



AY 2023-2024 Highlights from the Institute for Student Success



**University of
New Hampshire**
Institute for Student Success

Executive Director's Message



A lot has changed over the six and a half years I have been at UNH, but one thing remains constant: our commitment and dedication to providing the best possible experience for our students, both inside and outside the classroom.

Our students gain confidence, knowledge, and transferable skills through every experience they have. Working together across departments, divisions, and campuses is critical to maintaining that high quality and ensuring our students feel heard, seen, and valued. With encouragement, mentoring, and opportunities offered, every student at UNH will contribute something wonderful to enrich the community of our university. I'm grateful to be a part of the journey.

Do you have ideas to share, thoughts on collaborating? Just looking to make connections on campus? Every third Friday of the month I hold an open Office Hour from 8–9 AM in Hood House Rm 111. Join me for Paczki with Pérez (Donuts with Dawna) and coffee or contact me at dawna.perez@unh.edu or 603-862-3699.

Transitions

With last January's reset came some shifts in program. The CONNECT Program moved to The Beaugard Center for Equity, Justice, and Freedom as an early arrival program only, and the Connors Writing Center and University Writing Programs moved under Discovery. Departments continuing under the Institute for Student Success (ISS) are the University Advising Center, the Center for Academic Resources, and our two college-level TRIO Programs: TRIO Scholars (SSS) and the Ronald E. McNair Post-Baccalaureate Achievement Program (McNair Scholars).

As the summer rolled through, we experienced some additional staff changes:

- We bid farewell to Sam Mellert, Administrative Coordinator who moved into the private sector, and welcomed Isabel Bates to the position in June. Isabel works with CFAR, TRIO SSS, McNair, the ISS office, and Connors Writing Center. We are excited to have Isabel and her vibrant energy in our offices!
- TRIO Scholars Educational Program Coordinator, Kylee Casner, headed south for new adventures in South Carolina in July, and her position will be filled in September. Kylee has been meeting with students all summer as remote adjunct staff to maintain communication and a smooth transition for students. We wish her the best!
- We were lucky to have former McNair Director Selina Choate return last spring as interim director while we held a new search for a permanent director. Selina finished up on 8/16 and we welcomed new Director Rebecca Barbour on 8/19. We are thrilled to have passed the torch from one exceptional leader to another.
- The University Advising Center bid farewell to Zach Peterson this summer who moved on to another journey of helping, this time in the housing and economic stability realm. The UAC will be welcoming a new advisor in September.
- The Institute for Student Success hired senior Mauricio Fridlund as a First-Gen Student Assistant to support our first-generation college student success endeavors this year. Mauricio brings a wealth of knowledge, experience, and passion for everything first-gen! We are so lucky to have him on our team.

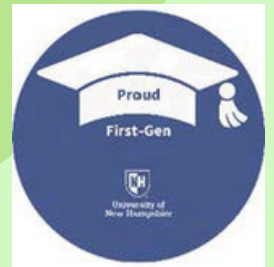
New Growth



The ISS administers Knack, the peer tutoring platform for UNH students to tutor their peers on the Durham campus. Membership to Knack includes free unlimited hours of tutoring for undergrads, and \$15/hour for tutors to train and tutor on their own schedules for up to fifteen hours per week.

The ISS is the hub for myWildcatSuccess, a powerful collaboration and communication platform used by UNH faculty, staff, and students to support the success of all UNH students. Advising notes, early alert progress reports, and referrals to campus resources are among the functionalities that connect academic affairs and student life staff to students on their progress. New in Fall 24 is a set of common alert reasons across Durham, Manchester, and CPS-Online and Continuous Progress Reporting in place of 'issue an alert'. All primary academic advisors will be notified if their advisees receive an alert. Save myWildcatSuccess as a shortcut on my.usnh.edu for one click entry to your homepage! Ask me how. Find learning resources and copies of messaging on our [ISS MWS SharePoint site](#).

