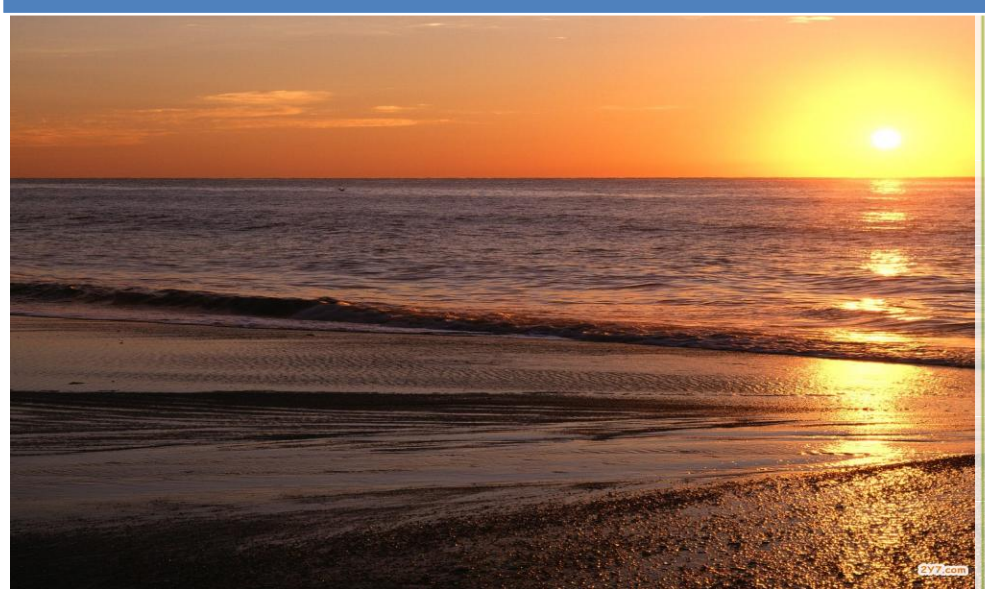




# 2013

## Office of Intervention & Retention: FY 2012-2013 Mission, Goals & Objectives



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## **INTRODUCTION**

Kean University is a public cosmopolitan university serving undergraduate and graduate students in the liberal arts, the sciences, and the professions. The University dedicates itself to the intellectual, cultural, and personal growth of all its members — students, faculty, and professional staff. In particular, the University prepares students to think critically, creatively and globally; to adapt to changing social, economic, and technological environments; and to serve as active and contributing members of their communities.

Kean offers a wide range of demanding programs dedicated to excellence in instruction and academic support services necessary to assure its socially, linguistically, and culturally diverse students the means to reach their full potential, including students from academically disadvantaged backgrounds, students with special needs, and adults returning or entering higher education.

Kean is steadfast in its dedication to maintaining a student-centered educational environment in which diversity can flourish and an atmosphere in which mutual respect characterizes relations among the members of a pluralistic community. The University seeks to combine excellence with equity in providing opportunities for all students.

Kean is a teaching university, and Kean faculty dedicate themselves to student learning as well as academic rigor. The focus on teaching excellence is supported by a commitment to research, scholarship, creative work, and innovative uses of technology. The focus includes the advancement of knowledge in the traditional disciplines and the enhancement of skills in professional areas. Kean is committed to providing global educational opportunities for students and faculty.

Kean is an interactive university, and the University serves as a major resource for regional advancement. Kean collaborates with business, labor, government and the arts, as well as educational and community organizations and provides the region with cultural events and opportunities for continuous learning. Kean is also committed to providing students and faculty educational opportunities in national and international arenas.

### **Kean University Mission Outcomes:**

*Kean University dedicates itself to the intellectual, cultural, and personal growth of all its members — students, faculty, and professional staff by identifying the following outcomes in our mission:*

#### ***Kean University:***

**KU MO1:** Is dedicated to maintaining a student-centered educational environment in which diversity can flourish.

**KU MO2:** Maintains an atmosphere in which mutual respect characterizes relations among the members of a pluralistic community.

**KU MO3:** Seeks to combine excellence with equity in providing opportunities for all students.

**KU MO4:** Collaborates with business, labor, government and the arts, as well as educational and community organizations and provides the region with cultural events and opportunities for continuous learning.

**KU MO5:** Is committed to providing students and faculty educational opportunities in national and international arenas.

**Kean University Student Learning Outcomes:**

*Kean University students upon graduation will be able to:*

**KU SLO1:** Think critically, creatively and globally

**KU SLO2:** Adapt to changing social, economic, and technological environments.

**KU SLO3:** Serve as active and contributing members of their communities.

**KU SLO4:** Advance their knowledge in the traditional disciplines and enhance their skills in professional areas.

**(Tentative) Kean University 2013-2020 Strategic Plan Goals:**

1-Expand and strengthen academic initiatives	6-To become a globalized University
2-Attract and retain students	7-Strengthen financial infrastructure
3-Attract and retain faculty scholars	8-Strengthen physical infrastructure
4-Continued commitment to diversity	9-Strengthen technological infrastructure
5-Cultivate partnerships	10-Strengthen security

## MISSION STATEMENT

The mission of the Office of Intervention & Retention (OI&R) is to provide leadership for the University's retention efforts by engaging at-risk students and teaching them the skills and dispositions needed for success. The Office is committed to creating a sustainable culture of active engagement of students, especially those that have demonstrated academic need.

