

Higher Ed Hero

Convenient Affordable Actionable

A Division of Progressive Business Conferences

384 Technology Drive, Malvern PA 19355
PHONE 610.695.8600 FAX 610.408.9904

Dear Webinar Attendee:

Welcome and thank you for registering for the webinar, “**Unprepared Students: Proven Methods to Ensure First Year Success**” scheduled for **Thursday, June 3, 2010 at 1 pm ET. Please check your time zone for the correct local time.** The live webinar will be displayed on your computer as you listen to the audio portion from your telephone. ****Please note: Your registration will have a unique dial-in pin code and be able to log onto the webinar with only one email address.****

WEBINAR INSTRUCTIONS

*****Important Webinar Access Instructions*****

1. 20 minutes before the webinar is scheduled to begin:

- a. Click on the “**log-in link**” to connect to the live, on-line web portion
- b. Dial into the audio portion via telephone. Refer to the email for your PIN CODE

DIAL-IN NUMBER: 1-866-570-5281

2. Please dial in to the audio portion **no sooner** than 15 minutes before the webinar is scheduled to begin. The PIN CODE will not function until then.

3. Please dial in **no later than** five (5) minutes before the webinar is scheduled to begin. You may miss the beginning if you call too close to the start time.

4. When prompted by the automated phone attendant you will be prompted to enter your PIN CODE

- After entering the pin code, you will then be placed on hold until the webinar begins.
- If you need assistance with the webinar, please call Higher Ed Hero at 800-964-6033 and speak with a customer service representative.
- We recommend that you MUTE your speaker phone during the presentation, as background noise in your listening area can cause your phone to mute the presenter, causing you to miss part of the webinar.

Enclosed please find the following audio conference materials:

1. **Speaker Handouts** – “**Unprepared Students: Proven Methods to Ensure First Year Success**” handouts.
2. **Video CD Discount** - This webinar will be recorded for your future use. You may purchase your own copy for just \$99 (versus the \$199 regular price). To reserve your Video CD, please complete the attached order form and return it to Higher Ed Hero or call us toll free at 800-964-6033. Please note: It is a violation of copyright laws to record the program.

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3. **Webinar Evaluation Form** – After participating in the Webinar, each participant is asked to complete the evaluation form and return it to Higher Ed Hero. We would very much appreciate your comments and suggestions for future programs.

Download the Reference Materials: Please refer to the email titled, “IMPORTANT WEBINAR INFORMATION FOR REGISTRANTS” to access the link to download the reference materials for the webinar.

Interactive Question and Answer Period During the 60-Minute Program

- The question and answer period of the conference will be interactive. We have scheduled the last 15 minutes of the program for this part of the session.
- The operator will announce when the Q&A period is ready to begin. You will be prompted to press *1 (star, one) on your touch-tone phone if you have a specific question for the speaker.
- When the time comes to ask your question we ask that you use the handset and not the speakerphone. This will ensure all attendees will be able to hear the question clearly.
- The operator will bring you onto the live audio conference, introduce your company, and prompt you to ask your question.
- If you decide you do not want to ask your question, please press *1 (star, one) again and you will be removed from the question queue.

Again, welcome and thank you for your enrollment. If you have any questions, please contact us at 800-964-6033.

Sincerely,



Kyle Newman
Webinar Manager

Preparing the Unprepared *Strategies for Promoting New Student* *Success*

Joe Cuseo

Professor Emeritus-Marymount College

Higher Ed Hero Webinar

June 3, 2010

Your Presenter

Dr. Joseph Cuseo

- Professor Emeritus of psychology at Marymount College in California
- Dr. Cuseo has delivered over 100 campus workshops and conference presentation, and authored numerous articles and chapters on faculty development, student retention, and the first-year experience, including textbook *Thriving in College and Beyond: Research-Based Strategies for Academic Success & Personal Development*. More writing projects in 2010 include First-year topics.
- Joe is a columnist for a bimonthly newsletter published by the National Resource Center for The First-Year Experience & Students in Transition, and has received the Resource Center's "outstanding first-year advocate award." He also is a 14-time recipient of the "faculty member of the year award" on Marymount's campus.
- For more than 25 years he directed the first-year seminar, a required course for new students.

