

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

- **Cathy Raynis Meeker**
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- **Carolyn Endick**
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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.

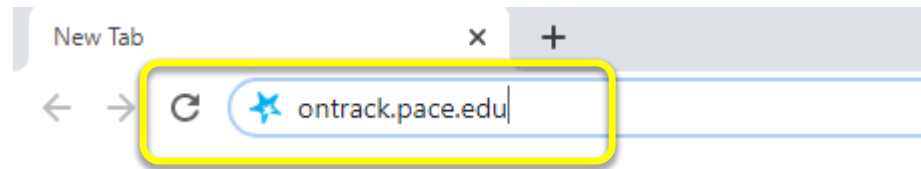
❑ **APR #3 – Wednesday, 10/21 through Wednesday, 10/28**

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

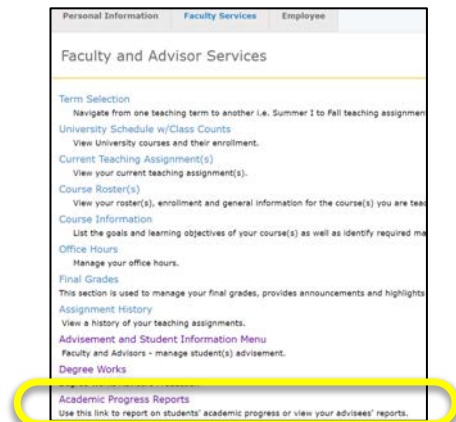
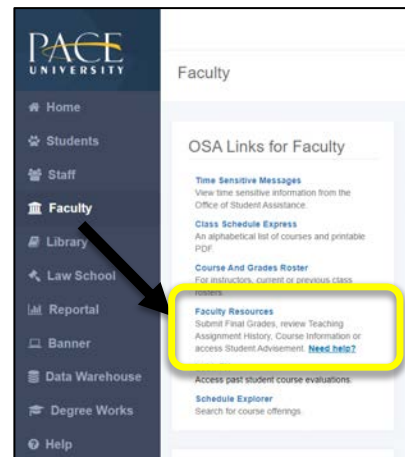
Type "ontrack.pace.edu" into the navigation bar (not search box) of a web browser to go directly to the login page. Do NOT use the "www" when typing in this web address.



[Covid-19 Pass Fail](#) - [Academic Calendar](#) - [Blackboard Tutorials & FAQs](#) - [Course Evaluations](#) - [Libraries](#) - [Resources for Teaching Remotely](#) - [On-track](#)

OR

Access the OnTrack login page from the links listed along the top of your **Blackboard** account or through your **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.

