PARTNERING FOR STUDENT SUCCESS

FIRST YEAR EXPERIENCE
LEARNING CENTER
ACADEMIC ADVISEMENT
Partnering for Student Success

New Student Experience and Transitions

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The Division of Academic Advisement

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The Learning Center

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New Student Experience and Transitions

New Student Experience and Transitions is committed to providing a comprehensive and collaborative approach to ensure the success and retention of our new First Year and Transfer students.

- Creates a foundation for success and helps our new students acclimate and seamlessly transition to our Pace community.
- Provides guidance, support, and advocacy for new students to ensure their personal and academic success.
- Fosters student retention and timely degree completion.
- Partners with colleagues throughout the University on programs and initiatives to support student success.
New Student Experience and Transitions - Snapshot

- First Year Student support, engagement and transition
- UNV 101
- First Year Advising and introduction to Pace Path
- Transfer Student support, engagement and transition
- OnTrack
New Student Experience and Transitions – Meet Our Team

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First Year Experience (FYE)

- Provides **ongoing support, outreach and resources** to make students’ transition from high school to college as smooth as possible.
- Directs and coordinates our First Year Seminar, **University 101 (UNV 101)**, a required, credit-bearing course designed to empower students with the skills to address the **transition from high school to college**, introduce students to the **Pace Path** and the **opportunities and resources** available at Pace, and facilitate their **success in the college environment**.
- Leads our **Comprehensive First Year Advising Program (CFAP)**, designed to support our FY students for the duration of their first year. Each **UNV 101 class** is taught by the students’ **First Year Advisor (FY Advisor)**.
  - FY Advisors monitor and follow-up on **faculty feedback or concerns** for FY students shared through our **OnTrack** system (early alerts/Academic Progress Reports). This helps the FY Advisor work with each student in a **proactive manner**.
  - A **Peer Leader** is also assigned to each UNV 101 course. The Peer Leader meets with all of the students in the UNV class throughout their first semester to further support students in their transition to college.
- Collaborates with various **Pace programs and student support areas** (Learning Centers, Advising, SD(A)CA, Residential Life, Health and Counseling, DEI and Multicultural Affairs, Library, Career Services, Pace International, etc.) to develop, coordinate and promote numerous **events and activities** for FY students.
Transfer Student Experience (TSE)

- Supports all transfer students in making a **successful transition** from a prior, college-level institution, to Pace.
- Develops and implements University-wide services that support the successful **onboarding and engagement of transfer students**.
- Identifies and creates **mentorship opportunities** for transfer students.
- Creates, coordinates and delivers a series of **recurring workshops and programs** that build and maintain connections among new and continuing transfer students at Pace.
- Collaborates with Deans, Chairs, Faculty, Advising, Admissions and Registrar areas to **improve the Transfer Credit Evaluation process**.
- Collaborates with various **Pace programs and student support areas** (Learning Centers, Advising, SD(A)CA, Residential Life, Health and Counseling, DEI and Multicultural Affairs, Library, Career Services, Pace International, etc.) to develop, coordinate and promote numerous **events and activities** for TR students.
- Partners with all Schools and student support areas to **increase retention and graduation rates for transfer students**, and identify opportunities for **improving the overall transfer experience**.
Using OnTrack to Support Student Success at Pace

Students succeed when they are engaged with an informed, connected campus community
Why Use OnTrack?

Your ongoing feedback on student performance enables us to:

• **Quickly** identify students who need additional support, as early as possible;

• **Communicate timely feedback** to students and their Advisors;

• **Connect students** who are struggling with the **resources** they need;

• **Provide Advisors information necessary to pursue targeted follow-up and interventions** with individual students and connect them to support; and

• **Close the loop** and shared updates on outreach to students, interventions and student progress.
5 Ways to Use OnTrack in Your Role as an Instructor at Pace:

1. Respond to **Academic Progress Report (APR)** requests at the **three** designated points of the semester if you are instructing **First Year Students** and/or **Student Athletes**.

2. Raise **Flags** for students in your course(s) who appear to be struggling.

3. Use the **Kudos** feature to recognize a student’s good work or improvement.

4. Raise the **Risk of Withdrawing from the University** Flag when a student indicates she/he *MAY* be considering transferring or has shared concrete plans to transfer out of Pace.

5. **Optional** Attendance Tracking and Online Appointment Scheduling features.
OnTrack FAQs:

1. **What is an Academic Progress Report (APR) and why am I being asked to complete it?**
   Instructors who have First Year students and/or Student Athletes registered in their course(s) are asked to complete an APR through OnTrack at three designated points each semester, each of which is aligned with academic deadlines and milestones. We will be exploring a possible expansion of the APR student cohort in future semesters.

