

# Messiah University Bridge to Success Retention Training Manual



*For assistance or questions about Bridge to Success and retention, please contact:*

[StudentSuccess@messiah.edu](mailto:StudentSuccess@messiah.edu)  
Campus Extension X5090

## **Bridge to Success Retention Training Contents**

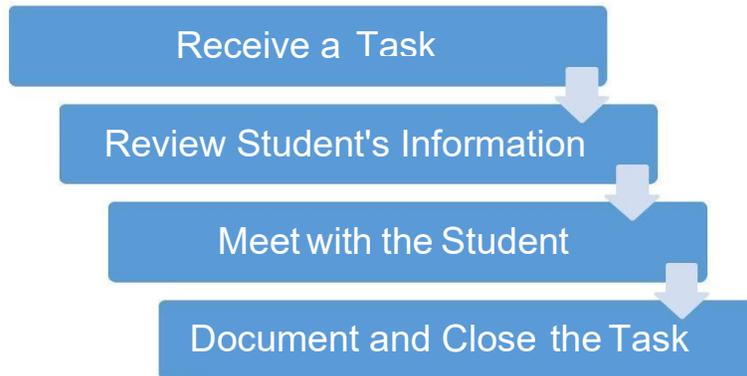
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### **Overview of Bridge to Success**

The Bridge to Success program is an online utility that enables Messiah University to track student wellness, success and retention. It is based on data collected by the institution and, for first year, sophomore and transfer students, self-reporting via a fall and spring Qualtrics survey.

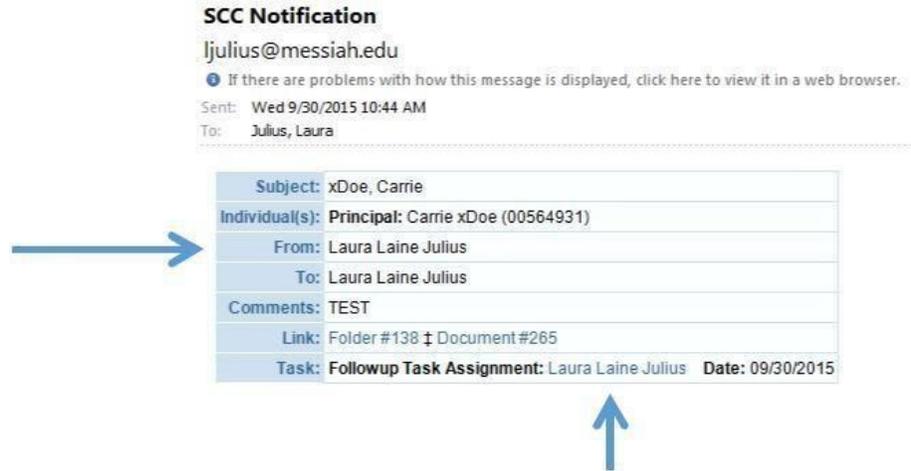
As an RA of 1st, 2nd year or transfer students, you have been given access into the Student Care Community module (aka SCC) and you will be able to see some data about your residents by signing in. Your RD will orient your use of the system.

In general, you will follow the steps below:



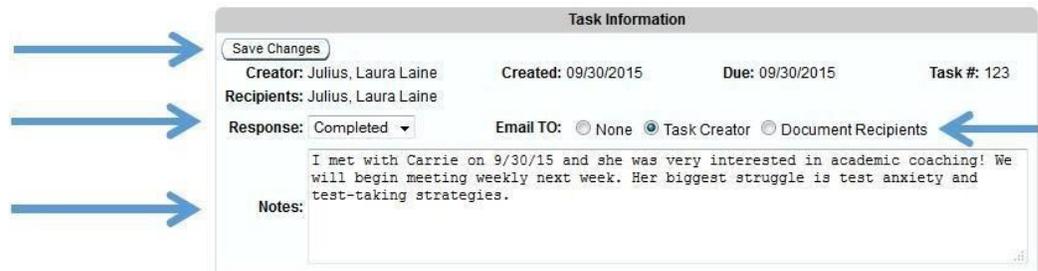
## Responding to a Task in Student Care Community

Step 1: You will receive a link in your email notifying you that you've been assigned a task. It will look something like this:



Step 2: Select YOUR NAME after "Follow-up Task Assignment." The "Task" will be explained in the "Comments" box

Step 3: When you have FINISHED a task, go back into this Task and select a **Response** (No Action, On Hold, Completed, Rejected); whether or not you want to email/notify anyone of the completed task; and any notes – Save Changes when you are done



Our expectation for your relationship with the residents who have tasks is that you would have a face to face conversation with them within 5 days of your being notified of their risk. Once you have met with the student, mark the task as Completed, as is shown in Step 3. If you do not get the chance to meet with them, but have set a time for later than the 5-day expectation,

you may mark On Hold as your response for Step 3, until you meet with the student. Once you meet, go back into SCC and mark as Completed.

