

Overview: The Retention & Persistence department is an innovative new department that analyzes data, supports retention initiatives, and supports students while they work toward academic success to continue in school until graduation.

Points of Pride: (2024- 2025)

- Implementation of EAB Navigate for Progress Reports and Alerts
- Student Appointment Scheduling for on-campus Tutoring.
- Tracking online tutoring and online success coaching appointments in EAB Navigate
- A little over 100 Students utilized Brainfuse for online tutoring each semester, utilizing over 500 sessions each semester.
- Campus ESP Parent Portal has 8737 users (3374 current student family members) as of June 1, 2025.

Focus Areas for Retention & Student Success:

- Continuing to implement EAB Navigate. Planning to add advisor appointment scheduling in EAB Navigate for Spring 2026 and additional support areas for scheduling.
- Increase Faculty participation in EAB Navigate progress reports.
- Expand Orientation opportunities for all incoming on-campus and online students. Add in special events for at risk populations.
- Continue to increase the number of students utilizing tutoring, Brainfuse resources, and academic success meetings.
- Increase the number of current student family members in the parent portal. We will discuss this in the parent session at Orientation and have postcards that will be included with the orientation folder materials
- Continue to support Hispanic College Institute (HCI) and multicultural recruitment at FHSU.

By the Numbers: (data from 2024 - 2025)

- **Online Tutoring**

- Fall Semester 2024, 118 students scheduled 429 sessions utilizing 18700 minutes of online tutoring. 52% of students that logged into at least 1 tutoring session were retained to the next semester. 23% of the students graduated.
- Spring Semester 2025, 96 students scheduled 324 tutoring sessions utilizing 16603 minutes of online tutoring. Retention numbers will be calculated Fall 2025 after 20th day.

- **Early Tiger Alert**

- During Fall 2024 and Spring 2025, we implemented progress report is in EAB Navigate. All faculty members who teach undergraduate on-campus and online classes were sent an email invite to give feedback on students. In the Fall we received 1,065 negative/neutral alerts and 1682 positive kudos. This was with 14% faculty participation in the progress report. In Spring, we had 838 negative/neutral alerts and 653 Kudos. This is a big step in getting faculty feedback for Fall 2023 we had 200 flags and in Spring 2024 we had 191 flags sent via email. We continued with an average response rate of 50% contacting students this past year. Which is consistent with past year, but we had a significant increase in students we contacted. All student with alerts receives a system email, any alert that opens a case will be contacted by and ETA team member. In the fall semester, we contacted 665 students and in the spring semester we contacted 497.
- For the Fall 2024 semester, retained 37% of the students with Negative/neutral alerts, graduated 4% and did not retain 59%. I want to do additional evaluation on the alerts that did not open cases to see if we need to add additional alerts to our communication plan. After Fall 2024, we saw an increase in “low participation” in online classes tying to students be in danger of failing the class. As a result for Spring 2025, we changed the “low participation” alert to open a case.

- **Family Portal (Campus ESP)**

- This past year we have continued to add users to the FHSU Family Portal. We currently have 8,737 families. This includes 3,374 current families and 6,260 prospective families. The high school senior family members, will transition from prospective families to current family members the first week of august. We are promoting the portal at summer orientation dates. In the last year 241,887 emails have been sent through the family portal.