

THE OFFICE FOR  
**STUDENT  
SUCCESS**

*2022-2023 Annual Report*

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## 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.



Photo Credit: Tommy Martino

Thank you for your interest in the Office for Student Success (OSS) at the University of Montana (UM). We strive to achieve UM's mission of transforming lives and fostering inclusive prosperity in our communities. We do this by providing holistic and coordinated support, resources, and guidance to students. We also collaborate with campus and community partners in order to help students succeed. Together, our programs and services make up the core of academic support at UM.

This report summarizes 2022/2023 academic year activities of OSS units. In addition to the various accomplishments noted in this report, some highlights of the 2022/2023 academic year include:

- We worked with the Office of Internal Audit and Enterprise Risk and with the campus advising community to complete a comprehensive audit of undergraduate academic advising. The audit findings helped us to continue to improve our advising model and advising-related support for students in general. Over the next academic year, we will implement standardized best practices for all UM professional, primary-role advisors, including standardized onboarding procedures and performance evaluation criteria.
- We continued to expand the use of the Navigate student success management system across campus and provided Navigate users with robust support, including launching a comprehensive online training module. During the 2022/2023 academic year, various UM student support areas scheduled 28,787 appointments/sessions with 7,795 distinct students through Navigate. We continue to see strong correlations between Navigate appointments and student persistence. For example, freshman and sophomore students who scheduled one or more appointments through Navigate during fall 2022 semester persisted to spring 2023 semester at a 9.4% higher rate than the general student population at those grade levels, and BIPOC students at all undergraduate grade levels who scheduled one or more appointments through Navigate persisted at a 9.9% higher rate than the overall BIPOC student population. This resulted in over \$1.4 million in realized tuition and fees.
- We received renewal funding for our GEAR UP (Gaining Early Awareness & Readiness for Undergraduate Programs) First Year Services Program. This program works closely with various campus and community partners to support the success of first-year students who come to UM from GEAR UP high schools across the state.

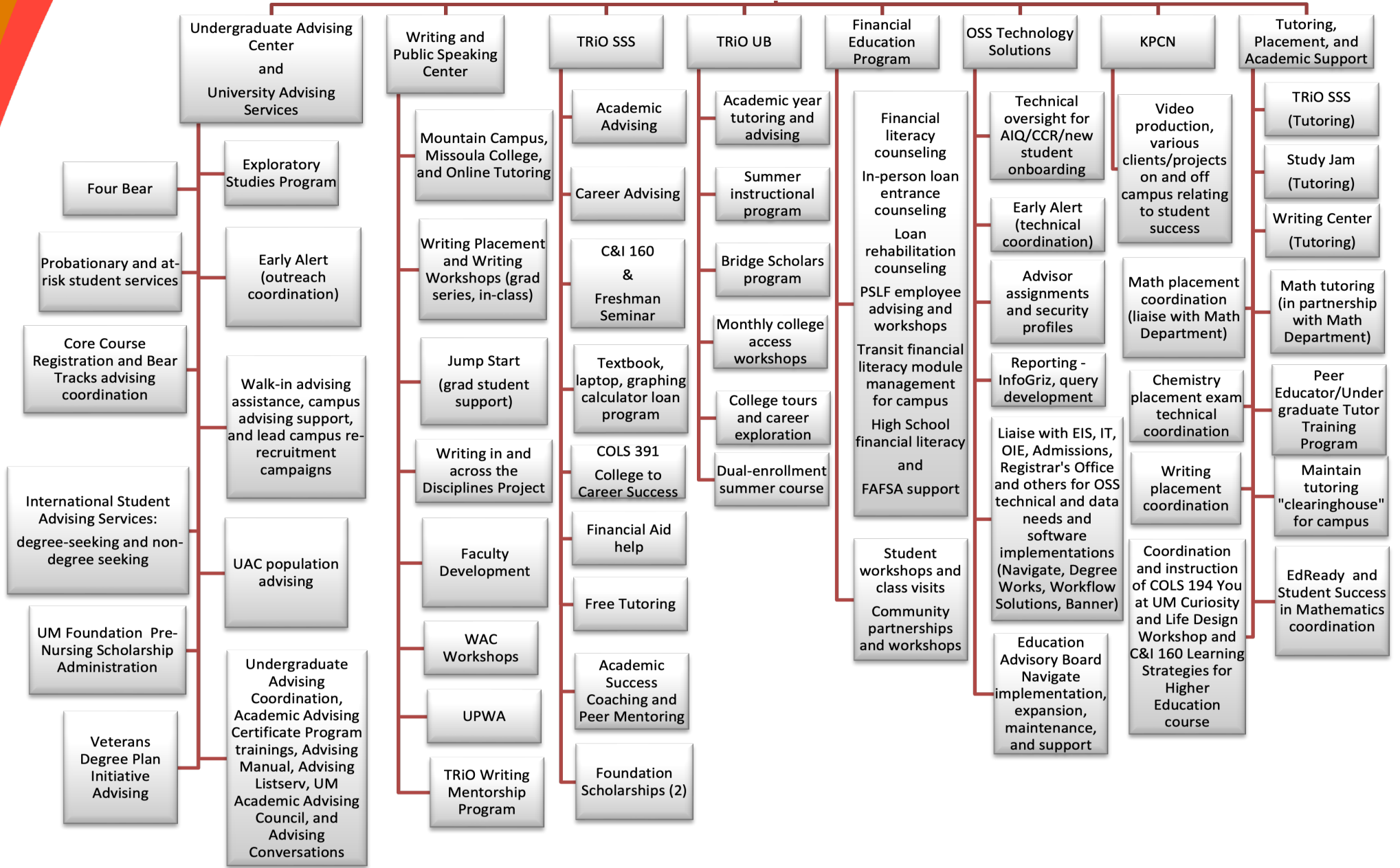
We are here for students.

A handwritten signature in black ink, appearing to read "Brian French".

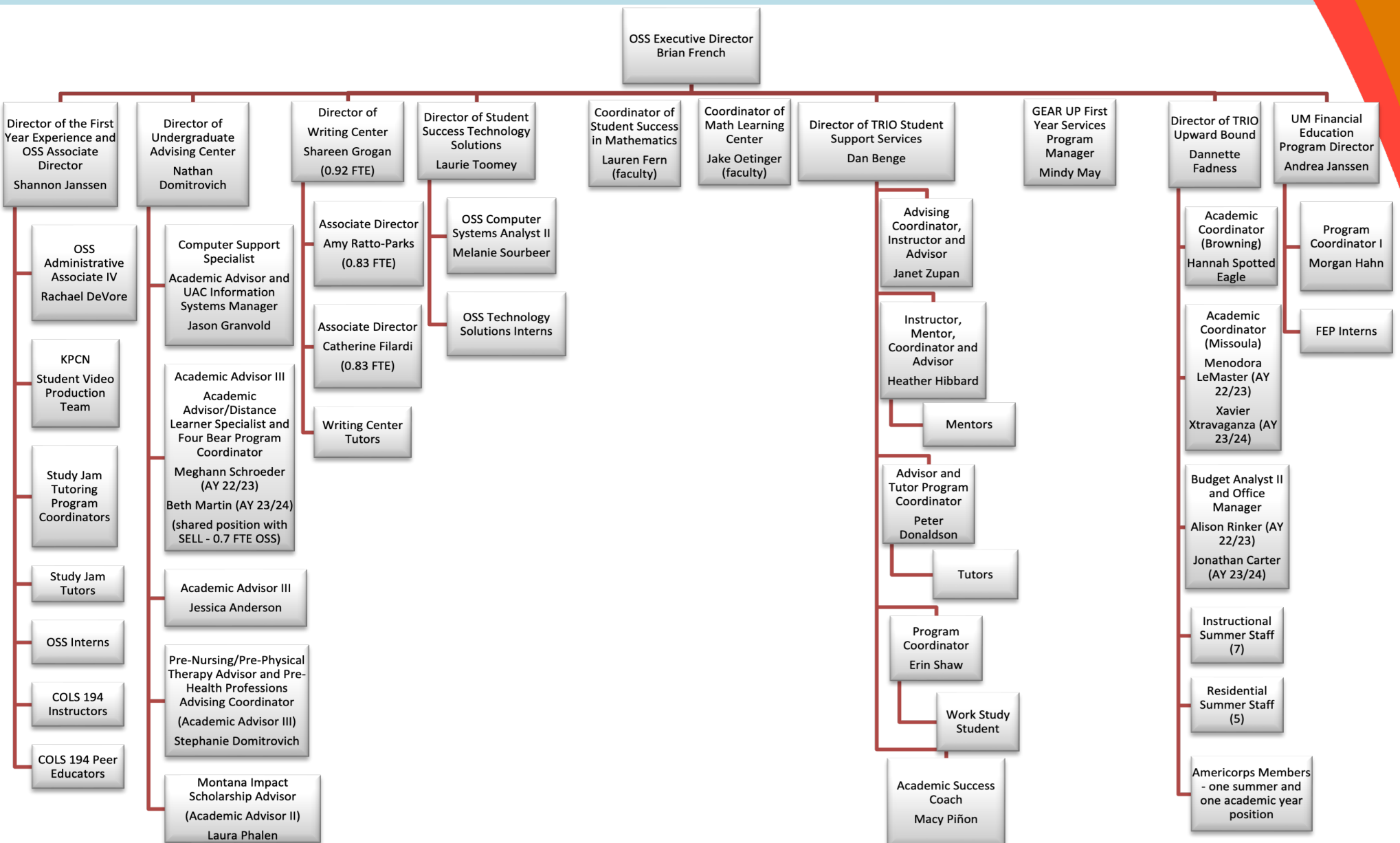
Brian French, Ed.D.  
OSS Executive Director



# OSS 2022-2023 Structure and Responsibilities



# OSS 2022-2023 Organizational Chart





## ***Mission Statement***

EdReady Montana is a personalized, free, no-credit online program that helps students master the mathematics skills they need to succeed. At the University of Montana, EdReady is the core of our math placement processes, and is also used for all levels of students in a variety of ways.

