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Office for Student Success Mission

What We Do:

The Office for Student Success helps students to meet three goals: transition smoothly to college, remain enrolled and progress in a program of study, and graduate in a timely manner.

How We Do It:

We do this by collaborating with academic departments and university offices to provide programs that support students’ academic growth and personal development.

We are the hub of academic support at the University of Montana. Our programs guide students as they transition to college, assist them in clarifying academic goals and exploring majors, and support them throughout their UM experience. We also coordinate several campus-wide efforts to encourage high impact learning opportunities and develop proactive retention interventions that foster student success.
Message from the Executive Director

Thank you for your interest in the Office for Student Success (OSS) at the University of Montana (UM). This report summarizes 2017/2018 Academic Year activities of OSS units. During the 2017/2018 Academic Year, OSS units collectively conducted 15,412 total sessions with students.

I am very proud of the entire OSS team for their exemplary efforts over the past year. From pre-registering UM’s entering freshmen for the right courses to start their collegiate career on track to ensuring seniors of their eligibility for graduation, we are a student’s partner throughout their academic journey.

In addition to the accomplishments noted in this report, some highlights of the 2017/2018 Academic Year include:

- OSS continued to play a central role in multiple student success technology implementation and expansion projects at UM. Comprehensive information on these ongoing projects is available at http://www.umt.edu/it/projects/.

- In an effort to gather timely student feedback and continuously improve our services based on this feedback, OSS partnered with the local company VoiceSifter to pilot their text-based feedback platform during the Spring 2018 Semester. 242 feedback responses were received during the pilot with an average rating of 4.9 out of 5 for all units.

- OSS collaborated with the Department of Mathematical Sciences at UM to conduct 2,857 math tutoring sessions.

- OSS played a central role in the UM co-requisite support course pilot program. Supplemental instruction-based courses were offered in mathematics and writing, which prevented 137 participating students from enrolling in developmental courses (i.e. below college-level) and saved these students time and money.

We are here for students.

Brian French, Ed.D.

OSS Executive Director
University of Montana Office for Student Success
– 2018 Program Structure and Responsibilities –
Organizational Chart

Office for Student Success

Undergraduate Advising Center and University Advising Services

Exploratory Studies Program

Four Bear

Early Alert (outreach coordination)

Freshman Academic Outreach (formerly Operation Freshman Recovery)

Core Course Registration

International Student Advising Services: degree-seeking and non-degree seeking (collaboration with Global Engagement)

Foundation Pre-Nursing Scholarships

Veterans Degree Plan Initiative Advising

Academic Advising Certificate Program training, UM Academic Advising Council, and Advising Conversations

Writing and Public Speaking Center (WPSC)

TRIO SSS

TRIO UB

Financial Education Program

Technology Solutions

KPCN

Tutoring and Placement

TRIO SSS (Tutoring)

Study Jam (Tutoring)

WPSC (Tutoring)

Maintain tutoring “clearinghouse” for campus

EdReady and Math Tutoring coordination

Math placement coordination (liaise with Math Department)

Fund writing placement exam graders

Math placement exam technical coordination

Chemistry placement exam technical coordination

C&I 160
“Good advising may be the single most underestimated characteristic of a successful college experience.”


UM Academic Advising Council (UMAAC)

With membership from all UM colleges, schools, shared governance groups, specialized advising services units, Admissions, and Registrar’s Office, UMAAC is designed to enhance student retention, persistence, and completion at UM by developing data-informed recommendations for improving campus advising services. The Executive Director of OSS serves as UMAAC Chair.

During the 2017/2018 academic year, UMAAC developed a comprehensive proposal for strategic investment in professional advising positions in all UM colleges and schools. This proposal is currently being implemented.

Academic Advising Certificate Program

OSS completed the second annual cycle of the UM Academic Advising Certificate Program during the 2017/2018 academic year. 94 UM employees attended trainings and 6 UM employees completed the full Certificate Program. Since the Certificate Program’s inception during the 2016/2017 academic year, 176 UM employees have attended trainings and 15 employees have completed the full Certificate Program.

