

Office of Student Success

Programming Updates



CSUN®

**OFFICE OF
STUDENT SUCCESS**

The Team

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CSUN Vision for Student Success

"All CSUN students, regardless of citizenship, ethnicity, family history, socioeconomic status, prior education, physical or mental ability-- or any other personal, educational, demographic, or economic difference--have an **equitable** opportunity to thrive as learners and complete their degrees."

How? CSUN is committed to supporting every member of our campus community by providing the environment and resources needed to overcome any administrative, financial or academic obstacle and reach their full potential.

In contrast, **EQUITY** redirects resources to the pathways with greatest need to fix barriers and intentionally provide support.



CENTER *for* URBAN
EDUCATION



Provost Faculty Affiliates Student Success

1. Data Informed
2. Equity Core Value
3. Student Centered Mindset





Student Success Programming

- Peer Mentoring CSUN Mentor Connect
- Early Start
- Academic First Year Experiences

Mentor Collective Project

- *COVID: Student Connection Challenges*
- *CSUN is not going to have the same connection with first time freshman and transfer students – we need this tool to help us connect with ALL students.*
- *CSUN is concerned that equity gaps will grow in the virtual environment if we can't effectively connect with students and help them connect with each other.*

Why Peer Mentoring?



Students don't feel comfortable talking to college personnel



Students aren't connected to resources they need



The institution is confusing (acronyms language, expectations)



Lack of connection to peers



Lack of Awareness

Don't know what to ask, or who to ask

CSUN Mentor Connect

1

Recruit Pool of
Volunteer
Mentors/Train

2

Recruit FTF and FTT
Mentees (Welcome
Email)

3

Match and Follow
Individual contacts

4

Mentors Flag
Students: Refer
**flagged students (EAB
alerts, Referrals
"CARE Team")**

5

**Create Assessments
to determine:**

- Behavior/Preference
- Self-Efficacy
- Belonging

Mentoring Relationships

Video from Tasia Richardson, Mentee



Tasia's Mentor: Arianna Roby



What would you share with a friend to help them get the most out of their mentorship experience?

- **Tasia:** "Ask your mentor as many questions as you can think of, even if you think it's stupid. They can offer so much help."

What was your biggest challenge in school, and how did you overcome it?

- **Arianna:** "My biggest challenge in school is learning to balance between school, work, and personal life. I learned to overcome it by seeking out help from a counselor on campus which helped me learn how to balance between them all."

2020-21 Program Engagement Retrospective

	CSUN Mentor Connect 20-21	Equiv Large CA Public
Students Matched	2610 <i>24.8% of all new students</i>	2213 <i>27.6% of invited</i>
Mentors Matched	629 <i>6.25% of all year 2+ students</i>	929 <i>4.6% of invited</i>
Conversations Logged	10,135 <i>3.9 per mentorship</i>	10,494 <i>4.7 per mentorship</i>
% mentorships logged 3+ conversations	46%	35.9%
% pairs using SMS relay*	50.5%	51.3%
Avg SMS exchanged per pair	22.0	18.3
Insight Flags	401 <i>0.15 per mentorship</i>	304 <i>0.13 per mentorship</i>

20-21 Assessment Survey Methodology

Sense of belonging instruments (1-5, where 5 = strongly agree)

- I feel comfortable at my school.
- I feel like I am an important member of my school's community.
- I feel supported at my school.

Self-efficacy instruments (1-5, where 5 = strongly agree)

- I am confident that I will achieve the goals that I set for myself.
- I can learn what is being taught in class this year.
- Once I've decided to accomplish something that's important to me, I keep trying to accomplish it, even if it is harder than I thought.

Timeline

- Initial survey: concurrent with match (September)
- Mid survey: end of first academic term (December)
- Final survey: end of second academic term (April)

20-21 Assessment Survey Results

Mentees				
n = 119 (4.5%)	Initial	Mid	Final	Net change
Sense of Belonging	3.76	3.93	4.06	+7.74%
Self-Efficacy	4.14	4.21	4.36	+5.35%

Mentors				
n = 121 (17.2%)	Initial	Mid	Final	Net change
Sense of Belonging	4.24	4.37	4.48	+5.65%
Self-Efficacy	4.61	4.4	4.59	No change

Trends

- The mentee population showed **consistent increases in sense-of-belonging and self-efficacy** throughout the year.
- Although mentor self-efficacy **decreased between the start of fall and spring semesters**, it rebounded by the end of the academic year.

