



May 16, 2023

Dear Members of the Campus Community,

We are working diligently to launch the Reddie Student Success Center, a #StudentsFirst initiative that reflects our commitment to access, persistence, and graduation. Student success and college completion are key elements of the Net Institutional Performance component of Henderson's Strategic Resource Allocation Model.

The Reddie Student Success Center will include three critical elements to improve student retention and graduation rates:

Student success coaches who assist with each student's transition to college and with identifying resources to enhance the Reddie experience. Coaches will provide proactive and responsive advising for students through regular meetings. The goal of early intervention is to remove barriers that cause students to drop out or underperform academically. Student success coaches also will coordinate training opportunities for students. This will include technical assistance for Canvas, Banner, and Navigate, workshops for time management, creating a budget, note-taking, study skills, and life skills. The goal of the student success coach is to support the whole student. Academic success requires the development and alignment of a student's academic, social, and emotional well-being.

A Huie Hub that provides centralized scheduling for campus tutoring opportunities. Reddie Tutors will help students understand course content and promote independent learning while building individual confidence. Thanks to scanning technology created by Information Technology, we will track data more efficiently on students (student name, classification, time, subject) for each tutor resource utilized within the Huie Hub. We also will offer supplemental instruction that focuses on content, learning/study strategies, comprehension of course information, and preparational activities for student sessions. Supplemental instruction leaders will assist students in their course-specific department buildings.

Navigate, a technology infrastructure and app that helps students locate resources across campus, while enabling them to contact and schedule appointments with their student success coach or faculty advisor. Following implementation of the tool, faculty will have the ability through the Navigate app to log concerns about student progress. The Reddie Student Success Center will then follow up with the student, making the path through college easier. We also will have the capacity to assess and evaluate each student's progress on a more systematic basis, helping us to achieve a goal of increased student retention.

We will begin to roll out these services through the advising offices located in Womack Hall during the fall semester, and the Reddie Student Success Center will officially open in the Caddo Center in January 2024. Kelly Stewart will lead the center, which will be staffed by three student success coaches and a graduate assistant who will serve as a peer success mentor.

Our mission is to support every student with the resources needed to overcome barriers from their first day on campus until graduation. We will measure success through retention and graduation rates and look forward to providing the resources that students need to be #ReddieforWhatsNext in their lives and in their careers.

Joining you in service,

Chuck Ambrose