Advising Manual

OSS maintains the UM Advising Manual for campus, which is a comprehensive guide for faculty and professional advisors on policies and procedures relevant to advising. The Advising Manual can be viewed at http://umt.edu/oss/for_faculty_staff/advising_manual.php
Advising Conversations and Advising Listserv

Each fall and spring semester, OSS hosts and leads monthly, campus-wide Advising Conversation meetings to inform the advising community of important updates, share advising best practices, and network with colleagues. Meeting attendance averages 40 UM employees.

OSS administers the Advising Listserv for campus. Information on course availability, advising-related policy and procedural changes, registration information, pertinent events, professional development and training opportunities, and general updates are distributed to the campus advising community through this email communication tool.

Re-Recruitment

Each year, OSS coordinates campus-wide student retention campaigns in an effort to encourage students to register for upcoming semester classes. These campaigns involve posting physical and digital signage, sending targeted communications, and conducting outreach to students promoting registration. Postcard mailings are sent and continued outreach continues over summer and winter break periods to encourage re-enrollment.

Lists of unregistered students, summary academic and registration-related data, and contact information are generated and distributed to all academic departments with undergraduate programs. Registration data is tracked and reported to campus leadership and academic departments.
EXPLORATORY STUDIES PROGRAM
» Designed for students who are unsure of their major and want to examine their options with a focused, hands-on approach. Consisting of 7 exploratory tracks of general education and major exploratory courses, ESP allows students to explore multiple majors while still making progress completion of degree requirements. In fall 2017, the UAC advised 637 exploring students. In spring 2018 we advised 458 exploring students.

FOUR BEAR PROGRAM
» An optional program to help students graduate from UM in four years or less. By joining the program, students gain knowledge on topics relevant to where they are in the progression of their college career. In 17-18 academic year, a total of 353 students participate in Four Bear, including 168 new freshman. Of the 168 new freshman that signed up for Four Bear in fall 2017, 84% are registered for the autumn 2018 semester.

CORE COURSE REGISTRATION
» An advising community collaborative effort overseen by the UAC to pre-register incoming freshman into their major core courses and preferred general education courses before arriving for orientation. Through CCR, incoming freshman are able to clear their holds, take placement exams and have the opportunity to interact and engage with their academic advisor before arriving for orientation.

Core Course Registration
- Orientation Registrants pre-registered for core courses (239/310)
- Orientation Registrants not pre-registered for core courses (71/310)
- Orientation Registrants pre-registered for core courses (830/942)
- Orientation Registrants not pre-registered for core course (112/942)

Total Number of UAC Student Sessions for 2017-2018 academic year = 3,098
- 634 Walk-In Appointments
- 2,464 scheduled appointments
- 269 Add/Drop Consultations
- 160 Change of Major Consultations
- 62 Graduation Plan appointments
- 176 Supplemental advising appointments
- 79 Prospective Student Appointments
- 57 Academic Reinstatement Appointments
- 21 Student Veteran appointments
- 158 Early Advising appointments

Number of Unique Students Served = 1,598
Notable Highlights in 2017-2018

• Piloted Voicesifter, a Student Engagement Software mobile app platform that allows for students to rate and provide comments on their advising experience in the UAC. Of the 29 students who responded during the pilot, UAC staff received a net score of 5 (highest rating)

• Developed a new logo for the Undergraduate Advising Center

• UAC staff was recognized by Curry Health Center’s Wellness Department as Student Wellness Advocates

• Visited each section of Freshman Seminar to talk with first year students about advising, degree requirements and the registration process

• Posted walk-in hour availability on website and provided 8 hours of walk-in advising assistance to mountain and river campus students

What’s Coming?

In collaboration with the Missoula College Academic Advising Center, begin offering walk-in advising hours at the Missoula College

• Collaborated with Nursing Director at Montana Tech to promote Mt. Tech BSN program to UM Pre-Nursing students

• Incorporated Complete College America Strategies into core course registration(CCR) process and piloted new registration module for CCR with advising community and incoming freshman class

• UAC’s Pre-Health advisor attended the National Association for Advisors in Health Professions (NAAHP) Conference in Washington D.C.

