



The University of Texas at San Antonio

Student Success Center

College of Education and Human Development

Three- Year Review of the COEHD Student Success Center

Spring 2022- Spring 2025

Cassie Lopez, Assistant Director

Introduction

As the COEHD Student Success Center celebrates three years of serving COEHD students in a variety of capacities to enhance their student success, this Spring the Center would like to provide a comprehensive review of the strides made, initiatives started, and students served within our COEHD Community. Our goal is to share our pillars behind all our programming, share connections the Center has made and offer an opportunity for feedback and further opportunities for collaboration.

Hub and Spoke Pillars

In accordance with the Division of Student Success and all peer Student Success Centers, the COEHD SSC is modeled after the “Hub and Spoke” model.

This model is geared to intentionally connect broad-based institution wide, and is tailored for each college-centered services. It implements an intentional organizational structure with a dotted line reporting relationship between the College Student Success Centers and the Division of Student Success. This structure promotes alignment of shared goals, initiatives, assessment and more. The Hub and Spoke unified efforts are 1- Career Engaged Experiential Learning, 2- Academic Success, 3- Belonging and Wellbeing, 4- Digital Fluency, and 5- Foundational Training.

Therefore, when assessing how to create, collaborate or support a project or initiative, the Center always leans on the Hub and Spoke efforts to ensure it is aligned with the overall goal of Student Success.

Mission, Vision and Goals

To build the trajectory while also finding the heart of the COEHD SSC, the creation of a mission, vision and goals was imperative. To set the Center up for Success it was vital to converge the Hub and Spoke Pillars with COEHD’s own mission and strategic plan.

“The COEHD Student Success Center is designed to facilitate undergraduate students’ successful academic transition from entry to graduation, support and mentor students in how to best meet identified career goals, and further support campus engagement, well-being and belonging. In addition, the Center serves as a resource center and hub for COEHD students to utilize to enhance their academic journey.

Goal 1: To increase academic success services

Goal 2: To provide extended support to students

Goal 3: To increase a sense of belonging and familiarity within the college community

The COEHD Student Success Center will achieve its goals through a variety of offerings including academic workshops, career engaged learning, a common space for gatherings and meetings, and opportunities for leadership and further campus involvement within and outside of the College of Education and Human Development.”

Needs Assessment Survey

Before any major programming or initiatives were planned, the COEHD SSC wanted to gather preliminary data from the COEHD student body to learn about what type of assistance and support they were seeking. The goal of the needs assessment survey was to gather vital data regarding programming methods, content priority and to help the COEHD SSC determine the gaps where COEHD students are seeking assistance throughout their time in college. The survey yielded 384 respondents (*undergraduates*).

Based on our findings which indicated COEHD students wanted programming on *1- Stress and Anxiety Management, 2- TExES Prep and Assistance, and 3- Career Engaged Learning* at the *Main Campus and in-person*, the COEHD SSC adjusted to focus on those top priorities.

Programming and Initiatives

Abiding by the Hub and Spoke Pillars in conjunction with the Needs Assessment Survey results, the COEHD SSC has provided an assortment of sessions, workshops and initiatives within their first three-year span in hopes of meeting the COEHD student body needs.

The COEHD SSC has partnered with the departments and functional areas below on COEHD tailored workshops:

University Career Center

UTSA Wellbeing Services

University College

Tutoring Services

College of Liberal and Fine Arts

Academic Innovation

UTSA Libraries

Honors College

The workshops ranged from “How to Write a Personal Statement” to “Adobe Acrobat Set Up and Assistance” to “Thrive Series: Managing Your Mind, Body and Soul” to “Media Literacy”, to a “Wellness Series: Mental Health and Resilience” and much more.

In addition to forging new partnerships with a variety of university colleagues, the collaboration between COEHD departments was key to furthering enhancement of student support services. The COEHD SSC looked to find partners and leverage resources already established within the college in efforts to not duplicate but team up. When an area of student need was lacking or not currently being served by COEHD, an opportunity arose for the Center to investigate how to tackle for the future.

