

Virtual Roundtable

Unlocking Student Voice for Retention & Belonging

Presented by:



MENTOR
COLLECTIVE

Event Host



**MENTOR
COLLECTIVE**

Ivett Delgado
Partnerships Director



Panelists



**Maria Stalzer
Wyant Cuzzo, Ph.D.**
Provost



Dr. Kyle Barron
Vice President of
Student Services



**Katherine A.
Kantardjieff, Ph.D.**
Provost and Vice President
for Academic Affairs



Stephen Ostendorff, MEd
Dean of Admissions



Purpose & Intention

- **Bring together thought leaders** to discuss practices that expand access to higher education
- **Gain exposure and insight** to the initiatives that are shaping the future of higher education
- **Build relationships with like-minded leaders** and workshop existing challenges



Roundtable Agenda

Time commitment is 2 hours (12:00 PM EST to 2:00 PM EST)

12:00 PM – Welcome & Introductions

12:05 PM – 2022 Student Insights Spotlight led by Shannon LaCount,
Ed.D., Principal Product Manager, Mentor Collective

12:20 PM – Panel Discussion

01:20 PM – Break

01:30 PM – Small Group Discussion & Share Out

2:00 PM – Closing Remarks & Feedback



ZOOM

Best Practices

- Upon entry, audio is on mute
- Ensure your camera is on!
- Adjust your video layout to speaker view
- Chat your name and school if you have any questions in the chat box



4

GET FAMILIAR WITH THE ZOOM TOOLBAR



Update your audio settings here.



Update your video settings here.

Chat in your name and school if you have questions.

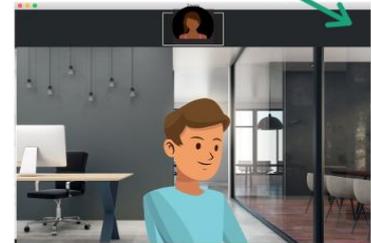
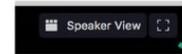


React to the panel with an emoji.



5

ADJUST YOUR VIDEO LAYOUT TO SPEAKER VIEW



For the best user experience, we recommend setting your video layout to speaker view.

To do so, in the top right hand corner of the zoom app, click "speaker view."

Spotlight Speaker



Shannon LaCount. Ed.D.

Principal Product Manager



**MENTOR
COLLECTIVE**





Mentor Collective facilitates

Peer Relationships

to deliver large-scale mentoring programs with proven results in higher education.



190,000+
Mentorships
Formed



2,400,000+
Text Messages
Exchanged



600,000+
Mentorship
Meetings



180+
Partnerships
Established



**Engage Students
Authentically**



**Uncover Actionable
Student Insights**



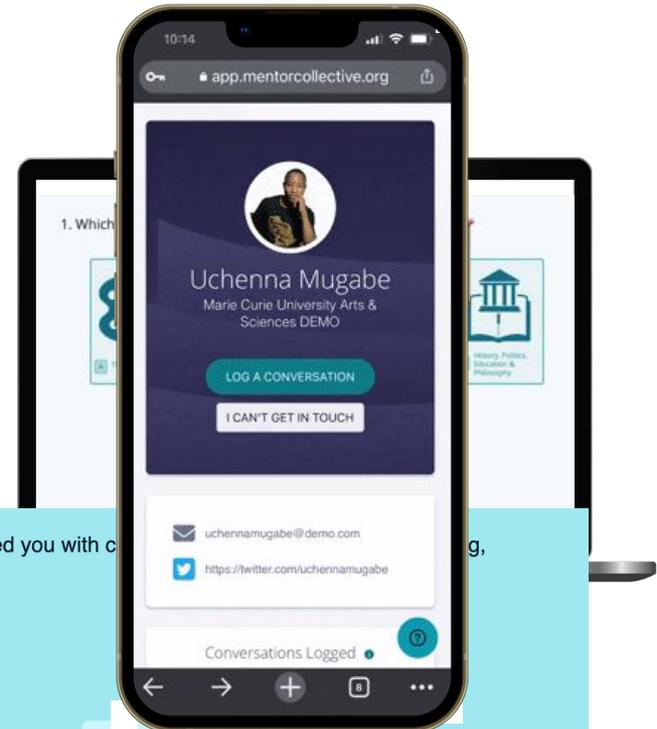
**Supercharge Student
Success Strategy**



**Optimize Administrative
Resources**

Defined, Measurable Outcomes

- ❑ Identify top **concerns and topics** during key time periods
- ❑ Foster **sense of belonging** and **academic self-efficacy**
- ❑ Assess **student success behaviors** and nudge accordingly
- ❑ Compare and contrast **melt, persistence, retention, and graduation**
- ❑ Connect students with **relevant, identify-aligned mentors**
- ❑ Benchmark **efficacy**



Has your mentor connected you with a career center, etc.)?

