PROACTIVE REFERRAL & ENGAGEMENT (PRE) PROGRAM

FALL 2018 INFORMATION SHEET

PURPOSE
Through the PRE program, instructors can help students get additional academic assistance. With instructor referrals, PRE staff individually contact and work with students to address common barriers to student success.

BARRIERS TO STUDENT SUCCESS

- **Learning & Cognition**
  - Tutoring services
  - Preparing for class
  - Note taking
  - Memory and study skills

- **College Life Skills**
  - Time management
  - Communicating with faculty
  - Campus resources
  - Accurately anticipating grades

- **Motivation**
  - Identifying purpose
  - Goal setting
  - Confidence and self-esteem

- **Non-Academic Life Events**
  - Loss of financial support
  - Medical emergencies
  - Mental & emotional well-being

TIMELINE

- **Intent to participate**
  - BEFORE THE SEMESTER STARTS
    - Inform Samantha Nix that you want to participate
    - Send syllabus to Samantha Nix

- **Inform students**
  - WEEK 1
    - Syllabus statement (provided by PRE)
    - (optional) Classroom presentation

- **Refer students**
  - WEEKS 2-13
    - PRE sends faculty a reminder at first major assignment
    - Faculty submit referrals online

- **Student communication**
  - WEEKS 2-15
    - Samantha Nix contacts students individually via email and phone
    - Email includes resources tailored to that class
    - Student meetings or phone conversations occur
    - Communication back with instructor as appropriate

- **Close the loop**
  - WEEKS 15-16+
    - PRE informs instructors of contact outcomes
    - PRE conducts student satisfaction survey & focus groups
    - PRE solicits instructor feedback

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OVERVIEW
During the 2018 Summer C session, 3 instructors agreed to pilot the PRE program to test the technology and gather early evidence of its effectiveness.

INSTRUCTOR QUOTES
They all came to class then [after being contacted by PRE]. Some of them, then, never missed anything after that. Some of the students you reached out to came to optional things as well, so that their grades recovered from "not passing" to B-range. And for 2.5 weeks, that's a really big turnaround! So to imagine that we could have reached out to more over the course of a real [16-week] semester... it could be exciting. - J.T. Bandzuh, GEA 1000

At least giving students the offer of more resources is a good thing for them. At least knowing that there is another person out there who cares about their performance... Having them know that it's ok to ask for help, I could say it a million times in class, but having you say it to him [a referred student] was enough to get him to finally reach out. I think students need that. I was so happy to have this resource for my students. - Amanda Kowalsky, PSY 2012

RESPONSE FROM REFERRED STUDENTS (N=16)

- Meetings: 13%
- Phone/Email: 44%
- No Response: 38%
- Already Withdrew: 6%

SATISFACTION SURVEY RESULTS (N=17)

- 81% Believe they would benefit from the PRE program
- 94% Believe that other students would benefit from the PRE program

WHAT ABOUT STUDENT PRIVACY?
FERPA explicitly allows university officials the right to share data with other university officials, without the student’s permission, when there is legitimate educational interest, e.g., performing their official job functions. The PRE program was developed with the support of the Office of the Provost to provide support to students pursuing their educational goals. To learn more visit: https://provost.fsu.edu/smalcs/confidentiality-of-student-information-guidelines-ferpa/