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Information from the BLC regarding Early Alerts will be in your mailbox shortly.

## Chalk Talk Quick Tips

from Chalk Talk with permission of author Donna Qualters,  
Director of Suffolk University Center for Teaching Excellence

**Don't hesitate.** If a freshman student seems to be floundering, chances are s/he is floundering. Be proactive and arrange to see them individually as soon as possible.

**Try a One Minute Paper.** Bring 3x5 cards to class and at the end of the class ask students to anonymously tell you what questions they have about the class material. You'll have instant feedback on the learning.

**When asking students whether they have questions, change your phrasing** from "Are there any questions?" to "What are your questions now?"

# Student Retention & Success Newsletter

## Career Services and Cooperative Education

### Ready to Assist submitted by Paul Tanklefsky, Director of Career Services



With the fall semester underway, a number of freshmen and sophomores have questions regarding choosing a college major and /or complementary minor. The Office of Career Services and Cooperative Education (CS/CE) is prepared to assist CAS and SBS students in the college major process.

Resources of CS/CE include the following:

- . *Individual appointment with a counselor* – students meet with a career advisor and start to identify college majors and career options that mesh with their interests, abilities and skills.
- . *Strong Interest Explorer* – a career interest inventory that takes approximately 30 minutes to complete and highlights areas of interest and their corresponding college majors and career links.
- . *College Majors Handbook* – a useful resource for students that includes a checklist for choosing a major, misconceptions about college majors, quotes from college students about why they chose their major, a revealing listing of famous people and their college majors (i.e., Spike Lee, director and actor, Mass Communication major), and a list of Suffolk grads by major and employer.
- . *Annual Majors/Minors Expo* – Thursday, November 5, 12:30-2:30 pm, Ridgeway Gym – underclassmen have the opportunity to meet faculty and junior/senior students from the university's academic departments in CAS and SBS and learn about majors/minors of interest to you, requirements for the major, and career options.

Students are encouraged to set up an appointment to meet with a counselor, call 617-573-8480 or contact [careers@suffolk.edu](mailto:careers@suffolk.edu). They can also visit the CS/CE office at 20 Ashburton Place, 1<sup>st</sup> floor.

## What If I Am Asked?

### What should I do if a student requests accommodations due to a learning or other disability?

Student requests for classroom accommodations are reviewed and approved by the Office of Disability Services, which is located on the 7<sup>th</sup> floor of 73 Tremont Street. Students must provide the University with documentation to receive accommodations in accordance with the Americans with Disability Act. Students who have been approved for classroom accommodations will provide faculty members with an approval letter describing the accommodation he/she is authorized to receive. For more information, please contact the Office of Disability Services at (617) 994-6820 for assistance.

**What grade will I get if I drop this course now?** As of October 7 students will receive a grade of W on their transcript. Last day to drop a course without a failing grade is November 6.

# First Year Experience Student Issues

## September Happenings

**Classes** begin.

**Formation** of first impressions of college life will occur.

**Quick** judgments and friendships based upon exterior similarities.

**Acting** out as a way to deal with stress, uncertainty of role in new place.

**Initial** group formation—cliques form, typically around rooms that are close together.

**Staff** members receive many questions regarding location of classes, resources, and services.

## Possible Issues/Concerns

**Homesickness**—especially for freshmen.

**Roommate** conflicts.

**Initial** adjustments to academic environment.

**Feelings** of inadequacy and inferiority develop due to discrepancy between high school status and grades and initial college performance.

**Values** exploration—students are confronted with questions of conscience over conflict areas of race and alcohol experimentation, morality, religion and social expectations.

**New** social life adjustments - including new freedoms.

**Initial** social rejections.

**In-loco** parentis problems –students feel depressed because of real or perceived restrictive policies.

**Long** distance relationships.

**Financial** adjustment.

**International** student adjustment including confusion, vulnerability, cultural and academic transition.

# Fall 2009 Enrollment Update

submitted by Vice President Marguerite Dennis



As we begin another school year, the retention of students is more important than ever. As you know the landscape for higher education has changed over the past year. The worldwide and U.S. economic difficulties have had an impact on colleges and universities around the globe. All schools have been affected. U.S. community colleges and state schools have enrolled students in record numbers. For private colleges the situation is different. Many schools met their target enrollment of new students by significantly increasing institutional financial aid. Other schools, fearing a large summer "melt", accepted hundreds of students from their waitlists.