The Office of Intervention and Retention will encourage a culture that is student-centered, one that facilitates and celebrates individual success. We will advance models, practices and policies that improve degree completion and persistence. OI&R will lead University training efforts to engage at-risk students. Finally, the Office will be dedicated to advancing a culture of assessment by engaging in data-driven activities.

## VISION STATEMENT

Kean University will become a model of excellence in retention by advancing cutting-edge intervention models to at-risk students. The Office of Intervention & Retention will lead the University's efforts to engage students that show signs of problems in academic success. Through best practices, the Office will transform these students from risk to excellence. And we will hold fast to the belief that all of Kean's students have the ability to succeed.

### Goals

Goal 1: To transform returning at-risk students to excellence.

Goal 2: To intervene and engage students who demonstrate academic risk

Goal 3: To provide administrative leadership by engaging non-registered students.



## Goals and Objectives:

Goal 1: To intervene and engage students who demonstrate academic risk. (KU M01, KU M02, & KU M05 – Strategic Plan Goal 2)		
Objective	Data Results	Actions Taken Based on Data Collected
1.1: To attain a 75% progression and compliance rate for students within the “Step it Up” program who fall below a 2.0 GPA by the conclusion of the 2012 fall semester.	77% reached	Recruit more Academic Coaches
1.2: To ensure that 95% of students who have been identified as “at-risk students” are referred to and consulted by the Office of Intervention & Retention Services for the 2012-2013 AY.	98% contacted through e-mails, phone calls, and mail. 72% followed up on meetings, workshops, etc.	Continue evaluation
1.3: To increase the retention rate of students who have been identified as “at-risk” by 2% during the 2012-2013 AY when compared with the 2011-2012 AY.	<b><u>2011-2012:</u></b> Students who progressed – 442 (40%); 259 regressed (23%); 40 stayed the same; 354 did not register for spring 2013 (32%). <b><u>Total students 1095.</u></b>  <b><u>2012-2013:</u></b> Students who progressed 204 (57%); 151 regressed (38%); 242 did not register or complete semester. <b><u>Total 597</u></b>	40% progressed compared to 57%. Continue to ask for additional personnel and /or early alert retention tool.

Goals cont’d.....

<b>Goal 2: To maximize the number of non-registered students who register and find out why they are not returning.</b> <b>(KU M03 – Strategic Plan Goal 2)</b>		
Objective	Data Results	Actions Taken Based on Data Collected
2.1: To conduct a series of calls during winter break, 2012, labeled “Phonathon”, to students who have not registered for at least 1 year. Catalog the reasons why these students left and determine if they will be returning to Kean. Increase by 2% the number of students who have registered from the 2011-2012 AY when compared to the 2012-2013 AY.	Did not conduct Phonathon due to lack of access to clearing house. Permission sought from Registrar	Requested access number of times from registrar with no response
2.2: To conduct a series of calls during summer break, 2012, to all non-registered students to facilitate early registration. Catalog reasons for why these students are not returning and share with pertinent department(s). Increase by 2% the number of students who registered from the 2011-2012 AY when compared to the 2012-2013 AY.	Reasons in spreadsheet attached.  Not able to determine difference	Restate objective

<b>Goal 3: To promote the Office of Intervention &amp; Retention Services.</b> <b>(KU M03 – Strategic Plan Goal 2)</b>		
Objective	Data Results	Actions Taken Based on Data Collected
3.1: To increase awareness of the Office of Intervention & Retention Services among freshmen students by 3% during the 2012-2013 AY when compared to the 2011-2012 AY.	Not done in 2011-2012. Results for 2012-2013: 164 students surveyed – 66% knew about our office while 34% did not	Continue to promote office through T2K classes





## CONCLUSIONS

Kean is a university experiencing significant growth. This growth is not just reflected in student enrollment, but in new facilities, programs, and, most importantly, ways of thinking. The aspirations of Kean University's Office of Intervention & Retention are detailed in this document, and they embrace the challenge of the new Kean. In FY 2015, Kean University will have higher graduation and retention rates and an array of data to validate programs.

In this era of fiscal austerity, the Office of Retention and Intervention has built programs and initiatives that will be, at worst, revenue neutral in upfront expenses, and many will generate revenue for the University. Possible avenues for new revenue from this program include fees from the summer seminar program, bridge program and the reinstatement fee. And it goes without saying that the University garners approximately \$9,700 students for every student we do retain that would not have been retained if no intervention was offered.

This document represents an overview of the major objectives that will be achieved in the next five years. While this document is representative, it is by no means exhaustive. The Office of Intervention & Retention will continue to review these goals and objectives and adjust accordingly to the situational context.