



Student Success Strategies

Overview.....	2
Student Success (As Defined By Students).....	2
Student Success and Retention Best Practices.....	2
Academic Recovery Program.....	2
At-Risk Communication Plan.....	3
Career Exploration.....	3
Developmental Advising.....	4
DFW Curriculum Review.....	4
Early Alerts.....	5
Employee Cross-Training Support.....	5
Experiential Learning.....	6
Exploratory Advising.....	6
Financial Literacy Workshops.....	7
First Generation Programming.....	8
First Year Experience Programming.....	8
Honor's Program.....	9
Learning Communities.....	9
Mental Health Counseling.....	10
Mental Health Workshops.....	10
Peer Advising.....	11
Peer Mentorship.....	11
Progress Reports.....	12
Recruit Back Program.....	12
Satisfaction Surveys.....	13
Service/Community-Based Learning.....	14
Skill Workshops.....	14
Student Clubs.....	15
Student Interest Groups.....	15
Success Coaching.....	16
Summer Bridge.....	16
Tutoring.....	17

Overview

This document provides an overview of best practices in higher education that support student success and retention. The purpose of this document is to offer research-based student retention strategies to SEU Network sites and the main campus community as we work to support the retention of all SEU students.

At SEU, we believe student success is not accidental; it is intentional. That is why our Student Success Strategy Guide serves as a critical resource across our main campus, online programs, and network sites. By equipping faculty, staff, and site directors with proven strategies, tools, and tactics to support persistence, academic engagement, and connection, we create a unified framework to proactively prevent attrition. Whether a student is on campus, online, or in a regional network setting, the Guide ensures consistency in our approach to retention while allowing for flexibility tailored to each learning environment. Ultimately, this shared toolkit empowers our teams to intervene early, foster belonging, and help every SEU student stay on track toward degree completion.

The student success and retention strategies below include a definition, benefits of implementation, how the strategy is applied at SEU (as applicable), and SEU employee contact information related to the specific strategy.

Student Success (As Defined By Students):

Below are the top three factors that students identify as what it means to be successful in college:

- I belong/I matter within the college community.
- I can explore and reach my goals (sense of agency, supportive faculty and staff).
- I can get help and solve problems (resources are readily available and easy/comfortable to access).

Students who feel successful in the above three areas are much more likely to persist in their college journey and earn a credential.

Student Success and Retention Best Practices

Academic Recovery Program

Definition:

An academic recovery program for college students is a structured support system designed to help struggling students improve their performance and regain good standing. These programs typically offer resources such as tutoring, study skills workshops, personalized academic advising, and time management strategies. The goal is to identify the root causes of academic challenges, provide targeted interventions, and help students develop the skills and mindset necessary for long-term success. Academic recovery programs aim to support students in overcoming setbacks, boosting their confidence, and improving retention rates.

At SEU:

Students on academic probation are assigned to a Success Coach and enrolled in an online Academic Success Portfolio in MyFIRE. The portfolio equips students with the skills and resources to succeed. For more information please send [Email AcademicRecovery](#)

Benefits:

- **Improved Academic Performance:** Provides targeted support and resources to help struggling students raise their grades and achieve academic success.
- **Personalized Guidance:** Offers tailored academic advising and coaching to address individual challenges and goals, fostering a more supportive learning environment.
- **Skill Development:** Helps students enhance critical academic skills like time management, study habits, and test-taking strategies.
- **Increased Retention:** By addressing academic difficulties early, recovery programs can prevent students from dropping out and encourage persistence toward degree completion.
- **Enhanced Confidence and Motivation:** Provides students with the tools and encouragement to overcome setbacks, boosting their confidence and reinvigorating their commitment to their studies.

At-Risk Communication Plan

Definition:

An at-risk communication plan is a structured strategy for reaching out to students at risk of academic challenges. It involves timely, personalized communication, such as emails, calls, or meetings, to offer support, resources, and interventions. The goal is to address barriers proactively, strengthen connections with the institution, and encourage student success and retention.

