Our year, in review

This past year, CBS Student Services saw continued growth in student usage seeing a total of 4,283 student appointments across academic advising, career development and student engagement. Full implementation of electronic systems enhanced collection of data usage and streamlined access to services for students across all three functional areas. In the past 12 months, four new team members joined Student Services and began contributing in significant ways shortly into their tenures.

CBS Student Services continued to prioritize internal staff development and opportunities for external professional development. This included continued intercultural competency efforts through four in-house work groups: training and development, physical and virtual spaces, staff recruitment and retention, and perception and climate. CBS Student Services was recognized for its programming and outstanding staff at the local, regional, and national level.

Over the past year, CBS staff were recognized for the following accomplishments:

• 2017 University of Minnesota President’s Award for Outstanding Service - Nikki Letawsky Shultz
• 2016-2017 CDN Golden Gopher Merit Award - Rebecca Dordel
• 2017 NACADA “Best of Region 6” Award for Advising for Academic Recovery presentation - Martha Scott Johnson

Our staff also:

• Authored articles, book reviews and blog posts for regional and national advising publications.
• Presented at NASPA, NACADA, Leadership Educators Institute and University conferences.
Academic advising

Unit Achievement: Strategically enhance student support.

In the 2016-2017 academic year, the CBS Student Services advising team took strides in strategically enhancing student support through alignment with key measures of the UMNTC Academic Advising Taskforce recommendations. Additionally, significant curricular change in CBS programs added layers of complexity to the daily work of staff to ensure students received cohort-specific advising.

Key investments:
• The addition of an advising staff line midway through the fall semester allowed for a drop in average advisor caseloads from ~330 to less than 270 per advisor, solidly in compliance with the 250-300 recommendation.
• Expanded advisor recruitment efforts resulted in an advising staff more reflective of our student body, in turn yielding a strong positive reaction from students.
• We engaged in a complete review and restructure of programs in PCAS and courses in ECAS to increase curricular transparency for students.

Ongoing and Future Investments:
• Our advising staff created four new working groups:
  • Advising Professionalism, focusing on academic advising-specific training and professional development.
  • Advising Communications, focusing on language, web presence, email templates, coordination of communications.
  • Peer Coaching, focusing on a structured system of peer observation and feedback.
  • Information Management, focusing on creating a system of information capture, dissemination and storage to ensure that staff are aware of all information updates and precedent of unique situations.
• A small working group seeking best practices in serving upper division students to create touch points for junior and senior students that best meet their unique needs.
• Retooling and reimplementation of a Transfer Checkback academic advising curriculum that will be required of all incoming external transfer students.
• We made these investments in tandem with our career services staff, ensuring touch points for every cohort in CBS from both academic advising and career services.

ADVISING STATS

3,234
Advising appointments in 2016-17
1,630
CBS students met in drop-in advising
Unit Achievement: Established Career Development Programmatic Framework

The Career Team identified the Chaos Theory of Careers as the theoretical framework for delivery of career services. This theory has origins in math and science and explains both non-linear changes and complex systems. This established a structure for the career team that enhanced student communication, strengthened employer relations and created cohesion across current advising tools to better serve students.

Key Investments:

- Engaged in accessible and inclusive student-centered career services to foster an understanding of how curricular and co-curricular experiences play a role in developing core competencies for the science and health industries.

- Enhanced programming by highlighting and incorporating activities that are high touch and intentionally address and/or bring awareness to career readiness competencies.

- Utilized learning outcomes to review and restructure programming. Created synergy among the general career, pre-health, graduate school and research programs to complement each area and execute high quality programming that meets the career development needs with a focus on 3rd and 4th year programs.

- Developed an Employer Relations Plan.

- Created an online appointment and workshop scheduling access for students and increased targeted marketing for career services.

- Updated APLUS reporting practices to create streamlined and consistent data related to student contacts.

- Created a “Graduate School Coaching “option to highlight an additional area of expertise and service within career development.

- Partnered with CBS Advancement to carry out the CBS Alumni Mentor Program.

- Hosted site visits with Minnesota Department of Health, Bio-techne and Takeda Pharmaceutical.

- Developed a training curriculum for the career coaching function including an observation model for career coaches to observe one another in practice and provide feedback.

CAREER DEVELOPMENT STATS

1,012 Career development appointments

392 Students attended a career workshop or event
Student Engagement

Unit achievement: Expand student engagement curriculum and opportunities among all CBS undergraduate students.

With the addition of a Student Engagement Associate, the team made key investments in pre-existing student leadership programs, as well as several new programs and services created to increase the scope of engagement opportunities available to all CBS undergraduate students.

Key investments:
• Collaboration with campus departments and services to effectively plan and implement large-scale events to ensure the successful recruitment and matriculation of prospective CBS students, including the 2016 STEM Sneak Preview, 2016 CBS College Day, and the 2017 CBS Dean’s Reception.
• Increased scope of student support including: 34 CBS student organizations, a year-long professional development training for 12 Dean’s Scholars Peer Mentors, growth of the CBS Ambassadors Program, and additional support for pre-existing NHS recruitment and engagement programs within CBS.
• Creation of three new student engagement programs, including:
  • The CBS Democracy Project
  • The CBS Student Leader Series
  • Student Success Coaching
• Complete revision of the Dean’s Scholars first year experience to include the Dean’s Scholars First Year Summit, a six-part peer mentoring discussion series, and updated curriculum for two Dean’s Scholars courses.

Ongoing and Future Investments:
• Strengthen collaboration with the Office of Admissions and NHS recruitment function through the training and support of the CBS Freshman Admissions Counselor position.
• Expand the CBS Democracy Project to further promote civic engagement and leadership opportunities.
• Create new, innovative leadership opportunities for all CBS students.
• Establish a long-term vision and strategy for student engagement within the college, focusing on science wellbeing, multicultural and social-identity based leadership opportunities.
• Increase presence and connection to the Dean’s Scholars Program among alumni and current participants.

DEAN’S SCHOLARS STATS

- 96% Dean’s Scholars first-year retention rate (fall 2015 cohort)
- 85.7% Dean’s Scholars four-year graduate rate (fall 2013 cohort)
Student Engagement

Last year, we worked with many of the 2,183 CBS undergraduates. Our students:

Were from:
- 68% - Minnesota
- 15% - reciprocity states
- 13.1% - other states
- 3.9% - international students

Our 767 incoming students were:
- 582 - first-year undergraduates
- 64 - external transfer students
- 121 - transfer students from the U of M system

Majored in:
- 274 - Biochemistry
- 460 - Biology
- 74 - EEB
- 250 - GCD
- 115 - Microbiology
- 228 - Neuroscience
- 15 - Plant Biology

What are the outcomes for CBS undergraduates?

Our goal is to set CBS undergraduates up for success, both in the classroom and beyond. For our students, academic success looks like:

- 75.67% Four-year graduation rate (2013 cohort)
- 95.63% First-year retention rate (2015 cohort)
- 3.38 Average GPA (spring 2017)
- 133 Undergraduates who studied abroad (2016-17)
- 420 CBS undergraduate degrees awarded (2016-17)