*Our goal this year, as it has been in the past, is to reduce attrition by 2%*

At Suffolk, we enrolled a smaller freshman class. But we met our fiscal goals by enrolling more transfer students. Graduate student enrollment and returning undergraduate students also contributed to our success this semester. This is enrollment and retention management at its best. When one cohort underperforms, other cohorts overperform.

I want to thank everyone who contributed to our retention and student success program. Special thanks to our Committee members and to the Director of Retention Services.

Our goal this year, as it has been in the past, is to reduce attrition by 2%. Thank you in advance for whatever you do in the course of your work week to help us achieve this goal.

## Graduating Senior Survey (Selected Results)

- 88% of respondents said they were satisfied with the overall quality of instruction.
- 88% of respondents were satisfied with courses in their major.
- 82% of respondents said they were satisfied with Suffolk University.
- 26% of respondents indicated they would be attending graduate school within six months.
- 24% of respondents felt they were "somewhat unsuccessful" or "unsuccessful" in utilizing campus services (18% in 2008).
- The most frequently mentioned areas needing improvement were: "sports facilities" (15% in 2009 versus 12% last year), "availability of housing" (15% in 2009 vs. 13% in 2008), and "quality of instruction" (12% in 2009 and 16% in 2008).
- 49% of respondents were satisfied with campus social activities and 52% with the overall sense of community among students (comparable rates for 2008 were 52% and 54% respectively).

## Save a Student Award

Suffolk University is full of traditions, and we started a new one. The Retention and Student Success Committee implemented the "Save a Student" recognition program. This program recognizes people within the Suffolk community who truly go above and beyond to help our students. At the end of the academic year all nominees are invited to a formal luncheon to receive their certificates of appreciation.

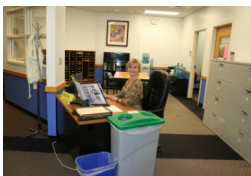
The "Save a Student Appreciation Luncheon" was held on May 14 for the 2009 award recipients who went beyond their job responsibilities to work with students and find students the needed services or assistance. The 2009 recipients were: Ann Coyne, Paula Fleck, Caroline Garcia-Surumay, and Sharon Lenzie. Congratulations to all of our award recipients!

Suffolk University is filled with people who care and provide amazing service to our students. Help us to find them and give them the recognition they deserve! We are looking for nominations for October. Tell us about someone you know or a department you work with that has done something wonderful to save a student. Please send your nominations to [sleyva@suffolk.edu](mailto:sleyva@suffolk.edu). We look forward to receiving your stories and being able to share them with the Suffolk community!

# A New Look in More Ways Than One

submitted by Mike Dickinson, Director, Ballotti Learning Center

This summer the Ballotti Learning Center received a makeover literally and figuratively. It's amazing what a fresh coat of paint, some rearranged furniture, and a few pieces of art can do! Our new look is symbolic of other changes that the BLC has made to better serve the university community.



Here are a few examples of what is new at the BLC this year:

**Academic Coaching:** Academic coaches are professional staff members who work individually with students to clarify priorities, set goals, and create a personalized action plan. Like athletic coaches, academic coaches guide, challenge, and encourage students to accomplish their goals.

An academic coach has been assigned to each academic department to provide more coordinated and purposeful support for students who may need to address academic difficulties in a course, strengthen study skills, have received several Early Alerts, or need to get off academic probation.

If you need to refer a student for academic coaching you can call to speak with the staff member assigned to your department or use the faculty referral form on our website [www.suffolk.edu/ballotti](http://www.suffolk.edu/ballotti).

**Easier Access to Subject Specific Tutoring:** Now it's easier than ever for a student to get an appointment with a tutor for individual courses. Students no longer need to meet with an educational consultant before getting a tutor. While tutoring is still done by appointment, same day appointments are available.