Data and Growth

Wellbeing and Belonging Events Offered

Academic Year	Events Offered	Attendance
2022-2023	3	62
2023-2024	10	238
*2024-2025 *currently still collecting data and hosting events	9	191

Examples of events under this category are Summer Vibes, It's time to Fiesta, Managing Social Anxiety, Loteria Nights, Recess and Relaxation, etc.

208% increase

Academic Assistance Events Offered

Academic Year	Events Offered	Attendance
2022-2023	0	0
2023-2024	5	58
*2024-2025 *currently still collecting data and hosting events	11	193

Examples of events under this category are The Eyes of TExES Are Upon Us, Science Content Tutor for the TExES, EC-6, 4-8, Intro. To Field Experiences Info Session, etc.

100% increase

Career Experiential Learning Events Offered

Academic Year	Events Offered	Attendance
2022-2023	2	151
2023-2024	2	425
*2024-2025 *currently still collecting data and hosting events	4	155

Examples of events under this category are Clinical Teacher ISD Mix and Mingles, Career Center Drop Ins, StrengthsQuest Training for Teachers, etc.

0.6% increase in participation

Foundational Training and Outreach Examples

Academic Year	Events Offered	Attendance
2022-2023	5	44
2023-2024	5	113
*2024-2025 *currently still collecting data and hosting events	3	143

Examples of events under this category are UTSA Days, Teacher Palooza, Come Connect with COEHD, Transfer Admitted Visits, etc.

225% increase in participation

COEHD SSC Funding and Scholarship Opportunities

Funding Opp	Students Touched	Funds Disbursed
COEHD SSC TEXES Funding Assistance	40	\$10,700
COEHD SSC Scholarship	4	\$8,000
Career Experiential Learning Scholarship	8	\$7895
COEHD SSC Study Abroad and Research Scholarship	12	\$12,000
COEHD SSC Transportation Assist Program	10	\$2000

In addition to COEHD Departmental Scholarships, which the COEHD SSC also manages, the abovementioned Scholarships were funded, awarded and disbursed through the Student Success Center for COEHD undergraduate and graduate students.

COEHD SSC Visits in the Center

Academic Year	Visits	85% increase
2022	119	
2023	139	
2024	220	

Outreach and Presence

Along with programming and serving as the college's Resource Center and Hub, the COEHD SSC is the face and representative of on-campus events and initiatives. Throughout the first three years, the Center has led the execution on the following programs regarding increasing COEHD presence and welcoming new students.

New Student Orientation

- COEHD Virtual Orientation Presentations
- Meeting of the Colleges (*-43% in attendance from 22-23 to 23-24*)
- Resource Fairs

Teacher Palooza

- A new event hosted by the COEHD SSC during Fall and Spring Roadrunner Days, Welcome Week.
- Participation increase of +547% between first two events

Transfer Admitted Visits

- Hosting admitted COEHD Transfer Students in the COEHD SSC every Summer as part of the Transfer Admitted Week hosted by Undergraduate Recruitment
- Participation decreases of -37.5% between 2022 and 2024

UTSA Days

- College Information Sessions
- Resource Fairs
- College Student Success Center Open Houses (*new event*)

Student Success Day

- A new event geared to educate the UTSA student community of their college Student Success Centers' resources, locations and amenities.

Outreach and Presence

To increase awareness of the newly created COEHD SSC, efforts were made to get access into the classrooms, syllabuses, social media channels, and ensure that all outgoing communication and updates were sent to current COEHD students. A large project was undertaken to completely revamp the current **COEHD Undergraduate Canvas Page**. The COEHD SSC worked with Academic Innovation to ensure COEHD's Canvas page was congruent with fellow colleges in branding, aesthetic design and usage. Through Institutional Data, the Center was able to clean out and update the current users to the correct semesters and really utilize the Page for announcements, scholarship opportunities and informing COEHD undergraduates of upcoming seminars, workshops, etc.

Furthermore, the COEHD SSC worked with various faculty and staff to make its presence and services known to COEHD students by scheduling **in-person and virtual classroom visits**. These brief presentations were designed to introduce the students to the Center's location, hours, goals and how they can utilize the Center to assist with their success and needs. As this initiative developed, the Center partnered with ATE to conjoin forces and visit more classes and instructors as possible.