## ***Math Placement at UM***

This has been another exciting year for all of us at UM as we continue to implement and fully integrate our new math placement system at UM and Missoula College. Our methods incorporate current research and best practices regarding math placement and have served as a guide for developing placement policy at the state level. Rather than focus on one high-stakes placement test, our new system incorporates multiple measures placement for incoming students, using their ACT, SAT, high school GPA and last math courses taken, for placement in all math courses below first-semester calculus. For those students who do not place into their gateway math class using those measures, as well as for those who don't have any (or recent) scores, we have adopted a holistic placement model that incorporates personalized learning, immediate feedback, and adaptive learning technology in order to help the students' progress more quickly, and this is where Ed-Ready comes in.

Students begin by taking a diagnostic exam in the EdReady program, which provides them with an initial placement level. From there, the program creates an individualized study plan based on the student's initial diagnostic that allows students to work toward a higher-level math course or simply refresh their skills prior to their first math class.

This new system sends the message that we are here to meet students where they are, while helping guide them through any needed skills recovery so that they can shorten their math sequence. Because of a generous donation from the Dennis and Phyllis Washington Foundation and through our partnership with the Montana Digital Academy, this is free of charge to students as well as the institution. The bottom line is reduced student expense, shorter time to degree, and the opportunity for students to increase their confidence in their math abilities.

We fully implemented this placement model for all students needing to place into a math course for the summer or fall of 2022. For that cohort, we had 654 students take the placement test, with 175 of them choosing to work further in the program, either to increase their placement level - whereby saving time and money to their degree - or just to practice skills in order to be as prepared as possible for their upcoming math course. This represents nearly 27% of students who took the placement that worked to increase their placement level.

It is important to note that, because this is an entirely new placement model, it has involved a lot of work for the advising community to adjust their messaging and guidance to students, especially with regard to the Core Course Registration process. Due to advisors' efforts for this next cohort, including students registering for spring, summer and fall 2023, thus far we have had 1048 students take the placement with 321 continuing to work in their study plans, which represents 31% of students who took the placement that worked to increase their placement level.

Additionally, of these 321 students who worked in their study plan, 127 of them worked far enough to raise their placement levels by one to three levels whereby saving themselves at least one semester of math coursework. Using in-state tuition costs to conservatively estimate financial savings, this resulted in over \$166,000 in tuition and fee savings to students by permitting their registration for a gateway math course, as opposed to requiring at least one semester of a prerequisite course.

## **EdReady for School of Public and Community Health**

Created in 2019 for incoming graduate students to the School of Public and Community Health to prepare for required statistics courses and increase their student success rates, which in the past has been a hurdle for completion of the program. Since that introduction, we continue to enroll students each semester for this required module.

## **EdReady in Summer Co-Requisite classes**

We continue to require our summer M115 and M121 Co-Requisite students to complete a module in EdReady during the first week of their course. Because these students have gaps in their prior skills that vary greatly, and because EdReady is a personalized program to target the precise areas of need, this tool served as a thorough and efficient way for students to fill those gaps, while getting the support needed for success in M115 and M121.

## **EdReady in Chemistry**

CHMY 141 College Chemistry I presents academic and intellectual challenges to student success, especially for those students who are not fully prepared when they enroll in the course. CHMY 104 Preparation for Chemistry is a course designed to prepare students for success in CHMY 141 and beyond. The Department of Chemistry and Biochemistry, with the goal of ensuring a path to success for as many students as possible, has instituted an option for students of CHMY 141 to transfer to CHMY 104 up until the end of the 5th week of the semester. These same students are also advised to transfer from CHMY 142 to M191, which will consist of a math module in EdReady to provide further preparation for CHMY 141.

## **EdReady for Trades Students**

Missoula College students who are studying the trades have classes in 8-week blocks that are cohorted so they students can stay together in their course sequences. While many of the students are ready for their required college level math class, there are a portion who are not, hence would need the co-requisite section. In order to help keep the students moving through the program together, a new section of M105 for the trades was created in AY 20-21 so the students are co-mingled and the ones needing extra support are simultaneously completing a module in EdReady designed specifically for skills needed in the trades. We continue to find great success for our students, hence this is an ongoing requirement.

# UM Financial Education Program

2022/2023 ANNUAL REPORT

## MISSION STATEMENT

We empower the UM community and beyond to make informed financial choices and take action to improve present and long-term financial well-being.

## OVERVIEW OF KEY PROGRAMS AND SERVICES

The Financial Education Program serves current UM, Missoula College, and Bitterroot College students, prospective students, employees, and alumni. We provide free workshops and one-on-one appointments to help students finance higher education. We promote student success by assisting with critical areas of student financial wellness, including increasing personal finance, and budgeting skills, maintaining federal student aid, navigating loan repayment, and exploring student loan forgiveness options.

## 2022/2023 KEY ACCOMPLISHMENTS AND STUDENT FEEDBACK



Over the past year, Financial Education has worked with many Public Service Employee borrowers, helping them navigate the ever changing world of Public Service Loan Forgiveness. We have helped many borrowers receive forgiveness through the PSLF Waiver, releasing them of their student loan burden. We continue to help this demographic seek and gain forgiveness through PSLF as well as other repayment strategies.

"I cannot thank you enough for clueing me into this [PLSF Waiver] and helping me navigate it. I really appreciate it!" - Dan, UM Employee



"I got my [PSLF Forgiveness] letter. Thank you SO SO much for all your help. What a relief." - Zoe, Community Member

The help we received from the financial program was invaluable [...] it felt like I was talking to a friend. They were able to walk us through our accounts and look at our loans in detail so that we had an accurate picture of the best repayment plan and getting on track to repayment." -Stephanie, UM Alumni

## 2022/2023 IN NUMBERS

568

Individual appointments with students, parents, alumni, and staff

1630

Attendees to 80 interactive Financial Education Workshops and FAFSA Nights

1908

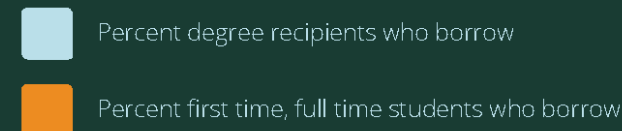
Views of online recordings of presentations and workshops

# UM Financial Education Program

2022/2023 ANNUAL REPORT

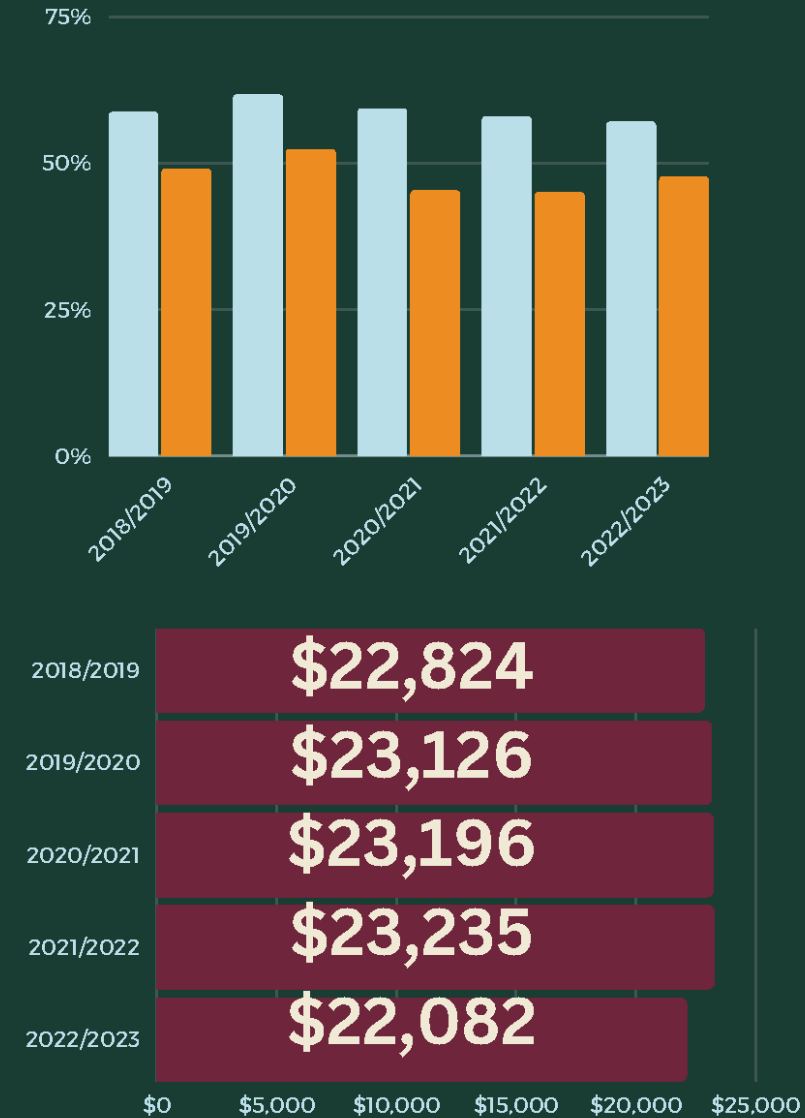
## UM STUDENT BORROWING TRENDS

This chart shows the percentage of first-time, full-time students who borrow student loans per aid year (in blue), compared with the percent of degree recipients who borrow per aid year (in orange). In the aid year, 2022/2023 47.6% of the first-time, full-time students borrowed and 56.9% of all degree recipients borrowed.