- Yes
- No

Submit



Satisfaction, Engagement & Efficacy

6/7

Average Mentor satisfaction score

#

Mentees Matched
Conversations logged
Flags recorded
% Change from week to week

Melt
Belonging
Persistence

% 





**Engage Students
Authentically**



**Uncover Actionable
Student Insights**



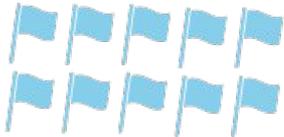
**Supercharge Student
Success Strategy**

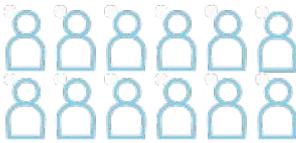


**Optimize Administrative
Resources**

Identify, Affinity and Experience

- Two- year, four-year and grad students
- Nonbinary, trans, men and women
- Race and ethnicity
- Adult and historically traditional age
- Students who are parents
- Students who are caregivers
- First-generation students
- Stop-out students

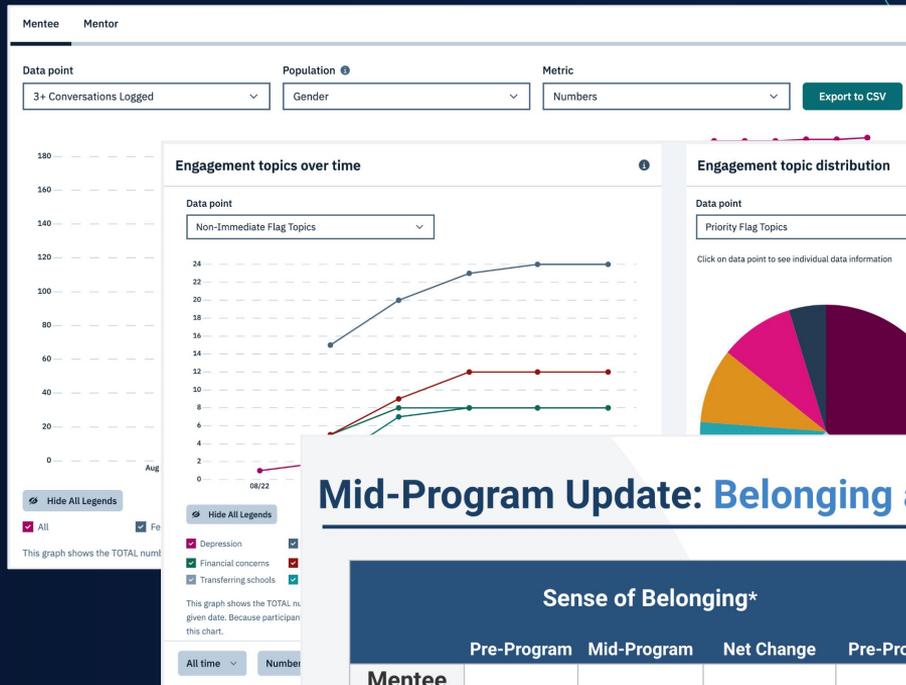
27,828 
Total Flags Submitted

8,903 
Total Unique Participants

Flags logged from January 2022-December 2022



Uncover Actionable Student Insights



Mid-Program Update: Belonging and Self-Efficacy

	Sense of Belonging*			Self-Efficacy**		
	Pre-Program	Mid-Program	Net Change	Pre-Program	Mid-Program	Net Change
Mentee						
Avg. <small>(N=15 11% response rate)</small>	3.9 / 5	4.1 / 5	4.52%	4.4 / 5	4.4 / 5	No change
Mentor						
Avg. <small>(N=14 24% response rate)</small>	4.1 / 5	4.1 / 5	-1.70%	4.4 / 5	4.3 / 5	-1.60%

*Average of responses to three peer-reviewed sense of belonging questions, measured on a five-point likert scale. (Ex: "I feel like an important member of my school community")