The COEHD SSC has also established a **Newsletter** that is sent to all COEHD Undergraduates informing them of current happenings in the Center, along with Scholarship information and upcoming events within COEHD and outside events that may benefit them. Newsletters are sent out monthly and disbursed to their emails and Canvas.

In addition to the Center's online Canvas, **social media channels** and virtual presence, **weekly tabling** on the Main Campus was also established to inform not only COEHD students but to showcase the colleges and the Centers offerings to any prospective or undecided students. These tabling sessions proved to be quite successful as they revealed specific questions COEHD students had (such as what the Center does, where we are located, where do they go for certain questions), in addition to non-COEHD students and their inquiries (teacher certification related, secondary teaching, etc.). With students and staff indicating how our location at the time (MS 2.03.14B) was incredibly far and hard to find, plans were made to move the Center to a more centralized location more accessible to COEHD students. After months of meetings, planning and assistance from the Dean's Office and COEHD Tech, the Center **relocated to the Main Building** (MB 0.330). In the Center's new space, visits from COEHD students have increased 58% and collaboration between classes nearby, fellow faculty and ATE have been much easier and more frequent.

In the past recent two semesters, the COEHD SSC has made further strides in engaging the COEHD students and classes at the **Downtown Campus**. Every first Monday and Thursday of the month, the Center hosts Downtown Student Success Center Pop Ups which allow students a taste of what the Center offers on a smaller scale. COEHD students have expressed great interest and appreciation for

thinking of our Downtown student population. The Center has also begun hosting the Eyes of TExES Study Sessions at the Downtown Campus every first Monday of the month in collaboration with ATE in hopes of higher attendance and more accessibility for students. Lastly, in this most recent semester, the Center established monthly themed “Nachos and Loteria” Mixers Downtown and have had over 51 students participate while also meeting fellow classmates and learning about the Center.

Future Projects

As the COEHD SSC strives to expand and offer even more opportunities for COEHD students, initial plans and movement have been made on the projects below to be implemented and launched soon.

COEHD Peer Mentorship Program

- The COEHD SSC at this stage has done various assessments on 1- First Year Students, 2- Teacher Candidates, and 3- REGSS Students in hopes of gathering more information on what type of mentorship program they would be interested in participating in.
- The Peer Mentorship Program soft launched in Spring Semester 2025 with two mentors, and one mentee on the team. The COEHD SSC continues to market, tweak and reinvent Program for a hard launch in Fall 2025.

COEHD Ambassadors Program

- In partnership with ATE and COEHD Recruitment, the COEHD SSC has co-led an inaugural Ambassador Program. The goal of this program is to identify involved, proactive and motivated COEHD students to assist in COEHD recruitment events and activities.
- Currently the Ambassador Program has 16 students, however, the COEHD SSC seeks to recruit more students and formalize the experience.

Clifton StrengthsQuest Integration

- The COEHD SSC has implemented StrengthsQuest assessment in small subset populations within COEHD in the past, however, plans are set to offer a wider range of students the opportunity to take the assessment. This assessment shows students what their top five strengths are and how to utilize them in a professional setting.
- The COEHD SSC would like to collaborate with a faculty member or instructor on making this a part of a student’s curriculum and implementing as a career experiential learning credit.

COEHD Undergraduate Research and Study Abroad

- The COEHD SSC has offered funding and assistance to COEHD students to assist with aid in their research, student development, conference travel and Study Abroad aims. However, majority of students who took advantage of these opportunities were Graduate students. Therefore, more focus will be placed on how to support and nurture Undergraduate Research.

Feedback and Collaboration Needed from COEHD Community

The COEHD SSC will continue to make strides, start initiatives and programs and aim to build further and deeper collaborations with the COEHD community. As mentioned above, the COEHD SSC serves the division of Student Success, abiding by the Hub and Spoke Pillars, but also importantly, stands to serve and provide for the COEHD community and students.

Through these first three years, the Center has slowly developed its footing and identity but continues to seek connection and engagement across the COEHD community.

In closing of this Review, the COEHD SSC is providing an opportunity for COEHD faculty and staff to provide feedback and participate in the continued growth and direction of the Center by filling out this brief [SURVEY LINK](#). We value your input and hope this information can guide us in better ways to serve our COEHD community.