• Collaborated with the UM Foundation and Financial Aid Office to award 3 donor scholarships to Pre-Nursing students at UM
The Writing and Public Speaking Center

Mission Statement
We support undergraduate and graduate students, faculty, staff, and alumni as they become more versatile, deliberate, and effective writers. Through workshops and one-to-one, small-group, and course-embedded tutoring, and by collaborating with faculty, we provide writing and public speaking support in any discipline and for any communication purpose.

Overview of Resources and Services

- **TUTORING**
  » 100+ hours/week of tutoring for undergraduate and graduate students, staff, and faculty writers from across the disciplines. Multiple locations: Lommasson, Library, VETS Office, Missoula College, online

- **WORKSHOPS**
  » Undergraduate and graduate student workshops (course-embedded discipline-specific and stand-alone)

- **SUPPORT FOR FACULTY**
  » One-to-one and small-group faculty consultations to improve writing instruction

- **TARGETED STUDENT SUPPORT**
  » TRIO Writing Mentorship Program
  » VETS Office Tutoring
  » Pharmacy Drug Information Program
  » UMCUR and GradCon preparation

- **SIDECAR PROJECT**
  » Small group tutoring embedded in undergraduate and graduate courses across disciplines

- **JUMP START BOOT CAMPS**
  » Dissertation, thesis, and proposal boot camps for graduate students

- **WRITING IN THE DISCIPLINES PROJECT**
  » Collaborations with academic departments to clarify and share discipline-specific communication expectations

- **WRITING ASSESSMENT**
  » Student data tracking
  » Student and Faculty surveys
  » Focus groups
  » Tutor observations and reflections
  » Pre- and post-draft evaluations
  » UWPA (University-wide Program-level Writing Assessment) support
Key Accomplishments and Changes

- **The WPSC focuses on serving students**
  - Increased the number of tutoring sessions to meet increased student demand: 4293 sessions with 1571 unique students
  - Collaborated with the Communication Studies Department to merge the WC and the Public Speaking Center into one entity: the Writing and Public Speaking Center

- **The WPSC is a strong partner with faculty and other entities across campus**
  - Partnered with the Graduate School and the Graduate and Professional Student Association to provide more timely, effective, and centralized programs for graduate student writers: 1187 graduate student sessions with 601 unique graduate students
  - Piloted a co-requisite model program for developmental writing students at Missoula College
  - Worked with faculty in 53 different departments and doubled the number of faculty development sessions and the number of participants in these sessions: 129 sessions with 282 participants

Quality Feedback

Thank you for being here, supporting students who want to be better writers! You all are a staple to the University system and increase the value of the school and the students who come out of it. Thanks for keeping the bar raised high for students to reach with confidence. Keep up the impactful work you all do!

- Graduate student, WPSC regular user

I took a Writing Center [Jump Start] workshop with you last May, 2017. One year later I am happy to say I have learned how to write! Or, at least, I have been able to write well enough to publish this paper. Learning to write will probably be a never-ending process, but thanks to the tools and insight I gained during the workshop it is now a process made possible, fruitful, and (on good days) enjoyable. So thank you for your work helping me, and helping other struggling students. It really makes a difference.

- Jumpstart Boot Camp Participant
OSS Technology Solutions

Mission Statement

The mission of OSS Technology Solutions is to define, implement and support the student advising data and software solutions for the OSS units and the campus advising community, thus enhancing the ability to deliver high-quality services to students and campus constituents.

Software System Administration

OSS Technology Solutions directly manages the systems administration of several software applications:

- Starfish
- Academic Planner
- Academic Interest Questionnaire
- Pre-Registration Dashboard
- Degree Works Student Education Planner
- InfoGriz Advising Reports
- Math and Chemistry Placement Exams

Student Service Technologies and Advising Security Profile Management System Administration:

OSS Technology Solutions works collaboratively with the operational and technology staff in several other campus units to help manage and support student service technologies and associated data. In addition, the team manages security profiles for all advising technologies.
Starfish Early Alert

OSS Technology Solutions manages the campus-wide Starfish Early Alert software and process. The figures below represent Early Alert activity during the 2017/2018 Academic Year:

<table>
<thead>
<tr>
<th>Total Tracking Items</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Tracking Items Raised</td>
<td>36,434</td>
</tr>
<tr>
<td>Total Flags Raised</td>
<td>12,571</td>
</tr>
<tr>
<td>Total Kudos Raised</td>
<td>23,863</td>
</tr>
</tbody>
</table>

Instructor Participation

<table>
<thead>
<tr>
<th>Instructor Participation</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Participation %</td>
<td>50.56%</td>
</tr>
<tr>
<td>MTN Participation %</td>
<td>50.04%</td>
</tr>
<tr>
<td>MC Participation %</td>
<td>54.80%</td>
</tr>
</tbody>
</table>

Course Participation by Class Level

<table>
<thead>
<tr>
<th>Course Participation by Class Level</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Developmental</td>
<td>59.52%</td>
</tr>
<tr>
<td>100 Level</td>
<td>45.14%</td>
</tr>
<tr>
<td>200 Level</td>
<td>41.46%</td>
</tr>
<tr>
<td>300 Level</td>
<td>36.30%</td>
</tr>
<tr>
<td>400 Level</td>
<td>32.25%</td>
</tr>
</tbody>
</table>

Starfish Connect

Over the course of the 2017/2018 Academic Year, OSS Technology Solutions coordinated the expansion of Starfish Connect for academic advising, student service appointment scheduling, and case management. During the 2017/2018 Academic Year, 6,702 total student appointments were scheduled using Starfish Connect, with 5,942 scheduled appointments and 760 walk-in appointments.

Participating units include the Undergraduate Advising Center, Health and Human Performance Advising, College of Humanities and Sciences Advising Center, Gianchetta Student Success Center in the College of Business, Study Jam Tutoring Program, UM Financial Education Program, Four Bear Program, American Indian Student Services, and ASUM Renter Center.
Financial Education Program

Mission Statement
Empower the UM community to make informed financial choices and take action to improve their present and long-term financial well-being.

Overview of Key Programs and Services
The Financial Education Program educates students, employees and alumni at the University of Montana, Missoula College, and Bitterroot College about their personal finances and their financial options when paying for college and repaying their student loans. Through classroom visits, one-on-one sessions, and workshops offered through our partnerships with over 50 on and off-campus programs, we reach out to the campus community to impart financial well-being.

From offering in-person Loan Entrance Counseling at Missoula College to coordinating Withdrawal Counseling for students who are not using Financial Aid to assisting borrowers currently struggling with loan default to being the Death Discharge contact for campus, we reach individuals at all stages of their financial and academic lives. (Our patrons have access to us through our involvement in 14 orientation programs, housing the Transit module (one of the Prevention Education Programs mandated for all new students), the Loan Repayment Seminars we hold for graduating student and the Public Service Loan Forgiveness workshops held for UM employees, among other outreach programming.)

Key Accomplishments and Changes
- Despite a 50% reduction in staffing levels, we continue to maintain a high level of service to our patrons. We only saw a 15% reduction in the number of individual sessions over the previous year.
- The Financial Education Program participated in Tribal College Tour that visited all 7 Montana Tribal Colleges.
- Offered student loan repayment seminars for graduating students.
- Offered PSLF workshops for UM employees.
- Revamped our program assessment and presented the results at the Higher Education Financial Wellness Summit. The content of the presentation was very well received.
- Program manager continues to be cited as expert in collegiate financial literacy and has been interviewed for podcasts, blogs and news articles.
- Program employees held budgeting workshops in residence halls.
- Financial Education was included in the interview and orientation process for professional programs.
- Staff continues to volunteer with Homeword, assisting the community with education about student loans and recruiting for UM in the process.
- 100% of text survey respondents rate us 5 out of 5.
- 32% of our patrons scheduled and attended more than one individual session in the 17/18 AY.
- Financial Education continued to maintain physical offices on Main Campus and Missoula College Campus.
- Top reasons students met with us: loan repayment, how Federal student aid works and budgeting. The top three reasons for a patron to request a session with a financial counselor have remained consistent over the past four years. Loan Repayment far outpaces the other reasons, which is understandable since the Financial Education Program is the only location on campus that can answer these types of questions.
**Goals for the 2018-2019 Academic Year**

In 18/19 AY, we plan to see great progress and expansion in the internship program. We will hire additional part-time assistance in order to expand what the Financial Education Program can offer patrons. In partnership with the College of Business (CoB), we will work to gain AFCPE Approved Campus status for UM so that, when our internship is paired with two courses through CoB, students can graduate from campus as an Accredited Financial Counselor at a significantly reduced price. This internship and the part-time hires will allow us a continued presence at the Missoula College River campus and will also allow us to support our students on the Missoula College West campus, Bitterroot College and other campus affiliates in Helena, Butte and Dillon.