**Average of responses to three peer-reviewed self-efficacy questions, measured on a five-point likert scale. (Ex: "Once I've decided to accomplish something that it is important to me, I keep trying to accomplish it, even if it is harder than I thought")

View Your Data, Your Way

The screenshot displays the Uplift Mentor Collective interface. On the left, a vertical sidebar contains navigation icons for Dashboard, Activities, Flags, Mentorship, Participants, Resources, and Exports. The main content area is titled 'Participants' and shows a list of 18 participants with columns for Profile picture, Name, and Email. A search bar is located at the top of the list. To the right of the list is a 'Filter participants' panel with a search box and a list of filter categories: Participant type, Gender, Race, Major, First generation status, College, Scholarship, Campus, Residential Hall Assignment, Under Supported Status, Engagement data, Program status, Matching survey, Number of conversation reported in current mentorship program, Text relay usage, Topic discussed with counterpart, and Categories priority flagged in mentorship. The 'College' filter is currently selected and highlighted with a blue border. At the bottom of the filter panel are 'Clear all filters' and 'Apply' buttons.

“We adopted this tool in response to the pandemic, but after seeing consistent **lifts in retention we plan to continue offering this valuable resource to our students. Greater sense of belonging among undergraduate can lead not only to improved retention and graduation rates, but longer term it can help to further diversify the professoriate if more of our students begin to view universities as places where they would like to build their careers.”**

- ***Dr. Ken Baerenklau, Associate Provost at University of California-Riverside***

Common Flags

32%

Academic Struggles

23%

Other

8%

Financial Concerns

7%

**Switching Majors
/Transferring**

Mentor Collective's "other" category captures student insights that help administrators affect change on an individual student level

- Admissions Advice
- Getting Involved on Campus
- Finding an Internship/Job
- Academic Advising
- Finding Parking



Source: Mentor Collective analysis of mentor-logged mentee Flags, 2022

Emotional & Mental Well Being is As Critical As Financial Need at Two-Year Institutions

7%

Flags related to emotional & mental well being were logged as often as "Financial Concerns"

29%

Nearly 30% of mentees within Mentor Collective's cohort of 12+ two-year partners identified as 25+

<10%

Percentage of two-year students that use on-campus mental health services

50%

Percentage of four-year students that use on-campus mental health services





"Flags are very important in terms of intervention & making sure our students receive the resources they need. Last year, a Flag alerted us to a student facing homelessness. We were able to arrange on-campus housing, financial aid, and other necessities because of that awareness."

Dr. Charmaine Troy
Associate Director of First-Generation Student Initiatives
Georgia Institute of Technology



What Peer Mentors Do:

- Share their experiences
- Explain how to overcome challenges
- Suggest resources
- Offer new ideas and ways of thinking
- Normalize asking for help
- Identify obstacles to student success
- Encourage student to get out of their comfort zones
- Direct mentees to opportunities and activities that match interests and values

What Mentees Learn:

- There are people like them on campus
- How to manage stress
- How to locate resources on campus
- Where to go for help
- How to register for classes
- How to get involved on campus
- How to find and connection with others
- How to manage time
- Coping strategies from someone who has been in their shoes



**Supercharge Student
Success Strategy**

What Peer Mentors Do:

- Share their experiences
- Explain how to overcome challenges
- **Suggest resources**
- Offer new ideas and ways of thinking
- **Normalize asking for help**
- Identify obstacles to student success
- Encourage student to get out of their comfort zones
- Direct mentees to opportunities and activities that match interests and values

What Mentees Learn:

- There are people like them on campus
- How to manage stress
- **How to locate resources on campus**
- **Where to go for help**
- How to register for classes
- How to get involved on campus
- How to find and connection with others
- How to manage time
- Coping strategies from someone who has been in their shoes



Supercharge Student Success Strategy

THE CHRONICLE

of MENTORING & COACHING



Why Your Transfer Retention Strategy is Failing: Making a Shift to an Active Support System

Raynor, S., Baker, K., & Ford, V.
University of North Carolina—Greensboro, Mentor Collective

...more mentees reported utilization of academic support and co-curricular resources like the Writing Center, Career & Professional Development Services, Office of Accessibility Resources Services, Counseling Center, Academic Achievement Center, Students First Office, and Digital ACT Studios..."



Shared at a Recent Accreditation Conference:



“...we have the same retention rates for high income/low achievement as with low income/high achievement”



“Han, Farrugia and Moss determined that non-cognitive factors, such as academic self-efficacy, motivation, and a sense of belonging, predict college students’ academic performance and retention.

