



those with a high failure rate, freshman/sophomore intensive classes, and remedial English and Math classes). In addition to the pilot program, there will be requests for student input from various student organizations (i.e. ASI) and students who were referred to the program. University wide implementation is planned for the spring 2009 semester.

d. Questions from committee members.

- How long before program assessment will begin?

Program assessment will be on-going. Goals for the program are based on Baylor University's experience: Year 1 – 50 referrals from faculty, Year 2 – 200 referrals from faculty, and Year 3 - 600 referrals from faculty, Year 5 – 8% to 10% increase in retention.

- Discussion of importance of retention for freshmen and transfer students.

SupportNet will begin implementation with a focus on retaining freshman students. Current level of freshman retention at Fresno State is 84%. Many freshman students require math (50%) and/or writing (60%) remediation. There are differences in transfer students. Students who transfer from other 4 year institutions have lower disqualification rates than students who transfer from community colleges. Transfer students who are disqualified generally do not understand the need to study and their study skills repertoire is small. There was further discussion of the need for students to have access to previous students' "stories" about being a first generation college student, having academic and/or personal difficulties and overcoming them to achieve the goal of graduation, and about problems encountered when transferring to Fresno State.

- What is the student experience after SupportNet receives a referral from a faculty member?

The student will receive an initial e-mail requesting that the student contact a specific SupportNet advisor. The advisor will begin attempts to contact the student via telephone if there is no response from the student within 48 hours of initial e-mail. Within one week, the faculty member who made the referral will receive information about the success of SupportNet's attempts to contact the student. No other information about SupportNet referrals/work with the student will be provided to the referring faculty member. When the student meets with a SupportNet advisor, the advisor will conduct an initial assessment of the problem that lead to the referral from the faculty member. The assessment may range from a brief counseling session to formal assessments of learning styles, time management, and or study skills. The advisor will share the results of her/his assessment with the student. The advisor will then work with the student to identify university resources that are available to the student that will not only help her/him to remedy their presenting problem, but also prevent future problems. SupportNet will follow-up with the student two weeks after the initial contact via

e-mail to request input about his/her experience, or to determine reasons why she/he did not respond to the e-mail and telephone attempts to schedule a consultation.

- What is your marketing plan?

SupportNet will be part of the Dog Days orientation activities and will be advertised in the Bulldog BARK. There will be direct marketing to faculty and administration. Faculty participation is essential to the program's ultimate success. There will also be direct marketing to students to let students know about how SupportNet can help them and what to expect if they are contacted by SupportNet.

4. Communications and Announcements.

None

5. Pending Business.

Deferred.

6. Committee Meeting Schedule.

No further meetings until Fall 2008.

MSC to adjourn at 11:05 a.m.

The next scheduled meeting of the Student Affairs will be in the Fall of 2008.

Agenda.

1. Approval of the Minutes from 4/30/2008.
2. Approve of the Agenda
3. Communications and Announcements.
4. Pending Business.