The program strives to see an increase in the number of individual sessions we hold each semester. We will finalize and implement the revamped assessment model created in 17/18 AY. Our partnerships with the Alumni Association and the Off-Campus Renter Center will be improved as will the implementation of Transfer Check-Up. Increased support for our first generation and low-income student populations will be another top priority as we look to improve support through TRiO SSS, AISS and as we participate in the Fall Tribal College Tour.

“I would totally recommend this program to any person who wanted to get back into school for 2 main reasons. #1 It will help you change your life and #2 It is so very simple. But most importantly it gives you the opportunity to better yourself professionally and personally.”

- Freshman, General AA

“Thank goodness for the University of Montana Financial Education Program! I was able to talk to a very knowledgeable, helpful, and respectful person face-to-face. She was patient and kind as she answered my many questions, clarified my options, guided me through the process of consolidation, payment options, and loan repayment paperwork. She helped me to stay on-track and to be organized by emailing me a summary and to-do list following our visit, and was available via email to answer my questions after we met. Thanks to her, I feel confident and in control of my loan repayment situation, rather than confused, anxious and overwhelmed. I am so grateful that the University of Montana is committed to the success of their students, even after they have graduated, by offering this valuable service.”

- Alumni, Masters of Psychology
KPCN: The Peer Connection Network

Mission Statement

KPCN: The Peer Connection Network is a student-based video production team creating clear, concise, and engaging video communications for the campus community. Each team member believes in and commits to the necessity and power of film as a way to streamline and demystify educational experiences at the University of Montana. We do this through a collaborative production process that extends classroom learning objectives into field-based experiential learning opportunities for the students behind the camera. We create videos to fill needs, to tell stories, and to aid our community in ways that best support students.

Overview of Key Programs and Services

Our multidimensional primary function is to bridge a generational and technological communication gap by:

- Enabling campus communities to meet prospective, new, and continuing students where they are;
- Providing UM students with accurate and helpful information on resource navigation and educational opportunities;
- Investing in students through experiential learning and leadership opportunities.

We employ a high-touch collaborative process with our clients. From concept meetings to close captioning the final product, our student staff continuously works with clients to find innovative ways to reach designated audiences. Students exercise leadership, demonstrate professional communication skills, and align production decisions with client’s resources, needs, and wants. We do this by understanding the project, its goal, the budget, and the audience.
The Complete College America Game Changers at UM production was shown at the state conference at UM and the production was featured in CCA's national newsletter and website.

EdReady-Program Support for Local Implementation
» KPCN continues to tell the EdReady Montana story by discussing program support and implementation on a state level.

Griz Card-Online Photo Submissions
» To streamline long wait lines during orientation, Griz Card recruited KPCN to develop a video encouraging incoming students to upload photos to their website allowing them to print ID cards prior to the student's arrival.

Degree and Registration Planning Tutorial
» To start transitioning students to new registration software, KPCN worked on a tutorial to walk through the new process.

Pi Sigma Alpha Recruitment Promo
» The Pi Sigma Alpha Epsilon Mu is UM's chapter of the national honor society for political science students. This video promotes enrollment and discussed membership application and benefits.

President Bodner PSA on Registration
» KPCN filmed President Bodnar's PSA on an incentive for students registering prior to the end of Spring 2018. This film was sent to student emails as well as via text.

Project Community Connect
» KPCN partnered with Project Community Connect to film their event benefitting the homeless and those at risk in the Missoula Community.

Updated Planning and Registering for Classes 2018
» As the registration process shifted during the 17/18 year, we updated previous videos to ensure they were representative of new processes and software.

