



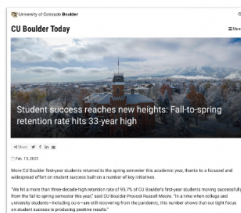
Spring 2023 Update

Buff Undergraduate Success (BUS): Spring 2023 Update

Success Story: 33-year high in fall→spring retention

"We hit a more than three-decade-high retention rate of 95.7% of CU Boulder's first-year students moving successfully from the fall to spring semester this year," said CU Boulder Provost Russell Moore.

"In a time when college and university students—including ours—are still recovering from the pandemic, this number shows that our tight focus on student success is producing positive results."



AY 22-23 deliverables

- ✓ A pilot in selected A&S departments to speed up the evaluation of transfer credits
- ✓ A design for a new advising experience for newly admitted ACO students
- ✓ A request for proposal for a new degree audit platform
- ✓ A centralized, published directory of affinity spaces campuswide
- ✓ A draft first-year student success dashboard created for review and comment
- ✓ Supporting the Boulder Faculty Assembly's sponsorship of a vote by faculty governance groups on a campuswide Common Curriculum
- ✓ Centrally publicizing all campus tutoring centers
- ✓ Soliciting ideas from students on the newly launched student communications model
- ✓ Replacing defunct Minimum Academic Preparation Standards (MAPS) with new campus- and school/college-level recommendations for undergraduate admission
- Updating the campus eCommunications policy
- Streamlining review and approval process for late course withdrawals

Emerging priorities

Increased focus on metrics tied to BUS deliverables, including usage and ties to retention/graduation/DEI goals

www.colorado.edu/bus-lit

BUS Charge

"Design and implement a process to analyze, prioritize, and make resource recommendations for undergraduate student success efforts. . . . [M]ake it possible for CU Boulder to make and implement needed decisions surrounding student success efforts and priorities in a timely, effective, and transparent manner."

12 Fall '23 Commitments

1. Expand transfer credit evaluation efficiency prototype in A&S
2. Create a common framework for undergraduate advising across campus
3. Begin implementing new degree audit platform: review degree audit rules, encoding and exception practices
4. Align and support key campus traditions for all students and affinity-based communities
5. Create guidelines and training for using the new first-year student success dashboard
6. Begin implementation of the Common Curriculum
7. Create proposal for improving tutoring across campus
8. Create a campus network for call center staff
9. Establish plan to cover a larger portion of the cost of attendance for lower-income students
10. Create faculty framework for Canvas grading enhancements & best practices
11. Improve allocation of scholarships, creating consistent scholarship renewal criteria and coordination/utilization of scholarships
12. Begin the process of refocusing CU LEAD Alliance programs to provide consistent service to targeted populations

