

## Mission

The mission of the Student Success Center is to serve UVU students by providing effective onboarding processes, exceptional care measures, and intentional communication geared toward removing barriers and increasing student success.

## Learning Outcomes

We fulfill our mission through our student programs and initiatives designed so that students who participate in programs through the Student Success Center will:

- Develop and demonstrate an affinity to UVU
- Identify and utilize UVU student resources
- Effectively navigate UVU's processes to persist semester to semester
- Display self-efficacy by advocating for themselves in the classroom and with faculty
- Complete a degree or credential in a timely manner

## Programs and Services

### Jumpstart Orientation:

Jumpstart supports the successful college transition of new, first-year students by facilitating essential, tangible connections to the people and places of UVU that will support and guide their university journey.

### Freshman Convocation:

This annual fall welcome event is specifically designed to strengthen Wolverine identity, inspire UVU affinity, and generate commitment to degree completion.

### Parent Programming:

This provides families of UVU students with the information and resources they need to support their student's experience at UVU.

### Student Success Outreach:

We provide personalized support by reaching out to students through text messages, phone calls, emails, and one-on-one meetings, both in person and online, to help guide students through barriers or questions they have about navigating university processes and resources. We also help students develop strategies that will help them succeed from their first year to graduation.

### Leave of Absence:

We help students going through a leave of absence navigate the process, providing closure and identifying institutional blind spots.

### Completion Grants:

We aim to reduce financial barriers and provide additional support and coaching to help our nearly complete and returning students complete their degrees in the six-year completion period for our completion grant recipients and to help our returning students finish their planned time.

# 2023-2024 Impact Data

## First-Year Experience & Family Programs

### Jumpstart Orientation:

- 9,207 students completed online orientation (Spring, Summer, Fall 2024)
- 17 Campus Jumpstarts +11 Virtual Jumpstarts (Fall 2024)
- 4,400 students attended Jumpstart Orientation (Fall 2024)

### Freshman Convocation:

- 5,500 students and family members attended freshman convocation (2024)



### Parents and Families:

- 1,000+ parents and family members attended Jumpstart (Summer 2024)
- 14,000+ UVU families on the Wolverine Family Connection
- >70% open rate on communications for the site

**The Jumpstart Parent and Family Session** is a 90-minute session at Jumpstart Orientation that connects families with the tools and resources available to support their student's success at UVU.

**The Wolverine Family Connection**, in collaboration with campus partners, creates personalized content for UVU families and shares important information, events, deadlines, and resources to help the students stay on track and be successful at UVU.

### Student Success Outreach:

- 30 Student Outreach Campaigns
- Over 300,000 text messages sent via campaigns
- Campaigns reached 21,919 students and supplied needed resources

The Student Success Specialists number was added to the student app, which provided more visibility for students to reach out and allowed for tracking how many students were texting in.

### Leave of Absence:

- 863 Student Meetings
- 4,662 responses to new LOA form (created August 2024)
- 3.5 average meetings per day with students who have submitted a leave of absence form

### Completion Grants:

- \$418,400 awarded to students ('23-'24 Academic Year)
- 217 Awarded Funds
- 3 Meetings per Student
- 162 Wolverine Completion Grants
- 55 Returning Wolverine Grants