At SEU, we proactively support at-risk students through a structured cycle of progress monitoring and personalized outreach. We review academic performance data every week, starting the first week for online/site-based students and the third week for traditional students, to identify students who fall into “significantly” or “severe” risk categories. Those students immediately receive an email outlining available support services, such as tutoring and writing assistance through the Academic Center for Enrichment (ACE) and emotional or financial support via Student Outreach & Support (SOS). Each email also includes the encouragement to respond via email or stop by Academic Services in person. By combining timely grade monitoring with consistent communication and accessible coaching, we ensure that students are aware of and encouraged to utilize the resources they need to overcome challenges and achieve their academic goals. This ongoing process of data-driven identification, resource linkage, and follow-up is designed to foster engagement, build confidence, and improve retention for every student we serve. For more information please [Email Student Success](#)

Benefits:

- **Proactive support:** Ensures early outreach to students showing signs of academic or personal challenges.

- **Builds trust:** Strengthens connections between students and the institution through consistent communication.
- **Offers resources:** Directs students to support services like tutoring, advising, or counseling to address specific barriers.
- **Promotes persistence:** Encourages students to stay engaged and overcome challenges before they escalate.
- **Enhances retention:** Contributes to higher retention rates by addressing issues that may hinder student success.

Campus Life

<https://seu.edu/student-life/campus-living/>

Definition:

Campus Life at Southeastern University exists to cultivate a vibrant, Christ-centered community where living and learning intersect. Rooted in SEU's mission to equip students to discover and fulfill their divine design, Campus Life provides transformative experiences that promote belonging, holistic development, and lifelong growth. By integrating faith, community, and care, the department plays a vital role in helping students flourish academically, socially, and spiritually—key factors in persistence and retention.

At SEU, the Campus Life department is a cornerstone of the student experience, fostering environments that promote safety, inclusion, and meaningful connection. Through a combination of innovative housing operations, intentional community-building, and accessible engagement opportunities, Campus Life ensures that every student—whether residential or commuter—feels valued, supported, and empowered to grow. For more information please! [Email Campus Life](#)

- **Community and Belonging:** Through the collaborative efforts of Community Coordinators, Graduate Assistants, and Resident Assistants, Campus Life fosters authentic relationships and peer support. These student leaders provide mentorship, host events, and cultivate spaces where every student feels seen, valued, and known. This culture of care directly strengthens students' emotional well-being, which is a proven predictor of persistence and academic success.
- **Residential Experience:** Living on campus provides students with an immersive environment that nurtures independence, interpersonal skills, and resilience. Campus Life creates opportunities for personal and spiritual growth within the residential setting—transforming residence halls into spaces of learning, reflection, and connection.
- **Commuter Engagement:** Recognizing that belonging extends beyond residence halls, Commuter Life offers programming, lounge spaces, and mentorship opportunities to help off-campus students remain integrated within the SEU community. This inclusive approach ensures that every student—regardless of where they live—has a place to belong.
- **Operational Excellence:** The transition to MCR Housing has modernized the student experience by streamlining housing applications, roommate matching, and billing processes. These innovations reduce administrative barriers, increase satisfaction, and allow staff to spend more time on student engagement rather than manual processes.

- **Cross-Departmental Collaboration:** Campus Life partners closely with various departments to ensure student needs are addressed holistically. This collaboration allows the department to identify and support students early, connecting them with care resources that strengthen both well-being and persistence.

Benefits:

- By cultivating inclusive, Christ-centered communities, Campus Life helps students feel known, valued, and connected—foundational elements of student retention and success.
- Students grow intellectually, emotionally, socially, and spiritually through experiences designed to integrate faith and learning.
- Purposeful programming and leadership opportunities encourage students to participate fully in campus life, strengthening their connection to SEU's mission.
- Effective housing operations, access control systems, and responsive staff ensure a campus where students feel secure and supported.
- Through transformative relationships and spiritual mentorship, students are empowered to embrace their divine design and carry SEU's mission of Christ-centered leadership into the world.