**Workshops:** Workshops are offered every Tuesday and Wednesday from 3:00 – 4:00 in the BLC. Topics currently offered include critical note-taking, learning strategies, avoiding plagiarism and time management. A complete list of the workshop schedule is available on our web site. We can also bring a workshop to you. If you would like a workshop offered for your students, please contact Tawanya Garrett at 617.573.8235 or [tgarrett@suffolk.edu](mailto:tgarrett@suffolk.edu).

**Web Page and Facebook:** The BLC web site has a new Faculty Services link. Information about workshops and academic coaching is available now. We are looking to add more information in the coming weeks, including details about Early Alert, and a "new look" for the entire site is planned for this semester. If you have suggestions or BLC program information you would like to see, let us know at [learningcenter@suffolk.edu](mailto:learningcenter@suffolk.edu). You can also now become a fan of the BLC on our new Facebook page where up-to-the-minute information about BLC happenings can be found.

The BLC staff is excited about these changes and look forward to working with you this semester. Next time you are in Donahue, stop by the 2<sup>nd</sup> floor and let us know what you think. You can reach us at 617.573.8235 or [learningcenter@suffolk.edu](mailto:learningcenter@suffolk.edu).

## Meet the Faculty Luncheon Series

Submitted by Susan James Leyva, Director, Office of Retention Services

The month of October is dedicated to Meeting the Faculty of the College of Arts and Sciences. The lunch series is an informal luncheon designed to connect students to faculty outside of the classroom where students can talk about what opportunities are available, internship possibilities, and quite honestly talk with faculty about their interests and work experiences.

**The Office of Retention Services** handles the logistics and marketing for the series, but we need your help to ensure student participation. It is extremely helpful if faculty members personally invite their freshmen and sophomore students to lunch.

Luncheons will be hosted prior to registration in hopes to connect our majors and help the undeclared "shop" for a major before the spring semester.

If you have any questions about the program, please feel free to email me directly ([sleyva@suffolk.edu](mailto:sleyva@suffolk.edu)) and I would be happy to talk to you!

Here is the October schedule. I will send each academic department flyers and information prior to your event.

**October 1:** Biology, Medical Sciences, and Biochemistry  
1:00 to 2:00 in Archer 110 (Munce Conference Room)

**October 6:** Communication/Journalism and English  
1:00 to 2:00 in Archer 110 (Munce Conference Room)

**October 8:** Education and Human Services  
1:00 to 2:00 at 73 Tremont Street in the Amenities Center

**October 13:** Humanities, Caribbean Studies, and Asian Studies  
1:00 to 2:00 in Archer 110 (Munce Conference Room)

**October 15:** Psychology and Sociology  
1:00 to 2:00 in the Sawyer Library, Poetry Room

**October 20:** History and Philosophy  
1:00 to 2:00 in Archer 110 (Munce Conference Room)

**October 22:** Government  
1:00 to 2:00 at 73 Tremont Street in the Amenities Center

**October 27:** Physics and Mathematics  
1:00 to 2:00 in Archer 110 (Munce Conference Room)

**October 29:** NESADSU  
1:00 to 2:00 at NESAD in Room 259



## First Year Experience Student Issues

### October Happenings

**Roommate** relationships develop more fully and become stressful

### Possible Issues/Concerns

**Academic stress** from midterms builds with the great demand for studying and preparation.

**Midterm** workload pressures are followed by feelings of failure and loss of self-esteem.

**Roommate** problems continue, but they are smaller in scope than previous months.

**Values** exploration continues, especially in the area of sexuality.

**Dating**/non-dating/friendship anxieties extremely high. Non-dating students feel a sense of loss of esteem because so much value is placed upon dating.

**Students** decide to withdraw from school because they either realize that college is not the place for them, they return home for personal reasons, or they transfer to another school.

**Grief** from not being part of a group develops because of inadequate skills for finding a group, or from not being selected by one.

**Financial** strain sets in from lack of budgeting experience.

**Homecoming** blues develop because of no date for social affairs, and/or lack of ability/opportunity to participate in activities.

