

# Student Success Center

## PURPOSE AND MISSION

The Student Success Center helps UVU students succeed by providing a smooth start, caring support, and personalized assistance to remove barriers. We act as a bridge by connecting students to the resources they need and ensuring they receive the right support at the right time.

## PROGRAMS AND SERVICES

### STUDENT SUCCESS SPECIALISTS:

Students can reach out for support or be referred to a specialist through text, call, email, or walk-ins. Specialists connect students to campus services and additional resources that increase retention and persistence.

### EARLY ALERTS:

Faculty who identify students in need of support submit an alert to the Student Success Specialists to check in with the student and provide guidance and access to campus resources.

### LEAVE OF ABSENCE COORDINATORS:

Students who take a leave of absence receive outreach support through registration reminders, resources, and support before taking leave, during their absence, and upon their return.

### COMPLETION PROGRAMS:

Financial aid programs for first-time, full-time bachelor's degree seeking students who are nearing graduation or returning to UVU after a break from their studies.

### STUDENT SUCCESS OPEN LABS:

A new space where students receive support with Canvas, registration, and coursework.

## 2024-2025 IMPACT REPORT

### STUDENT SPECIALISTS

**37,611**

students reached

**85,574**

messages exchanged

**4,821**

total Early Alerts

**37%**

Early Alert resolve rate

Nearly **8,000** student concerns resolved

Over **4,000** campus resource referrals

**1,000+**

finals support kits distributed

### LEAVE OF ABSENCE

**2,900**

Leave of Absence submissions

**374**

student meetings

**56.2%**

of students returned from leave, up 3.8% from 2023-24

### COMPLETION WAIVERS

#### WOLVERINE COMPLETION WAIVER

**\$249,272**

awarded

**95**

grant recipients

#### RETURNING WOLVERINE WAIVER

**\$180,418.50**

awarded

**61**

grant recipients

### STUDENT MESSAGES

*"Thank you for continuing to follow up... I really am trying to get over anxiety and the overwhelming feelings of being behind... I'm trying my best to graduate this semester and finally be done!"*

*"Thanks for calling earlier! Our conversation made me realize I really need to make some changes. I just emailed my professor with a plan."*

*"Your help... makes me feel more confident in moving forward this semester."*