Self-efficacy was more closely associated with **academic performance**, whereas **belonging** was more closely associated with **retention.**”

If a student is confident they can handle their courses, they will be motivated.

If a student finds learning support, they are likely to finish their courses successfully.

If a student knows how to navigate their support systems, they will feel more confident in their courses and program.

If a student feels like they matter, they are more likely to stay in school.

If a student sees themselves around campus, they are more likely to remain at that their school.

If a student has opportunities to contribute, they are more likely to stick around.





Non-Cognitive Factors

*“...Sense of belonging is defined as a psychological sense of **identification and affiliation with a community.**”*

*“Academic self-efficacy is important in the comprehension of an **individual’s mindset** as it is the cognitive function which can encourage positive behaviours, thereby improving performance and retention.”*





Uncover Actionable Student Insights

4.09

Average Academic
Self-Efficacy Rating at **start**

38

Students responded with **LOW**
score (2/5) at start

Coming soon...

The screenshot displays the Uplift University Mentor Collective interface. On the left is a navigation sidebar with icons for Dashboard, Activities, Flags, Mentorships, Participants, Resources, and Exports. The main content area is titled "John Doe's profile" and includes a profile card with a circular avatar containing "JD" and a "Mentee" tag. Two score cards are shown: "Average Academic Self-efficacy score" with a value of 2.66/5 (Program average: 3.2) and "Average Sense of Belonging score" with a value of 4/5 (Program average: 4). Below the profile is an "Activities" section with a table of activity logs. A red box highlights the profile card and score cards. Another red box highlights a summary box at the top right of the profile page, containing the text "23 Participants with low Sense of Belonging score" and "52 Participants with low Academic Self-efficacy score".

John Doe's profile
ABC University 2021-2022 | 1337

John Doe (Mentee)

Average Academic Self-efficacy score: **2.66/5** (Program average: 3.2)
Average Sense of Belonging score: **4/5** (Program average: 4)

Activities

Activity type	Detail	Timestamp
Assessment survey completed		Jul 13, 2021
	I feel like I am an important member of my school From (5) Very much agree - (1) Very Much Disagree 4	
	I feel supported at my school From (5) Very much agree - (1) Very Much Disagree 3	
	I feel comfortable at my school From (5) Very much agree - (1) Very Much Disagree 4	
	I feel like I am an important member of my school's community. From (5) Very much agree - (1) Very Much Disagree 4	
	Once I've decided to accomplish something that's important to me, I keep trying to accomplish it, even if it is harder than I thought From (5) Very much agree - (1) Very Much Disagree 2	
	I can learn what is being taught in class this year From (5) Very much agree - (1) Very Much Disagree 3	
	I am confident that I will achieve the goals that I set for myself From (5) Very much agree - (1) Very Much Disagree 3	

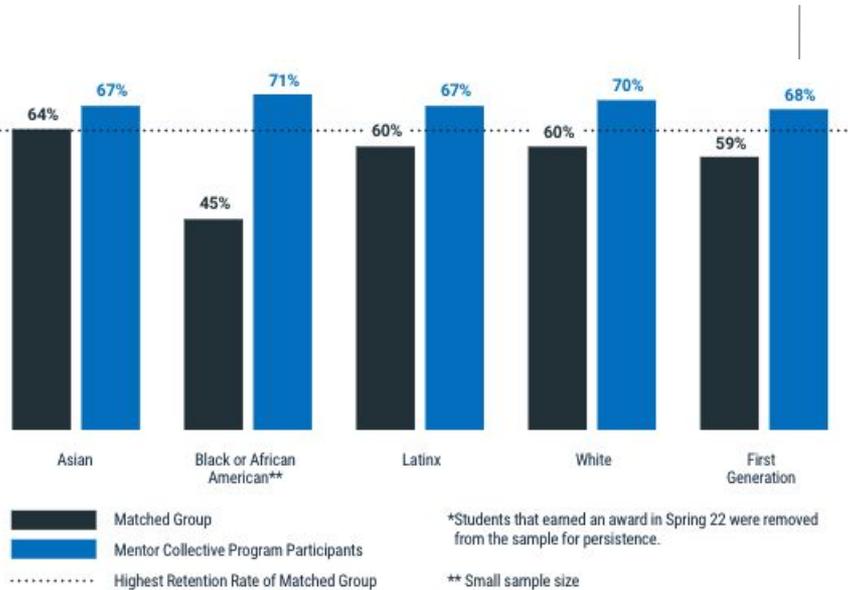
23 Participants with low Sense of Belonging score
52 Participants with low Academic Self-efficacy score

Export Participants

	Participant type	Status
y@school.edu	Mentor	Matched
s@school.edu	Mentee	Matched
@school.edu	Mentor	Matched
@school.edu	Mentee	Matched



Drive Student Retention



“All of the equity gaps disappeared, and every group had 64 percent or higher persistence. If you think about a 16 percent gain in persistence in a program of 1,000 participants, that’s 160 students who would have otherwise attrited. That’s ROI.”