Career Exploration

<https://seu.edu/academics/career-services/>

Definition:

Career exploration is a process that helps students assess their interests, skills, values, and goals to make informed decisions about potential career paths. It includes workshops, courses, one-on-one advising, internships, job shadowing, and career fairs, allowing students to gain exposure to various industries and occupations. Career exploration aims to help students identify meaningful career options that align with their academic strengths and personal aspirations while also providing them with the resources and support needed for career readiness and post-graduation success.

At SEU:

Career Services will guide you through the Career Planning process with Self-assessment tools and 1:1 sessions. We tailor our approach to meet your unique goals and help you build a clear, confident path forward. For more information email [Career Services](#)

- If you have declared a major: We'll help you explore career options in your chosen field, understand industry trends, and develop strategies to ensure you're career-ready by graduation.
- If you have not declared a major, we offer self-assessments and skills inventories to help you identify your strengths, explore potential career paths, and make informed decisions about your academic and professional future.

Through your Career Exploration journey, you will gain access to valuable resources such as labor market information, informational interviewing opportunities, volunteering, job shadowing, and internships - all designed to help you gain real-world experience and make confident career choices.

Benefits:

- Helps students align their academic studies with potential career paths, increasing motivation and engagement in their coursework.
- Provides clarity and direction, reducing uncertainty and enhancing students' sense of purpose, which can improve their commitment to completing their degree.
- Offers opportunities for hands-on experience, such as internships or job shadowing, that build practical skills and confidence, making students feel more prepared for the future.
- Encourages early planning for post-graduation success, reducing anxiety about life after college and helping students stay focused on their academic goals.
- Strengthens connections between academic and career goals, making students more likely to persist in their studies and stay engaged with their college experience.

Developmental Advising**Definition:**

College-level developmental advising is a student-centered approach that emphasizes personal growth, self-awareness, long-term goal-setting, and academic planning. Unlike traditional advising, which focuses primarily on course selection and degree requirements, developmental advising seeks to foster students' holistic development by exploring their interests, values, strengths, and career aspirations. Advisors work collaboratively with students to create personalized academic and career plans, support their personal and social development, and build skills in decision-making and problem-solving. This approach helps students take ownership of their educational journey, contributing to higher retention and greater academic success.

At SEU, developmental advising means helping students make informed decisions about their academic paths by connecting their coursework with their long-term goals, strengths, and values. Advisors use a relational approach to guide students through key transitions, troubleshoot challenges, and equip them with tools to take ownership of their college experience—whether they're on campus, online, or at a partner site. This, along with an appreciative advising approach, allows advisors to intentionally build trust, uncover each student's unique strengths and goals, and co-create actionable plans that promote confidence, resilience, and meaningful progress toward graduation. For more information email

[Email Advising](#)

Benefits:

- Helps students develop a clear sense of purpose and academic goals, increasing their motivation to stay enrolled and succeed.
- Provides personalized guidance that addresses both academic and personal challenges, fostering a deeper connection to the college experience.
- Encourages self-reflection and decision-making, empowering students to take ownership of their educational path and make informed choices.

- Strengthens the advisor-student relationship, creating a supportive network that promotes continued engagement and reduces feelings of isolation.
- Improves student persistence by identifying and addressing potential obstacles early, helping students stay on track to graduation.

D/F/W Curriculum Review

Definition:

A college-level DFW (D Grade/F Grade/Withdrawal) curriculum review is a process that examines courses with high rates of students receiving grades of D, F, or withdrawing. The goal of this review is to identify and address factors contributing to low student performance, which may include course content, instructional methods, assessment practices, or support resources. Through this analysis, institutions can make data-informed adjustments, such as revising course materials, enhancing support services, or implementing alternative teaching strategies to improve student success and retention in challenging courses.

At SEU, academic units (colleges, schools, departments) regularly review data to identify courses that may need to undergo a DFW curriculum review. Typically, this occurs during the annual program learning outcome report writing process. When a course with a high DFW rate is identified, an academic leader (typically a department chair/program director/program coordinator, but in some cases a dean or other academic leader with relevant disciplinary expertise) will conduct a DFW curriculum review by reviewing the official syllabus, reviewing recent course syllabi for the course if the course is a main campus course, reviewing the MyFIRE course if the course is an online/partner site course, reviewing the instructional methods in the course, reviewing the course assessments/process, reviewing relevant supplemental supports for the course, and reviewing relevant data related to the course.