## AVERAGE STUDENT LOAN INDEBTEDNESS FOR DEGREE RECIPIENTS

This chart shows the average student loan indebtedness for each aid year of degree recipients in that year. The average student loan indebtedness for degree recipients in the aid year 2022/2023 was \$22,082.



## PROGRAM GOALS FOR 2022/2023



Increase professional development opportunities for Financial Education staff



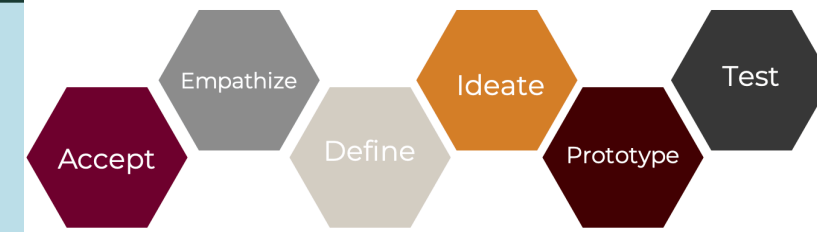
Expand Financial Education Program's presences on campus through Financial Wellness workshops and tabling events.



Collaborate with additional campus partners to better serve more vulnerable student populations

# First Year Experience

## You at UM: Curiosity and Life Design



### Course Description

This First-Year Experience workshop teaches the research-based skills and mindsets of Design Thinking (innovative problem-solving strategies) and how to apply this toolkit to search for clear academic, personal, and career goals. Students will develop failure resilient and exploratory mindsets and ask probing questions:

**Why am I here? Who and what do I want to be? Where am I going?**

Students work with each other, peer educators and instructional faculty to understand campus resources and apply services to individualize situations. Design Thinking is rooted in the idea that life is messy and non-linear, but can be better designed with the right tools and attitude.

### Retention Success

The Fall 2022 to Spring 2023 retention data for the COLS 194: You at UM - Curiosity and Life Design First Year Experience demonstrates the impact of our program. Recording a noteworthy 91.8% retention rate for students enrolled in the You at UM COLS 194 sections in the Spring 2023 semester, we surpassed the institutional retention rate of 88% for the Fall 2022 to Spring 2023 First-Time, Full-Time (FTFT) cohort. This achievement underscores the effectiveness of our approach in fostering student engagement and success.

### Enrollment and Structure

A total of 203 students actively participated in our program across 11 sections, signaling a strong demand for the You at UM experience. The structured curriculum and innovative approach have resonated with students, contributing to the robust enrollment and, subsequently, the impressive retention outcomes.

*“[My course instructor] is genuinely the best thing that has happened to me this semester. I am so glad to have taken this course with her. She has so much to share, so much insight, so much. I’m glad that she’s here to help.” -Student Feedback from 2022 Course Evaluation*

### Peer Educator Program

A cornerstone of our success lies in the Peer Educator Program, where this year 17 students from 14 different academic majors on campus served as co-instructors and mentors. Their diverse backgrounds have significantly enriched the learning experience, providing varied perspectives and mentorship that played a crucial role in the positive outcomes of our program.

*“They [Peer Educators] did a great job creating a friendly atmosphere for the class. It really helped as a freshman to get more exposure to college life through the scope of the peer educators. They were defiantly a valuable part of the course and only made it better.” -Student Feedback from 2022 Course Evaluation*

### Assessment

#### Course Evaluation (n=142)

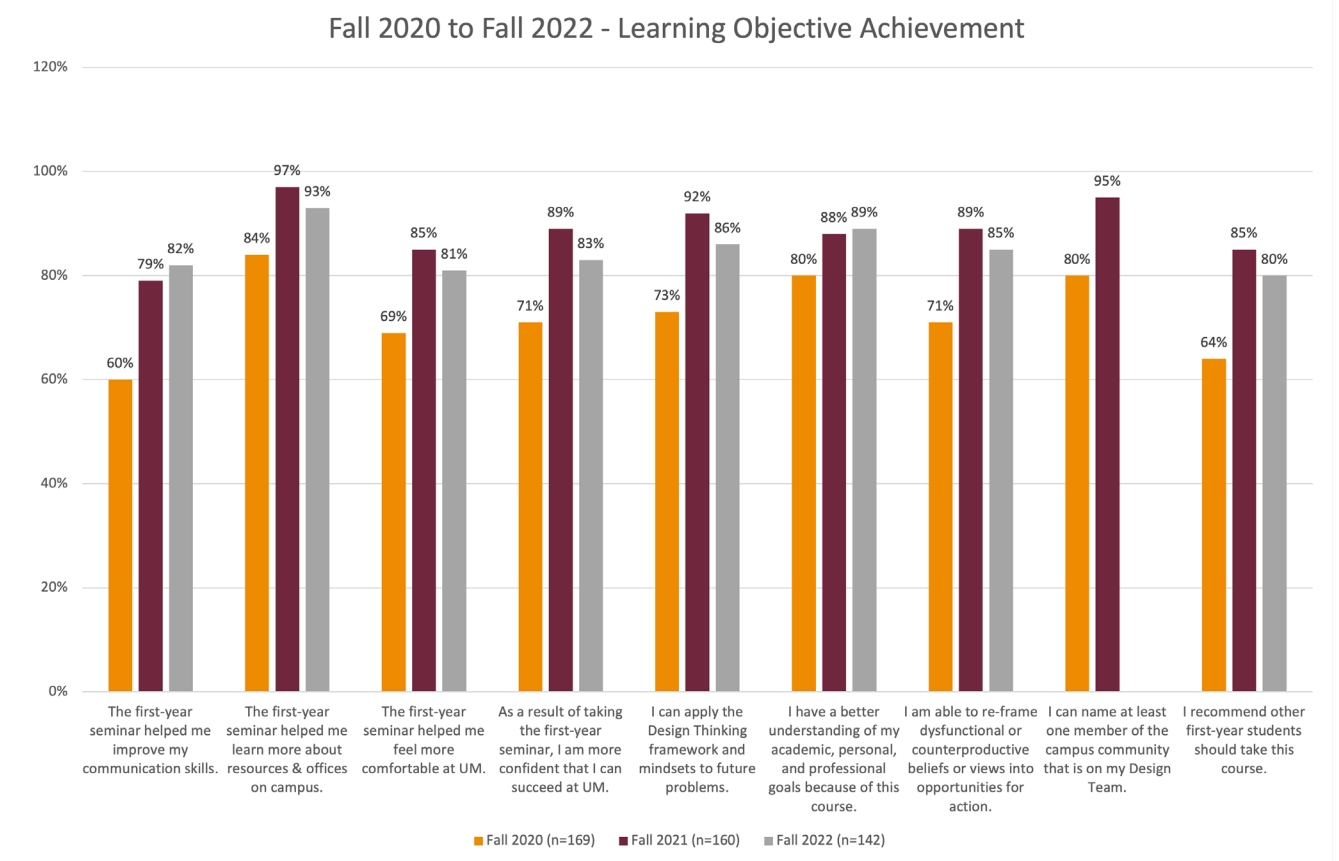
142 students completed the end of semester course evaluation. 142 (69%) responded to the course evaluation regarding learning objectives, the peer educator program, and the instructors.

#### Highlights

- 90% of respondents agreed that Peer Educators were a valuable component of the course.
- Instructors received an 78% excellent rating on a scale of 1-5.
- 92% agreed that they have a better understanding of their academic, personal, and professional goals because of this course.
- 83% recommended the course to other first year students.

*“Out of all my professors this semester, she is the one that has stood out the most to me. She made the transition to UM feel comfortable and guided me through advice along the way, which helped so much. I think that without having her as an instructor, this class would not have had such a great impact on me.”*

*-Student Feedback from 2022 Course Evaluation*



### Programmatic Improvements for Fall 2023

- Develop a comprehensive curriculum map for new instructors
- Open the Peer Educator experience to Missoula College students
- Focus on new instructor on-boarding
- Collaborate with other peer-based groups on campus such as the DHC Ambassadors and UM Advocates





## Mission Statement

The KPCN Student Multimedia Production Team creates clear, concise, and engaging video communications for the campus community. We do this through a collaborative production process that extends classroom learning objectives into field-based experiential learning opportunities for the student production team. We create videos to fill needs, to tell stories, and to aid our community in ways that best support students.



