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5-10-2021

### UNH FACULTY SENATE MOTION # XXV-M27 Toward a Personalized, Proactive, and Holistic System of Student Support at UNH

Faculty Senate

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UNH FACULTY SENATE  
MOTION # XXV-M27

Toward a Personalized, Proactive, and Holistic System of Student Support at UNH

1. **Motion presenter:** Andrew Coppens, on behalf of the Student Affairs
2. **Dates of Faculty Senate Discussion:** 05/10/21
3. **Rationale:** The limitations of reactive or relatively passive “come to us” models of student support for supporting student success have been intensified during but not created by the COVID-19 pandemic, suggesting the need for long-term transformations to UNH systems and processes.

Research makes clear that stigmatization is a significant barrier for students seeking both academic and non-academic help and support. Reaching out to students proactively can lower both material and perceived barriers of access to support and can counter the effects of stigmatization. Proactive, early student support interventions can be highly effective with relatively minor course corrections and carry the benefit of sending students a “someone’s looking out for me” message.

The need for a systematic, holistic, personalized, and proactive approach to student support at UNH is intensifying as greater proportions of students are challenged by financial, mental health, and other forms of stressors. COVID-19 layered onto these already-existing realities.

A complex and coordinated student support ecosystem requires infrastructure and comprehensive access to it. There are creative and growing efforts underway at UNH to develop and resource such a system of student support involving both academic departments, advisors, and programs as well as student support centers and programs. These efforts aim to leverage UNH’s FERPA-compliant myWildcat Success (myWS) – the UNH rebrand of the EAB Navigate software platform – to desilo and coordinate existing student support services toward a wrap-around student success approach where academic, extracurricular, and wellbeing facets of students’ experiences are connected and synergistic.

4. **Motion:** The Faculty Senate strongly supports recent work happening to advance and transform the UNH model of student support and success among advocates such as the Student Success Steering Committee, various student support centers on campus, and the office of Senior Vice Provost for Academic Affairs. We especially support transformations to UNH's approach to supporting student success in alignment with the following principles:

- **Proactive:** Proactively supporting student needs, whether academic or non-academic, can reduce barriers to help seeking, permit smaller interventions, and reduce crises and stressful situations. Proactive support sends a message of care, which we value.
- **Personalized:** UNH has long prided itself on a campus environment where students have supportive and meaningful relationships with advisors, staff, and faculty. Transformations to student support should enhance and sustain this principle.
- **Holistic:** At UNH, we aim to provide academic experiences that sustain student health and wellbeing, and to provide health and wellbeing resources that can deepen academic success. We support increasing partnerships and coordination synergies among academic, student affairs, and student wellbeing centers, groups, units, and programs on campus.

5. **Senate Action:** The motion was put to a vote on May 10. The motion passed with 47 in favor, none opposed, and 4 abstentions.



6. **Senate chair's signature:** \_\_\_\_\_  
Erin Hiley Sharp

Forwarded to the following on August 24, 2021:

President James Dean  
Wayne Jones, Provost  
Kate Ziemer, Senior Vice Provost for Academic Affairs  
All deans and associate deans  
All department chairs