Key Result: Mentors need focused support throughout the academic year that builds their ability to accomplish goals and use the resources they have to succeed.



CSUN Mentoring Community

- Improve training- educational equity
- Add CSUN customized Discussion Guides
- Use the platform to communicate follow up services
- Customize the "mentor notes" section of the platform
- Hire full time "Super Mentors" to help with flags and targeted interventions
- Continue to build Care Team (EAB)

Final Thoughts from 20-21 Mentees



“Actually engage with your mentor. It might feel awkward at first, but **it's nice to have someone to talk to that has no real expectations for you and genuinely wants to help.** Also, it helps to actually have a goal or something you want to improve on so they can work on it with you and help you achieve it.” - Alyssa Rhoades

“A challenge I faced coming to CSUN is the unfamiliar university system, but my mentor has helped me to understand the difference - like when he explained the difference between a counselor and advisor. I was very confused to why I couldn't talk to a counselor about classes. Another challenge is knowing what classes to take and my mentor gave me the links to contact an advisor. **I had questions and didn't know who to ask but having a mentor has helped me adjust little by little to the transfer process.**” - Jenessa Serdenia





- **Early Start is either** “Strongly Encouraged/Recommended” or “Required”
 - Required must participate in Early Start (Applies to Every CSU)
- **CSUN Early Start Goal:** Prepare students academically and personally in the summer before the start of the freshman year.
- **Benefits of Early Start at CSUN:**
 - **Math:** passing the proctored final assessment could help improve your math placement in the Fall.
 - STEM majors can save up to 11 units long term!
 - **Writing:** Complete your stretch writing sequence by the end of your first semester at CSUN instead of taking a whole academic year!

Early Start Goals

Math and Writing Course Offerings

Math (6 Wks Asynchronous) June 21- July 29th

- **ESM 196 P-Non-STEM** Cat III + IV:
 - 1 unit course to prepare students for their GE math courses.
- **ESM 196P-STEM** Cat III + IV (Voluntary Cat I/II):
 - 1 unit course to prepare students for Math 102 or 106

Writing (7 Wks + FOI)

- 113a + Support SI (4 units)

CSUN Early Connections

- Free workshops organized by [University 100](#) focused on success strategies for college:

Study Skills, Learning Online, Time Management, Much More!

- Make meaningful connections with faculty and your fellow students
- Peer Mentoring/Student Panels
- Win prizes each week of participation!



Early Start 2021: Quick Summary



564 Students Participated in Early Start



125 Students participated in the Optional Matador Early Connections Workshops



Connect Early Start with Demographic Data, Analyze historic data to look at long term success



Build a more cohesive and hollistic approach (Bridge Experience)

U100: Freshman Seminar
Black Excellence
 Student Success Seminar

U100: Uncovering Student Potential

- A guide to discovering yourself
- Become part of the CSUN community
- Gain access to the campus resources and services
- Learn to better vocalize yourself
- Features a section focused on black excellence

For more information on the Black Excellence Student Success Seminar, visit [http://www.csun.edu/~u100](#)

New Transfer Students

Receive guidance and support for your transition into CSUN and preparation for graduation and beyond.

- Student Success Home
- Academic First Year Experiences
- U100: The Freshman Seminar
- New Transfer Students**
- Scholarships for Freshmen
- Common Reading Program
- Common Read Nomination
- Celebration
- Financial Support

UNIV 396A: Transfer Success Seminar

University U396A: The Transfer Success Seminar (1 unit, letter-graded). This course guides new transfer students through their transition to CSUN and preparation for graduation and post-graduation.

Other New Transfer Student Resources

General Education sections for new transfer students

U100: Black Excellence Cohorts and U396a Transfer Course