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UNH FACULTY SENATE MOTION # XXV-M26 On Expanding Access to myWildcat Success to All Student Support Centers and Programs

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UNH FACULTY SENATE
MOTION # XXV-M26
On Expanding Access to myWildcat Success
to All Student Support Centers and Programs

1. **Motion presenter:** Andrew Coppens, on behalf of the Academic Affairs Committee
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 advocates expanding access to myWildcat Success/EAB for all centers involved in student support, success, and wellbeing in order to encourage further development of a holistic, personalized, and proactive system of student support and to allow for coordinated partnerships with academic advisors and others invested in student support at UNH.

Such centers include but are not limited to: The Center for Academic Resources (CFAR), the Office of International Students and Scholars (OISS), Student Accessibility Services (SAS), The Beaugregard Center, Psychological and Counseling Services (PACS), The Honors Program, UNH Athletics, etc.

RECOMMENDATIONS: Our motion of support for expanding myWildcat Success access and utilization carries two recommendations:

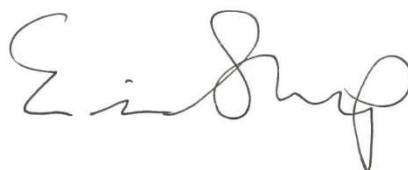
1) That a web-based FERPA (Family Educational Rights and Privacy Act) training, similar to the web-based training on human subjects protections by UNH Research Integrity Services, be developed by campus FERPA authorities and be made a requirement of using myWildcat Success for both current and future users. We recommend that this training include guidance on writing advising notes in the platform.

This training will help to ensure that the significant benefits of using myWildcat Success for student success are gained alongside enhancements to the collective knowledge and understanding of FERPA in the UNH community.

2) That a future Faculty Senate committee be charged to work in collaboration with student success centers, programs, leaders, and administrators to develop guidance on the nature and frequency of student communications via the myWildcat Success platform.

The myWildcat Success platform permits sending various forms of alerts to students, including SMS messaging, which is a valuable feature for communicating essential information where email messages may go unread. However, expanded use of myWildcat Success risks overwhelming students with dozens of messages per week or day. We suggest developing guidance on: What kinds of messages should be sent via email, and which by text? Who should be permitted to send which kinds of messages? How can the volume of messages to students be monitored and, if necessary, reduced?

5. **Senate Action:** The motion was put to a vote on May 10. The motion passed with 50 in favor; 1 opposed; and 4 abstentions.



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

Forwarded to the following on August 11, 2021:

President James Dean
Wayne Jones, Provost
Kate Ziemer, Senior Vice Provost for Academic Affairs
Nicky Gullace, Chair, Student Success Steering Committee
Alicia Medros, Assistant Vice President, USNH Teaching & Learning Technologies
Andy Colby, Registrar
All deans and associate deans
All department chairs