Complete College America Game Changers at UM
» The KPCN team worked with campus representatives to portray how the CCA Game Changers are in place at UM.

2017 Academic Convocation
» Spanning the student experience from orientation to graduation, this video serves as the visual for the official academic welcome to new students. This year, KPCN also wrote the script for this production.

Convocation Planning Board

Key Accomplishments and Changes

- The Complete College America Game Changers at UM production was shown at the state conference at UM and the production was featured in CCA's national newsletter and website.
- KPCN's “Visit Degree Works” production was one of a set of videos featured at Ellucian’s Degree Works Forum at eLive which has an attendance of 8,000-9,000 people. One of the Degree Works marketing managers found our YouTube channel and requested use.
- Sent one student producer to the Big Sky Documentary Film Fest for professional development.
- Produced videos for non-campus entities EdReady Montana and Project Community Connect.

KPCN Channel
From August 31st, 2017 to August 23rd, 2018, KPCN recorded 21,417 views on the YouTube channel and 34,432 watched minutes (roughly the equivalent of 287 movies). Many KPCN videos are hosted on external websites and analytics are unavailable.

Views
- 17/18: 21,417
- All-Time: 140,870

Videos
- 17/18: 10
- All-Time: 132

Minutes
- 17/18: 34,432
- All-Time: 191,123
Study Jam Group Tutoring

**Mission Statement**

Study Jam group tutoring supports undergraduate students’ progress toward degree completion by facilitating no-cost-to-students, peer-led group tutoring. In a collaborative learning environment, Study Jam helps students succeed in sentinel coursework through guided exploration; responsive, curricular-based learning strategies; and informal study communities. Study Jam also fosters a proactive, academically nimble, life-long learner.

**Overview of Key Programs and Services**

Study Jam is a key component in the Office for Student Success’ tutoring and placement success network. Two evenings per week, students meet in the UC Commons for free, peer-based group tutoring. For 36 sentinel courses in 10 academic disciplines during these nights. Together, peers work as members of a learning collective to develop knowledge and build skills.

Study Jam provides a vehicle for tutors to learn content, methods, skills, values, and approaches of a discipline from faculty who are leaders in their fields and then apply this foundational knowledge as they assist other students in their learning. For both student tutors, students and clients we encourage the transmission of learning strategies and behaviors to upper-division coursework and promote a passion for discovery, learning, and service through student-led study and facilitates a dynamic environment. Informal study groups promote transmission of knowledge and learning strategies that build community and understanding.

<table>
<thead>
<tr>
<th>Subject</th>
<th>Fall 2017</th>
<th>Spring 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting (67)</td>
<td>67</td>
<td>0</td>
</tr>
<tr>
<td>Anatomy &amp; Physiology (15)</td>
<td>15</td>
<td>0</td>
</tr>
<tr>
<td>Biology (111)</td>
<td>109</td>
<td>2</td>
</tr>
<tr>
<td>Business Finance</td>
<td>111</td>
<td>67</td>
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<tr>
<td>Business Management Info Systems (178)</td>
<td>372</td>
<td>526</td>
</tr>
<tr>
<td>Chemistry (898)</td>
<td>61</td>
<td>39</td>
</tr>
<tr>
<td>Economics (100)</td>
<td>59</td>
<td>54</td>
</tr>
<tr>
<td>French (113)</td>
<td>90</td>
<td>95</td>
</tr>
<tr>
<td>Physics (193)</td>
<td>43</td>
<td>20</td>
</tr>
<tr>
<td>Spanish (63)</td>
<td>152</td>
<td>222</td>
</tr>
<tr>
<td>Statistics (374)</td>
<td>1087</td>
<td>1028</td>
</tr>
<tr>
<td>Total Check-ins (2112)</td>
<td>362</td>
<td>287</td>
</tr>
</tbody>
</table>

* = Support Revoked
Assessment

Preliminary assessment of Spring 2018 check-in data combined with final grades shows that students who utilized Study Jam for supplemental course support, irrespective of the number of times they attended Study Jam, performed at an 8% higher pass rate than those who did not.

