

HRSM

College of Hospitality, Retail and Sport Management

OFFICE OF STUDENT SERVICES (OSS) Academic Planning and Student Retention

During the 2012-2013 academic year, the administration of the University of South Carolina stressed the importance for all academic units to improve efforts to increase undergraduate student persistence and graduation rates. Shortly afterwards, the College of Hospitality, Retail and Sport Management (HRSM) began by asking an advisor in the HRSM Office of Student Services to lead efforts in academic planning and student retention for the College.

After researching the issue to learn how other comparable higher education institutions in the United States have been successful, the Academic Planning Director met with the HRSM Assistant Dean of Student Services to discuss ideas which may be feasible for the College to implement. This discussion resulted in the following academic planning and student retention goals for the College of HRSM.

1. Survey HRSM undergraduate students to determine perceived needs of these students which may impact their desire and / or ability to persist in the College of HRSM through graduation.
2. Based on results of this survey, make efforts to implement programs that address the perceived desires and / or needs of HRSM students.
3. Encourage HRSM students, parents, staff and faculty to participate in student retention efforts.
4. Increase the 6-year persistence and graduation rate for HRSM students per the University administration's preference.
5. Increase the 4-year persistence and graduation rate for HRSM students per the HRSM Assistant Dean of Student Services' preference.

Efforts to achieve these goals began during Spring 2013 and continue while also increasing. Although it is still too early to determine how successful HRSM efforts have been, the efforts made thus far are being well-received and continue to look promising.



“Being an HRSM Peer Mentor...

allows me to offer experiences with no limits, such as education, work,

day-to-day challenges, and even companionship. It is my duty as a leader to guide students down the path to success.”

*Lenny Swinton,
Hotel, Restaurant and Tourism Management*

College of HRSM Student Survey Results

HRSM Student Rates of Overall Satisfaction with Advisement Experience in Office of Student Services (OSS) during Spring 2013

Results Reported by Classification on a 1 (“Strongly Disagree”) to 5 (“Strongly Agree”) Point Scale

| Seniors | Juniors | Sophomores | Freshmen |
|---------|---------|------------|----------|
| 4.291 | 4.386 | 4.804 | 4.554 |

Above results reflect an increased focus on Appreciative Advising and Customer Service in the College of HRSM OSS

Best practices:

1. Increased emphasis on appreciative advising
2. Increased emphasis on customer service
3. Points to ponder
4. Pertinent information posted to Blackboard
5. Academically borderline students encouraged to meet with advisors
6. Academically borderline students referred to Academic Coaching and Encouragement (ACE) and the Student Success Center
7. HRSM Peer Mentoring Network
8. HRSM Faculty Mentor Pool: Tina Weaver, David Cardenas, Robin DiPietro, Annette Hoover, Sallie Boggs, Simon Hudson, Richard Southall, Mark Harris, Andy Gillentine
9. HRSM Parents Newsletter (monthly)
10. New, informative HRSM Office of Student Services (OSS) website (currently under construction)

Services provided to HRSM students:

- ▶ Academic Advising
- ▶ Academic Planning and Student Retention Initiatives
- ▶ Career Counseling
- ▶ Faculty Mentoring
- ▶ Orientation Sessions
- ▶ Peer Mentoring
- ▶ Referrals

“Being an HRSM Peer Mentor...

is important to me because it's a commitment that I made to help someone else.

Many people need someone that they can confide in, and just knowing that I can do that for my buddies makes a difference.”

*Dana Johnson,
Retailing / Fashion Merchandising*



UNIVERSITY OF
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November 2013



College of HRSM Office of Student Services (OSS)

Parents Newsletter

HAPPY THANKSGIVING!!



Common Student Issues by the Month

Research has shown that college students typically experience certain issues during certain months of the year. These are the **issues common during the month of November.**

- Academic pressure begins to mount because of procrastination, difficulty of work assigned and lack of ability. Pre-finals stress starts to emerge as preparation begins for taking the exams.
- Social apathy causes frustration because of academic pressures.
- Depression and anxiety increase because of feelings that one should have adjusted to the college environment.
- Problems develop due to increased alcohol consumption because students see this as an easy, acceptable way to relieve stress and from not knowing how to handle alcohol responsibly.
- Roommate problems may start to emerge again. This is mostly due to the pressure of school; tempers become shorter and people are less tolerant of others.
- Living unit dissension causes uncomfortable feelings with residents,



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Points to Ponder:

- **Where can USC students learn more about improving study habits and setting goals for academic success?** Students may schedule an Academic Success consultation with USC's Academic Centers for Excellence (ACE): <http://www.usc.edu/ACE>. ACE academic coaches work with students to develop a personalized plan for success.
- **Encourage students to make a study schedule to help them manage their time better.** It will remind them when it's time to study and help them remember when assignments and tests are due. Students should post their study schedules up on a mirror, a wall, or the refrigerator door (never down on a desk or table or in a notebook) to be sure they can't help but see their schedules every day. Also, they can get the helpful, free Online Student Planner app for their mobile devices at www.mystudylife.com.