New Student Transition & Orientation

New-Student Transition & Orientation

- **Transitional Support**
 - During the summer proceeding matriculation
 - Summer bridge/transition programs
- **New Student Orientation**
 - Introduces Students to People
 - Peer Role Models & Faculty (vs. information & buildings)

New Student Transition & Orientation

- **Convocation**

- Induction ceremony
- Welcome new students and their families to campus

- **Placement testing**

- Diagnose Academic Preparedness
- Place students in first-term courses that provide *moderate challenge*

The First Year Curriculum

The First-Year Curriculum

- **First Year Seminar/Experience Course**
 - Part of new student curriculum
 - Introduction to college
 - How to make the most of the college experience
- **Co-registration of block courses**
 - During the first term
 - Allows students to develop learning communities

The First Year Curriculum

- **Small class size for skill building courses**
 - Reading
 - Writing
 - Math
- **Prerequisite or “Stepping Stone Courses”**
 - Inserted into the curriculum
 - Help prepare students for tougher courses

First Year Instruction(Pedagogy)

First-Year Instruction(Pedagogy)

- **Minimize the number of first-year courses taught by**
 - Graduate Assistants
 - Part time/adjunct faculty
- **Who SHOULD teach first-year courses**
 - Effective, student centered instructors
 - Try to “front-load” first-year courses with the best teachers

First Year Instruction(Pedagogy)

- **A successful new-faculty orientation program will include**
 - Information on engaging pedagogy
 - Characteristics and needs of first year students
- **Ongoing faculty development-provide sustained instructional support for faculty**
- **Effective teaching**
 - Evaluated rigorously and weighed heavily
 - Important in deciding on faculty retention, advancement and retention

Academic Support Services

Academic Support Services

- **Early-warning/early-alert system**
 - Allows students to receive feed back on performance and progress before midterm
 - Opens the door for early corrective action
- **Red-flag system**
 - Identify students who show signs of leaving
 - Connect with them to avoid attrition
- **Peer tutoring available and accessible to first-year students**
- **Supplemental instruction for “high-risk” or “bottleneck” courses**

Academic Advisement

Academic Advisement

- **First Year Students**
 - SHOULD NOT-self advise
 - SHOULD- consult with an academic advisor
 - When registering courses
 - When adding courses
 - When dropping courses
- **Effective advisors**
 - Should be targeted to work with first-year students
 - Should especially be targeted for undecided students

Academic Advisement

- **Advisor Orientation and Development Program**
- **Evaluation of first-year advisors and first-year advising programs**
- **Recognition of high quality academic advising**

Student Development Services: The Co-Curriculum

Student Development Services: The Co-Curriculum

- **Encourage student involvement in co-curricular experiences**
 - Incentives
 - Recognition
- **Meaningful volunteer & service-learning experiences**
- **Leadership development opportunities available to first-year students**

Student Development Services: The Co-Curriculum

- **First-year residential programs**
 - Create a “living-learning” environment
 - Integrating academic experiences with residential life
- **Publically recognizing first-year student achievements with end-of-the-year ceremony**

First-Year Assessment

First-Year Assessment

- **Student satisfaction/engagement surveys**
- **Qualitative Research**
 - Conducted with first-year students
 - Assess
 - Needs and perceptions
- **Assessment of first-year attrition patterns**
 - How many are leaving
 - Which are leaving
 - When they're leaving
 - Why they're leaving

Timeline for First-Year Retention Initiatives

Proactive

1. Summer Transition/Summer Bridge Program
2. New-Student Orientation & Convocation
3. Extended-Orientation Course(New-Student Seminar) (Student-Success Course)
4. Student-Entry Assessment & First-Term Course Placement
5. Administration of Assessment Instruments Designed to Identify At-Risk Students
6. Early-Alert/Early-Warning System (e.g., absenteeism reports during first 4 weeks of term)

Timeline for First-Year Retention Initiatives

7. Midterm-Grade Reports (e.g., at midpoint of the term)
8. “Red Flag” Procedures(e.g., failure to pre-register or renew financial aid)
9. Exit Interviews/Surveys (administered during the process of withdrawal)
10. End-of-First-Year Student Satisfaction and/or Student Engagement Surveys
11. Already-Withdrawn/Departed-Student Surveys (conducted after withdrawal)
12. Re-recruitment of Withdrawn Students: Converting “Dropouts” into “Stop-Outs”

Reactive



PROGRESSIVE BUSINESS CONFERENCES

384 TECHNOLOGY DRIVE • MALVERN, PA 19355

PHONE 800.964.6033 • FAX 215.689.3435

Webinar Evaluation: (#2694)

“Unprepared Students: Proven Methods to Ensure First Year Success”

June 3, 2010 – 1:00 PM ET

Please take a moment to fill out this evaluation form and return it to Higher Ed Hero via fax

(215-689-3435) or mail. Your comments will help us make future audio conferences even more valuable. If you would like your comments to remain anonymous, do not fill out the contact information below.

