

RETENTION REVIEW

NEWSLETTER



November, 2024

Did You Know?



Twice during the first half of the semester, University College used Navigate campaigns to identify and connect with students who might need support in adjusting to the demands and opportunities of college. Read more about the first of these campaigns—the 3rd-week attendance pilot—in [last month's Retention Review](#). Continue reading this month's newsletter for more information about the second of these campaigns: Week 5 Alerts.

Week 5 Alerts are an ongoing partnership with faculty and instructional staff who teach gateway courses for a major and/or lower-level courses with historically high DFW rates. During the fifth week of each Fall and Spring semester, instructors of designated gateway or lower-level courses receive an invitation to raise alerts on any first- or second-year students about whom they are concerned. The Navigate alert system provides a course roster and allows each instructor to raise concerns quickly and easily if a student is struggling with attendance, course content, or both. Instructors can supplement the automated alert with notes describing their specific concerns or with records of the communications, referrals, and supports they have already provided. Additionally, the alert system allows instructors to acknowledge when a student is “off to a great start!”

Advisors, academic coaches, and others who support students in their academic journeys can see instructors' Week 5 Alerts in Navigate and respond, as needed, with offers of support and encouragement in connecting with relevant services, such as the [Tutoring-Learning Center \(TLC\)](#), [Disability Resource Center \(DRC\)](#), [Diversity & College Access \(DCA\)](#), [mental](#) or [physical wellness](#) resources, or [Financial Aid](#).

The rosters for this year’s Week 5 Alerts included 2,591 first- and second-year students. Many of these students were also included in the 3rd-week attendance pilot, with a total of 1,836 students—almost one-quarter of the entire undergraduate student body—being included in both campaigns. Of those students, 136 (5%) were identified as being “Off to a Great Start!” Meanwhile, 244 (9% of students included only in the Week 5 alerts and 13% of students included in both campaigns) were identified for support in at least one of the campaigns. As the academic year progresses, the Office of Student Retention will continue to collect data, seeking to understand the year-to-year effects of the 3rd-week attendance pilot and the Week 5 Alerts on student success.

While it is too soon to draw conclusions about the effects of these campaigns on student success and retention, it is not too soon to remind your colleagues—and your students—that they can use Navigate to request support. Faculty and staff can raise a Navigate alert on a student at any time: you don’t need to participate in an official campaign to raise an alert. If you are concerned about a student, you can raise an *ad hoc* alert in Navigate at any time. Raising an alert helps the student connect with one of the following services: the TLC, the DRC, DCA, Financial Aid, or advising or other academic support. The “advising or other academic support” alert is routed to UWSP’s retention specialist, who will triage the alert, connecting with the student or referring the student to additional supports, as appropriate.

Students can also use Navigate to request support for themselves through the “Hand Raise” feature. Students can “raise their hand” to request help with any of the following: Mental Health Resources, Tutoring and Advising, Paying for College, or I have questions but don’t know who to ask. The Hand Raise feature for students is new in Navigate this year; please be sure to let your students and your colleagues know about it! For more information on the student Hand Raise feature or on the process of using Navigate to raise an alert on a student, please connect with my colleague, [Annette Hackbarth-Onson, Director of Academic Success.](#)

Stay tuned to future editions of the Retention Review for more observations and insights about the students included in University College’s 3rd-week attendance pilot and Week 5 Alerts!

CONTACT INFORMATION



IN PERSON

Collins Classroom Center 332



PHONE

(715) 346-2484



EMAIL

lorandal@uwsp.edu

Office of Student Retention
332 Collins Classroom Center, 1801 4th Ave
Stevens Point, WI 54481

Phone: [715-346-2484](tel:715-346-2484)

Email: lorandal@uwsp.edu

Web: www.uwsp.edu/retention



University of Wisconsin
Stevens Point

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