IMPORTANT REMINDERS

Registration for Spring 2014

Course registration for Spring 2014 has begun. Remind your student to register for spring semester courses, if she has not already done so, by logging into her Self-Service Carolina account at my.sc.edu.



THE HOME STRETCH

These last few weeks of the semester, "the home stretch," can be filled with stress for students due to multiple final papers, projects and exams, and worrying about what grades they'll earn. Offer them encouragement and advise them to discuss serious concerns with their professors or advisors. Also, urge them to eat right, exercise to relieve stress, and get enough sleep.

Upcoming Dates:

- Nov 25, Mon: Tiger Burn
- Nov 27, Wed: Residence halls close at 10:00 a.m.
- Nov 27-Dec 1, Wed-Sun: Thanksgiving Break, no classes
- Nov, Sat: Residence halls open at 8:00 a.m.
- Dec 3, Tues: Horseshoe Tree Lighting Ceremony
- Dec 6, Fri: Last day of classes
- Dec 7, Sat: Reading Day
- Dec 9-16, Mon-Mon: Final examinations, including exams on Saturday
- Dec 16, Mon: Commencement Exercises in Columbia
- Dec 17, Tues: Residence halls close at 10:00 a.m.
- Dec 17-Jan 12, Tues-Sun: Winter Break
- Jan 1, Wed: FAFSA available for 2014-2015
- Jan 8, Wed: Residence halls open at 8:00 a.m.
- Jan 13, Mon: Classes begin
- Jan 14, Tues: Fee payment deadline for Spring semester



Office of Student Services

College of Hospitality, Retail and Sport Management

Office of Student Services

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"The College of HRSM prepares leaders and scholars who drive the economic engines of South Carolina, the nation and the world."

IT'S THAT TIME OF YEAR: COLD & FLU SEASON

College students may be exposed to cold and flu viruses, especially during the cold-weather months. Remind your student to get a flu shot at the Thomson Student Health Center at USC before leaving campus for Thanksgiving break. November is one of the best times to receive the vaccine, and getting a flu shot could prevent your student from spending this special holiday sick instead of celebrating with family and friends.

Visit us on the web:

hrsm.sc.edu

Mission Statement: The College of Hospitality, Retail and Sport Management (HRSM) will prepare future leaders and scholars in its respective fields by providing exemplary integrative and experiential academic preparation for students in a collaborative environment that promotes seminal and applied research and service projects with peer institutions, global colleagues, and industry partners.

A few of our Points to Ponder ...

Information you need to know that's "right on time" anytime

► Are you a new student at USC-Columbia?

Do you have questions about how to navigate around campus or which professors are great for which classes or almost anything else? Or do you want a study buddy or a new friend?

Sounds like you could benefit from having a **peer mentor**. The peer mentors in the HRSM **Peer Mentoring Connection** are ready and willing to be your new best friend. Check with the HRSM Office of Student Services to sign up for a peer mentor today.

► Do you consider yourself a leader?

Are you looking for a great service opportunity? Do you want to make a new friend? **Consider becoming a peer mentor** for the College of Hospitality, Retail and Sport Management's **Peer Mentoring Connection**.

Regardless of your major, this would be a wonderful chance for you to make a difference in the life of another HRSM student. **You must be a sophomore, junior or senior in good academic standing and with at least one full academic year left at USC to volunteer as a peer mentor. You must also be able to participate in the training session.**

Visit the HRSM Office of Student Services, and sign up to be a peer mentor today.

► Are you wondering what grades you need to make to earn a certain GPA?

To find out, use a GPA calculator. The USC Office of the Registrar's GPA calculator is online at registrar.sc.edu/html/gpa_calc/gpa.htm.



"Being an HRSM Peer Mentor..."

to me means being a helpful friend that's always there when you need

them. It's important to help as many people as possible throughout life. Being able to do that while bonding with new friends over our passion for the industry is just a great opportunity that I'm happy I took."

*Madelyn McCue,
Hotel, Restaurant and Tourism Management*

► Is it time for you to do your practicum or internship, but you're not sure how to get started?

Students ready to pursue one of these two work experiences should attend a practicum/internship information session in HRSM (see your internship director for the details), and then, visit the USC Career Center for additional help, if necessary.

To visit the Career Center, first, go online to their website, www.sc.edu/career, and get registered with Job Mate. Then, make a visit to their Job Placement Office, located in the Career Center on the sixth floor of the Close-Hipp Building (the current Business Administration Building).



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Helping Students Make the Most of Their Education

USC Connect is a comprehensive learning initiative to support all students at Columbia, Lancaster, Salkehatchie, Sumter and Union by connecting academics and beyond the classroom experiences.

Students may earn *Graduation with Leadership Distinction* on their transcript for extensive work in Community Service, Global Learning, Professional and Civic Engagement, or Research.