The newest efforts of the ISS entail harnessing the energy around first-generation college student success. Our colleges and programs across the university understand and engage our first-generation college students well, but there has not been a first-gen identity at UNH or anything that coordinates our efforts across campuses and modalities. With seed funding from a donor and induction into the NASPA/Suder Foundation class of 2024's First-Gen Forward Network, UNH is taking another step forward in top-notch support for first-generation college students, opening doors of opportunity, offering guidance and recognition. With faculty, staff, and alumni self-identifying as "First-Gen Proud", our UNH Trailblazers will have a network of supporters and mentors cheering them on.



**FirstGen
FORWARD**
Network Member

This coming year will be an exciting one of planning and strategic growth, of collaboration for greatest impact. Our new first-gen president, Dr. Elizabeth Chilton, is committed to equity, inclusion, and opportunities for all of our students.

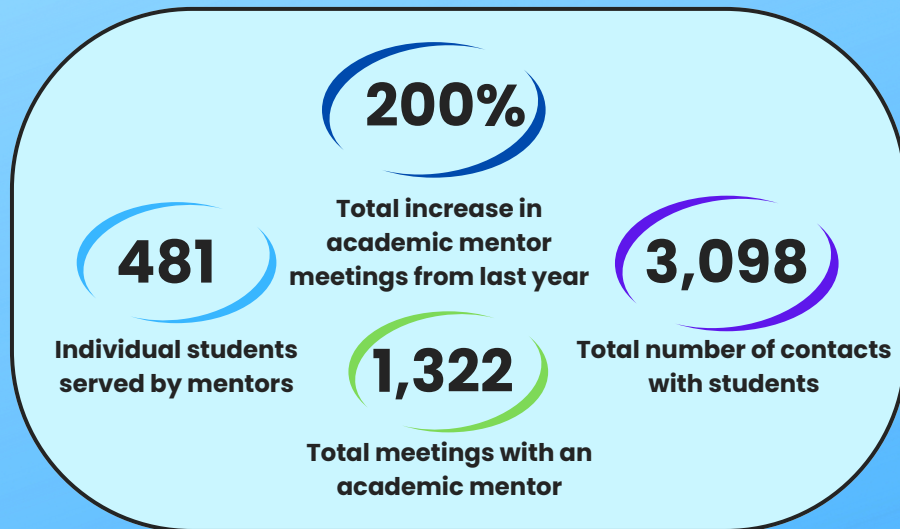
Onward! ¡Adelante!

The following pages will highlight some high-level outcomes for programs of the ISS.

The Center for Academic Resources (CFAR)

After the pandemic, CFAR continued to use online scheduling in the 2022-23 academic year but saw a diminishing return in terms of students making repeat visits with Peer Academic Mentors and following through on scheduled appointments. For AY 2023-24, CFAR returned to the Drop-In model where students came to CFAR and met with a professional Educational Counselor first, then were matched with the most appropriate Peer Academic Mentor for them, with an expectation that there would be several meetings with the Mentor. Deep learning strategy and skill building are not one-off items just before an exam—there's a process and the tools or approaches used vary depending upon the course. This past year saw an almost 200% increase in Academic Mentor meetings.

At a Glance: CFAR Numbers for 2023-2024



CFAR reached 1,300 students through classroom presentations, 90 students through a Wildcat Days Calendaring Event, and 191 more individuals through special groups like student athletes taking summer courses, OISS Orientation, COLSA New Graduate Student Teaching Assistants, pre-arrival programs (Trailblazers and CONNECT), Admissions, Health Services/Education, and Psychological & Counseling, in addition to all student and parent participants at Orientation.

The number of students served this past year in presentations is lower due to using a “train the trainer” model with CHHS and PAUL College due to CFAR operating without one of their two educational counselors and changes in both colleges’ models in working with their students. CFAR trained CHHS advisors and the Paul College Fire mentors and TAs.

