Online First Year Experience
Best Practices
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Agenda

1. Southern New Hampshire University Overview
2. Goals & Components of FYE Programs
3. Best Practice Roundtable
4. Q&A
Southern New Hampshire University

• Located in Manchester, NH
• College of Online and Continuing Education (COCE)
  – 75,000 students
  – Associate, Bachelor and Master’s program
University Structure

Southern New Hampshire University

- Sandbox CollABorative
- Motivis

University College (Campus)
College of Online and Continuing Education
College for America
DID YOU KNOW?

30-40% OF ENTERING FRESHMEN ARE UNDERPREPARED FOR COLLEGE-LEVEL READING, WRITING, AND MATHEMATICS?

(Adelman, 2006; Swail, 2004)
To Persist, Students Need...

- To be academically **prepared**
- To be academically **successful** (in early terms)
- Strong **faculty** and **peer** engagement
- Social **interaction**, sense of **community** (Tinto, 2006)

- To be **self regulated** (Aston, 1984)
Goals of FYE Programs

1. Assist with transition into institution
2. Build academic skills
3. Increase academic success in the short- and long-term
4. Set academic and career goals (and planning)
5. Develop sense of community/establish relationships
FYE Components

- Student
- Orientation
- Advisor/Coach
- Faculty
- Courses
- Social
- Learning Support
- Analytics
- Early Alert
Student

1. Preparedness
2. Academic Experience
3. Demographics
4. Non-Cognitive/Academic
5. GRIT
Courses

- Orientation
- First Year Seminar
- Transfer Seminar
- General Education
- Other
- Program
## Course Pathways

<table>
<thead>
<tr>
<th>ORIENTATION</th>
<th>SEMINAR/SUCCESS STRATEGIES</th>
<th>FYE/GENERAL EDUCATION</th>
<th>GATEWAY COURSES</th>
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</thead>
</table>
| • Acclimate to university and learning environment  
  • Support services  
  • Academic expectations  
  • Student expectations  
  • Preparedness  
  • Social engagement | • Demonstrate ownership of learning  
  • Effective communication  
  • Time management  
  • Study skills  
  • Understand importance of non-cognitive skills  
  • Online vs. face-to-face learning | • Increased course/faculty support  
  • Building successful academic habits  
  • Academic skills  
  • College-level writing  
  • Scaffolding assignments  
  • Mastery learning | • Increase understanding of academic program  
  • Program overview  
  • Discipline-specific writing |
Course Design

1. Smaller Chunking
2. Flexible
3. Progress Tracking
4. Streamlined UX
5. “Getting Started”
6. Micro-Assessments
# Learning Support Services Overview

<table>
<thead>
<tr>
<th>Writing Center</th>
<th>Webinars/SI</th>
<th>Tutoring</th>
<th>Learning Communities</th>
<th>Smarthinking</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:1 Writing Support</td>
<td>Live Webinars 1-2/week</td>
<td>Scheduled/Embedded Support</td>
<td>Course-Specific Communities</td>
<td>Comprehensive Support</td>
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![Writing Center Icon](image1.png)
![Webinars Icon](image2.png)
![Tutoring Icon](image3.png)
![Learning Communities Icon](image4.png)
![Smarthinking Icon](image5.png)
Proactive Communications

- Advising
- Embedded In-course Resources
- Announcements
- Email Campaign
Advisor/Coach

1. First Year/New Student Advisor
2. Specialized Training
3. Resource Library
4. Low Caseload
5. Dashboard
6. Relationship w/Faculty
7. Understanding of Student Experience
Faculty

1. Coach
2. Content Expert
3. Specialized Training
4. Partner w/Advisor
5. Engaged
6. Mission-Driven
Social Engagement

1. Discussions
2. Student Communities
3. Learning Communities
Analytics/Early-Alert

1. Leverage All Data
2. Assessments/Diagnostics
3. Micro-Assessments
4. Intentional Data Capture
FYE Components

ANALYTICS
EARLY ALERT

STUDENT
ORIENTATION
ADVISOR/COACH
COURSES
FACULTY
SOCIAL
LEARNING SUPPORT
FYE

ALWAYS LEARNING
PEARSON
Your turn...
Questions?