



— (

) —

sessions for residents of these halls who are academically at risk.

FAU is committed to hiring an adequate number of personnel to support our students, but the most important commitment is to *improving* the overall advising experience. The university advising experience is now exponentially more *effective*, as it has been improved through innovative advisor training and by promoting and implementing nationally-accepted best practices.

**B. Purchase and implement advising software**

<b>May 2015 – Expectation</b>	<b>Final Status Report</b>
Starfish advising software is functional for use and 100% of advisors are trained and using system with students	Starfish advising software has been installed and integrated with University systems; 100% of undergraduate advisors have completed training

While FAU’s advising capacity is growing and the institution has implemented a number of measures to improve the overall effec





establishing a *predictive* course scheduling process based on more reliable data, such as student demand.

**E. Launch bachelors of general studies (BGS) degree program**

<b>May 2015 – Expectation</b>	<b>Final Status Report</b>
New BGS degree program approved by FAU Faculty Senate and FAU Board of Trustees.	BGS degree program approved Fall 2014. The first cohort of 34 Bachelors of General Studies students graduated in May 2015.

The Bachelors of General Studies (BGS) degree allows students to design a plan of study to meet their personal interests and career goals. The plan of study is more flexible than that required in traditional degree programshiabut w plan of02as

---

---

## **Above and Beyond – FAU’s Ongoing Commitment to Student Success**

### *Retooling Academic Operations*

Student success is not a new topic for the academic leadership team at FAU. Shortly before the release of the scores for the SUS performance based funding initiative in January 2014, FAU engaged in a number of self-assessment activities and operational improvements to ensure that students are graduating in a timely manner. Perhaps the most influential action taken was engaging the American Association of Collegiate Registrars and Admissions Officers (AACRAO) in a consultation regarding the operations of the enrollment management units. The primary goal of the review was to determine if these areas were providing effective, efficient, and student-centered service in support of students and student success. As a result of the AACRAO report, the University took a number of important steps towards improving its admissions procedures and academic operations. The Provost conducted a reorganization of the Offices of Undergraduate Admissions, the Registrar, and Student Financial Aid so that the three units reported to a newly-formed Enrollment Management Oversight Committee (EMOC).

The Provost also charged Associate Provost Dr. Michele Hawkins with chairing EMOC and overseeing the daily operations of these units, which are so integral to student success. The team initiated reviews of burdensome registration holds, overhauled the transfer credit evaluation process, conducted surveys of non-returning students, and implemented technological upgrades to the degree audit reporting system. Academic advisors made phone calls to students who were nearing their final ne calls .13.11 0 TLarihadrnit55 0 TDrih0005 Tc09 Tw(yete registered for theirlaostfia)Tj116

---

---

their traditional counterparts to explore careers and make informed decisions when choosing career paths. Finally the Center for eLearning converted high-demand, lower-division general studies courses into an online format to prevent *bottlenecks* in registration and keep students on track for graduation. With these changes in processes, FAU also expanded online tutorial support to ensure students who need help have access to it at all times.

Beyond the improvements in academic support services, the University launched a new department called Owls Care to prevent campus population-level health problems in many areas including: stress management, substance abuse prevention, sexual assault prevention, sexual health, HIV/AIDS awareness, self-esteem, healthy relationships, and bystander intervention training. This department will help students whose studies are negatively impacted by unfortunate external factors. These are just a selection of changes that FAU is implementing to *ensure* that the institutional culture continues to embrace and support student success.

The focus on undergraduate student success has inspired our graduate programs to reflect on how the University engages all of its students. While

of the university population, an organizational culture that supports graduate ting to nis integral

Building on the success of this improvement plan and the aforementioned efforts of the new leadership, the FAU Board of Trustees adopted *A Strategic Plan for the Race to Excellence, 2015-2025*. The first broad goal of this plan is to build a uniquely competitive and globalized student body, meaning that the University will pursue the success of its students with unprecedented and unbridled ambition. With a truly strategic vision, FAU can become the nation's fastest-improving university, which only raises the profile of the State University System of Florida—and the incredible citizens that the universities produce.