Mission
The Student Success Center at the University of North Dakota provides programs, services, and courses for students to aid in the development and implementation of their educational plans and goals. Through the Center’s programs and services, students are empowered to develop the skills and abilities to make a positive adjustment within the campus community.

Points of Pride
- In addition to working with all students, SSC now has an advisor dedicated to retention initiatives and students in transition as well as an advisor working specifically with first year students and the first year experience.
- New Student Orientation welcomed approximately 1950 students during the summer program.
- Veteran and Nontraditional Student Services served approximately 1300 students in processing of their military educational benefits.
- Students completing the SSC probation program obtained higher term GPAs than those not completing the program.
- Implemented Major Declaration Policy resulting in a higher rate of undeclared students moving to declared majors.

Departmental Strategic Plan Goals
- Offer expertise and assistance in recruitment efforts targeted towards building an entering population of talented, engaged, and diverse students.
- Provide leadership and direction to support programs and services that help students address potential challenges and accomplishments.
- Create learning environments outside the classroom to enhance students’ overall academic and personal success.
- Create a supportive environment recognizing students’ diverse needs & abilities.
- Provide leadership and direction to enhance student success.

Program Evaluation Results
- During 2015/2016 532 students attended advising appointments at the Student Success Center.
- 100% of students who met with an academic advisor indicated they were satisfied with the service they received.
- 100% of students who met with an academic advisor stated that they had been provided with the information they were looking for when scheduling the appointment.

Use of Results
- Office evaluations are continually adapted to obtain more robust data and great opportunity for service enhancement.
- Continued use of the Starfish kiosk system allows for more detailed appointment scheduling.
Student Learning Outcomes

• Students will gain knowledge regarding matters important to academic advising.
• Students will gain knowledge regarding skills, both in and out of the classroom, to assist them in making a successful transition from high school to college.
• Students will gain knowledge from New Freshman Orientation.
• Students employed in the Student Success Center will demonstrate increased written and verbal communication skills.

Assessment Results

• Students reported increased knowledge in the following after visiting with the Student Success Center advisors:
  – Essential Studies requirements 99%
  – Resources for exploring potential majors & careers 96%
  – Requirements for potential major 93%
  – University policies & procedures 94%
  – Campus Connection procedures and deadlines 95%

• 95% of the students responding to the survey either agreed or strongly agreed that they knew more about their academic requirements after attending New Freshman Orientation.

Use of Results

The advising staff continues to research current trends on campus, regionally, and nationally to ensure the most up-to-date information is given and new and innovative ways.

Challenges

• Continuing to focus on new and innovative ways to instill knowledge and engage students in their college experience while maintaining a very conservative budget.
• Continuing development for training academic advisors.
• Continuing to maintain the level of quality as requests for services and assistance increases without a corresponding increase in resources.

Priorities for the Future

• Enhance support for academic advisors campus-wide.
• Present SSC services and/or programs at a national conference.
• Continue to expand SSC collaborations with various offices across campus.
• Continue providing leadership through campus-wide retention efforts.