

PARTNERING FOR RETENTION: RECOGNIZE. REFER. RETAIN.

Interventions to support the success and retention of our students.

- Student Concerns & Early Alert Submissions via Navigate
 - Week 2 – Report students who never attended
 - Week 4 – Early Alert Progress Reports
 - Week 10 – Progress Reports
- The Student Success Fellows are an interdepartmental team made up of professionals and faculty who collaborate to support student retention and success through outreach, referrals, and mentoring. Members represent key areas across Baldwin Wallace, including:
 - **Faculty from multiple disciplines**
 - **Academic Advising & Retention staff**
 - **Athletics staff and coaches**
 - **Conservatory of Music faculty and staff**
 - **CASA representatives (Center for Academic Success & Achievement)**
 - **Residence Life professionals**

What steps should faculty take when they suspect students are struggling or are in crisis?

- **Connect** with Your Student
 - Retention work involves all of us. Faculty are on the front lines and play a critical role in identifying concerning behaviors exhibited by students in the classroom and reporting about their performance in coursework. Given the relationships and regular interactions between faculty and students in the classroom, faculty are often best positioned to take the first, and often most effective, step in addressing student concerns by simply **connecting with the student directly**. This is strongly encouraged. Asking thoughtful questions about the concerns, reviewing course expectations, and referring students to campus resources may be enough to redirect students in a positive direction.
- **Report** Your Concern
 - When a student begins to **show patterns of concerning behaviors** or exhibit **sudden changes in demeanor, engagement, and/or academic performance**, a team approach to providing support may be more impactful. In these cases, faculty are expected to submit an alert in Navigate to report concerns. Student Success Fellows are effective in providing guidance and identifying wrap-around interventions for these at-risk students.
- **Use** Progress Reports in Navigate to submit concerns and kudos
 - **Document Patterns of Concern.** When submitting a Navigate alert, include specific examples (e.g., number of missed classes, volume of late/missing assignments, behavioral shifts). These details help Student Success Fellows determine the best intervention.

- **Be Proactive with Positive Feedback.** Faculty are encouraged to submit *Kudos* in Navigate as well. Recognizing effort, improvement, or engagement can reinforce student motivation and strengthen their connection to the institution.
- **Submit** Navigate alerts not only during the prompted Weeks 2, 4, and 10, but any time a student shows concerning changes in behavior, engagement, or performance—early outreach can make a significant difference.
- **Encourage** Help-Seeking Behavior
 - Normalize and encourage help-seeking in your classroom. Let students know it's okay to ask for support and that BW has resources in place to help them succeed.
- **Be Prepared** and Leverage the Tools Available to You
 - Use the resources found on the Academic Advising JacketConnect page. (<https://jacketconnect.bw.edu/academicadvising/home/>). You can find resources like the one below.

WHEN TO SUBMIT AN ALERT IN NAVIGATE

When to Submit an Alert in Navigate

- "Student is not turning in work. I have **emailed and spoken with them about the issue, but there has been no improvement.**"
- "Class has met six times, and the student has only attended once. **They have not responded to my emails or voicemail messages.**"
- "The student mentioned they are planning to withdraw from the course, but they are still on my roster and have not submitted any assignments. I **reached out to their advisor and didn't hear back.**"
- "The student has not purchased the required textbook and is unable to complete the work. I **offered alternative solutions but am concerned they are facing significant barriers to success.**"

When Faculty Should Consult with Students

***No Need to Submit in Navigate**

- 1-2 Low Quiz Scores
- 1-2 Low Test Scores
- A Missing Assignment
- Lack of Participation or Minimal Class Interaction
- Spotty Attendance
- Caught Cheating
- Started with some absences but **has improved.**
- Attendance issues were due to illness and **have now been resolved.**

Reminders

- Alerts can be submitted **ALL** semester.
- Provide detailed comments.
- Please refrain from submitting classroom management issues.
- Don't forget about positive notifications (Kudos)!

Submit a Referral to CASA When the Student Has:

- 3+ Low Test Scores
- 3+ Low Quiz Scores
- Poor Study Habits
- Poor Time Management

Contact 911/BW Campus Safety & Security When the Student is:

- Distressed and in crisis, with immediate needs
- At risk of harming themselves or others

Contact the Counseling Center when the student Has:

Mental Health and/or Well-being concerns (non-emergency)



PARTNERING FOR STUDENT SUCCESS: HOW ACADEMIC ADVISING SUPPORTS YOU AND YOUR STUDENTS

The Office of Academic Advising – What we do:

How We Support Students:

- Advise students across all majors through online, in-person, or phone appointments
- Process student requests for major, minor, and advisor changes (form available on the [One Stop JacketConnect page](#))
- Consult with students (and faculty) on academic policies, catalog questions, major changes, transient coursework, and withdrawal processes
- Serve as the first point of contact for students considering withdrawal and conduct exit interviews

How We Support Faculty:

- Provide guidance and troubleshooting for the Student Planning Tool
- Clarify registration and advising policies and procedures
- Offer support on the Core Curriculum and its requirements
- Deliver one-on-one training for new faculty advisors, including:
 - Navigating Student Planning
 - Understanding and advising on the Core
 - Outlining key advising timelines and expectations
- Share key resources and updates through:
 - A monthly academic advising newsletter
 - Ongoing training sessions (announced in the newsletter)
 - The [Academic Advising JacketConnect page](#)
 - The [One Stop JacketConnect page](#)

How do we work together to support our students?

- Refer students to our office for additional guidance or second opinions on academic decisions
- Direct students our way if they are considering withdrawing from BW or planning to take a transient course
- Reinforce the message that academic advising is a required and essential part of the student experience
- Participate in Weekend of Welcome by attending the Meet Your Advisor event and connecting with your assigned advisees