After the DFW curriculum review is completed, the academic leader will determine appropriate courses of action to address the high rate of D grades, F grades, and/or withdrawals in the course. The appropriate courses of action may include revising the official course syllabus, developing a working group of faculty who teach the course to identify high-impact teaching practices that can be implemented across all sections of the course if the course is a main campus course, redeveloping aspects (partially or completely) of the MyFIRE course if the course is an online/partner site course, and/or identifying/developing relevant supplemental resources that can be accessed by students in multiple ways (e.g., professors directing students to supplemental resources, ACE staff directing students to supplemental resources, Steelman Library staff directing students to supplemental resources, embedding supplemental resources in MyFIRE course).

Benefits:

- Identifies courses with high D, F, and withdrawal rates, allowing targeted improvements to support student success.
- Refines course content and instructional methods, making challenging material more accessible and engaging for students.
- Provides additional support resources, such as tutoring or study aids, to help students navigate difficult courses more effectively.
- Reduces the need for students to retake courses, allowing them to stay on track academically and financially.

- Boosts students' confidence and academic progress, increasing their likelihood of persisting to graduation.

Early Alerts

<https://jics.seu.edu/ICS/default.aspx?tool=earlyWarningMessage>

Definition:

An early alert system is a tool for identifying students facing academic, behavioral, or engagement challenges. It enables faculty and staff to flag concerns early in the semester, prompting targeted outreach and support interventions, such as tutoring, advising, or counseling. The goal is to address issues before they escalate, improving student persistence, academic performance, and retention. Here at SEU, you can submit an early alert on behalf of a student via JICS.

At SEU, we use our Early Alerts system to identify and support students as soon as academic or behavioral challenges arise. When faculty submit an alert, whether related to attendance, participation, tutoring needs, or declining grades, our office promptly follows up through email and phone outreach, encouraging the student to schedule a one-on-one appointment. During this meeting, we work collaboratively with the student to set clear, achievable goals and connect them with appropriate resources such as tutoring, writing support, financial assistance, or personal counseling. In addition to faculty-submitted alerts, our system includes early alerts for potential academic integrity violations, including plagiarism. When these alerts are triggered, students are enrolled in an Ethical Academic course that provides education on academic integrity practices and strategies for avoiding future misconduct. By responding quickly to Early Alerts and offering individualized support, including ongoing success coaching when needed, we empower students to confront challenges early, build confidence, and remain on track toward academic success. For more information please [Email Retention](#)

When a student is experiencing mental health challenges or elevated stress levels, the Student Outreach and Support (SOS) team responds with care and urgency. A SOS staff member reaches out directly to the student to offer a private, supportive conversation and/or set up a meeting. During this interaction, the student is guided through available resources such as counseling services, referral to ADA, academic accommodations, or peer support groups.

SOS works collaboratively with the student to develop a personalized plan that addresses their immediate needs while promoting long-term well-being. The SOS staff remain in contact as needed, helping the student navigate any obstacles and making sure they feel supported throughout their journey.

In cases of an emergency, resources and intervention are implemented immediately to ensure the safety of the student.

Benefits:

- **Proactively identifies at-risk students:** Early alert systems flag students facing academic, attendance, or engagement challenges, allowing for timely interventions.
- **Encourages targeted support:** Advisors and faculty can connect students to personalized resources, such as tutoring or counseling, addressing specific barriers to success.
- **Improves student outcomes:** These systems help students stay on track academically and personally by resolving issues early.

- **Boosts retention rates:** Supporting students before challenges escalate fosters persistence, increasing their likelihood of staying enrolled and succeeding.

Employee Cross-Training Support

Definition:

Level one cross-training among employees in different departments provides foundational knowledge and skills about other organizational areas to enhance collaboration and service delivery. This type of training focuses on familiarizing employees with other departments' essential functions, processes, and goals without requiring deep expertise. In a college setting, staff might learn how to answer general questions about financial aid, academic advising, or student life, enabling them to guide students more effectively and streamline their experience.