## Utilization

### 2022/2023

7 new videos; 4 updates  
12,976 views  
326.4 hours watched

### LIFETIME

210 videos  
228.7K views  
5.6K hours watched

## New Productions from 2023

### Preparing for University of Montana Commencement

UM's communication to students who have filed for graduation walking them through preparation and expectations for the official commencement ceremony - featuring KPCN's graduates for the year, Jourden, Evan, and Cooper.

### Institute for Early Childhood Education

A video highlight for the Teaching for the 21st Century grant demonstrating the work of the Institute for Early Childhood Education at the University of Montana, its community ties, responsiveness, and impact on educators.

### Creative Writing BFA at the University of Montana

As author and program director Robert Stubblefield states, "Our students [are] organic farmers, they're entrepreneurs, their small business owners, they're singer-songwriters, a couple of them could objectively be considered rock stars." This video highlights the student experience in UM's Creative Writing BFA and alumni discuss how they use their education in their current professions.

### Why I Voluneeer at Move-In

Campus community members share why they choose to help students and their families move into the residence halls.

### Move-In Day Volunteer Guide

KPCNers and Advocates demonstrate the positions and responsibilities for the different aspects of Move-In Day to help volunteers orientate and visualize their roles.

### College of Education at the University of Montana Hype Video

KPCN's first production airing on Griz Vision at a home Grizzly football game designated "Educator's Day." This 30-second video highlights the College of Education and gives viewers an idea of the possibilities of pursuing an education-based degree.

### Convocation 2023

KPCN's welcome to the Class of 2027 showcasing the University of Montana and featuring scenes from the Big Sky Experience filmed by the UM Advocates.

## Updates and Remakes

### The Branch Center at The University of Montana

### Department of Public Administration and Policy at the University of Montana

### Student Safety Video for UM

### General Safety Video for the University of Montana



KPCN TEAM MEMBERS ON SET

## Mission Statement

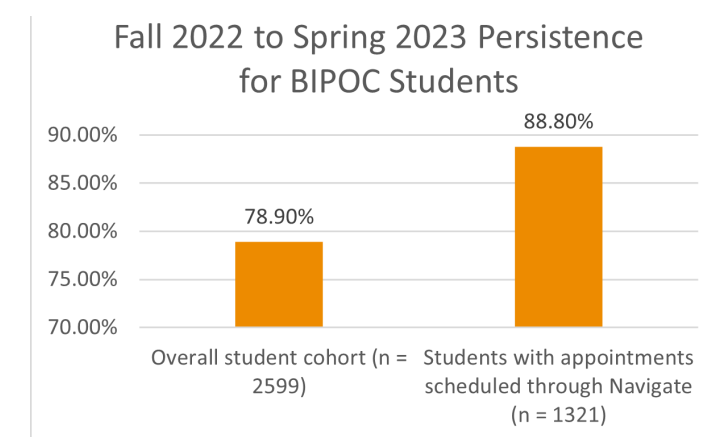
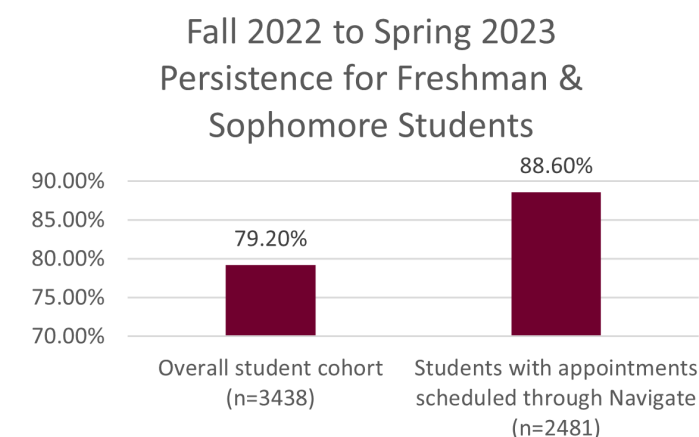
The OSS Tech Team strives to make the intersection of technology and operations invisible. Technology tools strengthen our ability to support student success and help us to conduct our work efficiently and effectively.

## Key Accomplishments

- Expanding the scope of the Coordinated Care Network and implementing other functionality within the Navigate student success management system continued to be the most widespread of the technology initiatives within OSS. See the sections below for detailed information.
- In partnership with the Montana Digital Academy and UM Information Technology, we continued to overhaul UM's math placement system to incorporate research-informed best practices and to provide a placement approach that is based on personalized and adaptive learning technology, saving students money and time to degree completion.
- We continued to provide data and systems support for new student onboarding and registration processes, contributing to another enrollment increase in UM's incoming first-year class. Members of the advising community mentioned that the preregistration process was the smoothest it had been ever.
- We continued to manage access and security for advisors and other student support staff using UM's enterprise student success technology tools.
- We contributed to UM data governance and reporting, assisting with the implementation of the EAB Edify platform and expanding the use of Tableau. The most-viewed Tableau dashboard for UM is one created by OSS with over 15,000 views.
- When an OSS Tech Team position became vacant, we revamped the position to be more focused on advisor education and process redesign. Melanie Sourbeer was hired for the position and has been instrumental in the success of various OSS initiatives such as overseeing Navigate cases, automating messaging, creating new tech lessons in Moodle and providing top-notch support when advisors had questions.
- Building relationships is a key part of supporting technology so that advisors feel comfortable reaching out. Advisor surveys, open workshops, and site visits have allowed the OSS Tech Team to better understand the challenges advisors face.

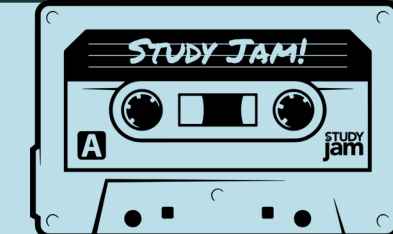
## Navigate at UM – a high level overview

- The Coordinated Care Network within Navigate includes Advising, Athletic Academic Services, Bear Necessities (basic needs), Experiential Learning and Career Success, Financial Education Program, Student Advocacy Resource Center, Study Jam tutoring, and UM Wellness. We continue to expand the use of [alerts and referrals](#) within the Navigate system. We also developed a comprehensive Navigate training course for our campus Navigate user community.
- Over the course of the 2022/2023 academic year, 28,787 appointments/sessions with 7,795 distinct students through Navigate.
- With regard to impact on student success: as shown in the charts below, freshman and sophomore students who scheduled one or more appointments through Navigate during fall 2022 semester persisted to spring 2023 semester at a 9.4% higher rate than the general student population at those grade levels, and BIPOC students at all undergraduate grade levels who scheduled one or more appointments through Navigate persisted at a 9.9% higher rate than the overall BIPOC student population. This resulted in over \$1.4 million in realized tuition and fees.



- We continued to enhance and expand [UM's Early Alert initiative](#) through Navigate, allowing faculty to provide feedback on students' academic performance in courses that advisors and other student support representatives can proactively respond to and connect students with the resources they need to be successful. This also allows instructors to give students kudos for performing well in class.
- In terms of impact on student success, freshman and sophomore students who received one or more alerts during fall 2022 semester, and who had one or more follow-up appointments with an advisor, persisted to spring 2023 semester at a 4% higher rate than the general freshman and sophomore student population. This resulted in approximately \$208,000 in realized tuition and fees.
- Navigate continues to provide a powerful and efficient communication tool for the campus community. During the 2022/2023 academic year, approximately 88,000 messages were sent to students through the platform (approximately 65,000 emails and 23,000 texts).
- 10,511 UM students have downloaded the Navigate mobile app since our initial implementation of Navigate during fall 2020 semester, with 1,069 new student downloads during the 2022/2023 academic year.



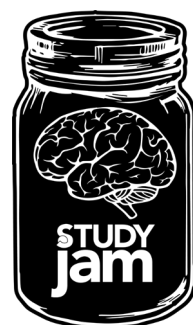


## Mission Statement

Study Jam supports undergraduate students' progress toward degree completion by facilitating no-additional-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, lifelong learner.