- *Dr. Elliott Stern, President, Saddleback College*



**Engage Students
Authentically**



**Uncover Actionable
Student Insights**



**Supercharge Student
Success Strategy**



**Optimize Administrative
Resources**

“If it were a perfect world, we probably wouldn’t need as many staff or interventions to assist our students in achieving success...so we take a look at what we can require and what we can influence and **the proven strategies that assist students in making that connection to the institution.”**

- *Academic Advisor, Public University in the South*



What Does Peer Mentorship Mean for **Staff**?





MENTOR
COLLECTIVE

Mentor Collective is the
source of **information**
and an **intervention**



Panel Moderator



**MENTOR
COLLECTIVE**

Polly Goss
Director, GTM Operations



Panelists



**Maria Stalzer
Wyant Cuzzo, Ph.D.**
Provost



Dr. Kyle Barron
Vice President of
Student Services



**Katherine A.
Kantardjieff, Ph.D.**
Provost and Vice President
for Academic Affairs



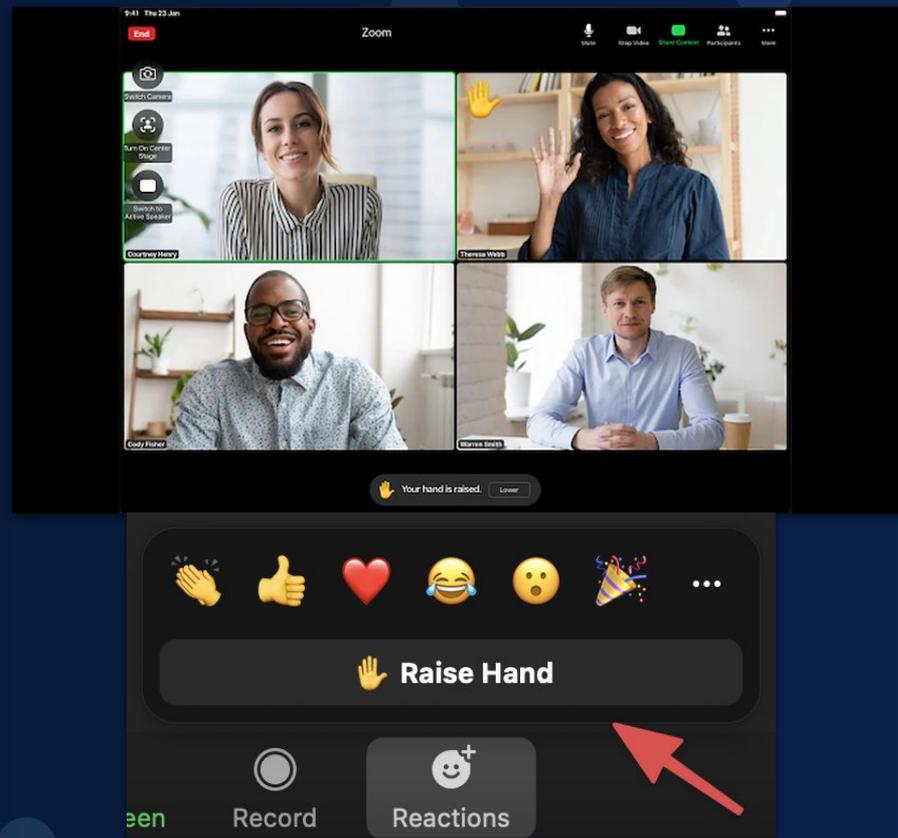
Stephen Ostendorff, MEd
Dean of Admissions





**Do you want to learn more
about mobilizing your student voices
through mentorship?**

Raise Hand Feature



**Make
High-Impact,
Large-Scale
Mentorship
Possible**



Visit mentorcollective.org
to learn how.