Contact Information:

Name: _____ Title: _____ Company _____

Phone: _____ Fax: _____ E-mail _____

1. Why did you attend this Webinar?

☐ Topic of Interest ☐ Invited/Instructed to Attend ☐ Save Time vs. Physical Conference

☐ Speaker ☐ Educational/Training Value of Topic ☐ Participate with Colleagues

☐ Accreditation ☐ Price/Value

1. Did the conference cover topics that you are interested in or currently faced with?

Comments: _____

2. Were recommendations presented during the conference that you found useful in your current situation?

Comments: _____

3. How valuable was the live question and answer session to you on a scale of 1-5 (1 poor, 5 excellent)

Comments: _____

4. Did you face any technical difficulties prior to or during the conference? If yes, please explain:

5. Please rate **Joe Cuseo**, the conference presenter, on a scale of 1-5 (1 poor, 5 excellent)?

☐ Preparation ☐ Verbal Presentation ☐ Question-and-Answer Session

☐ Expertise ☐ Conference Materials

Comments: _____

6. How many people listened in on the conference from the phone line you dialed in from? _____

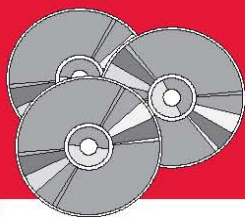
7. Do you have any suggestions for improvement? _____

8. Based on your experience with this conference, would you consider attending a future conference offered by our company? If no, please explain: _____

9. Please rate the following topics that we are considering for upcoming audio conferences (5=very interested, 1=not at all interested)?

| | | | | | |
|----------------------------------------------------------------------------------|---|---|---|---|---|
| <u>Keys to a Successful Parent/Sibling Orientation</u> | 5 | 4 | 3 | 2 | 1 |
| <u>Recruiting With Outcomes: Increasing Enrollment with Parental Approval</u> | 5 | 4 | 3 | 2 | 1 |
| <u>Social Media Recruiting: Bringing in Students with Facebook & Twitter</u> | 5 | 4 | 3 | 2 | 1 |
| <u>Online Education Retention: Preventing Off-Site Learner Attrition</u> | 5 | 4 | 3 | 2 | 1 |
| <u>Budget Based Recruiting: Justifying Expenses to Increase Enrollment</u> | 5 | 4 | 3 | 2 | 1 |
| <u>Strategies for Recruiting Women into Male Dominated Programs</u> | 5 | 4 | 3 | 2 | 1 |

Thank you for your evaluation and feedback!



Audio Conference CDs

Reduced Price for Paid Attendees

**Supply limited
order today!**

☐ **Yes!** I want to reserve my copy of the “Unprepared Students: Proven Methods to Ensure First Year Success” (#2694) webinar at the special discounted price of only \$99 (regularly \$199). This price is for conference attendees only.

Payment information:

☐ Check enclosed for \$_____ (payable to Progressive Business Conferences)

☐ Please charge my credit card \$_____

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*To help us serve you better, please supply all
requested information.*

Rush this form to:

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Malvern, PA 19355

For fastest service, call:

800-964-6033 or fax:
215-689-3435



384 Technology Drive, Malvern PA 19355

IMPORTANT AUDIO CONFERENCE INFORMATION

Dear Audio Conference Attendee:

We have received a number of inquiries about audio conferences and the permissibility of copying and distributing materials, recording the conference as well as conferencing of calls to other sites by our listeners. Here are the main questions we receive.

Q: How many people may listen for the \$199 conference fee?

A: The \$199 registration charge is a “per phone line” charge. You may have as many people as feasible gather around one phone and listen to the conference.

Q: May I photocopy, fax or email a copy of my attendee packet to one or more colleagues for the purpose of calling from another location?

A: No. Only one phone line per registration is permitted. The first party to use your unique confirmation code will be the only phone line connected to the audio conference.

Q: May we tape the conference during the call.

A: No. Taping the conference and not purchasing the recording is an infringement on our copyright. However you may purchase the Audio Conference Tape or CD at the special paid attendee discounted price of only \$99 (regularly \$199). This price is reduced for conference attendees only.

We trust that our audience of professionals such as you will respect our legal copyright “on the honor system.” But if we learn of willful violations, we may have to seek legal remedies. If you have questions about the legal use and distribution of our conference materials not answered here, please contact us at 800-964-6033.

Sincerely,

Kyle Newman
Conference Manager
Progressive Business Conferences