1. Follow up with the resident by speaking with them about these issues. (See *RA Talking Points Below*)
2. Make a general notation about your follow up in SCC. These notes may be viewed by other employees are given access to SCC system
3. These notes should also be cut/pasted into Intentional Connections google docs for your residents

### **Note Taking Guidelines:**

Out of concern for privacy of the student, it's important to follow these recording guidelines:

**DO** note about general theme or themes of conversation (homesickness, test anxiety). Also, describe counsel you provided ("I referred to the Engle Center" or "I provided a listening ear" or "I walked them to the academic accessibility office.")

**Do NOT** attempt to diagnosis or comment on specific personal issues.

Appropriate note: "I had a conversation with Josephine today when I stopped by her room. In our conversation we talked about her adjustment to Messiah University. She is homesick and struggling with some personal issues and I referred her to the Engle Center.

Inappropriate note: "I had a conversation with Josephine today when I stopped by her room. In our conversation we talked about her adjustment to Messiah University. I think she's clinically depressed because her boyfriend from home broke up with her and started talking trash on Facebook about their relationship."

## Reviewing a Student's Information

Step 1: When on the task screen, click the link with the student's name under "Associated Individual(s)"

The screenshot shows two panels. The left panel, titled "Folder Information", has tabs for Profile, Overview, History, Add Documentation, and Add Task. It displays the following data:

Folder Title:	TEST	Type:	Bridge to Success		
Creator:	Julius, Laura Laine	When:	09/23/2015 02:14 PM	Folder#:	138
Modified:	Julius, Laura Laine	When:	09/23/2015 02:22 PM		
Notes:					

A blue arrow points from the "Associated Individual(s)" section of the right panel to the "Folder Information" panel. The right panel, titled "Associated Individual(s)", shows a student profile for "xDoe, Carrie" with a small photo icon and the role "Principal". Below it is an "Associated Folders(s)" section with a "Maintain Associations" button.

Step 2: On the main student profile screen, choose the "BTS Fall 2022 Transition" survey for the most recent responses

The screenshot shows two panels. The left panel, titled "Student", has tabs for Return and Community Connections. It displays the following data:

Name:	xDoe, Carrie
ID:	00564931
Gender:	Unspecified
Level:	Undergraduate
Class:	
Status:	
Category:	
Mail:	
Email:	
Cell Phone:	555-555-1212 (Textable)
Housing:	

A large blue box on the left side of the student profile says "No Photo Available". A "FERPA Info" button is at the bottom left. The right panel, titled "Programs", shows:

Degree:	Bachelor of Arts
Major 1:	Art History

Below the programs is a "Recent Surveys" table:

Survey Name	Start	End	Status
BTS Spring 2016 Transition	02/22/2016	02/22/2016	Completed
BTS Fall 2015 Transition	09/29/2015	10/01/2015	Completed

A blue arrow points up to the "BTS Fall 2015 Transition" survey entry.

Step 3: The survey will appear with questions grouped by theme to help you prepare for meeting with the student

<b>Social Fit</b>
I am developing good friends at Messiah College: <b>Agree</b>
I feel socially accepted at Messiah College: <b>Agree</b>
How often have you felt like you belonged? <b>Frequently</b>
<b>Satisfaction with Roommate</b>
I feel satisfied with my roommate(s): <b>Strongly Agree</b>
<b>Homesickness</b>
How often have you felt homesick? <b>Occasionally</b>
<b>Spiritual Fit</b>
I fit spiritually at Messiah College: <b>Agree</b>
<b>Psychological Well-Being</b>
How often have you felt lonely? <b>Never</b>
How often have you felt happy/content? <b>Frequently</b>
How often have you felt valued and respected? <b>Frequently</b>
How often have you felt depressed? <b>Never</b>