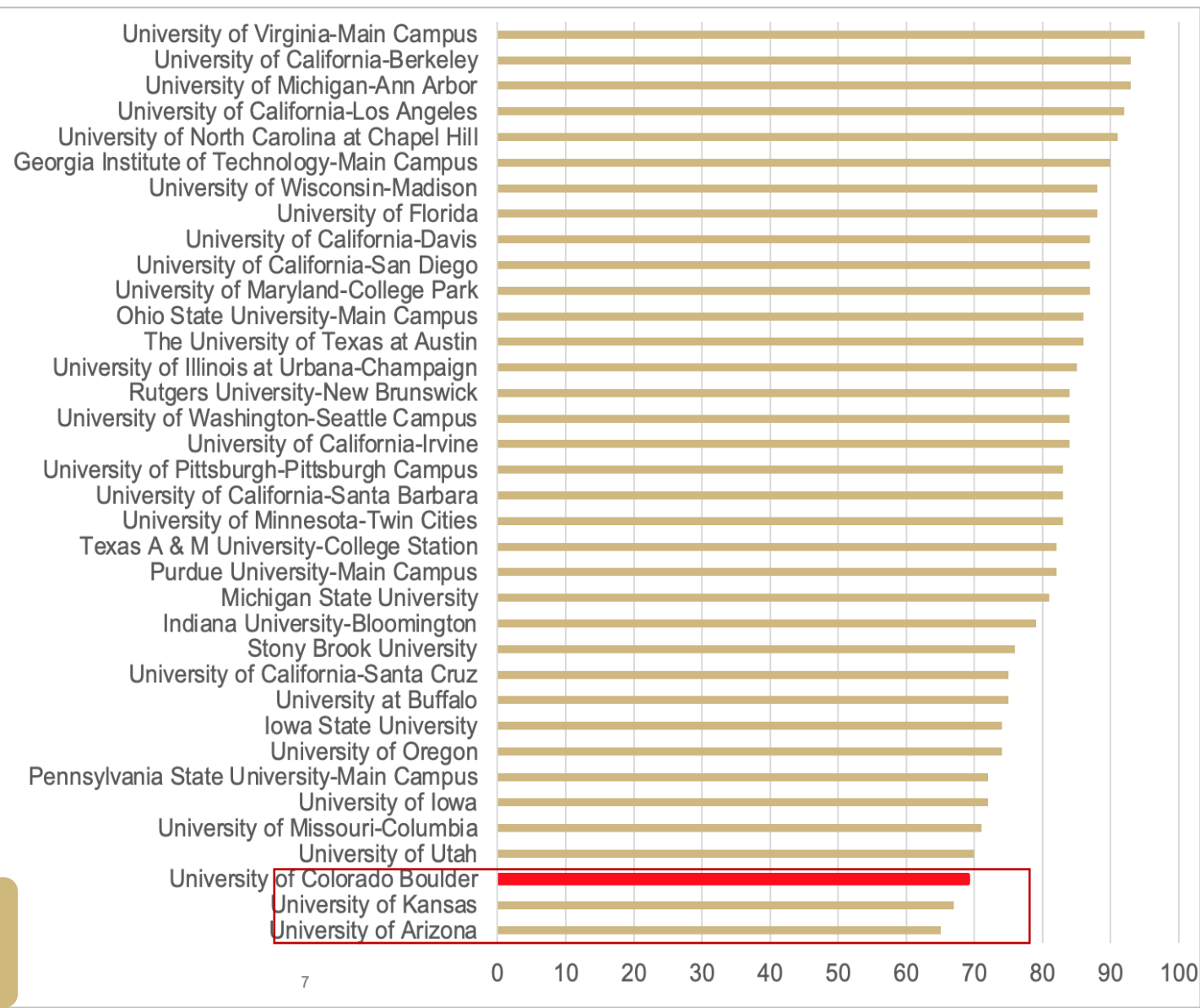
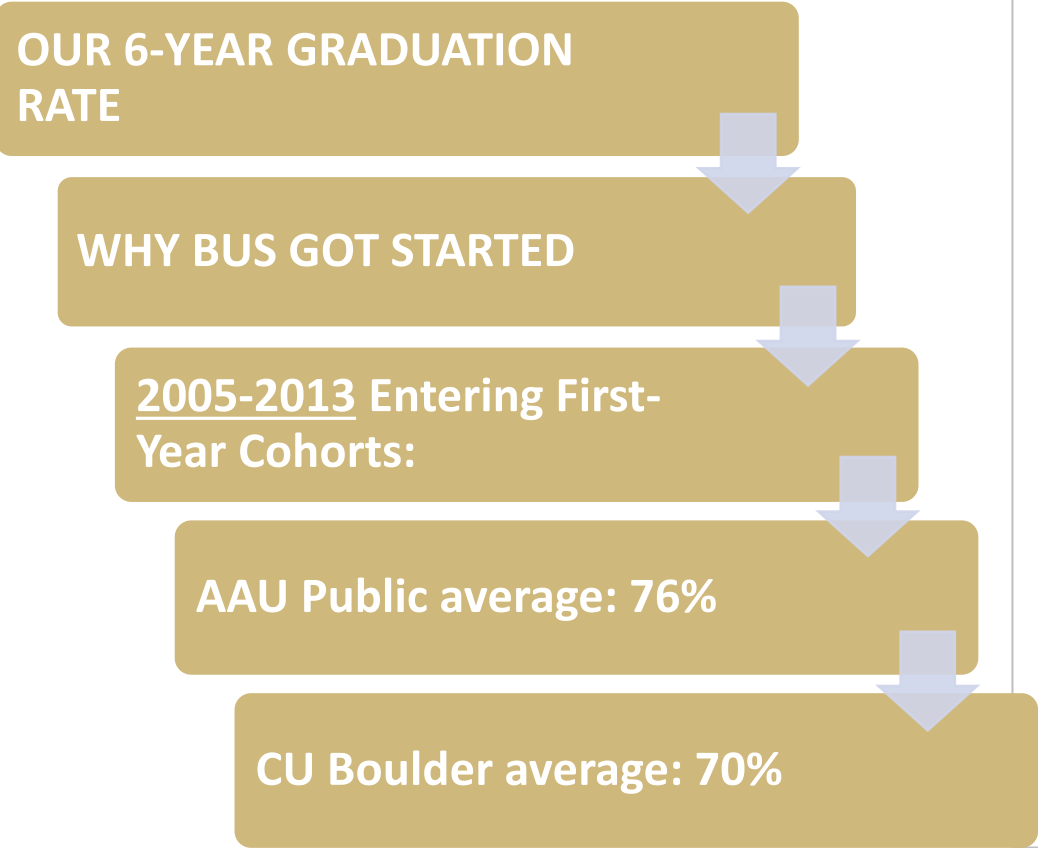