Key Accomplishments and Changes

- Implemented responsiveness to utilization metrics to move financial backing from low-utilized subject specific tutoring to high-utilized subjects with strong faculty support.
- Piloted daytime assistance for moderately to high-utilized subjects for an expanded model of support including daytime and evening sessions.
- Worked with campus tutoring coordinators and directors, the Davidson Honors College, and UM’s Teacher Education Program to design and implement an upper-division, Honors internship focused on tutor preparation and awareness of teaching strategies to better equip academic tutors. The inaugural class of 13 tutors for Fall 2018 will work with the Chair of the Teacher Education Program and the Associate Director of the Office for Student Success.
- Full implementation of Starfish Kiosk to record student check-ins allowing full transparency with faculty and advisors access to tutoring logs.
- Partnered with the French Club to start a French language tutoring table at Study Jam.
- Ran a pilot with the Philosophy Department where TAs held office hours at Study Jam.
- Developed and implemented a communication plan to assist with program awareness and marketed at UM events to help promote Study Jam services.
- Implemented VoiceSifter feedback software as a way to collect direct feedback from students which resulted in hiring additional tutors per student request and check-in data.

Tutoring Offered for:

- Anatomy & Physiology
- Accounting 201 & 202
- Chemistry 100-level
- Biology
- Business Information Systems 270, 365, and 373
- Computer Science 135 and 136
- Economics 100 and 200-level
- French 100 and 200-level
- Physics 205/206; 207/208; 215/216; 217/218
- Spanish 100 and 200-level
- Statistics 216

VoiceSifter Qualitative Feedback

- The tutor for Intro to Stats. She sat down and explained everything to me in under 15 minutes. I haven’t caught on to anything in Stats class since we started. 01/30/2018
- The tutors are very very helpful. I feel I can study better at the early study jam rather than the late one on Monday’s and Wednesday’s. :) and the snacks were great thank you. 01/31/2018

Student Coordinator Lexi at orientation Bear Fair.
TRIO Student Support Services

Mission Statement

TRIO SSS is funded by the U.S Department of Education to provide support services and increase college graduation rates of first-generation, low-income, or students with disabilities. Our mission is to increase college graduation rates of first-generation, low-income, or students with documented disabilities.

Services

• C & I 160, Learning Strategies for Higher Ed
• Academic Success Coaching
• Tutoring
• Academic Advising
• Financial Aid/Financial Literacy assistance
• Career Exploration & Planning
• Peer Mentoring
• Grant Aid (Freshmen & Sophomores)

“The most beneficial aspect of having access to TRIO staff is a positive community of support and great knowledge of everything available campus-wide but most important, a place to belong.”

Services supported by non-grant funds & donations

• Book Loan Program—Grizzly Riders, Int.
• LeBuhn Book Loan Scholarship
• Graphing calculators, Smart Pens, voice recorders
• Grizzly Athletics
• iClickers
• Student and campus departmental book donations
• Personal or community donations

TRIO Staff-Student Interactions

4,536  C&I 160 Instruction hours
2,220  Advising/Advocacy/Coaching
1,336  Non-cognitive discussions
1,229  Academic Support Contacts
296   Financial Aid/Literacy Contacts
199   Career Advising contacts
180   Book, calculator, loans
  68   Peer Mentor contacts
   31   Scholarship Assistance

Thanks to Grizzly Riders International, Jim Royan & Jim Johnson

Senator John Tester and TRIO Students, September 2017
Objectives Met and Accomplished, 2016 - 2017

<table>
<thead>
<tr>
<th>Required Rates</th>
<th>Year 1 2015-2016</th>
<th>Year 2 2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Funded to Serve 375/year</td>
<td>103.20 %</td>
<td>100.00 %</td>
</tr>
<tr>
<td>Persistence Rate 70%</td>
<td>84.24 %</td>
<td>80.88 %</td>
</tr>
<tr>
<td>Good Academic Standing 80%</td>
<td>97.42 %</td>
<td>94.06 %</td>
</tr>
<tr>
<td>Bachelor's Degree Attainment Rate - 35%</td>
<td>38.60 %</td>
<td>40.11 %</td>
</tr>
</tbody>
</table>

