

Roadways Advising – Student Support and Retention

1. Department Purpose and/or Mission Statement

Our mission is to provide collaborative mentoring relationships, which promote education, career, and professional development. We value a student-centered, holistic and ethical approach based on strong partnerships with students, faculty and staff, and the larger campus community.

2. List of Major Departmental Programs

- Undeclared/Exploratory Advising
- Re-admit/Re-engagement Advising
- College Completion Advising
- Roadrunner Grant
- Registration Events
- Orientation Advising

3. Departmental Fast Facts

- **Number of Employees:** 4
- **Annual Budget:** \$5,000 programming
- **Number of students served per year:** Approximately 2000+

4. Unique departmental attributes/characteristics

- Serves 3 unique and distinct advising need populations.
- Focus on major and career exploration in collaboration with Classroom to Career for Undeclared/Exploratory students and College Completion students.
- Collaboration with all Academic Departments.

5. Noteworthy accomplishments/highlights

- Fall 2018 Assisted 65 students with balance due to continue to Spring 2019 through the Roadrunner Grant. This program has now helped 232 students with balances due persist to the next semester.
- Assist in the graduation of over 100 students through the college completion program.
- Support over 2000 students per year with a small team of three advisors.

6. Most salient departmental challenges

(1) Students often “self-advise” and register on their own instead of meeting with an advisor. (2) In SOAR sessions, undeclared students are grouped in with majors of interest within CLAS, COB, and CPS. Some department advisors are uncomfortable advising these students and are not helpful in supporting the student to select appropriate exploratory classes. (3) We plan university-wide registration events but those are not effective without full departmental and advisor participation. (4) Non-degree seeking students who admit as undeclared to receive financial aid with no intent to complete a degree have a negative impact on graduation numbers.

7. Brief description of how program impact/efficacy is assessed

- Tracking of retention metrics
 - Ex. 54.2% Undeclared Fall 2017-Fall 2018 retention
- Direct learning assessment of Registration events and advising meetings including:
 - Student knowledge of who their departmental academic advisor is. Student knowledge of their catalog year. Student knowledge of basic graduation requirements.
- Persistence and graduation of Roadrunner Grant recipients
 - 172 awards Spring 2015-Spring 2018. 48 MSU Denver graduates. 56% awardees either graduated or are still persisting.
- Track re-engagement numbers of stop-outs. This is a new initiative as of Spring 2019.