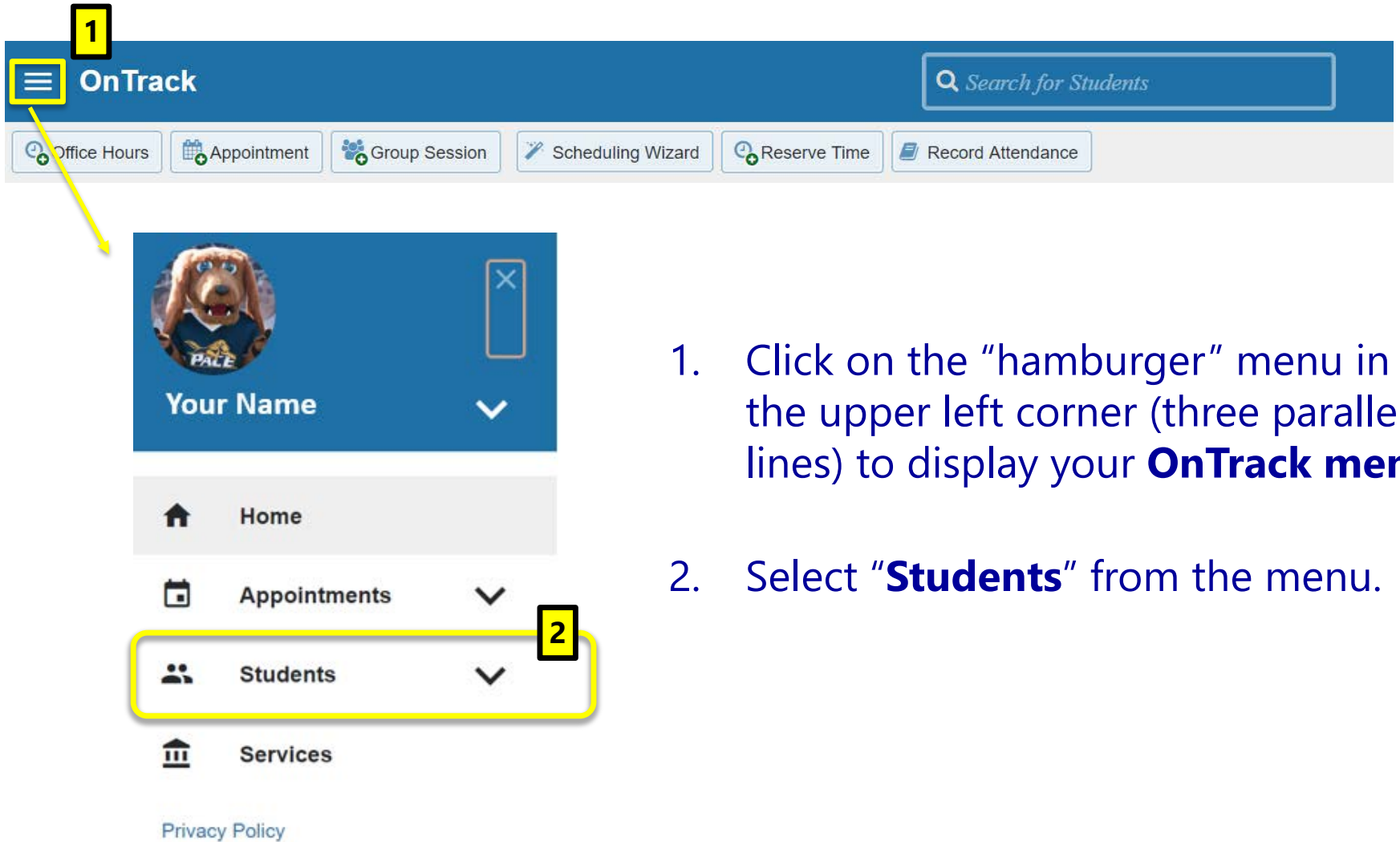
Kudos can also be shared through OnTrack to recognize a student's good work and/or improvement.

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



The screenshot shows the OnTrack web application interface. At the top, there is a blue header bar with the "OnTrack" logo on the left and a search bar on the right labeled "Search for Students". Below the header is a row of navigation buttons: "Office Hours", "Appointment", "Group Session", "Scheduling Wizard", "Reserve Time", and "Record Attendance". A yellow box highlights the hamburger menu icon (three horizontal lines) in the top left corner, with a yellow arrow pointing down to a secondary menu. This secondary menu has a blue background and features a profile picture of a dog, the text "Your Name", and a dropdown arrow. Below this are four menu items: "Home" (with a house icon), "Appointments" (with a calendar icon), "Students" (with a group of people icon), and "Services" (with a building icon). The "Students" item is highlighted with a yellow box and a yellow number "2" in the top right corner. At the bottom left of the menu, there is a link for "Privacy Policy".

OnTrack

Search for Students

Office Hours Appointment Group Session Scheduling Wizard Reserve Time Record Attendance

Your Name

Home Appointments Students Services

Privacy Policy

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

The screenshot shows the OnTrack interface. At the top is a blue header with the OnTrack logo and a search bar labeled 'Search for Students'. Below the header is a navigation bar with four tabs: 'MY STUDENTS' (highlighted with a yellow box and number 1), 'TRACKING' (highlighted with a yellow box and number 2), 'ATTENDANCE' (highlighted with a yellow box and number 3), and 'PROGRESS REPORT' (highlighted with a yellow box and number 4). Below the navigation bar is a toolbar with icons for Flag, Referral, To Do, Kudos, Success Plan, Message, Note, and Download. Below the toolbar is a search and filter section with a search bar, a 'Go' button, and dropdown menus for Connection (set to 'All My Students'), Term (set to 'Fall 2020'), and Cohort. There is also an 'Additional Filters' button. Below the search and filter section is a table with columns for Name, Email, Phone, and Cell Phone.