## Key Programs and Services

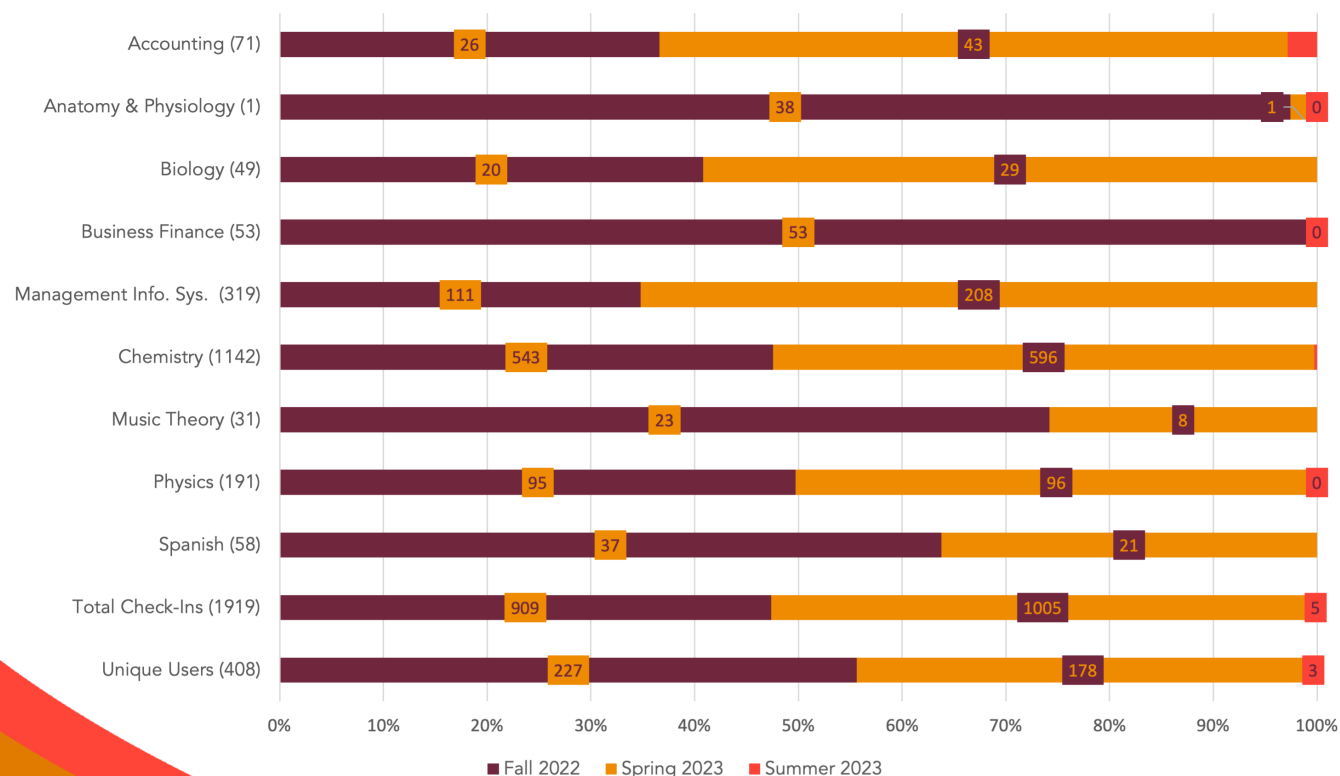
Study Jam is a key component in the Office for Student Success tutoring and placement success network. Mondays, Tuesdays, and Wednesday evenings and at various times during the middle of the day throughout the semester, students meet in the Lommasson Center for free, peer-based tutoring. Students may seek assistance for over **40 sentinel courses in 12 academic disciplines** during these sessions. Together, peers work as members of a learning collective to develop knowledge and build skills.



## Utilization

**UNIQUE STUDENTS SERVED = 408**

**STUDENT SESSIONS = 1,919**



## Year Update

For the 22/23 Academic Year, Study Jam tutoring leveraged mixed delivery methods, EAB Navigate, and social media to promote academic support for our catalog of services. From introducing tutors via Instagram to partnering with the OSS Tech Team to utilize Navigate for one-to-one tutoring appointments and messaging, this year was a year of refining successful pilots and learning from other successful interventions.

## One-to-One Tutoring Appointments

Our one-to-one tutoring program has served as a cornerstone of academic support services, with 254 scheduled appointments. This personalized approach has proved invaluable, fostering deeper understanding and promoting academic growth. Notably, 192 students participated, achieving a commendable 76% show rate.

## Group-Based Tutoring

Recognizing a growing demand, we have expanded our group-based tutoring offerings. In the past year, we facilitated 1,722 individual checks for drop-in tutoring sessions, as confirmed by EAB Navigate. This not only reflects substantial demand but also underscores the popularity of our collaborative learning environment and the need for quality academic tutors who have undergone additional training.



## Future Directions and Ongoing Commitment

Study Jam Tutoring remains committed to enhancing services, adapting to evolving needs, and fostering an inclusive, supportive learning environment. Our success in one-to-one appointments and increasing demand for group-based tutoring motivates us to continue refining and expanding our offerings. Our focus will continue to look for ways to increase tutoring utilization during summer sessions; to improve the Academic Tutoring Internship as a way of supporting peer tutors; and to recruit and train qualified tutors in collaboration with faculty and staff.





## Mission Statement

The primary mission of SSS-TRIO is to increase the college retention and graduation rates of its participants. SSS – TRIO is designed to “provide opportunities for academic development, assist students with basic college requirements, and to motivate students toward the successful completion of their postsecondary education.”

Since 1965 TRIO programs have helped America’s low-income and first-generation college students access and complete higher education. What began as 3 programs at fewer than 1,000 project sites are today 8 programs at nearly 3,000 project sites. This includes projects in all 50 states, Puerto Rico, and other jurisdictions (e.g. Guam, Federated States of Micronesia, Northern Mariana Islands, etc.). TRIO programs provide services to students throughout the education pipeline, as early as middle school, as well as undergraduates interested in pursuing a doctoral degree. This story map displays the geographical reach of TRIO projects throughout the nation in an academic year 2021-2022.

<https://ope.ed.gov/programs/mapED/storymaps/trio>

## About Us

TRIO Student Support Services is a federally-funded TRIO grant program that has been serving University of Montana students since 1976. Each year UM’s TRIO Program assists 375 qualified students in accordance with the U.S. Department of Education’s guidelines. All participants must meet the qualifying criteria of being first generation, income eligible, or having a documented physical or learning disability.

## Core Services



## Utilization

TRIO SSS advisors provide individual and group services to 375 students annually so they may overcome class, social, and cultural barriers to complete their education.

TRIO staff provide comprehensive planning and support to program participants in academic, financial, and personal areas as students’ progress to graduation. Students participate in TRIO SSS throughout their enrollment at UM.

## MCAN/ASPIRE Student Leadership Conference

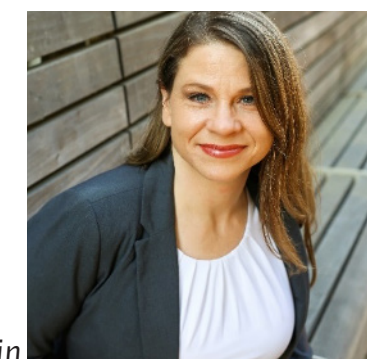
Five UM TRIO Scholars attended the annual Student Leadership Conference held at Fairmont Hot Springs in March 2023. UM students joined 55 students from across the state for two days of fun and exciting leadership opportunities.



## UM TRIO Alumni Receives ASPIRE TRIO Achiever Award at Regional Conference in Jackson Wyoming, Creates \$1000 TRIO Scholarship

### Teri Jo Slack – 2012 UM Graduate

“I know nothing about college” were the words Teri Jo Slack shared when she entered TRIO SSS in the fall of 2005. Teri Jo had recently completed her GED and entered UM with her husband, both never considering themselves “college material.” As a mom, wife and four children, Teri Jo faced many challenges that could have hindered her success. However, she found a love for education, particularly the sciences.



Since leaving UM, Teri Jo completed an MBA from University of California Davis in Strategy, Innovation, Entrepreneurship, STEM Designated, and earned her PhD in Chemistry in 2017.

Teri Jo’s impressive career has found her conducting many research projects, publishing and developing patents, guest lecturer, and she has won monetary awards for business competitions at UC Davis. Her career started as a Founder of Teriva Consulting providing support to startup companies seeking to advance technology; Co-Founder of StarBio Diagnostics, a medical diagnostics company with UC Davis School of Medicine. Currently Teri Jo works with Bayer Open Innovation Pharma Partnering as a Management Consultant.

## Honor Cord Ceremony

This year, TRIO SSS received approval from the Registrar’s Office to provide Honor Cords to TRIO Graduates. TRIO 2022/23 graduates were invited to attend a Honor Cord Ceremony to acknowledge their accomplishment. TRIO and UM Alumna, Benji Headswift, sang an Honor Song and provided the cultural significance of the Honor Song.