University Advising Center (UAC)

New Student Engagement Initiatives

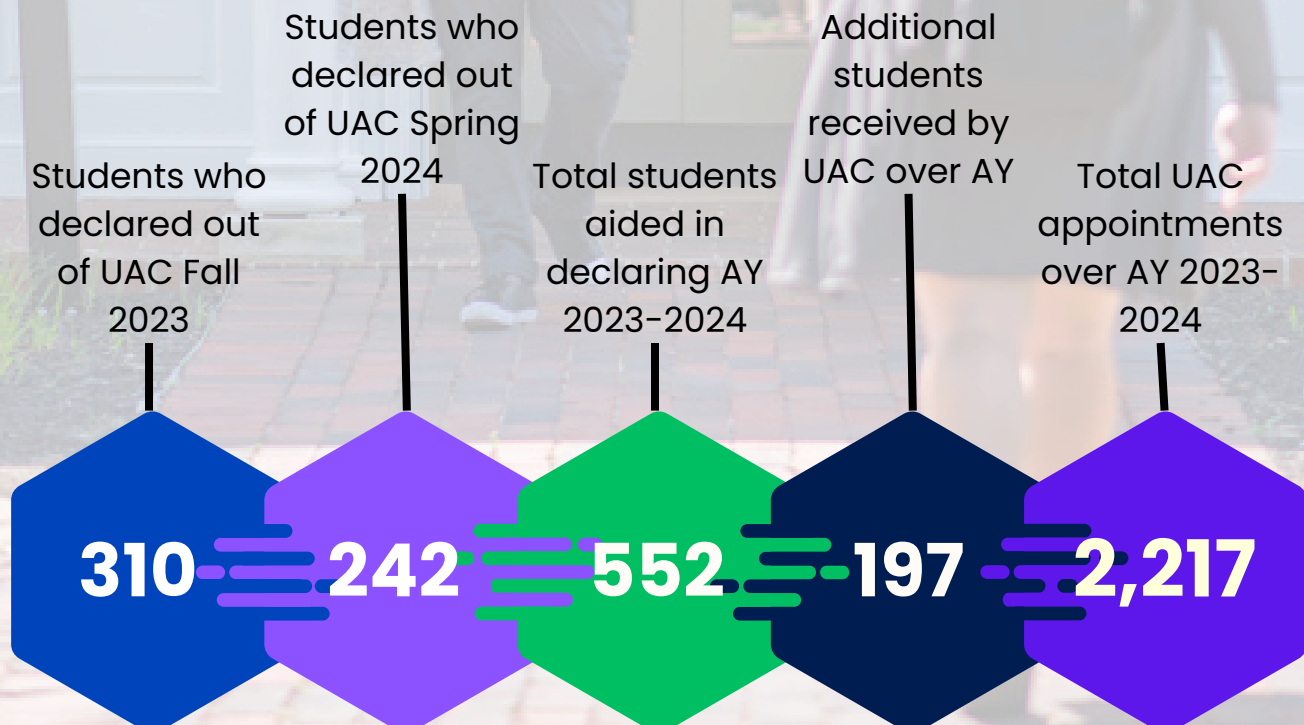
The UAC implemented a new initiative for the 2023-2024 school year. All students in COLA 401 were required to schedule an advising appointment as an assignment. This appointment was in addition to the RAC meetings each semester, and was intended to provide a one-on-one connection with the new student and their advisor.

In advance of orientation, UAC advisors also met with transfer students to plan their fall course schedules. This enabled personalized appointments to review transfer credits and discuss major paths.

Successes: 2nd Annual Undeclared Week!

The UAC was thrilled to present the 2nd annual Undeclared Week in September 2023. Freshmen in our COLA 401 sections selected one event to attend for class credit and were welcome to attend more if they were interested in additional content. Of note this year was the UAC's expansion of the Resource Fair, which consisted of inviting representatives from all of the colleges, CaPS, the Writing Center, the MAC, and CFAR. We look forward to continually improving this week-long event and involving more campus partners.

