

Increase Student Retention By Empowering Your Relationships

Pharos 360 Success Stories



North Park University: A Holistic Approach to Student Success

Chicago, IL—Every vision needs a leader with the passion and dedication to assure that it can be successfully carried out. On the North Park University campus, Student Development Vice President and Dean Andrea Nevels is that person.

Dean Nevels is committed to ensuring that North Park's students will all be given every opportunity and resource they need in order to successfully graduate from college. She hires people who share that vision, such as Sharee Myricks. Sharee, North Park's Student Engagement and Wellness Coordinator, feels the responsibility to find students who are struggling on campus, either academically or otherwise, as quickly as possible so she can provide early intervention and assistance. This is why she started using Pharos 360 to send out her Succeeding, Surviving, Struggling (SSS) survey.

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The SSS is a qualitative survey that is sent out using the Pharos 360 survey feature, which allows faculty to identify students who need extra support. Because it is a subjective and holistic

measure of success, it prompts faculty to pay attention to the less obvious indications of a student's disengagement. Students may be identified as struggling if they are not connecting with the North Park community, not attending classes, seem to have had difficulty in the transition to University life or are talking about transferring.

Because of the tremendous responses from North Park's faculty, almost 200 students were identified as needing some form of support. Sharee quickly connected these students with the people on campus who were best suited to intervene. As a result of these measures, North Park achieved a Fall-to-Spring retention rate of 95%, a 2% increase from last year. This means an additional 65 students are persisting in their journey to be prepared for a life of significance and service.

About North Park University

Distinctively Christian
Intentionally Urban
Purposefully Multicultural

Enrollment

- Approximately 1,930 undergraduates, 3,223 total students
- 1,000 residential students
- 64% female, 36% male

Faculty

- 125 full-time faculty
- 13:1 student to faculty ratio

Finances (2011-2012)

- Undergraduate tuition: \$22,090
- Room and Board: \$8,040

To learn more about
North Park University, go to:
<http://www.northpark.edu>