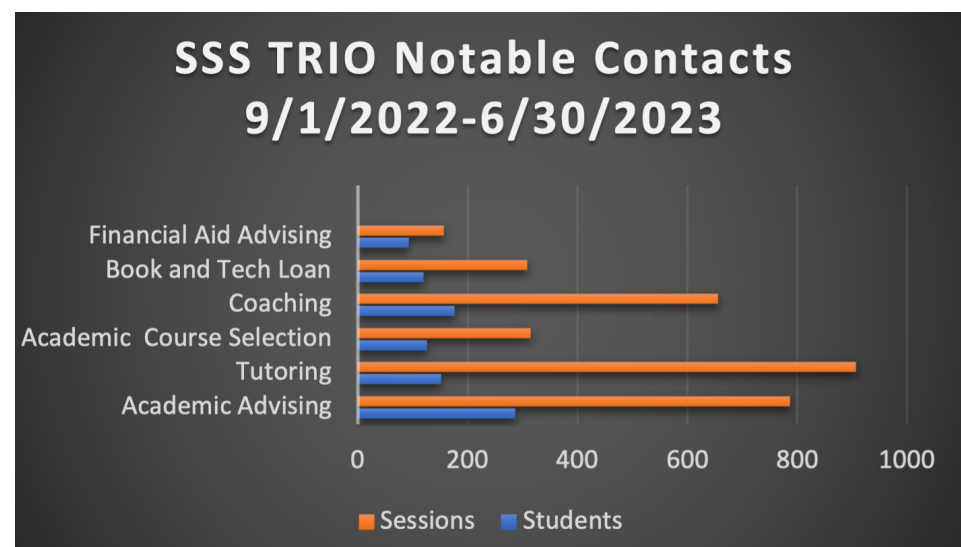


## OTHER ACCOMPLISHMENTS

- Converted to New Database System
- Received Graduate School Fee Waiver for TRIO Students
- Increased Retention Efforts during academic year and Summer
- TRIO Big Sky Experience

## By the Numbers

During the 2022/23 academic year, 366 students were served. Currently, 73% are enrolled for classes for the Fall of 2023, 90% maintained good academic standing and 40% of students admitted into TRIO in 2017-18, graduated from the university within six years (however, this doesn't include students scheduled to graduate at the end of the summer session). Also, thus far this summer, we also provided services to two first time summer students and 10 incoming fall 2023 students.



### ACADEMIC ADVISING

286 students  
787 sessions

### TUTORING

152 students  
907 sessions

### COACHING

176 students  
655 sessions

### BOOK AND TECHNOLOGY LOAN

119 students  
309 sessions

### FINANCIAL AID ADVISING AND INFORMATION

92 students  
156 sessions

### ACADEMIC ADVICE AND ASSISTANCE IN POSTSECONDARY COURSE SELECTION

126 students  
314 sessions

The project is funded to serve 375 students annually. To date, the project has served 376 students, and the project is on schedule to exceed this objective.

**The total number of student sessions to date is 6,528 records totaling 2,784 hours with an average of 26 minutes per student.**

## Year Update

### Key Accomplishments

- Switched to a new database system to allow better real time information on the students we are serving. This also gives us better documentation on our interactions with students, as long as staff are entering those contacts (challenge).
- Submitted an Interim Performance Report and an Annual Performance Report to the U.S. Department of Education prior to the deadlines.
- Worked with the Graduate School to approve grant waivers for graduate school admission for current TRIO participants who are interested in pursuing graduate studies at the university.
- Received approval from the Registrar's Office to have honor cords to recognize students at commencement.
- Offered COLS 391 in the spring for the first time in several years.
- Restructuring C&I 160 to focus more on current students in the fall semester. Staff are encouraging current TRIO students and new non-traditional students to enroll in the fall courses to help them with their academic skills if their GPA is below a 2.5. Spring semester will focus on fall first time freshmen who need academic assistance (2.5 or lower), or other TRIO students, to help them get on track.
- Changed the focus of C&I 160 to ensure that students enrolled are actually TRIO students.
- Restructuring the mentoring program to have peer mentors be more intrusive in the process of working with students. Each advisor will be assigned a team to assist in the outreach of each advisor's case load.
- Janet Zupan coordinated the Grant Aid program and 20 students received \$1K to help with their college expenses or to pay down their student loan.



## Mission Statement

TRIO-Upward Bound helps first-generation, low-income and minority high school students cultivate the knowledge, skills, and motivation they will need to be college graduates.

## Eligibility

In order to be eligible for UB services, students must prove low income status, first generation status, or have a high risk for academic failure. Two-thirds of all students admitted to UB must be both low-income and first generation.



## Overview of Key Programs and Services

The University of Montana's 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 and has brought in over 14 million dollars to UM over the past 55 years.

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, Hellgate, and Sentinel in Missoula and Browning and Heart Butte on the Blackfeet Nation.

TRIO Upward Bound was awarded over \$2 million dollars for 2022-2027. In addition, UB was awarded a \$18,448 Montana OPI Summer Food Service grant for the Summer Academy. UB received generous donations from the Moose Lodge and S. DeBoer, Attorney at Law Firm for approximately \$5,000 for winter coats for the UB students and the Moose Lodge donated \$250 in River tube floats, so students could float the Clark Fork. Montana Campus Compact (MTCC) AmeriCorps awarded Upward Bound a full-time yearlong MTCC AmeriCorps

College Coach and a full-time 10-week Summer MTCC AmeriCorps College Coach to engage in over 2,000 hours of service worth approximately \$38,000 to expand UB mentoring and student support!

65 high school students received services over the 22-23 academic year. 20 of these students attended a college tour in October 2022 to visit Idaho State, the University of Utah, and UM Western. While in Salt Lake City, students attended the Broadway play, "The Lion King" as a cultural event. In March, 17 students visited Montana State University during the tour they visited American Indian Hall and the Museum of the Rockies.



SCHOLARS AT CAMP PAXSON



AT HEART LAKE

TRIO – Upward Bound Sustainability Themed Summer Academy housed 35 high school students in Elrod at the University of Montana. These students engaged in rigorous summer courses in math, science, English, and Food and Culture and arts education with Missoula Art Museum where they painted a mural in downtown Missoula. Students also engaged in recreational activities including white water rafting, floating the Clark Fork River, hiking to Heart Lake with Big Sky Watershed Corps and more. In English class, students designed individual Zins and a collaborative book of poems which was printed for students and families to enjoy. Students produced and designed videos and podcasts with MCAT at the Missoula Public Library. Students had the opportunity to earn one high school credit. 16 Juniors and Seniors attended Missoula College Dual enrollment courses and received two college credits by taking "College Success"

COLS 191. For the first time, an UM School Counseling Intern served the social emotional wellbeing of our students during Summer Academy. Her service was invaluable and was greatly appreciated by staff and students alike.

UB hosted one Bridge Scholar at UM. They took two courses in a five-week summer session and earned six college credits. This scholar lived in Aber and engaged in activities with the Summer Academy scholars throughout the summer.

UM Upward Bound Board/Advisory Committee planned and executed scholarship fundraising activities. They awarded two \$1,000 scholarships to Upward Bound Seniors.



**Tutoring and Advising:** Each school, Browning, Heart Butte, Hellgate, Big Sky and Sentinel received tutoring and advising sessions two days a week throughout the academic year.

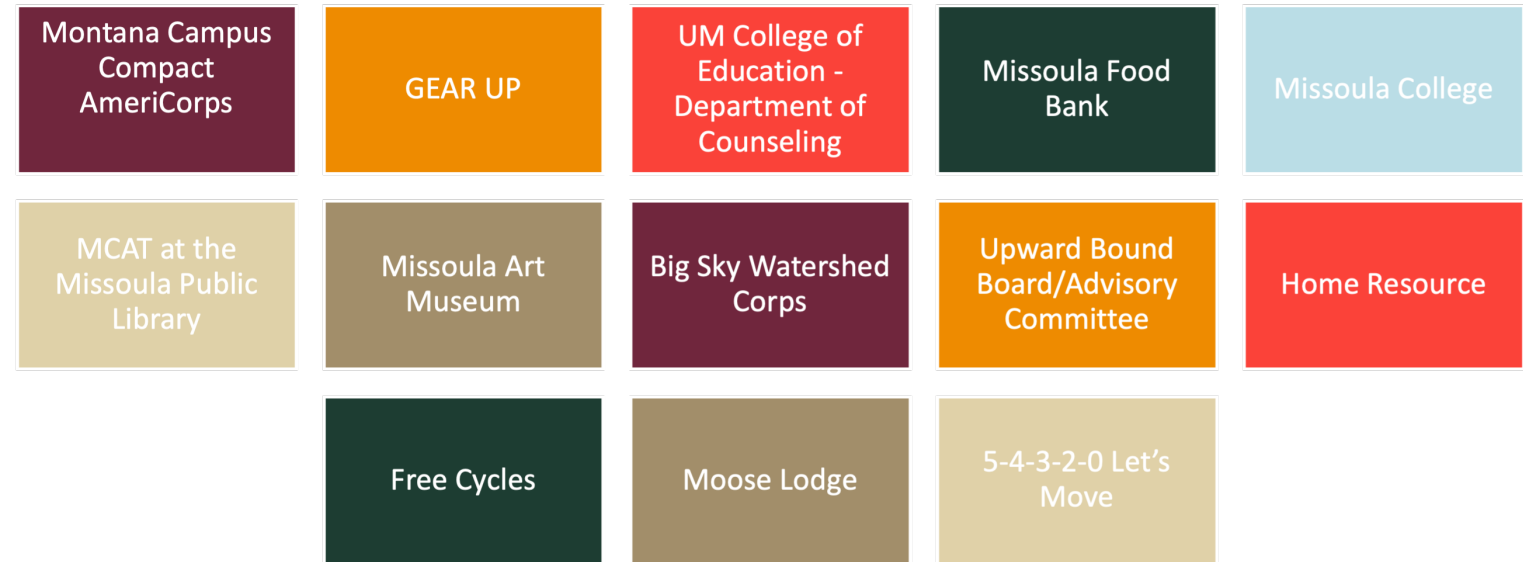
**College Access Workshops:** The AmeriCorps College Coach and Coordinators provided workshops on financial literacy, career readiness with resume writing and interview skills, ACT prep, and scholarships.