UAC Numbers



Undergraduate Advising Center (UAC)

Successes: Regional NACADA Presentation

Two senior academic advisors with the UAC presented their original content ***Diving Deep into Major Exploration*** at the NACADA Region 1 conference in Providence, RI held from February 20–22, 2024. Jennifer Cooke and Victoria Baxter created this content for the UAC's annual Undeclared Week event, and it has remained one of the most popular amongst undeclared students. Director Nathan Talbot accompanied Jennifer and Victoria to the conference with pride and enthusiasm. This was a shining example of the UAC advisors' superior teamwork and depth of knowledge.



Structural Reset and Staffing Changes

As part of the structural reset in January 2024, Program Support Assistant Jane Stratton was selected as one of four Administrative Coordinators supporting all departments under the Office of the Provost. Jane's new assignment now includes providing administrative support to AVP Gretchen Heaton of Career and Professional Success. It has been a successful transition to sharing her time between the UAC and CaPS.

In July 2024, UAC Senior Academic Advisor Zachary Peterson left his position for another opportunity in the private sector. A search committee is working to fill this position currently and anticipate onboarding a new team member for the start of the fall semester.

UAC Director Nathan Talbot has been selected to provide critical support in implementing WorkDay, which will require the majority of his time. The UAC is working to plan for coverage while he takes on this task.

TRIO Student Support Services (SSS)

Student Support Services is pleased to have supported **215 students** this year, dedicating **over 156,500 minutes (or 2,600 hours)** of student-facing interactions to their success! We received over 100 applicants to the program this year. One of our focuses of the year was FAFSA, as the “new FAFSA” presented numerous challenges to students, including delays, changes in calculations, glitches, and reworded questions. In response, we partnered with the Financial Aid Office to offer FAFSA filing, in addition to one-on-one support in individual meetings. We ended this year having worked with 176 of our students on FAFSA and scholarship search support.



215 students served



2,600 hours of contact



>30 workshops

The FAFSA workshops weren't the only ones we offered this year, as we held **over 30 total workshops**, each focusing on key areas within TRIO Scholars: financial aid, financial literacy, major/minor exploration, academic success, and career/graduate school planning. We were particularly proud to have offered a 6-part workshop series on finding careers and internships. Sessions included navigating job search websites, preparing for interviews, negotiating and understanding benefits packages, and a networking session that connected TRIO alumni with current students. Additional workshops offered this past year included graduate school preparation, fellowship and scholarship application sessions, study strategy sessions, and more.

Photos: TRIO Boston Trip



This year, we brought over 25 TRIO Scholars to Boston to learn more about the Boston Red Sox Franchise and see the team in action against the Atlanta Braves. For many, it was their first time in Boston. The day started with a private tour and conversation with representatives from the Red Sox Foundation's HR department, where students learned about internship and job opportunities with the corporation. We noted connections between the student's majors (ranging from business administration to philosophy, psychology, life sciences, and more) and potential careers within the industry. Since internships for the Red Sox are open only to those who are referred, students received the contact information from one of the hiring managers to ensure they have access to next year's internship cycle. During our tour, we heard the story of Fenway's famous red seat, which marks the furthest distance a ball has ever been hit at the stadium. We were thrilled to discover that one of our students was assigned this very special one!



McNair Scholars

Notable McNair Numbers

>400 Total students served since 1991

14 Summer 2024 McNair Scholars

Including **→ 11** With a STEM Major

195 Master's Degrees earned by McNair Alumni

45 PhDs earned by McNair Alumni

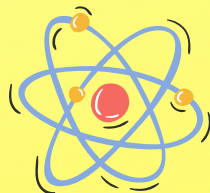
>5 Students currently working on publishing research in an academic journal

The McNair Scholars program had a very successful year with notable achievements from individuals and groups, including two scholars being selected as a winner of a **2024 Undergraduate Research Conference Award of Excellence** in April. MaryRose Wainaina won this award for her research presentation titled *Iran's Power in Movement*. MaryRose is a Political Science and International Affairs double major and her research has focused on social movements and protests in Iran, as well as governmental responses.