## Intervention Strategies

### *Students struggling with **social connection**:*

- What did you think of the Welcome Week Activities? Did anything really stand out to you?
- College is often very different for students from their high school experience. What is different about it to you?
- What were you involved in at your high school? Have you found anything here at Messiah that you would like to be a part of? *o* Join a club or organization. *o* Think about volunteering through the Agape Center.
  - o* Make plans with people to eat at Lottie together, or meet up between classes.
- Have you talked to your RA (Resident Assistant) about this? He/she may be able to help you get connected with others on your floor.
- What is your floor like? Do students on your floor hang out in a specific place (someone's room, the lounge, etc.)? Do your floor mates go to meals together? If so, work up your courage to join these gatherings. Most friendships in life are made because of proximity – those you live close to, go to school with or work.

- Take a risk to tell others something about yourself that they may not know.

Ask questions! Everyone likes to talk about themselves. Hopefully, the person you're talking to will also return the favor and you can both learn about each other. If you're not good at thinking of questions to ask people, just Google 101 questions or something else about questions to ask people and you'll find lists of questions that will give you ideas to ask. □ Example email to student:

*At Messiah, we value student involvement outside the classroom because we know that it helps students to adjust to academic life, encourages students to develop relationships with others, and it increases leadership skills, organizational skills and self-esteem.*

*In addition, we know that students who are involved are more likely to earn better grades, graduate from college and have greater success in landing a job, and/or gaining admission to graduate school.*

*We hope you will consider the many ways there are to be involved*

*on campus: □ Join a [Club or Organization](#)*

□ *Attend a [Student Activities Board](#) event*

□ *Serve with the [Agape Center](#)*

□ *...and so much more that you can find via our [website](#).*

□

*If you have any questions about how to get involved in a way that fits you, please feel free to contact us at [studentengagement@messiah.edu](mailto:studentengagement@messiah.edu).*

*Students struggling with **homesickness**:*

- Who are you connecting with here on campus?  
How do you stay connected back home?
- How often are you talking to your parents?
  - Talk to someone. If you haven't yet made friends here, then try your RA, supervisor, student chaplain, or RD. The Engle Center offers free counseling and this would be the perfect topic to discuss with a counselor.

- Keep in good contact with the people you have left behind; arrange a time to go back to see them, perhaps after a few weeks. But also give yourself time within the university to begin to get involved here. Don't let looking back actually hinder moving forward.
- Encourage friends and family to come and see you in your new setting.
- Remember that many other people will be sharing similar feelings, although you may assume that they are doing fine! (You can't read their minds - just as they can't read yours!)
- You are allowed to feel sad and homesick! You are also allowed to enjoy yourself - it isn't being disloyal to those you miss!
- Be realistic about what to expect from student life and from yourself.
- Establish a balance between work and leisure: you are NOT expected to work ALL the time - you would soon burn out. On the other hand, if you don't put in enough time on work, you can very quickly get behind, which only adds to the stresses!
- Remember to get enough food and sleep! These effect us emotionally and physically.
- Give yourself time to adjust: you don't have to get everything right straight away. Nor do you have to rush into making major decisions about staying or leaving.

## On Homesickness

By Dr. Anita  
Voelker

I am humbled to add to the conversation about how we speak with students who are distressed and considering leaving Messiah. What I have to offer is small but, I hope, helpful.

*The longer I find myself loving college students into becoming whomever it is God intended them to be, the more I am convinced that voice matters. Voice is a means to transform social relations and to raise awareness about relations in society at large. When I meet with students who are in the midst of leaving Messiah, I share with them that I truly want to hear their stories. It works the same in my office with advisees or students who are struggling. When I spend time with students one-on-one, I am mostly listening. I confess that I am someone who feels called to fill empty space with words; therefore, keeping quiet is a difficult task.*

*After their stories come into my ears and heart, I ask if they want my perspective before I launch into “100 ways to be at peace on Messiah University’s lovely campus”. If they want my view, I always take them with me down the yellow brick road. I remind them of Dorothy and how she arrived in OZ. It all looked strange. Kansas seemed light years away. But when Dorothy took time to become what Saul Bellows called a first class noticer, she saw that OZ needed her! There were folks in distress who would benefit from her friendship and counsel. As Dorothy and her new (somewhat unusual) acquaintances faced experiences and solved problems together, they became friends and OZ slowly felt like home. So it is with Messiah University! There may be peculiar ways roommates behave, odd thoughts expressed in class, unusual professors, and work that does not match expectations. It’s different. It is a “horse of different color”. There is tension on the yellow brick road: home pulls on one end, and college graduation on the other. But the longer you travel with new friends and fresh experiences through the next four years, you see that tension changes into joy. Nothing can replace the domestic home, but the surprise of college is that you can have two homes, with or without those ruby slippers.*

### *Students Struggling with **Housing / Roommate Conflict:***

- At the beginning of the year, Roommate Agreements were handed out. How did that conversation go? Do you think you answered the agreement honestly and realistically? What has changed since then?
- What is it about your roommate that you don’t like? What things are working well in your room?

