



Ramapo College of New Jersey, Mahwah, New Jersey

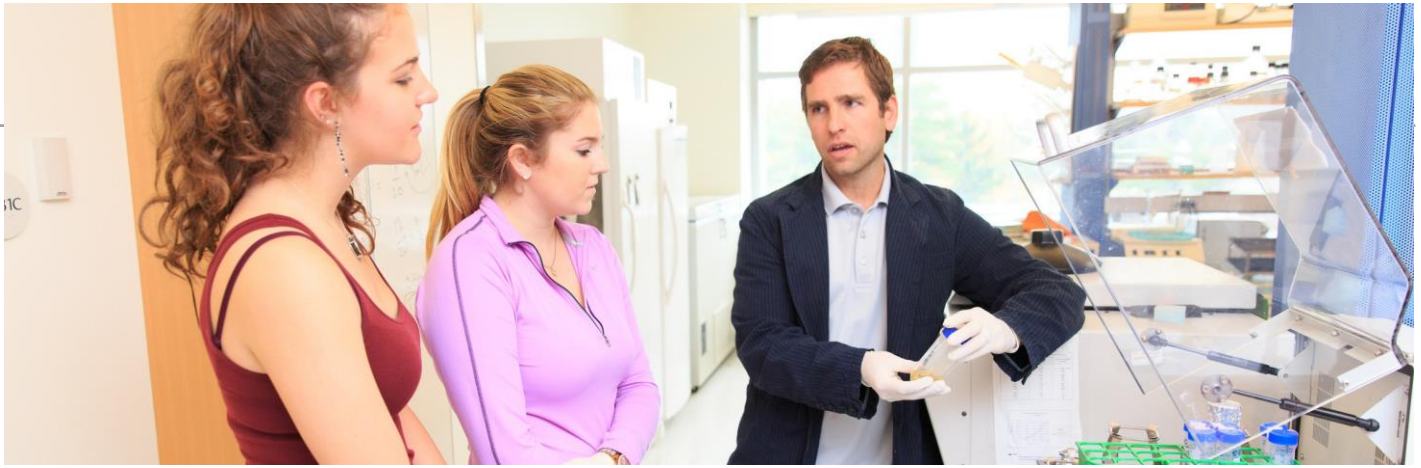
Ramapo College of New Jersey is a premier public liberal arts college located in Mahwah, New Jersey. The college serves 6,000 students, and is driven by its mission to provide students a strong foundation for a lifetime of achievement.

Ramapo began a shift in 2010 to create a culture of student success by utilizing Starfish technology. “The effort began with the idea that student success is far more than a singular initiative or the job responsibility of one individual – it is a culture that must permeate a campus in the name of improving the student experience,” said Chris Romano, Vice President for Enrollment Management and Student Affairs.

While outcomes on retention, persistence, and graduation rates are important, Romano chooses to focus on smaller goals on a year-to-year basis. “Leaders must set short-term targets for student success initiatives – targets that are not as lofty as increasing retention by 20 percent,” said Romano. “While that very well may be the long-term target for an initiative, other targets can be celebrated along the way. When we launched Starfish in 2013, it certainly was with the goal of improving student retention, but we also set simple metrics like how many progress surveys faculty received to fill out about one student. While not a retention metric, tracking the number of progress surveys and sharing the results with the faculty helped generate buy-in and kept our momentum rolling.”

“We’ve gone from a singular initiative to Starfish becoming woven into the fabric of who we are.”

-Christopher Romano
Vice President for Enrollment
Management and Student Affairs



Metrics That Speak for Themselves

“Student success and retention metrics are important in every way,” said Romano. “They don’t just measure whether a student returns to school; they measure whether they are experiencing what we promised they would.”

Since the implementation of Starfish, Ramapo has seen a wide range of encouraging metrics related to faculty participation, student perception, and ultimately, retention and completion.

Faculty participation:

- 77% of faculty submitted academic progress survey results
- The college saw a 37% increase in faculty completion of student progress surveys since 2013.
- 17 campus offices utilize Starfish Early Alert
- 12 additional offices have been added to Starfish since 2013

Student perception:

- 80% of first-year students indicate Starfish kudos are a positive impact on performance
- Students consistently share that receiving academic flags motivates them, gives them timely feedback and makes a positive difference in their course efforts.

Retention and completion:

Overall:

- Ramapo has an 88% retention rate (well above the national average)
- Ramapo has a 74.3% six-year graduation rate (well above the national average)

Transfer Students:

- 70% of the college’s transfer students begin working with a Ramapo transfer advisor prior to leaving their community college
- Transfer students have an 84% one-year retention rate
- The college saw an 8% increase in one-year retention rate for transfer students from 2013 - 2018

Academically At-risk Students:

- The college saw a 10% increase in academically at-risk students who met with their advisor to resolve concerns prior to registering for classes.
- 72% of first-year students who received academic warning in their first semester met with an advisor two to three times to resolve concerns before they registered for classes for the following term.
- In 2012-13, less than 20 percent of students with warnings met with advisors one time.
- The college saw an 11% decline in first-year students that continue onto Academic Probation after Warning after implementing Starfish.

With the help of Starfish technology, Ramapo’s culture of student success is stronger, more intentional, and more pervasive. “We’ve gone from a singular initiative to Starfish becoming woven into the fabric of who we are,” said Romano.