Student Success Impact Report

Year Four: Championing a transformational student experience

**BUILDING A SENSE OF BELONGING**

Students are embraced as individuals whose identities and experiences are honored and valued. Every interaction is guided by compassion to cultivate an environment that enables students to discover their purpose and thrive into the future.

**ENABLING EXPERIENCES THAT MATTER**

We work alongside students as advocates and allies so that they may explore experiential education opportunities, attain meaningful experiences, and set up a success plan to create a purposeful future, however they define it.

**CONNECTING THROUGH TECHNOLOGY**

Our “high-touch, high-tech” approach to student success is empowered by our innovative use of technology. We’ve championed the use of Salesforce Student Success Hub on campus and it’s enabling access to resources for students.
Building a Sense of Belonging

“Creating a close relationship with my navigator was one of the best decisions I made. It’s great having someone who truly understands CWRU and is able to guide you to different resources and tell you about opportunities that you might not have heard of before. Having someone in your corner who truly wants the best for you is a great thing.”

— Natalia ‘23

Student Success engaged 93% of all undergraduates last year. With a growing enrollment, this means 426 additional students were engaged through appointments and programs.

- 100% of first-year students (no change)
- 93% of second-year students (+1%)
- 86% of third-year students (no change)
- 92% of fourth-year students (no change)

94% of underrepresented, 95% of international and 91% of Pell-recipient undergraduates engaged with Student Success.

The student-navigator relationship is foundational to the first-year experience. 94% of new students indicated they felt supported by their navigator as they began at CWRU (2021 Discover Week Survey)

- 99.8% of first-years met with their navigator during the summer prior to their first semester.
- 53% of first-years met with their navigator again within the first six weeks of their first semester.

Students trust navigators across a wide range of topics during appointments and, on average, discuss at least 3 topics. Across 7,038 total navigator appointments, the frequency of topics included:

- 92% Academic Coaching & Policy
- 35% Personal Wellness & Development
- 35% Campus & Community Engagement
- 18% Post-Graduate / Career Guidance
- 16% Experiential Education
- 12% Other; including 8% Housing, 5% COVID Supplemental Instruction and Peer Tutoring promote belonging in the classroom through peer-led academic support. Last year the programs served 1,937 unique students across 14,988 visits.
“My career consultants were an invaluable part of my journey in securing a position in industry and went above and beyond in their efforts to help me prepare my resume and my confidence for interviews. I cannot count the number of times their advice ran through my head and carried me through difficult interview questions and exercises throughout the interview cycles with various companies.”

— Raakhee ’21

We awarded $342,000 (24%) in undergraduate research funding and $27,250 for unpaid internships and projects in partnership with Baker-Nord Center for the Humanities, LaunchNET, Veale Institute for Entrepreneurship and the Weatherhead School of Management.

The Practicum and Co-op programs are growing and essential to the experiential learning of international students. 191 international students (68%) enrolled in the programs.

Our graduating students secure impressive experiences. For the Class of 2021:

- Full-time employment: 45%
- Graduate or professional school: 44%
- Available for employment: 6%
- Other (e.g., volunteer, entrepreneurship, military): 5%

96% (4%) of undergraduates reported participating in research, internships, community service, shadowing, and more on the 2021 Summer Experience Survey.

The Class of 2021 had outstanding acceptance rates at professional programs:

- 88% of CWRU applicants were accepted to law school, greater than the national average (68%).
- 79% of pre-dental students were accepted to dental school, greater than the national average (54%).
- 69% of CWRU applicants were accepted to medical school, greater than the national average of those accepted to AAMC (38%) and ACOMAS (43%) schools.
- 63% of pre-physician assistant students were accepted to physician assistant school, greater than the national average (39%).
"Students at CWRU are incredibly well supported. There are a wide range of individuals that they can reach out to for a wide range of matters, such as their academic advisor, navigator, resident assistant, orientation leaders, peer advisors and counselors, just to name a few. Through the My Journey portal, CWRU students have the ability to make appointments with many of these individuals."

— Anne ’24

The New Student Roadmap integrates access for incoming first-year and transfer students (and their families) to different systems and they can track their progress through one convenient portal.

- 36,000+ pageviews to the Roadmap May to Aug. 2021
- 94% (± 3%) of new students reported the Roadmap to be a useful guide. (2021 Discover Week Survey)

My Journey, powered by Salesforce Student Success Hub, offers students one portal to make appointments, review progress and advance success plans in collaboration with professionals on campus.

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<tr>
<th>Appointments Held</th>
<th>Referrals Made</th>
<th>Success Plans Created</th>
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<td>10,351</td>
<td>104</td>
<td>85</td>
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(5,216 unique students)

Recorded in Salesforce Student Success Hub from July 2021 to June 2022

An existing network of 50+ professionals collaboratively use My Journey to advise, share notes and make referrals across 9 distinct groups (Student Success, Education Abroad, Undergraduate Studies, Dean of Students, Nursing, Co-op, Emerging Scholars, Nutrition, Faculty/Academic Reps)

We've enhanced My Journey so students can make appointments with career consultants based on career interests and 1,367 appointments were organized by career interest area last year:

- Eng/Tech Sci: 526
- Healthcare: 349
- Business: 268
- Exploratory: 97
- Public Service: 67
- Arts & Culture: 60