Previously on the BUS...

- 33-year high in fall → spring 1st year student retention
- Nearing completion of AY22-23 deliverables
- 12 new commitments in the works for AY23-24

6-Year Graduation Rates

AAU Publics



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6-Year Graduation Rates

AAU Publics

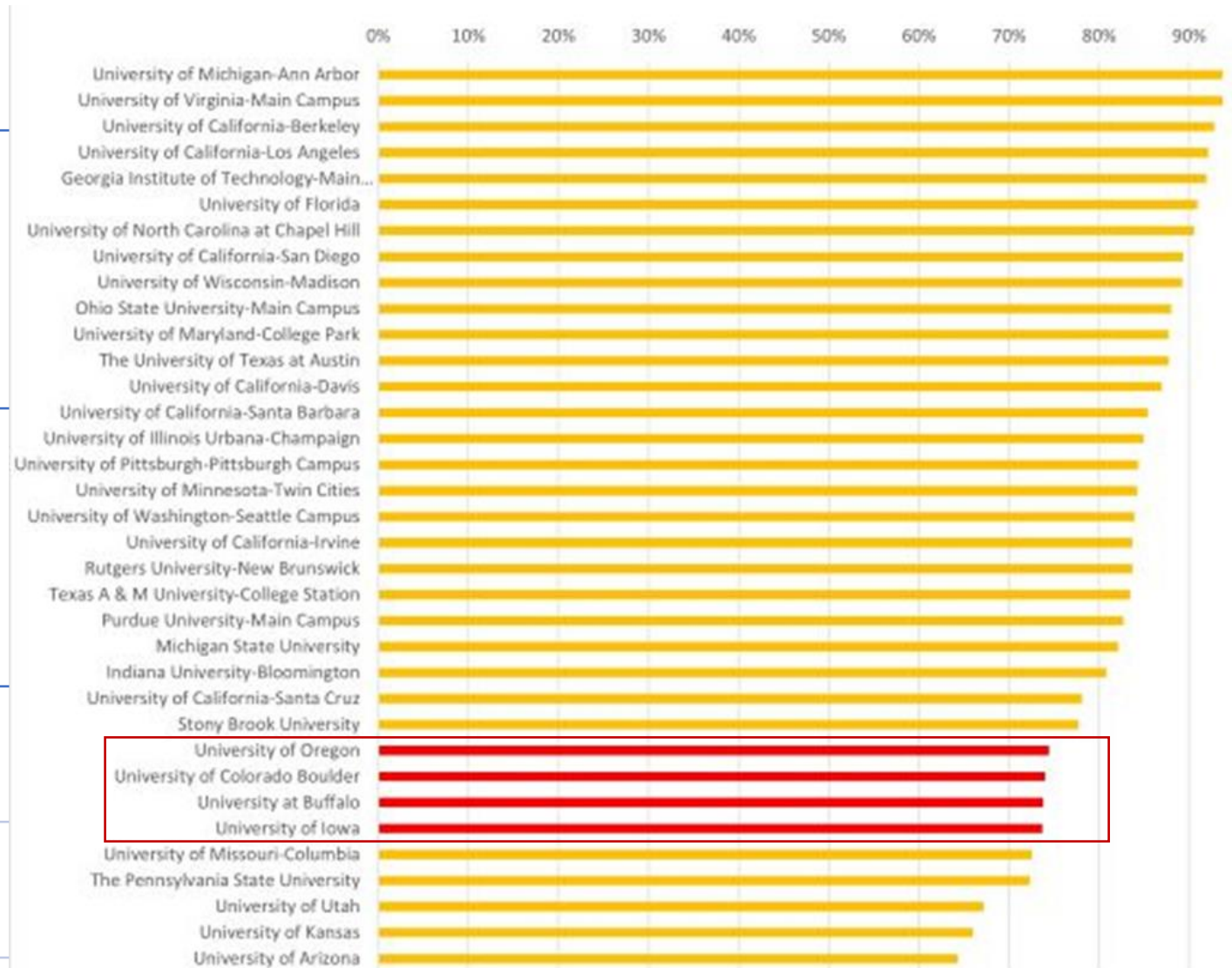
OUR 6-YEAR
GRADUATION RATE

IMPROVING,
BUT WE STILL
HAVE MILES
TO GO

2015 Entering
First-Year
Cohort:

AAU Public average: 82.5%

CU Boulder: 74%



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Fall 2023 Re-enrollment Campaign

Goal: reach 90% Fall-to-fall first-year student retention

Plan: Assistance from the Deans in a pre-enrollment campaign—using data-informed targeting—to encourage Fall registration, point students to resources, and help address barriers to reenrollment. **Occurred:** April 5-17

Campaign included:

- Email from Deans
- Proactive outreach to students ahead of registration
- Message will communicate a sense of care and belonging and will point students to resources.
- Message will be segmented based on students' likelihoods of reenrolling.
- Students with a high likelihood of reenrolling will be pointed to the registration resource hub to self-serve colorado.edu/registration (N=5567 – 78%)
- Students with a lower likelihood of reenrolling will be asked about their challenges and connected to a network of SMEs who can help address reenrollment barriers in a timely manner (N=1538 – 22%)

SMEs

- Student Affairs -- Joe Thomas and Crystal Cyr
- Advising -- Advising Help Lab
 - Scarlett Ponton De Dutton
- Health and Wellness -- Joe Andenmatten
 - Immunization and WellCheck holds -- whccompliance@colorado.edu
- Financial Aid – Lou Melucci
- Bursar – Eric Gray
- Admissions – Bernadette LeDoux
- OIEC (RIX) Hold - oiectraining@colorado.edu
 - Janell Campbell
- CE -- Blazey Heir (in case CE is a good option for the student)