## Class of 2013 Mindset

Each year Beloit College publishes a mindset list of the incoming freshmen class. The majority of the incoming class was born in 1990. The list identifies some experiences and events that have occurred during the class of 2013 lifetime. It is not meant to reflect on their preparatory education. Here are just a few.

The Green Giant has always been Shrek, not the big guy picking vegetables.

They have never used a card catalog to find a book.

Tattoos have always been very chic and highly visible.

Rap music has always been main stream.

American students have always lived anxiously with high-stakes educational testing.

The American health care system has always been in critical condition.

They have always been able to read books on an electronic screen.

Women has always outnumbered men in college.

There have always been flat screen televisions.

Elite American colleges have never been able to fix the price of tuition.

Everyone has always known what the evening news was before the evening news came on.

There has always been a computer in the oval office.

Vice Presidents of the US have always had real power.

## Parent Video Casts

by Susan James Leyva, Director, Office of Retention Services

Family Orientation Programs in June and August had helicopters hovering at every turn asking for permission to land. One parent wanted to know if she could receive weekly progress reports on how her student was doing, another parent wanted to know how she could secure a job for her student on campus, and it goes on. I am sure that if I were to ask across campus for people to share their stories about "Helicopter Parents" I would have quite a pile to share. And, as much as we like to poke fun or roll our eyes, they have the inside scoop!



The Office of Retention Services has created for the Parent website ([www.suffolk.edu/parents](http://www.suffolk.edu/parents)) a series of monthly video casts that will highlight specific programs, events and services that Suffolk University has in place to help students deal with a variety of issues, anxieties, and concerns. The idea is that if we reinforce to our parents what programs and services are in place to assist students, they can in turn empower their sons/daughters to seek out those services. September's segment deals with transitions and what programs we have in place to help students make the change from high school to college. Parents will be notified by monthly blast emails to check out the parent website. If there is information that you would like to go out to parents, please send me an email ([sleyva@suffolk.edu](mailto:sleyva@suffolk.edu)) and I would be happy to include it in my monthly messages.

I would like to thank the Office of University Communications for all of their tech support and advice and a very special thank you to Dean Sebastian Royo and Dean Morris McInnis for being our first guests! They did a fabulous job! Each month we will spotlight a different department or program, so stay tuned...

## Concerned About a Student?

The Student Affairs Office is here to help. Deans in the Student Affairs Office are available to consult with faculty members who may be concerned about a student for any reason. Student difficulties may present in a variety of ways while students are on campus including poor class attendance, poor academic performance, disturbing writings in homework assignments, and changes in behavior and personal habits.

An on-line report form has been created to allow the Student Affairs Office to receive and respond to reports more rapidly and ultimately lead to more effective early interventions. Please note: the on-line form is not sent via a "secure line" so if you have special concerns about confidentiality, please call in your concerns to Ann Coyne, Dean of Students, at (617) 573-8239. Visit the Student of Concern web page at [www.suffolk.edu/studentsofconcern](http://www.suffolk.edu/studentsofconcern).

### Student Retention and Success Committee Members

Marguerite Dennis, Vice-President, Enrollment & International Programs

Mary Lally, Assist VP Enrollment/Registrar

Walter Caffey, Assoc. Vice-President, Enrollment and Retention Mgt

Susan James Leyva, Director, Retention Services

Sebastian Royo, Associate Dean, CAS

Christine Perry, Assistant VP Enrollment/Director of Financial Aid

Morris McInnes, Associate Dean, SBS

Rod Waters, Director of Residence Life

John Hamel, Director of UG Admissions

Janice Griffith, Academic Vice-President

Lauri Umansky, Assist Academic VP

Daniel Manning, Assist Treasurer

Rich DeCapua, Associate Dean of Students

Wilma Busse, Director of Counseling Center

John Silveria, Assistant Dean of Students

Oliver Stone, Director International Communication

Michael Dickinson, Director, BLC

Midge Wilcke, Chief Communication Officer

Michael Duggan, Director, ERP

Jessica Krywosa, Director, Web Communication