2. **Can I use OnTrack to provide feedback about a student outside of the APR period?** **YES!!**
   While our APRs focus solely on our cohort of First Year and Student Athletes, faculty have the ability to view all students enrolled in their course(s) in OnTrack and share feedback for a student through OnTrack at **anytime during the semester**.
Academic Progress Reports (APRs) in OnTrack
Fall 2020

Instructors are asked to share feedback for our First Year Students and Student Athletes ONLY* using three scheduled APRs:

- **APR #1** - Monday, 8/31 through Thursday, 9/3
  To report on **attendance concerns only** (final Add/Drop deadline is Sunday, 9/6).

- **APR #2** – Thursday, 9/24 through Thursday, 10/1
  5th and 6th week of the semester.

- **APR #3** – Wednesday, 10/21 through Wednesday, 10/28
  Final Course Withdrawal deadline is Sunday, 11/1.

*All Instructors retain the ability to share feedback through OnTrack at any time during the semester, and outside of formal APR periods, for any student enrolled in their courses who appears to be struggling.
Access your OnTrack account any time, from any location, using your Pace User ID and Password credentials

Type "\textit{ontrack.pace.edu}" into the navigation bar (\textbf{not} search box) of a web browser to go directly to the login page. Do \textbf{NOT} use the "www" when typing in this web address.

\textbf{OR}

Access the OnTrack login page from the links listed along the top of your \textbf{Blackboard account} or through your \textbf{MyPace Portal} account, through Faculty Resources:
Additional OnTrack Resources
Some General Reasons to Raise a Flag for a Student in OnTrack

• **Absences** from scheduled class meetings.

• **Failure to submit homework** or assignments.

• **Poor performance** on quizzes or tests.

• **Lack of participation** or engagement – whether course is being conducted in person or online.

**Kudos** can also be shared through OnTrack to recognize a student’s good work and/or improvement.
What Happens After I Raise a Flag or Kudos in OnTrack?

- For Academic and Attendance Concerns, the student will receive an e-mail notification of your concern, including the exact comments you have provided in OnTrack. The student’s Advisor will also receive an e-mail notification about the concern and will conduct follow-up outreach to the student, offering additional support and guidance.

- For Kudos, the student will receive an e-mail notification of the Kudos, including the exact comments you have provided in OnTrack.
Access the “Students” Menu

1. Click on the “hamburger” menu in the upper left corner (three parallel lines) to display your OnTrack menu.

2. Select “Students” from the menu.
General Navigation in OnTrack
Using the “Students” Menu

1. **My Students**: access your course roster(s) for the semester. **Remember to select the specific “Term” (e.g., Fall 2020) and then the associated course title/CRN in the “Connection” box to access your roster.**

2. **Tracking**: access a summary of the Flags and Kudos you have raised for the students in your course(s) through OnTrack.

3. **Attendance**: optional tool available in OnTrack to record student attendance in your course(s).

4. **Progress Report**: access and respond to APRs on this tab during scheduled APR reporting periods *only*. A number will appear in parentheses beside “Progress Report” indicating the total number of APRs you are being asked to complete during each of the three formal APR reporting periods.
Respond to Academic Progress Reports (APRs)

Access a brief video tutorial demonstrating how to respond to an APR request in OnTrack
Access Your Course Roster in OnTrack

Use the “My Students” menu to access your course(s) for the semester and the associated class roster(s).

Select the specific semester from the “Term” menu (e.g., Fall 2020) and then select the course title/CRN from the “Connection” menu to view your class roster* and currently enrolled students.

*Student course registration information (Add/Drop and Withdrawals) is updated nightly in OnTrack.
Confirm a Student’s Advisor in OnTrack

1. Open the student’s folder in OnTrack and select “Network” from the side menu.
2. Select “Ongoing” from the Term drop-down menu (Advisor connections to students in OnTrack are not bound by a specific term, but rather an ongoing connection that can span several terms); then select “Success Advisor” OR “First Year Advisor” from the Connection drop-down menu.
3. The student’s Advisor information will display, including the Advisor’s Pace email and phone number should you need to contact them.

**If no Advisor information appears in OnTrack, the student’s program/school has not assigned an Advisor to the student at this time; please contact the respective Advising area for assistance."
Raise a **Flag** or **Kudos** for an **Individual Student** OUTSIDE an APR Period

**Student Name**

- **Flag**
- **To-Do**
- **Kudos**

**Student Information**

- CAMPUS: New York City

**Active Flags**

Active Flags for courses in the active term

**Create Kudos for Student Name**

- **Kudos**
- **Course Context**
- **Comment**

- Academic Concern
  - THIS FLAG AND YOUR COMMENTS ARE SENT TO THE STUDENT. Raise this flag when you have a concern regarding a student's academic performance in your course. EXAMPLES include: Lack of participation, missing or late assignments, low test or quiz scores.
  - *Disclosable under FERPA*

- Attendance Concern
  - THIS FLAG AND YOUR COMMENTS ARE SENT TO THE STUDENT. Raise this flag when a student is not attending class regularly.
  - *Disclosable under FERPA*

- Behavioral Concern
  - THIS FLAG AND YOUR COMMENTS ARE NOT SENT TO THE STUDENT. Raise this flag when you have a concern regarding a student's behavior.
  - *Disclosable under FERPA*