- All other things -- succeed@colorado.edu
 - Shelly Bacon (until April 6)
 - Sandra Sawaya (from April 6 – April 17)



BUS 2023 commitments specific to students with minoritized identities

- Improve allocation of scholarships, creating consistent scholarship renewal criteria and coordination/utilization of scholarships
- Begin the process of refocusing CU LEAD Alliance programs to provide consistent service to targeted populations
- Establish plan to cover a larger portion of the cost of attendance for lower-income students
- A centralized, published directory of identity spaces and connections campuswide
- Align and support key campus traditions for all students and identity-based communities
- Soliciting ideas from students on the newly launched student communications model
- Replacing defunct Minimum Academic Preparation Standards (MAPS) with new campus- and school/college-level recommendations for undergraduate admission

Note: Strategic Enrollment Management planning will take lead on recruitment-based efforts with BUS awareness

Metric Development

Primary metrics:

- Year-over-year UGRAD retention (sortable by ACO, C/S/P, residency, representative group, Pell, First-gen, etc.)
- 4-, 5-, and 6-year graduation rates
- Closing retention and graduation gaps for First-gen, Pell, and students with minoritized identities
- Tracking utilization and influence on the above based on BUS commitments and deliverables

Metrics in development (by BUS project)

- Grade replacement impact on GPA
- ACO students:
 - Fall to spring retention (2022-23 vs. previous)
 - Grades
 - Progress to IUT
- ACO advising pilot (impact on utilization, outcomes)
- Tutoring: Baseline usage data
- Texting students re: class registration windows (impact on registration throughput)
- Basic Needs Department usage

Note: Additional metrics are being captured as well (Buff Info utilization, Buff Portal student feedback, content strategy input, etc.)