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)

The screenshot displays the OnTrack system interface. At the top, there is a blue header with the 'OnTrack' logo and a search bar labeled 'Search for Students'. Below the header, there are three tabs: 'MY STUDENTS', 'TRACKING', and 'ATTENDANCE'. A yellow box highlights the 'PROGRESS REPORT (4)' link in the top right corner, with an arrow pointing to it. On the left side, a red box highlights a survey titled 'General Biology II (SCI-BIOL201-600-201901): 2 Question Flag Survey'. The survey details include 'SAVED May 01, 2019 at 11:37 AM' and 'DUE December 31, 2050 at 5:00 AM'. Below the survey details, there is a description: 'A survey with a different description and different questions.' The main part of the interface is a table with three columns: 'Name', 'Attendance Concern', and 'Academic Concern'. The 'Attendance Concern' and 'Academic Concern' columns are circled in yellow. The table lists six students: Albright, Randy (ralbright5422), Andrews, Randy (randrews5426), Berger, Jeff (jberger5424), Chappell, Jeff (jchappell5148), Fisher, Jim (jfisher5086), and Fore, Jim (jfore5156). The 'Fisher, Jim' row is highlighted in blue. At the bottom left, there is a 'RESET' button, and at the bottom right, there is a 'SUBMIT' button.

Name	Attendance Concern	Academic Concern
Albright, Randy ralbright5422	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Andrews, Randy randrews5426	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Berger, Jeff jberger5424	<input type="checkbox"/>	<input type="checkbox"/>
Chappell, Jeff jchappell5148	<input type="checkbox"/>	<input type="checkbox"/>
Fisher, Jim jfisher5086	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fore, Jim jfore5156	<input type="checkbox"/>	<input type="checkbox"/>

[Access a brief video tutorial](#) demonstrating how to respond to an APR request in OnTrack

Access Your Course Roster in OnTrack

The screenshot shows the OnTrack web application interface. At the top, there is a blue header bar with the 'OnTrack' logo on the left and a search bar on the right labeled 'Search for Students'. Below the header, there are four main navigation tabs: 'MY STUDENTS' (highlighted with a red oval), 'TRACKING', 'ATTENDANCE', and 'PROGRESS REPORT'. Under the 'MY STUDENTS' tab, there is a row of action buttons: 'Flag', 'Referral', 'To-Do', 'Kudos', 'Success Plan', 'Message', 'Note', and 'Download'. Below these buttons is a search section with a text input field labeled 'Search' and a 'Go' button. To the right of the search section is a 'Connection' dropdown menu, which is open, showing a list of options: 'All My Students', 'All My Students', 'Instructor', 'Introduction to Research Methods and Higher Education' (highlighted with a red oval), 'Senior Seminar in Research Methods', and 'Senior Seminar in Research Methods'. To the right of the 'Connection' dropdown is a 'Term' dropdown menu, which is also open, showing a list of options: 'Fall 2020' (highlighted with a yellow box). Below the dropdowns is a table with columns for 'Name', 'Phone', and 'Cell Phone'. The table contains three rows of student information, each with a small profile picture next to the name.

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

The screenshot displays the OnTrack interface for confirming a student's advisor. The interface includes a top navigation bar with buttons for Flag, Referral, To-Do, Kudos, Message, Note, and Appointment. A left sidebar contains a menu with Overview, Info, Success Plans, Courses, Tracking, Meetings, Notes, and Network. The main area features a search bar with fields for Name, Connection (Success Advisor), and Term (Ongoing), and a Go button. Below the search bar are buttons for Select All, Deselect All, and Email Selected. The results show two advisor entries, each with a photo, name, and assigned items count. A student's profile picture is shown on the right.