**Required fields**

- Permissions: A tracking flag

**Raise Flag for Student Name**

- **Flag**
- **Course Context**
- **Comment**

- Academic Concern
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Raise Flags or Kudos for Multiple Students OUTSIDE an APR Period

Select the box beside each student for whom you wish to raise the SAME Flag/comments OR give the same Kudos/comments, and then select either the “Flag” or “Kudos” button.
Some General Tips and Reminders

- **Google Chrome** and **Firefox** web browsers tend to provide the best user experience for OnTrack.
- You can quickly search for one of your students in OnTrack using any of the following criteria:
  - **U#/Student ID**
  - **Last Name**
  - **First Name**
  - **Partial name (a minimum of 3 letters)**
- Student’s **PREFERRED NAME** is used and displayed in OnTrack (and in Blackboard).
- OnTrack is **updated on a nightly basis** and reflects changes or updates to student records and registrations (i.e., Add/Drop or Withdrawal) as of approximately 10pm the prior night.
Thank you for using OnTrack to support our students!

For Questions:
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Associate Dean
New Student Experience and Transitions
jtalbot@pace.edu

For General OnTrack Support:
http://help.pace.edu
Email: pacehelpdesk@pace.edu
Phone: 914.773.3333
Division of Academic Advisement
This new Division of Advisement brings together the Academic Advising units from five schools and two programs across both campuses.

- Dyson Arts & Sciences
- Lubin School of Business
- Seidenberg School of CSIS
- College of Health Professions
- School of Education
- Central Advisement (former CAP program team)
- Center for Exploring Majors
What remains the same?

✓ The wonderful people!
✓ Continued close collaborations between the advising groups and their respective schools.
✓ Our services to students which support their academic success and timely graduation.

What has changed?

✓ Throughout the year, we will be working to identify best practices from each group and streamline them across the division, so that students in all majors receive consistent, sustained, effective advisement.
# Academic Advisement:

Who advises which group?

<table>
<thead>
<tr>
<th>Student Group</th>
<th>Advising Group</th>
<th>Division/Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>Freshmen students</td>
<td>UNV 101 instructors</td>
<td>First Year Experience</td>
</tr>
<tr>
<td>Freshmen students deemed ‘at risk’</td>
<td>UNV 101 instructors from Central Advisement</td>
<td>Division of Advisement</td>
</tr>
<tr>
<td>Freshmen – Sophomore undecided students</td>
<td>UNV 101 instructors and Center for Exploring Majors</td>
<td>Division of Advisement</td>
</tr>
<tr>
<td>Sophomore – Seniors</td>
<td>School-Based Advisors</td>
<td>Division of Advisement</td>
</tr>
</tbody>
</table>
Academic Advisement

What do we do?

The Division of Academic Advisement is committed to providing a proactive, holistic, and collaborative approach to ensure the success and timely graduation of our students.
Proactive: Rather than hinge upon registration season as our primary time of student contact, advisement across the schools is moving towards a proactive communication model in which students are engaged with advisors at repeated, strategic key points throughout the semester to check in on their academic and campus experience.
Holistic: Expanding our touch-points for student engagement will broaden advisement session content to include aspects of the student experience beyond scheduling, curriculum, and administrative needs.
Collaborative: The advisor-advisee relationship is a partnership in which both strive for the goal of academic success and student satisfaction.

The collaborative nature of the new division now includes a spirit and practice of shared support across the advising groups which were previously separated by school. In this new model, advisors will be able to work more closely across caseload areas to offer support to each other as well as our student groups.

Collaboration also includes faculty and partnering student support colleagues! We welcome your engagement in helping our students maximize their achievement!
Faculty usage of **On Track** will provide invaluable information to advisors, enabling us to connect with students to offer encouragement and direction to staying on a successful path.

This additional layer of student outreach and guidance will help faculty in their efforts to manage and support student success.

Faculty should also feel free to *directly reach out to an advisor* for help with a student at any time!
Our students love zoom for advisement sessions! This format has been successful for individual sessions as well as group advisement sessions.

Advisors are also available for phone and on-campus appointments.

On-campus appointments require advanced scheduling and are designed in alignment with Pace University’s social distancing requirements.
Students who are unsure of their advisor can take any of the following steps:

- Consult Degree Works in MyPace Portal.
- Consult their OnTrack account and click on "My Success Network".
- Email whoismyadvisor@pace.edu to request assistance in confirming their Advisor.
The Learning Center
The Learning Assistance Center uses an array of programs and a holistic approach to assist students with academic skills and content knowledge. We are dedicated to developing independent learners through purposeful interactions with trained, well-qualified peer and professional staff.

- Pedagogy
- Culture of Study
- Appointment Based Services
- [www.pace.edu/LearningCenter](http://www.pace.edu/LearningCenter)
THANK YOU FOR JOINING US!

WE LOOK FORWARD TO COLLABORATING WITH YOU IN SUPPORTING OUR STUDENTS FOR ACADEMIC SUCCESS AT PACE!