



NAVIGATING THE STORM: 3 STEPS TO SUCCESS FOR PROBATION STUDENTS

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COLLEGE OF BUSINESS STUDENT ENGAGEMENT
AND ADVISING CENTER

ABOUT US

COB Student Engagement and Advising (SEA) Center

- Cross Advising Model- advisors are assigned to all COB students who have earned or transferred in at least 30 hours or more. (does not include first year students)
- Advise 1034 active students (Fall 2020).
- Students are encouraged to schedule via Navigate for face-to-face, virtual, or phone meetings. (We are not offering face-to-face due to COVID-19)
- Appointment notes are documented in Navigate for student and advisor reference.

THE STORM OF 2020

- In March 2020, COVID-19 required all SUS institutions to move all classes to full-distance learning for the remainder of spring 2020.
- In April 2020, UWF moved all face-to-face sections for summer 2020 to full-distance learning.
- In July 2020, UWF adjusted almost all classes to online full-distance learning, with a few hybrid and a few campus classes.
- In September 2020, UWF was closed for 9 days due to Hurricane Sally. Classes and deadlines were adjusted accordingly. Many students were without power and were physically displaced for weeks. This pushed spring schedule release and registration dates.

PROBATION OUTREACH SET UP

- Develop a plan specific to students on probation.
- Used Tableau to identify students.
 - 27 total students on probation for Fall 2020
- Assign students to a SEA Center advisor
 - Reviewed meeting notes and personal factors to assist in advisor/student pairing
- Identify virtual friendly way to connect with probation students
- Develop communication plan for consistency throughout the center.
 - Text message prior to meeting
 - Email communication for post/missed meeting
- Develop a confluence page as an advisor resource to follow
- Developed a resource sheet to send to students as a follow-up after meeting #1

ADVISING MEETING TIMELINE

	Prior to Meeting 1	Meeting 1	Meeting 2	Meeting 3
Timeline	Before the start of classes	Week before classes start/1st week-45 min meeting	Weeks 3-5 of class-30 min meeting	After Midterm-30 min meeting
Meeting Objectives	<p>Review schedule and Navigate notes.</p> <p>Suggest changes for success and course repeats for upcoming term.</p>	<p>Develop success plan</p> <ul style="list-style-type: none"> <input type="checkbox"/> Obstacles <input type="checkbox"/> Support Services <input type="checkbox"/> Schedule changes 	<p>Check in on progress/review how the semester has been.</p> <p>Refer back to previous meeting notes to touch base.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Follow up on goals if 	<p>Prep for the end of term</p> <p>Discuss future success plan</p> <p>Plan for next term</p>
Advisor to do & Talking points	<p>Schedule student meeting 1 via Navigate</p> <p>Send text to confirm meeting time</p> <p>(if the student no shows or cancels meeting 1 without a reschedule, send them "missed apt email & Resource sheet)</p>	<p>Review Academic Standing policies and requirements</p> <p>Review Resources</p> <ul style="list-style-type: none"> <input type="checkbox"/> GPA Calculator <input type="checkbox"/> Resource Sheet <p>Provide support and encouragement</p> <ul style="list-style-type: none"> <input type="checkbox"/> Discuss goal setting <p>Send post apt email and Resource Sheet</p>	<p>Check Faculty Alerts in Navigate</p> <p>Discuss</p> <ul style="list-style-type: none"> <input type="checkbox"/> Time Mgt skills <input type="checkbox"/> Study habits and skills <input type="checkbox"/> Refer back to Resource Sheet 	<p>Check Faculty Alerts in Navigate</p> <p>Revisit Academic Standing policies</p> <p>Refer back to Resource Sheet</p> <p>Discuss final exam schedule</p>

ACADEMIC SUPPORT RESOURCE SHEET

COB SEA CENTER ACADEMIC SUPPORT RESOURCES

- COB Academic Advisors:
[LINK - https://uwf.edu/cob/support-resources/college-of-business-advising/](https://uwf.edu/cob/support-resources/college-of-business-advising/)
- COB Tutoring Resources:
 - Satellite Writing Lab
 - MAN/ISM Tutoring
 - Oral Communication Lab
 - Accounting and Finance Tutoring
 - Tutoring and Learning Resources
[LINK - https://uwf.edu/cob/support-resources/college-of-business-advising/tutoring/](https://uwf.edu/cob/support-resources/college-of-business-advising/tutoring/)
- Academic Coaches:
[LINK - https://uwf.co1.qualtrics.com/jfe/form/SV_d0F3y5bJBdGV13v](https://uwf.co1.qualtrics.com/jfe/form/SV_d0F3y5bJBdGV13v)
- Academic Calendar:
 - Final Exam schedule- Students can find this in MyClasses via MyUWF

*Important Fall 2020 Semester Dates

First Day of Classes	August 24
Add/Drop Week	August 24 – August 30
Fee Payment Deadline	August 30
Withdrawal Deadline (auto grade of W)	November 16
Final Exams Begin (check syllabus for specifics)	December 7

[LINK - https://uwf.edu/offices/registrar/resources/academic-dates-and-deadlines/](https://uwf.edu/offices/registrar/resources/academic-dates-and-deadlines/)

- Student Accessibility Resources:
[LINK - https://uwf.edu/academic-engagement-and-student-affairs/departments/student-accessibility-resources/](https://uwf.edu/academic-engagement-and-student-affairs/departments/student-accessibility-resources/)
- Testing Services:
[LINK - https://uwf.edu/academic-engagement-and-student-affairs/departments/testing-services/](https://uwf.edu/academic-engagement-and-student-affairs/departments/testing-services/)
- UWF Libraries:
[LINK - https://uwf.edu/library/](https://uwf.edu/library/)