- It can be hard to transition to rooming with someone. What was your set up at home (alone, shared with a sibling)? □ Help with mediation:
  - Look at and listen to each other, so each person feels heard and understood, and has their views acknowledged. In this way you begin to undo the damage to your relationship which the conflict has been causing. It is worth taking time hearing the other person's viewpoint - it is likely to save you time in the long run. Take turns to list the issues you want resolved (positions) as practical matters to be addressed; and list your interests as principles you would hope any agreement could be based up on, or needs you would like to be met. Go back and forth listening to each other until each person has fully stated their views and you both agree that you have been heard and understood.
  - Offer options with an open mind, using your creativity to brainstorm possible ways of meeting the expressed concerns, needs and interests of both people. Remember the difference between positions and interests, and strive to satisfy both party's interests. Combine and refine the options brainstormed together, remembering that it may very well be possible to work out a win/win solution together which neither of you could have thought of on your own.
  - Conclude negotiations with agreements in good faith which are specific and satisfy everyone. This minimizes the risk of future conflict. Keep your discussions confidential unless you jointly agree to tell any others who may need to know what your resolution involves.
- If you've already talked with your roommate, or if you need help figuring out how to talk to your roommate, go to your RA or your RD and discuss the situation with them. They can give you more specific help based on your individual situation.

## Academic Support Services

### The Learning Center

*Ext. 7209, Amy Slody (LearningCenter@messiah.edu)*

The Learning Center offers tutoring appointments in a number of subjects including, but not limited to: Biology, Chemistry, Math, Nursing, Spanish, French, and German. Individual and group tutoring is available to all students. Appointments with Learning Center tutors may be scheduled online via Self-Service.

### The Writing Center

[writingcenter@messiah.edu](mailto:writingcenter@messiah.edu)

The Writing Center is staffed by trained Messiah students. While they do not edit or write students' work, they will share strategies and methods that are appropriate for the assignment at hand. Most importantly, they will offer you the kind of personal attention and expertise that you need in order to become a better writer. Appointments may be scheduled online via Self-Service.

### Office of Academic Accessibility

*Ext. 7258 or 5382, Amy Slody (aslody@messiah.edu)*

The Office of Academic Accessibility supports and serves students with documented disabilities on an individualized and flexible basis.

### Supplemental Instruction Program

*Kristin Runyon (KRunyon@messiah.edu)*

Supplemental Instruction (SI) is available for Anatomy & Physiology; Molecular and Cellular Biology; Chemical Science; Intro to Organic Chemistry; Organic Chemistry; General Chemistry I & II. SI leaders attend class lectures, take notes, read course material, then plan and conduct two or more review sessions outside of class each week. SI enables you to learn both course content as well as study skills that are transferable to other classes, all in the same session.

## **CHELP! Chemistry Help Sessions**

*csteffan@messiah.edu*

Open selected evenings 7:00–9:00pm for all students enrolled in General Chemistry I (CHEM 105). Details will be announced in class. Contact Chemistry professors for more information.

## **Math, Physics, and Statistics Lab**

MATH 1xx courses, as well as MATH 211 and STAT 269, have an assigned student assistant who facilitates study sessions and course tutoring. Students in these courses should check with their instructor about the format of this assistance. General help can be found in the Math, Physics, and Statistics Help Room from 7- 9pm Monday through Thursday evenings in Frey 367. Contact Dr. Doug Phillippy (dphillip@messiah.edu) to learn more about the Help Room. In addition, the department keeps a list of students qualified to do paid private tutoring in mathematics, physics, and statistics. Students should contact Dr. Samuel Wilcock (swilcock@messiah.edu) for this list if the study and tutoring help are not enough.

## **Academic Coaching**

*Amy Slody (aslody@messiah.edu)*

Academic coaching is offered to undergraduate students who are experiencing academic difficulty or looking for additional academic support.