



UW-Miwaukee Best Practice Team Reports

Reporting Progress from June 1st, 2021-August 1st,
2021

Moon Shot for Equity

Retention Grants Progress Report - UWM

Brief: UW-Milwaukee's Retention Grants team consists of 9 stakeholders spanning multiple departments/offices including Enrollment Management, the Dean of Students Office, Institutional Research, Financial Aid, Advising, Student Life, Student Support Services and Faculty representatives. The purpose of this group is to draft and implement a campus-wide retention grant program with distribution based on student need.

Current Progress to Date



Current State of Retention Grants

- In 2019-2020, UWM's retention grant program had a budget of \$250k.
- **\$50k** was allocated for FA director discretion while the remaining **\$200k** was used for a broader retention grant program,
- Students were selected based on academic standing, having unmet need and having an outstanding balance above the **\$1500** threshold in place at UWM.



Summary of Awardees

- **136** students met the criteria for the 2020-21 retention grants during the spring of 2021. Of that group, enough funding existed to award **102** students with grants to move below the hold threshold. The remaining 34 will be monitored in our control group.
- In 2020-2021, **583** UW-Parkside students were nearing loan limits, and **194** had reached Pell grant limits
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HEERF Strategy

- An application opens in early August for students (both new and current) to **request funds** from the student-portion of the HEERF funds.
- UW-Milwaukee will run two rounds of HEERF funding **applications to address students' needs** in both fall 2021 and spring 2022.
- An additional **\$500k** of institutional funding is being used to support students with balances trying to enroll for the fall 2021 term.



Assessment of Efforts

- Modeling 2021-22 retention grant award process based on **success from prior year**.
- Examining results of awardees compared to control group to determine **impact** of various levels of funding.
- Building **assessment mechanism** for future rounds of retention grant funds.

UWM Hold Reform Progress Report – August 2021

UWM convened a holds task force team consisting of 19 stakeholders from areas all across campus including, advising, financial aid, bursar's office, multicultural student center, dean of students, and housing. The purpose of this group is to review all holds and their impact on student completion. After a comprehensive review, holds will be eliminated, maintained, or reformed to provide an equitable student experience.

Current Progress to Date

Updates



- As of 08/01/2021, **38 holds** have been discontinued and removed from existing student accounts.
- **348 holds** have been written off and removed from former student accounts after an audit revealed they were beyond the statute of limitations.
- The group is currently focusing on drafting **a report of recommendations to campus** in the hopes of implementing meaningful change to our holds policies and practices.

Impacts



- **Past due balances** – the group is analyzing data on all current (enrolled as of spring 2021) students who have past due balances from an area resulting in an enrollment hold.
- **BIPOC student impact:** based on spring 2021 data, our African American students are disproportionately impacted. They represented 6% of our total student population but 14% of the population with a financial hold.
- Our alumni and former students are impacted as well. While holds may not be barriers to enrollment, they are roadblocks to re-entry and employment. To maintain **equity**, we need to expand the scope of the work to look at transcript and diploma holds on former students.

Resolutions



- Goal is to have all units perform annual audits of their holds
- Would like to explore centralized, online payment platform for all holds
- Can we explore a universal threshold amount for placing an enrollment hold?

Next steps



- Share racial and ethnic breakdown information with relevant areas
- Finalize draft of recommendations and share with campus leadership
- Collaborate with other initiative leads, particularly regarding follow up with students who are allowed to enroll with a past due balance

Holistic Care Progress Report-UWM

Brief: UWM's Data-Centered Interventions and Coordinated Care Task Force consists of 14 members drawn from UWM's student support offices, including representatives from Academic Advising, the Bursars Office, Financial Aid, Housing, Career Planning & Resource Center, Norris Health, Student Success Center, Black Student Cultural Center, Dean of Students, and Student Involvement. Our focus through the summer has been in drawing support offices into the Navigate platform, prioritizing student needs or populations that would benefit from interventions or alert cases, and exploring how to establish those interventions with target offices. With academic alerts and progress reports already in place at UWM, we've concentrated efforts on students' socio-emotional and financial needs. Upcoming efforts will involve expanding Navigate platform access to Student Involvement, training support offices on best practices related to responding to and closing alerts, and developing a training/communications plan targeted towards campus advisors and success coordinators on use cases for alerts. A challenge that the campus will need to grapple with is the expanding expectations for student case management among advisors, success coordinators, and support providers, in an atmosphere where capacities and caseloads are already strained.

Alert Utilization Summary

Fall 2020

- 8,610 alerts (4,867 distinct students)
- Issued by 759 distinct faculty and staff members
- 5,248 alerts as part of the Fall 2020 campaign
- 6,805 submitted progress reports
- 422 advising referrals (cross-campus advising or major declarations)
- 244 support referrals (tutoring, library, writing center, multicultural offices)

Spring 2021

- 7,494 alerts (4,564 distinct students)
- Issued by 771 distinct faculty and staff members
- 5,472 alerts as part of the Fall 2020 campaign
- 6,460 submitted progress reports
- 597 advising referrals (cross-campus advising or major declarations)
- 279 support referrals (tutoring, library, writing center, multicultural offices)