RSS Strategic Action Plan 2020-2025

FERRIS STATE UNIVERSITY

RETENTION AND STUDENT SUCCESS

Retention and Student Success (RSS)

RSS is Ferris's multidisciplinary college. It is where students find unmatched support as they pursue their passions; it is the college where the best engineers, teachers, pharmacists, entrepreneurs, chemists, and leaders often begin their collegiate experience.

Mission

We collaboratively create and support academic programming, advising and assistance services, and faculty development to further opportunity and success.

Commitment

We take seriously the responsibility of creating inclusive, accessible and progressive opportunities, nurturing passion, and maintaining a growth-mindset.

Core Values

- **Collaboration:** Ferris builds partnerships within the university and the global community that promote shared goals and success.
- **Diversity:** Ferris commits to be an inclusive university community that respects the dignity of the individual and promotes the acceptance of others.
- **Ethical Community:** Ferris implements policies, procedures, and actions to promote transparency, advance our mission and foster integrity, civility, and respect within and beyond the university.
- **Excellence:** Ferris dedicates itself to innovation and quality execution that sustains and promotes relevance in a changing world through best practices and benchmarking.
- **Learning:** Ferris promotes hands-on, transformative learning; balancing theory and practice; encouraging teamwork and innovation; and emphasizing critical thinking—all are fundamental elements of career success.
- **Opportunity:** Ferris honors the legacy of our founders by encouraging and supporting all who wish to acquire the knowledge, leadership, and communication skills that are the foundations of personal success.

Departments and Services

- Academic Advising
- Academic Literacies Center (Tutoring / Structured Learning Assistance)
- General Studies (CARE, DIST, READ, UNIV)
- Educational Counseling and Disabilities Services
- Faculty Center for Teaching and Learning
- Ferris State University Seminar (FSUS)

- Honors Program
- MyDegree
- Student Academic Affairs
- Students with Children
- Tuition Incentive Program
- Thompson Scholars Program

FERRIS STATE UNIVERSITY

RETENTION & STUDENT SUCCESS

RSS Initiatives

The following table reflects college strategies aligned with, and in support of, *Ferris Forward*, the university's strategic plan. Where possible, specific reference to the corresponding strategic initiative appears.

University Strategic Priorities	College Initiatives	Action Steps	Outcome Targets	Responsibility / Reporting Unit	Progress & Outcomes
Academic Programs & Offerings (APO)	AA in Community Leadership (APO 1.1)	Complete and obtain approvals for PCAF & Curricular filings.	90 Program Students by 2024	Developmental Curriculum	PCAF Submitted November 2020
	High Impact Practice (APO 5.1)	Implement undergraduate research course.

Create and engage undergraduate students through a dedicated undergraduate student research and creative endeavors exhibit (SRCEE) event. | Creation and curricular approval for introduction to scholarly inquiry course complete by 2022

Virtual exhibition of UG student research and creative endeavors in place by 2023 | DC/Dean's Office | |
| Student Success (SS) | Academic Advising Resources | Updated philosophy, procedures and standards articulated and approval by 2022.

Reconceptualized academic advising delivery framework proposed (2021) and implemented (2022) to support student success and retention.

Redesigned academic advising website/portal to support student engagement. | Philosophy and standards for reappointment, tenure, post-tenure, promotion and merit proposed and approved in concert with academic advisors.

Framework approved and implemented. | Academic Advising | |

			MyFSU/Website focused on advising resources and academic services for students active Spring 2021		
	Student Success Management Systems and Processes	Review and recommend SSMS platform by May 2021 SSMS platform in place by 2023	75% FTIAC retention rate by 2024	Academic Advising	
	Student Success in High DFW Courses & Achievement Gap Courses (SS 2.1)	Implement with departments/schools and instructional faculty and other collaborators a review and improvement framework aimed at reducing student failure rates	At least a 5% reduction in number of high failure rate courses by 2024	FCTL	A framework with flexibility and adaptability was developed in Fall 2020. A coordinated and wholistic approach with Academic Affairs is under consideration as of late Fall 2020.
	KCAD Curriculum in MyDegree	Fully Implement KCAD Curriculum Configuration of Ellucian Transfer Tool (if needed) as substitute for EAB tool. Increase faculty/staff and student utilization of MyDegree to aid advising, course planning and graduation audit processing.	KCAD Curriculum Fully Automated in MyDegree by March 2021 Ellucian Transfer Tool Configured, Tested and Readied for Implementation (2024) 35% increase between 2020 and 2024 in usage rates among faculty/staff and students	MyDegree	