**Community Service Activities:** Students helped collect tickets at the Missoula County Fair and supported UM Concessions to raise money for Upward Bound Alumni Board Scholarships. Students also participated in Global Youth Service Day with a Bonner Park clean up.

**Experiential Learning:** Students learned in and out of classrooms. Students participated in whitewater rafting, skiing, a hike to Heart lake, bike building at Free Cycles, Home Resource and MCAT.

## Partnerships

Upward Bound formed new partnerships on and off University of Montana's campus.



## New for 2023

UB has a new Director, Dannette Fadness, she, her, hers. She served as the director of Montana Campus Compact AmeriCorps for eight years, and she engaged 470 members in college attainment service at colleges and high schools around Montana. She served two terms as a MTCC AmeriCorps member engaging students in art therapy and led a team of nine college AmeriCorps team members to address literacy and food insecurity. She serves as the Montana College Attainment Network as the Leadership Chair. She holds a graduate degree in Human Development and is a child injury prevention educator, the Be SMART Montana Lead, and a certified QPR suicide prevention instructor. Education is her passion, and she is pleased to join the UM Upward Bound team to support students to be successful and cultivate the knowledge, skills and motivation to be college graduates.



SCHOLARS WITH AMERICORPS MEMBER AT CARAS PARK

## Mission Statement

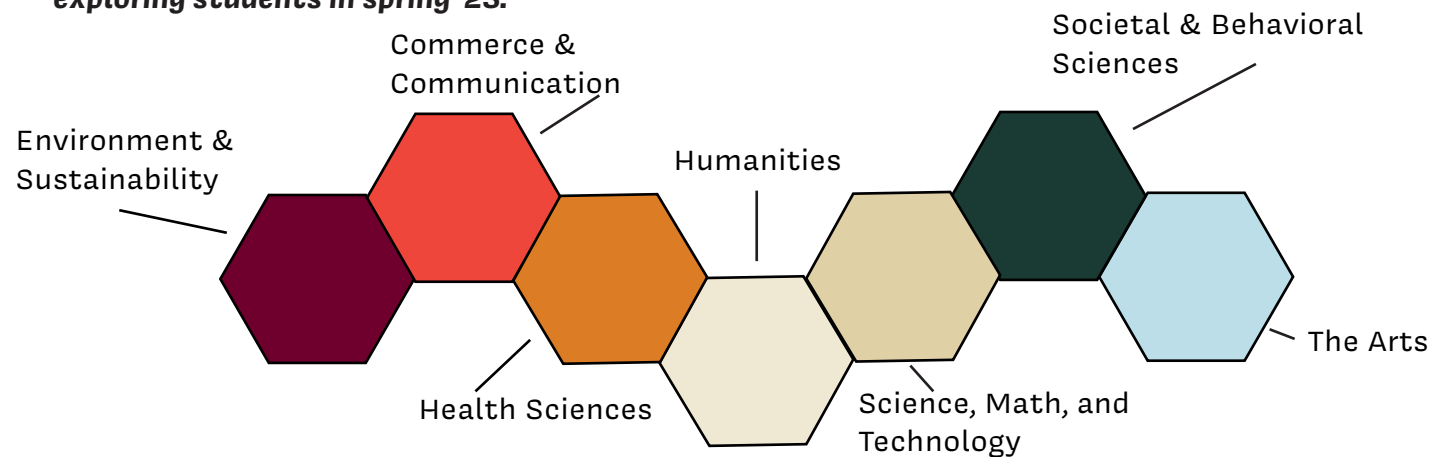
To provide comprehensive academic advising and related programming to support the academic success of students.

The Undergraduate Advising Center (UAC) is the academic advising home for all Undeclared, Pre-Nursing, undergraduate non-degree, and freshman Pre-Medical Sciences and Pre-Physical Therapy students whose primary major is Undeclared.

## Key Programs and Services

### The Exploratory Studies Program (ESP)

The Exploratory Studies Program (ESP) is for students who are unsure of their major and want to examine their options with a focused, hands-on approach. ESP allows for students to explore multiple majors while making progress on completion of degree requirements. UAC advisors demonstrate consistency with ensuring students declare in as timely of a manner as possible and transition effectively to their major of declaration, while connecting with their new assigned academic advisor. **The UAC advised and supported 603 exploring students in fall'22, and 385 exploring students in spring '23.**



### The Four Bear Program

The Four Bear Program is an optional program to help students graduate from UM in four years or less. By persisting in the program, students periodically update their graduation plan and gain knowledge on topics relevant to where they are in their academic exploration and undergraduate journey. In the 22-23 academic year, **a total of 38 students participated in Four Bear. Of the 9 first-year students who joined the program during fall '22 semester, 100% persisted to fall '23' semester. 4 students from the fall '22 cohort graduated with their bachelor's degree in '22-'23.**

### Montana Impact Scholarship Advising Support

Montana Impact Scholarship Advising Support provides primary and supplementary advising support to recipients of the Payne Family Impact Scholarship. In the 2022-2023 academic year, **the MTIS advisor provided advising support to a total of 181 students.** In the upcoming fall '23' semester, the MTIS advisor will provide advising support to **284 students receiving the MTIS scholarship.**

## Core Course Registration (CCR)

Core Course Registration (CCR) is an advising community collaborative effort to pre-register incoming freshmen into their major core courses, preferred general education courses, and first-year seminar before arriving for orientation.

**It was our most successful year of CCR in UM history - 99% (1304/1315) of new first-time students (MTN & MC) who were core course registered by the final deadline (08/15) were enrolled and matriculated to UM for fall semester 2023.**

## APPOINTMENT TOTALS

Total Number of Advising Appointments	1,812
Total Number of Drop-In Appointments	1,160
<b>Total Number of Scheduled Appointments</b>	<b>2,972</b>

## APPOINTMENT TYPES

In-Person Appointments	1,843
Zoom Appointments	1,074
Phone Appointments	55

## Year Update

### Highlights in 2022-2023

- Hired new Four Bear Program Coordinator. Welcome to the team, Beth!
- Coordinated with Office of Admissions, OSS Tech Solutions and UM leadership to develop and enforce a 7-day CCR audit rule, to guarantee timely processing of CCR.
- Coordinated with the Office of Admissions to add 7 Pre-Health major options onto Admissions application.
- Developed and published [Pre-Health Professions program webpage](#) as a resource for prospective and admitted students interested in the Pre-Health professions.
- Revamped [Exploratory Studies Program website](#) and linked Degree Maps to site.
- Provided Core Course Registration (CCR) advising support to new first-time students in the School of Music and School of Pharmacy.
- Attended Moving Camp to welcome new Indigenous students to UM.
- Attending the Montana Advising Conference at MSU in Bozeman.
- Participated in the Health Professions Career Fair in partnership with ELCS.
- Taught sections of COLS 194 Curiosity and Life Design Workshop & C&I 195 Global Competence.



# University Advising Services

**“Good advising may be the single most underestimated characteristic of a successful college experience.”**

Light, R.J. (2001) *Making the most of college*. Cambridge, MA: Harvard University Press.

## UM Academic Advising Certificate Program

OSS completed the seventh annual cycle of the UM Academic Advising Certificate Program during the 2022/2023 academic year. During the 2022/2023 academic year, 29 UM or MUS employees completed the full Certificate Program. Since the Certificate Program’s inception during the 2016/2017 academic year, hundreds of attendees have participated in individual trainings and 81 employees have completed the full Certificate Program. More information is available at [https://www.umt.edu/oss/for-faculty-staff/academic\\_advising\\_certificate.php](https://www.umt.edu/oss/for-faculty-staff/academic_advising_certificate.php).

## UM Academic Advising Council

With representation from all UM Colleges and Schools with undergraduate programs of study and specialized advising units, the Advising Council is designed to enhance student retention, persistence, and graduation at UM by coordinating undergraduate advising services and by developing data-informed recommendations for improving campus advising. The Executive Director of OSS serves as the Advising Council Chair.

## 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 is designed to supplement the UM Catalog and can be viewed at <https://www.umt.edu/office-student-success/docs/advising-manual-2023-2024.pdf>.

## Advising Conversations and Advising Listserv

Each fall and spring semester, OSS hosts and leads campus-wide Advising Conversation meetings to inform the advising community of important updates, share advising best practices, and network with colleagues. Meeting attendance averages over 30 UM employees.