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

The screenshot displays the 'Student Name' interface. At the top, there is a navigation bar with buttons for 'Flag', 'To-Do', 'Kudos', 'Message', 'Note', 'Appointment', and 'File'. The 'Flag' and 'Kudos' buttons are highlighted with yellow boxes. Arrows point from these buttons to two separate modal windows. The 'Flag' modal window, titled 'Raise Flag for Student Name', shows a dropdown menu with three options: 'Academic Concern', 'Attendance Concern', and 'Behavioral Concern'. Each option has a description and a note that it is 'Disclosable under FERPA'. The 'Kudos' modal window, titled 'Create Kudos for Student Name', shows a dropdown menu with three options: 'Keep Up the Good Work', 'Kudos', and 'Showing Improvement'. Each option has a description and a note that it is 'Disclosable under FERPA'. Both modal windows have 'Never Mind' and 'Save' buttons. The background interface also shows a sidebar with navigation links like 'Overview', 'Info', 'Success Plans', 'Courses', 'Tracking', 'Meetings', 'Notes', and 'Network'. The main content area displays 'Student Information' and 'Active Flags'.

Student Name

Flag To-Do Kudos Message Note Appointment File

Student Information

CAMPUS: New York City

Active Flags
Active Flags for courses in the active term

Raise Flag for Student Name

Flag

Course Context

Comment

Academic Concern
THIS FLAG AND YOUR COMMENTS ARE SENT TO THE STUDENT. Raise this 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 when a student is not attending your 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. EXAMPLES include a student showing significant signs of a change in demeanor or appearance or perhaps has shared family or personal concerns that are impacting

Permissions: A tracking
Required fields

Create Kudos for Student Name

Kudos

Course Context

Comment

Keep Up the Good Work
THIS FLAG AND YOUR COMMENTS ARE SENT TO THE STUDENT. Raise this Kudos for a student who is performing well.
* Disclosable under FERPA

Kudos
THIS FLAG AND YOUR COMMENTS ARE SENT TO THE STUDENT. Raise this general Kudos for a student and ENTER YOUR OWN, PERSONALIZED COMMENTS.
* Disclosable under FERPA

Showing Improvement
THIS FLAG AND YOUR COMMENTS ARE SENT TO THE STUDENT. Raise this Kudos when a student is showing improvement.
* Disclosable under FERPA

Permissions: A tracking
Required fields




Raise **Flags** or **Kudos** for Multiple Students OUTSIDE an APR Period

OnTrack

MY STUDENTS **TRACKING** **ATTENDANCE**

Flag **Referral** **To-Do** **Kudos** **Success Plan** **Message** **Note** **Download**

Search
Student Name, Username, ID **Go** **Connection** **Term** **Cohort**
HON 499 21507 Spring 2020

	Name	Email
<input checked="" type="checkbox"/>		
<input type="checkbox"/>		
<input checked="" type="checkbox"/>		

Selected: 2

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.

Raise Flag for Multiple Students **Never Mind** **Save**

* **Flag**

Course Context

Comment

Academic Concern
THIS FLAG AND YOUR COMMENTS ARE SENT TO THE STUDENT. Raise this 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 when a student is not attending your 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. EXAMPLES include a student showing significant signs of a change in demeanor or appearance or perhaps has shared family or personal concerns

Permissions: A tracking

* **Required fields**

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:

Jennifer Talbot

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

Academic Advisement:

Who are we?

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

Academic Advisement:

Who are we?

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?

Student Group	Advising Group	Division/Department
Freshmen students	UNV 101 instructors	First Year Experience
Freshmen students deemed 'at risk'	UNV 101 instructors from Central Advisement	Division of Advisement
Freshmen – Sophomore undecided students	UNV 101 instructors and Center for Exploring Majors	Division of Advisement
Sophomore – Seniors	School-Based Advisors	Division of Advisement

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.

Academic Advisement

- ✓ **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.

Academic Advisement

- ✓ **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.

Academic Advisement

- ✓ **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!

Academic Advisement

How can Advisors help faculty?

- 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!

Academic Advisement

How are we currently meeting with students?

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.

Academic Advisement

How can students find us?

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 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

THANK YOU FOR JOINING US!

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