	Continue Diversification of Students in Honors Program	Continue geo-demographic diversification in recruitment; increase diversity among each newly admitted, matriculating cohort.	3% increase in minority student participation in Honors Program	Honors	
	GNST Student Progression	Increase rate of successful program change by the start of the second college year.	10% increase by 2024	Student Academic Affairs	
	GNST Student Retention	Increase overall retention rate among GNST students between the first and second college year.	5% increase by 2024	Student Academic Affairs	
	First-Generation Students	Contribute to focused efforts intended to eliminate persistence and graduation gaps among first-generation.	5/% increase by 2024	First-Gen Working Group Chairperson	
	Tutoring	Increase student engagement in tutoring and the availability of on-demand tutoring resources to support upper-division and graduate-level coursework. Continue student and course-outcome assessments	5% increase in student engagement with tutoring resources by 2024 Acquire/Implement resourcing to enable expanded tutoring services 100% pass rate with C grade, or better	ALC	
	Structured Learning Assistance (SLA)	Continue allocation of resources to assist students in high DEW-rate courses; acquire additional resourcing to support expansion by 10 SLA labs by 2024	SLA outcomes continue to reflect significant difference when compared to non-SLA section results; 10 additional SLA labs in place	ALC	

Institutional Effectiveness (IE)	CART Services (SS &IE)	Implement Verbit to support all students engaging in CART services by January 2021	50% Operational Budget Savings; 5% Increase in User Engagement	ECDS	
	Assistive Technology (SS &IE)	Implement Read & Write literacy software to support students access to accommodation software solutions by January 2021	50% Operational Budget Savings; 5% Increase in User Engagement	ECDS	
	Accessible Content (SS &IE)	Produce content consistent with ADA compliance standards for accessibility	100% of RSS public-facing content reflects ADA accessibility standards by 2023	Dean's Office	
	Web & Self-Service Applications (SS &IE)	Complete update to all departmental and program websites to reflect user-friendly content and navigation, updated university brand and ADA accessibility standards	All initial re-fresh of sites completed with UAM by March 2021	Dean's Office	
	Workflow Automation	In partnership with ITS, implement automation for student employment application and hiring processes in the ALC	Automated workflow complete and in use by Fall 2021	ALC	
	Financial & Budget Documentation	Convert all print-based transactions to paperless for all financial and budget-related matters across all RSS departments and programs.	# of processes converted to paperless by Fall 2021 (budget books, concur reports, audit files, etc.)	Dean's Office	
Pride and Community (PC)	Diversity & Inclusion Committee	Implement a RSS diversity and inclusion committee to study, recommend and implement processes and programming.	Committee established by 2021; processes enhanced to reflect inclusive language, and	Diversity & Inclusion Committee Chairperson	

			accessibility of content		
	Deliberative Dialogues &/or Equity and Social Justice Training Trainings	Implement at least two, campus-wide deliberative dialogues or trainings annually in support of engaged discourse on contemporary topics related to issues of equity and social justice.	Participation #s; Event Feedback; Changes in Practice	RSS Diversity & Inclusion Committee, Dean's Office, FCTL	
Enhancing Resources (ER)	Student Scholarships	Create new student scholarship funds through external gifts	3 new endowed scholarships by 2024	Dean's Office	
	External Gifts	Increase external support for services and resources throughout RSS	$50,000 in new external support	RSS-Advancement	
	Grant Procurement	Increase grant-based support for programs and student-centered initiatives.	$50,00 in new grant-based support for student academic services	RSS-ORSP	