

# CSU CHANNEL ISLANDS

## STRATEGIC INITIATIVES | NON-FUNDED WORK

### Division of Student Affairs Housing Retention Support

#### Strategic Initiatives and Actions

##### Capacity and Sustainability

4.11 Maximize efficiencies by expanding opportunities for cross-divisional collaboration and communication, as well as realigning resources (human, programmatic, financial) in support of the University's Strategic Initiatives.

#### Project Summary

In an effort to better serve our students and streamline efforts, Housing & Residential Education (HRE) has collaborated with the Financial Aid & Scholarships office to create the position of Retention Support Specialist. The purpose of this position is to proactively provide housing students with resources and assistance to ensure Financial Aid deadlines are met to improve student retention and persistence. After one year of pilot data, HRE will transfer this position to the Financial Aid office (HRE will continue to fund the position), which will provide for greater access to individual student financial aid information, improved content expertise with regards to FA requirements, and a greater number of outreach efforts. The main goal is to ensure that students complete their financial aid requirements to provide protection from disenrollment due to inability to pay their balance on time.

During this pilot year of the Retention Support Specialist position, data indicated that students required the most assistance in completing their financial aid requirements. In the 18-19 AY, there was a total of 644 student contacts, with 429 of these contacts related to financial aid and scholarships. To ensure the needs of students are being met, HRE's Retention Support Specialist will now report to the Financial Aid & Scholarships office (HRE will still fund this position). Seeing as there is a large focus on supporting HRE students navigate their financial aid efforts, this relocation will provide greater access to student financial aid information, improved content expertise with regards to FA requirements, and stronger collaboration efforts across divisions and departments to ultimately serve students. This will also provide HRE students with greater awareness and support in completing requirements around published deadlines they might otherwise need assistance in fulfilling.

#### Baseline Data

For the 18-19 academic year, 429 out of the 644 total student contacts for the Retention Support Specialist involved financial aid concerns. While we have utilization data, we are working to identify retention data as it relates to these outreach services. 1-year retention data should be available once the Fall 2019 semester begins.

#### Goals

For the coming 2019-20 AY, the goal is to increase the number of HRE students contacted regarding their financial aid requirements, with a primary emphasis on FTFT students. While we have utilization data for 18-19 AY, we do not have demographic data points related to the number of FTFT who were engaged by the Retention Support Specialist. One of the goals for 19-20 will be to ensure accurate utilization data with regards to various demographic variables (e.g., incoming cohort, ethnicity, etc.) and retention data. 18-19 AY baseline data on 1-year retention will be finalized once the Fall 2019 semester begins and will serve as a comparison for the 19-20 retention data.

## Project Status

Planning

## Key Leaders and Divisions

<b>Lead Division</b>	Student Affairs
<b>Collaborating Division</b>	Academic Affairs
<b>Action Champions</b>	Cindy Derrico
<b>Action Project Leads</b>	Cynthia County
<b>Action Collaborators</b>	Sunshine Garcia