Metrics to Date: Grade Replacement

Grade replacement was **opt-in** from Fall 19 to Fall 21: an online request submitted by a deadline

- Undergrads can replace up to ten credits of grades of C– or below
- The grade is replaced in GPA if it is higher on the next attempt
- Grade replacement is **automatic** as of Spring 22 (students may opt-out if desired)

Measuring Success

- Compared usage under opt-in grade replacement (F19-F21) to automatic (Spring 22)
- Number of students using grade replacement per semester roughly doubled from Fall 21 to Fall 22; almost all were undergrads
- Undergrad class enrollments with grade replacements increased from 1% up to 1.8% of total class enrollments
 - Up to 2.2% for Pell students,
 - Up to 2.6% for First-gen and for Black, Hispanic, Native American, or Pacific Islander students
- Average replacement grade was 1.7 points higher than the original
- Equivalent of class grade going from D to B–
- About the same class grade increase seen for Pell, First-gen, and Black, Hispanic, Native American, or Pacific Islander students



Metrics to Date: ACO Fall → Spring Retention

- Measurement group: ACO students enrolled in the Program in Exploratory Studies
- Fall 21 to Spring 22 retention for this group: 93%
 - 1.7 percentage points lower than campus average of 94.7%
- Fall 22 to Spring 23 retention for this group: 94.4%
 - 1.3 percentage points lower than campus average of 95.7%
 - 19 more students retained than would have been retained at previous year's rate
- Fall 22: Increase course availability for courses essential for PES students to transfer into the College of Engineering and Applied Science
- Project continues in Spring 23

Metrics to Date: Advising ACO admits

IUT Dashboard received over 1,500 hits within a month of publication in January 2023

- Pilot group of ~250 Early Admit students
- Early Admit ACO's totaled just over 7,000
 - 1,000 wanted admission to Leeds
 - 6,000 wanted admission to Engineering
- Pilot group was smaller than expected due to grade inflation among applicants, with >40% having 4.0 high school GPA
- 22 students scheduled advising appointments with PES or A&S (9% follow-through rate)
- 9 students switched their destination program to A&S
- Ongoing pilot group of ~100 Regular Decision students

- Created an IUT dashboard for admits ACO'd from Leeds and Engineering to calculate their likelihood of IUT-ing to those programs

- Pilot advising plan:
 - Reached out to the subset of this group with the lowest likelihood of IUT-ing to Leeds or Engineering, due to GPA or other factors such as needed coursework
 - Advised this subset on other colleges/school options
 - Pilot completed for Early Admit students, in progress with Regular Decision students



Metrics to Date: Text Registration Reminders

Seek to improve student retention by engaging in additional student outreach, including:

- Enrollment reminders via text message
- Proactive advisor outreach
- Bulk texting

*Note: Text reminders started in Spring 22

Outreach initiatives resulted in increases in year-over-year rate of re-enrollment:

| Week after registration began | Fall '22 | Fall '21 | Fall '20 | Fall '19 | Fall '18 |
|-------------------------------|----------|----------|----------|----------|----------|
| Week 4 | 81% | 75% | 76% | 79% | 76% |
| Week 5 | 83% | 78% | 78% | 81% | 79% |

1. Text reminders led to an increase of ~5% in continuing student re-enrollment one month of after registration opened (Data from OUE/ODA)
2. Academic Advisors have reviewed outreach lists based on who has/has not re-enrolled to target efforts to improve re-enrollment
3. Bulk texting (over 170,000 outbound messages) resulted in only 23 opt-outs.

Metrics to Date: Basic Needs Department

- Created Basic Needs Department in Student Affairs Fall 2022
- Unites food and housing assistance under one unit
- Refers students to case management and other resources as needed

Stats for AY 22-23 (as of March)

- 5,245 visits to Buff Pantry
 - 77% graduate students
 - 21% undergraduate students
 - 2% unknown status
- 158 cases that required case management
 - 22 active high need cases (as of March)
 - Actively housing two students who have been homeless (sleeping in cars) for at least 4 months each
 - \$29,706 distributed in housing assistance resources directly to students



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12 Commitments for Fall 2023

1. Begin **implementation of the Common Curriculum**
2. Establish plan to create **a common framework for undergraduate advising** across the campus
3. Establish a plan to **reduce tuition and fees for lower-income students**
4. Expand **transfer credit evaluation efficiency** pilot to more departments
5. Create a **campus network for call center staff**
6. Create guidelines and **training for using the new first-year students success dashboard**
7. Align and unify support of **key campus traditions for all students and affinity-based communities**
8. Create a proposal for **improving tutoring across campus**
9. **Merit scholarships:** improve predicted GPA model for allocation and create consistent scholarship renewal criteria
10. **Refocus Lead Alliance programs** to provide consistent service to targeted populations
11. Create faculty framework for **Canvas grading enhancements & best practices**
12. Review **degree audit rules, encoding and exception practices**