- Additional Student Support:
 - Financial Aid/SAP Appeals:
[LINK- https://uwf.edu/offices/financial-aid/](https://uwf.edu/offices/financial-aid/)
 - International Affairs Office:
[LINK- https://uwf.edu/academic-engagement-and-student-affairs/departments/international-affairs/](https://uwf.edu/academic-engagement-and-student-affairs/departments/international-affairs/)
 - Dean of Students:
[LINK- https://uwf.edu/academic-engagement-and-student-affairs/departments/dean-of-students/](https://uwf.edu/academic-engagement-and-student-affairs/departments/dean-of-students/)

Keywords/Descriptions:

- Academic standing policy
 - **Good standing** - Undergraduate students are expected to maintain a 2.00 or higher cumulative UWF GPA. A student must be in good academic standing in order to graduate.
 - **Probation** - Students who are on probation are limited to 14 semester hours for registration to assist with academic success. Students who are on probation and make sufficient academic progress during the term of probation, may be continued on probation. Generally, students who achieve a semester UWF GPA of 2.30 or higher are considered making sufficient academic progress. Students are also responsible for observing the additional academic standards specified by their department or college.
[LINK - https://uwf.edu/academic-engagement-and-student-affairs/departments/center-for-academic-success/students/academic-standing/](https://uwf.edu/academic-engagement-and-student-affairs/departments/center-for-academic-success/students/academic-standing/)
 - **Suspension** - Students who are unable to meet the conditions of their probations are subject to suspension from the University. Normally, students are not placed on academic suspension without first being placed on probation for at least one semester.
[LINK - https://uwf.edu/ceps/academics/academic-suspension-and-reinstatement/](https://uwf.edu/ceps/academics/academic-suspension-and-reinstatement/)
- **Definition of instructor office hours** - Office hours are times when you can meet with your professors and teaching assistants to discuss the material being presented in class or other related interests you have. Professors usually announce their office hours on the first day of class or on their syllabi.
- **How to use the syllabus** - A syllabus is a document that you will receive on the first day of class from each instructor. It includes important information you will need for the entire semester. **Keep it and read it as it will include all or some of the following:**
 - **Instructor Contact Information Course Policies** - These could include 1. Attendance policies 2. Late assignment policies 3. Classroom etiquette (electronic devices, respecting others, etc.)
 - **Grading Policies** - These will show you what is included in your final grade and how much each item impacts your final grade. It is important to understand the overall impact of each assignment.
 - **Reading Assignments and Weekly Topics/ Test and Project Due Dates** - It is your responsibility to keep up with the weekly assignments during class. You need to consult the syllabus to keep track of assignments.
Source: <https://www.kent.edu/us/understanding-syllabus-getting-organized>

STUDENT COMMUNICATION

TEXT PRIOR TO FIRST MEETING:

A VIRTUAL ADVISING APPT. WAS MADE TO DISCUSS YOUR PROBATION STATUS. CHECK THE CONFIRMATION EMAIL FOR APPT. DATE, TIME, AND ACCESS LINK. THANK YOU, COB ADVISING

POST-APPT EMAIL

HELLO, (NAME),

THANK YOU FOR ATTENDING THE ACADEMIC ADVISING MEETING. I LOOK FORWARD TO WORKING WITH YOU AND HELPING YOU COMPLETE A SUCCESSFUL SEMESTER. ATTACHED TO THIS EMAIL, YOU WILL FIND A PDF WITH HELPFUL RESOURCES (LINKS INCLUDED) TO AID YOU IN FINDING UWF'S VARIOUS CAMPUS RESOURCES. GOOD LUCK THIS SEMESTER! REMEMBER THAT EACH SMALL STEP IS A GIANT LEAP TO THE ULTIMATE GOAL- GRADUATION!

PLEASE REACH OUT WITH ANY QUESTIONS THAT YOU HAVE.

MISSED APPOINTMENT EMAIL

HELLO, (NAME),

YOU MISSED YOUR FIRST PROBATION ACADEMIC ADVISING MEETING TODAY. I WOULD ENCOURAGE YOU TO RESCHEDULE IN NAVIGATE AS SOON AS POSSIBLE. THESE MEETINGS ARE SCHEDULED TO HELP YOU BE SUCCESSFUL THROUGHOUT THE SEMESTER. ATTACHED TO THIS EMAIL, YOU WILL FIND A PDF WITH HELPFUL RESOURCES (LINKS INCLUDED) TO AID YOU IN FINDING UWF'S VARIOUS CAMPUS RESOURCES. I HOPE TO BE MEETING WITH YOU SOON.

PROGRAM PROGRESS

Advising Meeting 1 attendance rate:

- **20/27=74%**

Advising Meeting 2 attendance rate:

- **14/27=52%(Scheduled during/around Hurricane Sally)**

sent message prior to withdraw deadline as an additional reminder

Advising Meeting 3 attendance rate:

- **TBD-set for after midterm**

WHAT WE HAVE LEARNED SO FAR

- Feedback on successful appointment attempts
 - Students have enjoyed the outreach-not alone
 - More committed to their grades and progress
 - Students have been more willing to reach out to us when struggling
- Unsuccessful appointment attempts/missing meetings
 - Working more or longer hours due to staffing issues
 - Distractions with virtual learning/ lack of brick and mortar structure
 - Parents are homeschooling kids during the day
 - Virtual fatigue and lack of motivation

QUESTIONS/FEEDBACK

What works for you in your office/department/institution when working with students on probation?

Have you noticed other reasons for a decline in appointments while working remote/virtually?

What changes would you suggest to our new program?

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