

## Case Study 2: Leveraging Institutional Data to Enhance Student Support Services

### Background

Looking at the *Enrich* pillar of the *Winthrop: United in Excellence* strategic plan, the university is committed to providing students with social opportunities for interactions with each other. Students who feel isolated are less likely to persist, and conversely, students are more likely to persist when they feel academically and socially connected. Take a moment to think about how the assessment process we just discussed, and the available institutional data might help university leaders to deliver on these important institutional priorities.

### Your Task (45-Minute Activity)

- **Review & Analyze Data (15 minutes):**

Work in small groups to review the data triangulation handout. Within the data triangulation handout, you will note various themes related to students' perceptions of support services and opportunities they have received or participated in on campus.

As a group, decide which of the themes is most intriguing. Once you have identified your theme, think about how the survey questions within that theme might contribute to supporting the Enrich pillar.

Next, access the respective dashboards related to your chosen theme and locate the corresponding question from your data triangulation handout. Remember to apply the various filters to explore the dashboard more comprehensively.

- **Discussion & Strategy Development (15 minutes):** Based on the data analysis in the previous step, identify areas where institutional data suggest improvement could be made and brainstorm strategies for strengthening student engagement.
  1. What patterns and trends emerge from the dashboard data you explored? How did your group apply various filters to see if any differences exist between student subpopulations (e.g., Pell eligible, gender)?
  2. How can assessment practices be applied to support and improve student engagement?
  3. Based on what you discussed in the previous two questions, what actions do you suggest could be implemented to enhance student engagement related to the Enrich pillar? (Remember to relate this back to student satisfaction scores with their campus life experiences.)
- **Summary & Action Plan (15 minutes):** Draft a concise summary outlining **data-driven recommendations**, assessment strategies, and actionable steps for continuous improvement. Be sure to include who needs to be involved, the resources needed to execute the plan, and a timeline for when the plan would be implemented.

At the end of the session, **each group will present a summary** that highlights key takeaways, proposed interventions, and how institutional data and assessment practices will be leveraged to drive student success and support the university's strategic priorities.

## Suggested Points of Data Triangulation Across Three Sources of Student Perception Data

### Area of Focus: Student Support Services

#### Theme: Support for Emotional/Physical Wellness

Survey	Question	Location in Dashboard
NSSE	<b><i>How much does your institution emphasize: Providing support for your overall well-being (recreation, health care, counseling, etc.)?</i></b>	Campus Environment, 6 <sup>th</sup> item
GSS	Satisfaction with <b><i>University concern for student needs</i></b>	Academic Resources, 11 <sup>th</sup> item
AS	Agreement with the statement: <b><i>Winthrop provided the support I needed for my mental and physical wellness.</i></b>	Overall Satisfaction, 4 <sup>th</sup> item

#### Theme: Educational Support Services

Survey	Question	Location in Dashboard
NSSE	<b><i>How much does your institution emphasize: Using learning support services (tutoring services, writing center, etc.)</i></b>	Campus Environment tab, last item
GSS	Satisfaction with <b><i>Your overall educational support services</i></b>	Support Services, last item
AS	Agreement with the statement: <b><i>Winthrop provided the support I needed to succeed academically.</i></b>	Overall Satisfaction, last item

#### Theme: Support for Social Engagement

Survey	Question	Location in Dashboard
NSSE	<b><i>How much does your institution emphasize: Providing opportunities to be involved socially?</i></b>	Campus Environment tab, 5 <sup>th</sup> item
GSS	Satisfaction with <b><i>DiGiorgio Student Center (e.g., facilities, events, programming, staff)</i></b>	Support Services, 5 <sup>th</sup> item
AS	Agreement with the statement: <b><i>Overall, I had a positive social experience at Winthrop.</i></b>	Overall Satisfaction, 3 <sup>rd</sup> item

#### Theme: Overall Satisfaction

Survey	Question	Location in Dashboard
NSSE	<b><i>During the current school year, have you seriously considered leaving this institution? / Why did you consider leaving?</i></b>	First-Year Experiences II
GSS	<b><i>If you could start college over again, would you choose to attend Winthrop?</i></b>	Enriching Experiences & Overall Satisfaction, next to last item on page
AS	Agreement with the statement: <b><i>I would recommend Winthrop University to my friends and family members.</i></b>	Overall Satisfaction, 1 <sup>st</sup> item

#### Who received each survey, and when?

Survey Name	Population Surveyed/Timeframe
National Survey of Student Engagement (NSSE)	First-Year and senior students / spring semester
Graduating Senior Survey (GSS)	Graduating seniors / one week prior to Commencement
Alumni Survey (AS)	Undergraduate and graduate degree completers / one to three years after Commencement