

# NEW COLLEGE OF FLORIDA BOARD OF TRUSTEES

**Meeting Date:** February 22, 2024

**SUBJECT: New College of Florida's 2023-24 Student Success Plan Monitoring Report**

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## **PROPOSED BOARD ACTION**

Consider approval of New College of Florida's 2023-24 Student Success Plan Monitoring Report for submission to the Florida Board of Governors.

## **BACKGROUND**

### What is this?

In August, the Board of Trustees approved a Student Success Plan (SSP) that established eight initiatives to implement by March 2024 in order to improve first-to-second year student retention and post-graduation outcomes.

### Why did we develop the Student Success Plan?

Any school failing to earn at least 70 PBF points is required to submit a Student Success Plan (SSP) to the Board of Governors for consideration at its September meeting in order to be eligible for 50% of their proportional amount of the state's PBF investment.

New College of Florida earned a PBF score of 65.

### How do we earn 50% of the state's PBF investment?

When the Board of Governors approved our SSP last September, we received 25% of the state's investment (\$1.1 M).

We will receive the remaining 25% (\$1.1M) if the Board of Governors determines this Monitoring Report demonstrates satisfactory progress on implementing our SSP.

### Did we make satisfactory progress on implementing our Student Success Plan?

We fully implemented all eight initiatives established in our SSP.

**Supporting Documentation Included: NCF's 2023-24 Student Success Plan Monitoring Report**

**Other Support Documents Available: N/A**

February 1, 2024

New College of Florida has fully implemented seven of the eight initiatives outlined in our 2023-24 Student Success Plan. The eighth initiative will be completed by the end of May. We anticipate these targeted strategies will improve student retention and post-graduation outcomes.

### Initiative #1

Increase the number of students who complete internships by awarding at least \$400,000 in internship scholarships to at least 200 students entering NCF in 2023-24.

Status: Fully Implemented

**Target:** Metric 1: Percent employed (earning \$40k+) or continuing education one year after graduation

**Implementation:** We awarded a total of \$438,940 in internship scholarships to 223 entering NCF students. These funds included \$388,000 in President's Honors Scholarships and Bishop Parker Scholarships, \$42,640 in Community-Driven Internship awards, \$8,000 in our Pathways to Teaching program, and \$300 in Internship Travel Grants.

**Evaluation:** Students receiving these scholarships are required to complete an internship prior to graduation. These scholarships remove barriers to participation in work-based learning experiences and advance us toward our goal for 100% of students to complete an academic internship prior to graduation.

### Initiative #2

Develop targeted master's programs to create additional post-graduation pathways for students. Submit at least two pre-proposals to the CAVP Academic Coordinating Group.

Status: Fully Implemented

**Target:** Metric 1: Percent employed (earning \$40k+) or continuing education one year after graduation

**Implementation:** On September 13, 2023, we presented pre-proposals for two master's programs to the CAVP Academic Coordinating Group: a Master's in Marine Mammal Science and a Master's in Educational Leadership.

**Evaluation:** With improvements made based on feedback from the CAVP Academic Coordinating Group, faculty have continued developing proposals for these two master's programs. A proposal for the Marine Mammal Science program will be ready for BOG review yet this Spring with a projected start date of Fall 2024. The proposal for the Educational Leadership program will be ready by summer with a projected Fall 2025 start date. In addition to producing high-quality graduates who will serve the State of Florida, student demand evidence suggests that these programs will drive increases in undergraduate enrollment at New College.

### Initiative #3

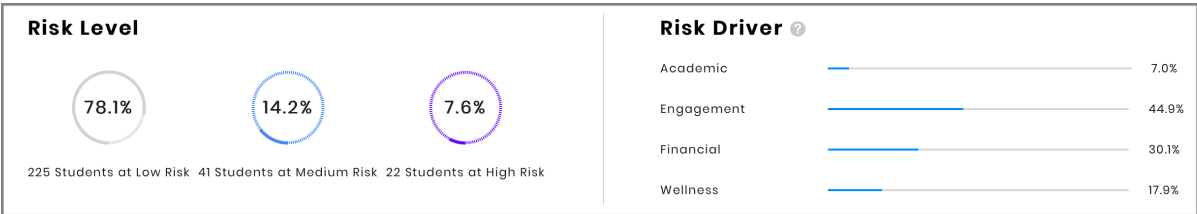
Fully implement an adaptive AI chatbot and text messaging service to gain insight into student retention issues and to provide timely intervention.