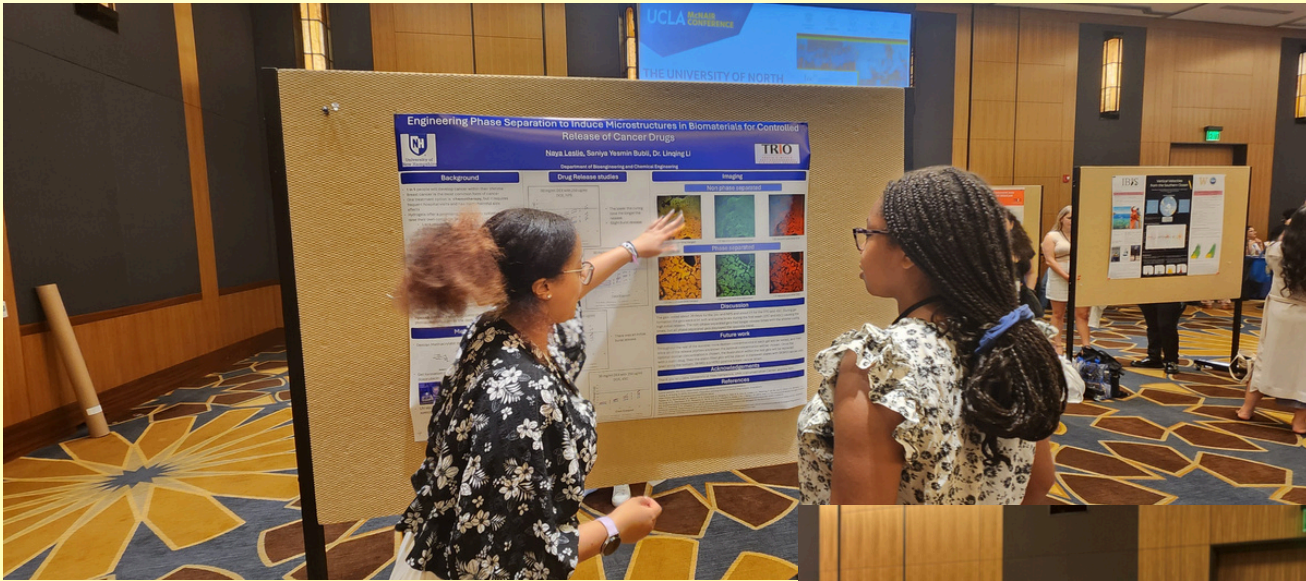
Isabella Thomason was also a recipient of a 2024 Undergraduate Research Conference award of Excellence for her presentation **Person to Object: DeHumanization, Violence, & Unethical Treatment of Human Remains**. Isabella is an Anthropology and Classics double major and her research explores the collection and unethical treatment of human skeletal remains and how it contributes to dehumanization and necroviolence.

Timeline of Events and Presentations

- **November 2023:** McNair scholar Kay McGeehan gives welcome speech for First Generation College Student Celebration
- **April 2024:** McNair Scholars present at UNH Undergraduate Research Conference
- **May 2024:** Sarah Curfman, 2023 McNair alumna, gives two research presentations at START National Training Institute in Philadelphia
- **July 2024:** Summer cohort presents research at National McNair Conference at UCLA
- **August 2024:** Summer cohort presents at McNair Research Symposium



Photos: 2024 National McNair Conference, UCLA



Pictured from top to bottom: Naya Leslie, McNair Scholars with Dr. Gaye Theresa Johnson, Rebecca Barbour

#TRIOWorks



New Faces: Rebecca Barbour, McNair Director



We welcomed Rebecca Barbour as our new McNair Director on August 19, 2024.

Becky has over 20 years of higher education experience, most recently as Director of Graduate Programs at UNH's Paul College of Business & Economics. Rebecca Barbour, Danelis, Ajaezi, and Kate Lushka look forward to an exciting year with McNair Scholars and pre-McNair Scholars!