1st Resolution).

Siham Doughman (Associate Vice President and University Registrar) and Bruce --Ronkin (Vice Provost for Undergraduate Programs and Policies) are leading the effort to implement an updated online platform for individual student plans for students, advisors, and faculty mentors.

The committee was referred to Siham Doughman by Bruce Ronkin and Tom Sheehan. Siham presented to the committee the implementation plan for Northeastern University's switch from **DARS, Degree Audit Report** to **uAchieve Planner**, both provided by the company CollegeSource. **uAchieve Planner** is a "*modern academic planning tool that allows students to build personalized term-by-term plans on their path toward graduation.*" Future implementation will include **uAchieve Degree Audit** "*a flexible degree audit system designed to track progress toward degree completion and certify students for graduation.*" CollegeSource urls: https://www.collegesource.com/products/planner/ and https://www.collegesource.com/products/uachieve/.

The **uAchieve Planner** empowers students to build personalized term-by-term plans on their path to graduation in concert with academic advisors, helping them stay on track to meet their goals. **uAchieve** is a cloud-hosted solution and will offer insight via student planning data to colleges and departments to better forecast course demand.

Schedule *(admittedly an aggressive timeline)*
October 2021
planning transition from DARS to uAchieve

March 2022
launch live pilot exclusively with academic advisors
pilot with possibly two college(s)TBD, dependent on access to 4 years of future data

Summer/Fall 2022
Degree Audit system data fully in the cloud
Go live to students Summer 2022 (date TBD)

Future phases
rollout **uAchieve** to graduate students
implement **uAchieve** Degree Audit

Responses to additional EAPC questions that we believe are imperative for understanding the new system and will need to be further evaluated:

- Combined majors that have registrar codes and approved requirements will be available in uAchieve
- Students with 4+1 degrees will have access to undergraduate planner and then graduate planner in future
- Independent majors are harder to map to degree audits and planners and need further study
- Up to 10 advisors are allowed to be mapped to each student, allowing access by advisors across colleges for combined majors
- Faculty mentors and undergraduate program coordinators can be allowed access to uAchieve, dependent on college and department policies
- CPS is currently using Ellucian's **Degree Audit** for some of their students and these students could be transitioned to **uAchieve** in the future
- The projected course offerings are loaded into the system for four years into the future. The default offerings are based on historical patterns and can be updated dynamically.

Initial review of the 11/01/2021 report, SAC asked for clarity on the communication plan to all faculty, staff and students. Response from Bruce Ronkin, Vice Provost for Undergraduate Programs and Policies (11/10/2021)

What is the communication plan out to faculty staff and students regarding the implementation of uAcheive?
The Registrar's Office is leading the implementation of the uAchieve Academic Planner and they are still in the early stages of getting going. They are already doing active communications with associate deans and academic advising directors as they do these initial steps. Communications to students and faculty won't begin for a while because student access to the system won't begin until summer or fall 2022. The colleges will determine the exact date based on when they are ready to launch (colleges will begin testing and exploring the system March 15, 2022 but it will take them through the spring and summer to get it loaded with course information and

set up to meet student needs. I'm sure as we get past January 2022, the Registrar will have enough information to begin making their communication plan. I'm sure Siham would appreciate faculty and staff input as she designs the plan.

EAPC recommends:

1. Continue monitoring of the implementation of uAcheive and revisit the status in March 2022.