Status: Fully Implemented

**Target:** Metric 5: Academic progress rate (second year retention with GPA above 2.0)

**Implementation:** New College fully launched the Mighty Banyan chatbot and text messaging service in September. Since launch:

- 93% of students have opted-into receiving texts
- 59% of students actively engaged in texting with the chatbot
- 3,157 texts have been received from students (~4.5 texts per student enrolled)
- 39 touch points have been made to check-in with students
- 36 actions/interventions to improve retention have been identified by the chatbot



Screenshot of chatbot dashboard summarizing risk levels and drivers (as of January 19, 2024)

**Evaluation:** The Mighty Banyan chatbot has identified students at-risk of leaving New College and provided insight into the academic, engagement, financial, and wellness issues our students report. Through the chatbot, we have been able to provide timely interventions to get students back on-course

### Initiative #4

Provide a fully operational one-stop shop for Academic Support services (tutors, writing/quantitative/ study skill development, technology support)

Status: Fully Implemented

**Target:** Metric 5: Academic progress rate (second year retention with GPA above 2.0)

**Implementation:** In October, a fully operational one-stop shop for Academic Support services was launched in the library. The library now houses the Student Success Center, Writing Resource Center, Quantitative Resource Center, and Educational Technology Services, alongside our Center for Career Engagement and Opportunity.

**Evaluation:** This one-stop academic support service center builds upon the success we achieved with last year's launch of our START Center (a one-stop shop for student enrollment services). Both the START Center and Academic Services one-stop shop are housed in the library, meaning students can go to a single location for support with all enrollment and academic needs.

#### Initiative #5

Provide 24/7 on-demand, no-cost access to professional tutors.

Status: Fully Implemented

**Target:** Metric 5: Academic progress rate (second year retention with GPA above 2.0)

**Implementation:** In August, we signed an agreement with Knack to provide our students with no-cost access to a 24/7, on-demand professional tutoring network.

**Evaluation:** Through Knack, our students now have access to synchronous and asynchronous support across a wide range of academic subjects. This complements the in-person one-on-one and group tutoring sessions our students can schedule through our Academic Services one-stop shop. While initial student feedback is positive, we will complete a full evaluation of this service by the end of the academic year.

#### Initiative #6

Hire Academic Coaches to support first-year students.

Status: Implemented by May

**Target:** Metric 5: Academic progress rate (second year retention with GPA above 2.0)

**Implementation:** In December, we launched a search for two Senior Academic Coaches. As of late January, we are in the final stages of making those hires. Those Senior Academic Coaches will hire an additional four Academic Coaches by May.

**Evaluation:** Our Office of New Student Programs has been developing onboarding/training materials for coaches, and has discussed with faculty how to best integrate an Academic Coaching model into our faculty advising system. Results of this initiative will be apparent next year, as incoming students will be assigned academic coaches (on top of faculty advisors and career coaches).

### Initiative #7

Close the digital divide by providing at least 300 laptops to incoming students.

Status: Fully Implemented

**Target:** Metric 5: Academic progress rate (second year retention with GPA above 2.0)

**Implementation:** We provided 300 laptops to incoming first-year and transfer students in Fall 2023.

**Evaluation:** With library computer usage down and student academic success up (with the percent of students successfully completing their Fall academic contract increasing from 84% in Fall 2022 to 87% in Fall 2023), early evidence suggests students have benefitted from receiving laptops.

### Initiative #8

Invest at least \$5.5M to improve campus life (student activities, including athletics), food accessibility/quality, and capital improvements to residence halls.

Status: Fully Implemented

**Target:** Metric 5: Academic progress rate (second year retention with GPA above 2.0)

**Implementation:** Since July 1, New College has invested more than \$5.5M in improvements to campus life, food services, and capital improvements to residence halls.

**Evaluation:** The list of improvements includes: repairs to elevators; turf added to outdoor study areas; outdoor classroom re-thatched; ACE Student Lounge repainted; 4 Winds Café re-opened with daily food service; Fitness and Wellness Center Improvements; Pool Area Improvements; Robertson Park; added security cameras to protect students; increased funding for primary food service venue; new kitchen equipment; batting cages added; fields added; existing softball field repaired for safety; numerous renovations to all existing active housing facilities; library improvements; funding commitment to increase campus generator capacity and several minor general campus improvements.