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

## Re-Recruitment

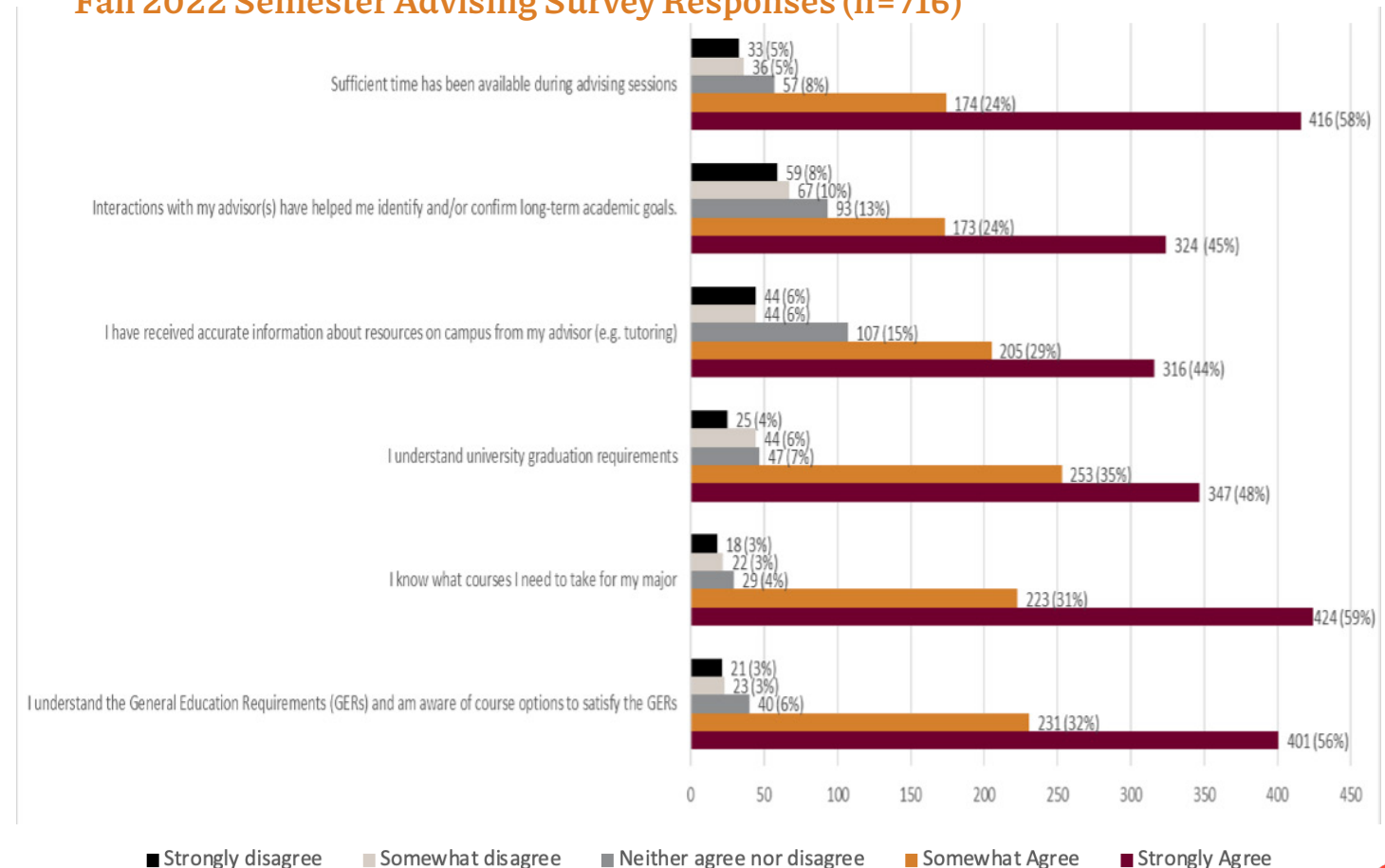
Each year, OSS coordinates campus-wide student retention campaigns in an effort to encourage students to register for upcoming semester classes. These campaigns involve posting physical and digital signage, sending targeted communications, and conducting outreach to students to promote future semester registration, leveraging Navigate functionality to increase the efficacy of student outreach.

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.

## Advising Assessment

In an effort to continuously improve campus advising services, OSS surveys the UM undergraduate student population to gather feedback on students’ advising experiences and to gauge achievement of relevant student learning outcomes. The data below summarize student feedback on campus advising services during fall 2022 semester. Additional, qualitative student feedback is also incorporated into assessment of campus advising services.

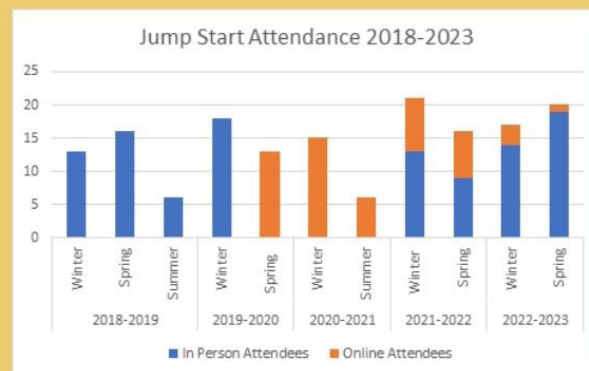
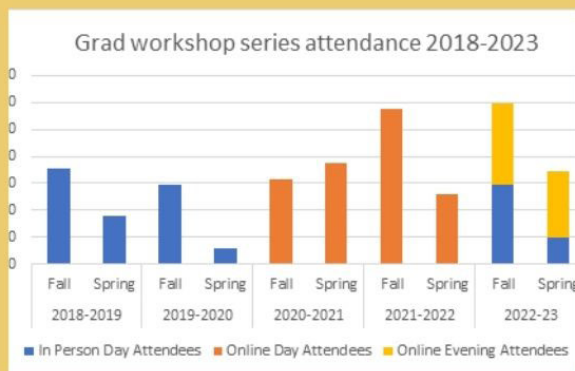
## Fall 2022 Semester Advising Survey Responses (n=716)





### Graduate Students

UM's Writing and Public Speaking Center offers four core graduate student programs: one-on-one consultations, writing workshops, twice-annual writing retreats, and online writing groups. For a complete report, visit <https://www.umt.edu/writing-center//>



### Other Contributions

- 120 class presentations reaching more than 1940 students
  - 20 faculty consultations to discuss assignment design and pacing
  - Writing placement
    - Placed 733 students in appropriate writing course
    - Piloted EdReady as a placement platform
    - Improved timelines and communications
- For a complete report, visit <https://www.umt.edu/writing-center//>.

### University Writing Program Assessment

2022 Fall Writing Symposium focused on effective introductions and conclusions. 2023 Spring Assessment Workshop: Scorers demonstrated a consistent ability to use a holistic rubric and were able to identify writing strengths. For a complete report, visit <https://www.umt.edu/writing-center//>.

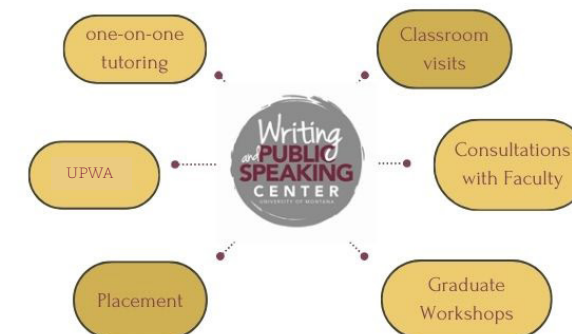
### Going Forward We Will:

- Support the WRIT101 program through curriculum & instructional support.
- Work with campus governance to revise placement thresholds, Rebrand Writing Center.
- Redesign tutoring space in the Library.

### MISSION STATEMENT

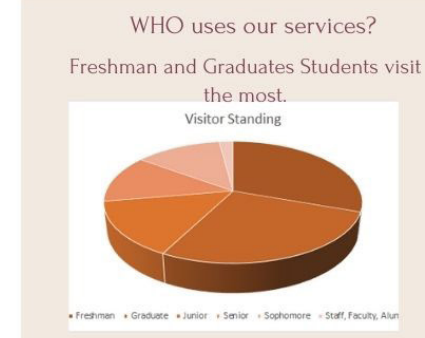
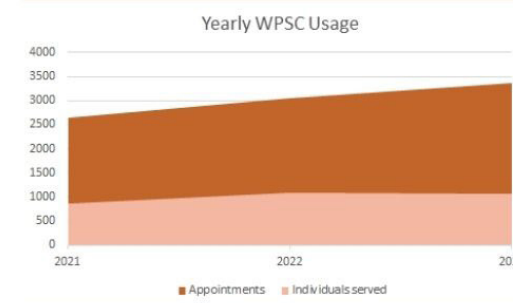
We support University of Montana students, alumni, faculty, and staff as they become more versatile, deliberate, and effective communicators. We provide a respectful, interdisciplinary, collaborative and safe learning environment for all members of our community to grow as they work on a wide variety of academic, professional, and creative communication tasks.

The WPSC is a hub of activities relating to writing at UM.



### One-to-one tutoring

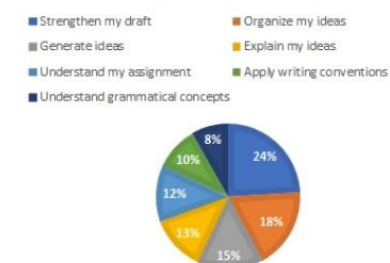
Usage has continued to grow since 2021. This year we provided 3299 appointments to 1067 individuals.



WHO staffs our center?  
 7 professional tutors and 4 graduate students



### TOPICS REQUESTED



Students continue to request that we work online at a rate of 51%.