Focus Area: First and Second Year Programs
Leader(s): Roshaunda Ross
Implementation Year: 2017-2018

**Goal #1:** Develop an exemplary first-year experience program designed to both support student success and attain first year to second year retention rates that surpass the national average for peer institutions.

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<th>Objective 1:</th>
<th>Engage families to enhance support network of FY student success</th>
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| **Action Items** | ➢ Host 2nd annual program during GSU Family & Friends Weekend for families  
➢ Create a social media networking system for families of FY students  
➢ Keep families informed of milestones and important information/programs  
➢ Create FY student family council |
| **Indicators and Data Needed** | ➢ Number of students’ families contact information collected  
➢ Number of students’ families represented in social media networking  
➢ Implementation date of family council |
| **Responsible Person and/or Unit** | ➢ NSP staff |
| **Milestones** | ➢ GSU Family and Friends Weekend  
➢ Social media created/contact info collected by end of FA17  
➢ Family council created in FA17 |
| **Desired Outcomes and Achievements** | ➢ Families are more informed and engaged in their student’s development  
➢ Higher/faster FAFSA completion rates  
➢ Evaluations show that families feel more aware and able to be supportive of their students |
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<th>Objective 2:</th>
<th>Improve student outreach and find more effective ways to contact students/disseminate information.</th>
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| **Action Items** | ➢ Increase utilization of GSU Star system by NSP staff and Mastering College instructors  
➢ Update and regularly post on NSP social media  
➢ Utilize Peer Mentors to share information, make announcements in class, increase tabling  
➢ Partner with Housing staff and Faculty-in-Residence to contact students |
| **Indicators and Data Needed** (Measures that will appraise progress towards the strategic objective) | ➢ Number of lower division students using GSU Star to set appointments, correspond with faculty/advisors  
➢ Like, views, followers on NSP social media  
➢ Attendance numbers for programs  
➢ Responses on FY Advising Intake Form |
| **Responsible Person and/or Unit** (Data collection, analysis reporting) | ➢ NSP Staff  
➢ Undergraduate Advising Staff  
➢ Housing Staff  
➢ GSU Star Implementation Team |
| **Milestones** (Identify Timelines) | ➢ Starfish campaign during beginning of FA16  
➢ FY Advising Forms summarized in FA16  
➢ Focus group feedback at end of FA16  
➢ Use of text reminders by SP17 |
| **Desired Outcomes and Achievements** (Identify results expected) | ➢ 100% utilization of GSU Star by lower division students  
➢ Higher attendance at programs/events  
➢ Increase NSP Instagram followers by at least 50%  
➢ Higher response to calls of action (i.e. scheduling mandatory meetings) |
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<th>Objective 3:</th>
<th>Increase recognition of high achieving General Studies students</th>
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| **Action Items** | ➢ Establish chapter of Alpha Lambda Delta Honor Society  
➢ Encourage utilization of ‘Kudos’ function through GSU Star  
➢ Publicly acknowledge positive mid-term grades  
➢ Host end-of-the-semester and end-of-the-year recognition events for FY and sophomores |
| **Indicators and Data Needed** | ➢ Results of GSU Star 3-6-9 week surveys  
➢ Midterm and final semester grades |
| **Responsible Person and/or Unit (Data collection, analysis reporting)** | ➢ NSP Staff  
➢ ARC staff |
| **Milestones (Identify Timelines)** | ➢ GSU Star 3-6-9 week surveys  
➢ Midterm grades for FA17 and SP18  
➢ End of both FA17 and SP18 semesters  
➢ Establishment of ALD Honor Society  
➢ Completion of recognition events |
| **Desired Outcomes and Achievements (Identify results expected)** | ➢ Higher sense of belonging by FY and sophomores |