NEW IN 2017 – 2018

- **TRIO SSSS**
  - TRIO Students formed first ASUM TRIO Club (TRIO Students Support Students Socially)
- **EDU 394 – Peer Mentor – 1 credit**
  - Class delivers Peer Mentor theory, education, and best practices. Upon successful completion, students support undergraduate TRIO students
- **LeBuhn Book Loan Scholarship**
  - Barbara LeBuhn’s sister supports her legacy by providing low-income TRIO students who need help purchasing textbooks
- **Educational Testing Service (ETS)**
  - Provides 50% reduction vouchers for TRIO students taking the GRE

Looking Ahead

- Congressional appropriation increases funding 4.5% for FY 18/19
- Partnerships with Writing and Public Speaking Center, Financial Literacy Education, and Career Services
- Tutoring Available Tuesday and Thursday evenings
- Student interns from Social Work, Counselor Ed, and Sociology
- Staff Engagement: ASPIRE Regional President, National Board Member Council for Opportunity in Education (COE), Forward Montana, Mentor U, UM Food Pantry, Diverse U, Advising Conversations, UM Forward, Academic Advising Certificate, BIT, American Indian Heritage Day, Montana College Access Network-MCAN
- First State TRIO Student Leadership Conference to be held in conjunction with Montana state conference March, 2019
- Community Shares anonymous donor contributions to book loan program
- November 8, 2018, 2nd Annual First Gen Celebration
TRIO Upward Bound

Mission Statement
TRIO-Upward Bound is funded by the US Department of Education to provide the requisite academic skills and motivation that qualifying students will need for success in post-secondary education.

Overview of Key Programs and Services
The University of Montana Upward Bound program has been housed on campus since it was first awarded funding in 1966, under the nation’s War on Poverty, and has sustained funding ever since. It has brought in over 12 million dollars to UM over the past 52 years. Currently, the program is funded at $356,613 annually for a five-year grant cycle: 2017-2022.

TRIO-Upward Bound has assisted over 3,000 high school students since its inception. The program is currently funded to serve 77 students who attend the following high schools: Big Sky HS (Missoula), Hellgate HS (Missoula) and Browning High School (Blackfeet Reservation).

Eligibility
In order to be eligible for UB services, students must come from a disadvantaged background where they are a first-generation college student and/or come from a low-income household. Recently the Department of Education has also identified high risk for academic failure as another eligibility requirement. Two-thirds of the students must be both low-income and first generation.
TRIO-Upward Bound Components

- **Academic Year Services**
  - Tutoring, advising, ACT/SAT prep, community service, college prep workshops, assistance with college admissions and scholarships.

- **Summer Academy**
  - 6-week simulated college experience on UM campus.

- **Bridge Scholars Program**
  - UB covers the cost for recent HS grads to earn college credit during the summer session while attending the Summer Academy. For the Class of 2018, there were 12 graduates. The chart denotes where they enrolled for college.
EdReady

Through partnerships with the Montana Digital Academy and the Department of Mathematical Sciences, OSS helps coordinate EdReady at UM. EdReady provides a free online assessment for participating students to gauge their readiness for college-level math coursework and to refresh their math skills through online tutorials customized for their specific math pathway.

Key Accomplishments and Changes

In preparation for the Fall 2017 Semester, a “skills inventory” placement pilot was administered using EdReady as the math readiness assessment tool. Successful completion of the EdReady skills inventory placement negates the need for participating students to enroll in developmental coursework or take the Maplesoft math placement exam. This saves students time and tuition and fee expenses. Through the pilot:

• 39 total students participated in pilot and placed directly into M 105 or M 115.

• 19 students enrolled in math courses for Fall 2017 Semester.

• Approximately 84% of these students earned final grades in math courses sufficient to satisfy UM’s mathematics General Education Requirement; 89% earned final grades in math courses sufficient to move to the next level math course.

• Approximately $33,000 in tuition and fee savings to students from not enrolling in developmental coursework.

• In preparation for the Spring 2018 Semester, two students completed the EdReady skills inventory placement and enrolled in college-level math courses. Both of these students successfully completed the courses with “A” final grades.

Efforts are underway to scale the EdReady skills inventory placement approach at UM.