

STARFISH IMPACT STUDY

# Positive Flag Closure Impact Fall 2020 – Fall 2021

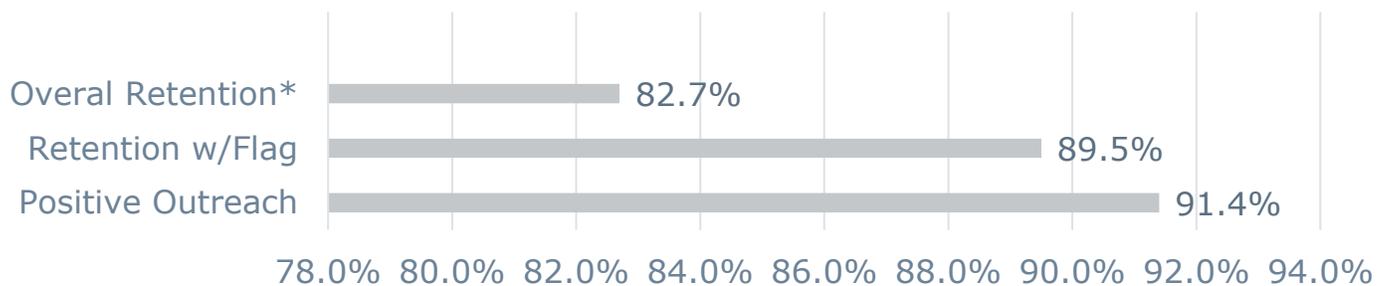
SUNY New Paltz – New Paltz, NY

- **About:** New Paltz is a mid-sized, public institution and part of the State University of New York system.
- **Challenge:** Increase student retention through intrusive advising and outreach in response to academic alerts.
- **Solution:** The Starfish Team has made a concerted effort to respond and collaborate with providers across campus to respond to academic alerts, connect students to support resources and document interventions.
- **Impact:** Almost nine percentage point increase in retention of students who had positive closure reasons for intervention response from academic alerts as compared with overall Fall 2020 to Fall 2021 student retention resulted in 51 more students persisting and yielding up to \$180,285 in tuition revenue. There is also a noteworthy nearly seven percentage point difference in retention of flagged students (with or without positive closure reasons) and this was in the height of the pandemic.

**Impact Highlights**

- **51 more students retained after successful outreach**
- **Up to \$180,285 tuition revenue saved**

## Fall 2020 to Fall 2021 Retention



\*As reported by SUNY New Paltz Office of Institutional Research

### Key Metrics for Determining the Scale of Impact at SUNY New Paltz

**595**

Number of students with flags closed with positive reason in Fall 2020

**544** (91.4%)

Number of students with positive closure reasons retained to Fall 2021

**499** (82.7%)

Expected number of students that would have been retained had there been no positive contact with the student.

**51**

Number of additional students retained after positive outreach as compared to Fall 2020 to Fall 2021 retention (82.7%)