For All Students

Core Experiences: Engage in first-hand experiences in community service, internships, peer leadership, global learning, and/or research. Search the USC Connect Database for opportunities and see on-line Recommendations by Major.

Enhancement Activities: Enhance understanding of a pathway through events (e.g., lectures, workshops, conferences, performances) or experiences (e.g., living-learning community, Conversation Partners).

Course Work: Complete pathway-related courses that provide a framework or explore related issues.

Presentation: Integrate examples and learning from beyond the classroom experiences into course assignments, papers, projects, and oral presentations.

Analysis: Explain preparation for the future as a result of experiences within and beyond the classroom. Highlight significant experiences in resume, applications, and interviews.

When possible, complete a culminating assignment or seminar (available in many programs or UNIV 401) describing key learning and experiences.

To Graduate with Leadership Distinction

Core Experiences: Any one category (Assoc/Bac):
-125/300 hours of Community Service;
-150/300 hours of peer leadership & internships for Professional & Civic Engagement;
-6 wks/1 semester study abroad for Global Learning
-1/2 semesters extensive research for Research

Enhancement Activities: Two (Assoc) or three (Bac) activities related to the area of distinction.

Course Work: Three (Assoc) or Six (Bac) credit hours from chosen pathway course list.

Presentation: Public presentation at a conference (e.g., Discovery Day) or approved college event OR journal publication (e.g. USC's Caravel).

Analysis: e-Portfolio including sections on learning, analysis, application to the future, and leadership that articulates information important to graduate school applications, fellowship/scholarship opportunities, and potential employers.

www.sc.edu/usconnect

USCCONNECT



USCConnect

Graduation with Leadership Distinction Information for Advisors

USCConnect (integrative learning within and beyond the classroom) is for all students! Students engaging at high levels can earn **Graduation with Leadership Distinction (GLD)**.

Basic Information on GLD

Students can Graduate with Leadership Distinction in 4 pathways

- oCommunity Service
- oGlobal Learning
- oProfessional and Civic Engagement
- oResearch

First graduates with GLD: May 2014

Distinction appears on transcript

USC Connect receives student applications for GLD, verifies completion of all requirements, and notifies registration of eligible students

Role of the Advisor:

Academic advisors support and encouragement of students' engagement can have a significant impact in helping students take advantage of opportunities to make the most of their education.

We ask advisors to:

- Know basic information (above)
- Post information on GLD
- When possible:
 - o Encourage students to consider what beyond the classroom experiences will enrich their academic experience and check out on-line resources
 - o Recommend students pursuing GLD take UNIV 401 (IF it fits in their schedule)
- Contact USC Connect at any time for information or support 777-3272; uconnect@mailbox.sc.edu

Plans for the future:

- Orientation and e-portfolio training will be available online
- GLD to appear in Degree Works to increase awareness (projected Fall 2014)
- An on-line tracking system of beyond the classroom opportunities will facilitate monitoring of student engagement in USC Connect and completion of GLD requirements (projected Fall 2015)

Resources available:

- Searchable Database of Opportunities:
tinyurl.com/USCConnectDatabase
- Recommendations by Major:
tinyurl.com/ProgramRecommendations
- Graduation with Leadership Distinction:
sc.edu/USCConnect/Leadership
- E-Portfolios:
tinyurl.com/USCConnectPortfolio

USCConnect Faculty Conference

May 12, 2014 8:30-3:30; Hollings Library



☰ Carolina Leadership Initiative



Where Leadership Has No Limits

The mission of the Carolina Leadership Initiative (CLI) is to actively and enthusiastically promote, encourage, and facilitate leadership at the University of South Carolina and the greater community. To accomplish this mission, the CLI provides several programs and also partners with numerous other groups to develop and present leadership information, training, and outreach.

Minor in Leadership Studies

- ◆ Interdisciplinary minor available to all individuals
- ◆ Prepares students for lifelong process of leadership development and engagement
- ◆ Minimum 18 credit hours
 - ◇ Introduction to Leadership Studies
 - ◇ Second course in public speaking / management / organizational dynamics
 - ◇ Experiential course
 - ◇ Three additional courses (ethics, communication, diversity, and advanced leadership)

Initiative

- ◆ Annual leadership magazine
- ◆ Showcases leadership events and programs across campus
- ◆ Features faculty, staff, and students engaged in leadership activities
- ◆ Offers an essay to encourage individuals to think about a leadership topic or question

Leadership Scholars

- ◆ Group of talented and dynamic undergraduates
- ◆ Year-long program of in-depth leadership training and education
- ◆ Participate in mentoring activities with former USC Student Body Presidents
- ◆ Work on a group project related to leadership
- ◆ Receive stipend each semester

President's Dialogue

- ◆ Features a prominent leadership speaker
- ◆ Multiple opportunities to interact with students across campus throughout the visit
- ◆ Formal presentation followed by an active and dynamic dialogue with President Pastides



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Carolina Leadership Initiative

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