At SEU, an effort is made to provide basic, level one foundational concepts and information available across student-serving departments to avoid “bouncing students around” from department to department. Enrollment, Financial Services, Academic Advising, Registrar, and the SEU Central team are examples of service departments that utilize cross-training student basics to answer level one questions for other departments. When a student needs higher-level assistance, a warm handoff is nurtured, when possible, by either transferring the call and introducing the caller and their situation to the department or walking the student physically to the department.

Benefits: Cross-training student service staff at a college positively impacts retention by

- ensuring students receive consistent and comprehensive support across various departments.
- Staff equipped with diverse skills and knowledge can address a broader range of student needs efficiently, reducing frustration and delays in resolving issues.
- Fostering a seamless student experience, enhancing satisfaction and trust in the institution.
- Additionally, cross-trained teams are better prepared to collaborate and proactively identify and address potential barriers to student success, promoting persistence and retention.

Experiential Learning

<https://seu.edu/academics/experiential-learning-credit/>

Definition:

Experiential learning is an educational approach where students engage in hands-on, real-world experiences to apply theoretical knowledge and develop practical skills. This method emphasizes active participation, reflection, and problem-solving, often through activities like internships, service learning, research projects, or simulations. Experiential learning helps students deepen their understanding, build confidence, and connect classroom concepts to professional or community settings, enhancing both personal and academic growth.

At SEU, experiential learning engages students through hands-on learning experiences in an area they are interested in while simultaneously building relationships. Through experiential learning practicums, we give students the opportunity to receive divine design credit for a wide variety of experiences. Students are engaged through their hands-on learning and also through self-reflection of their experience, and feedback from their experiential learning site.

Benefits: College-level experiential learning positively impacts retention by:

- providing students with hands-on opportunities to apply their knowledge in real-world settings, making their education more relevant and engaging.
- These experiences, such as internships, service learning, and research projects, help students connect classroom learning to their career goals, increasing motivation and commitment to their studies.
- Experiential learning also fosters skill development, confidence, and professional networks, which support long-term success.
- Experiential learning enhances students' sense of purpose and achievement, encouraging persistence and strengthening their connection to the institution.

Exploratory Advising

<https://seu.edu/about/faqs/#advising>

Definition:

Exploratory advising is a personalized advising approach designed for students who are undecided or exploring potential academic majors or career paths. This type of advising helps students assess their interests, strengths, and goals through discussions, assessments, and guided reflection. Advisors in exploratory advising assist students in navigating academic options, identifying areas of potential interest, and providing resources for career exploration. The aim is to help students make informed decisions about their academic direction while offering support to stay engaged and on track toward degree completion, even while they explore different fields of study.

At SEU, exploratory advising equips students who are undecided about their major with personalized, guided support to clarify their interests, strengths, and goals through structured reflection, career assessments, and meaningful conversations. By integrating tools like MyNextMove, major planning worksheets, and one-on-one coaching, advisors help students explore their options with confidence and make intentional, well-informed choices, keeping them engaged, on track, and connected to their purpose across all learning modalities. For more information please! [Email Advising](#)

Benefits:

- Helps undecided students explore their interests and strengths, providing clarity and direction, which boosts motivation to stay enrolled and persist in their studies.
- Offers personalized guidance and support, reducing anxiety and uncertainty about academic choices, making students feel more confident in their decision-making process.
- Encourages early engagement with academic and career resources, helping students find a path that aligns with their long-term goals and academic success.
- Builds strong relationships between advisors and students, creating a sense of support and community that enhances student retention.
- Provides continuous support as students transition into their chosen major or career path, ensuring they stay on track to complete their degree.

Definition:

First-generation programming refers to initiatives designed to support students who are the first in their families to attend higher education. These programs often focus on academic support, mentorship, financial literacy, and career guidance. They aim to help first-generation students navigate the challenges of college life, build confidence, and develop the skills necessary for academic success and personal growth, ultimately improving retention and graduation rates for this group.

At SEU, we have significantly expanded our support for First-Generation students through a range of targeted initiatives designed to foster community, build skills, and celebrate achievements. In addition to our First-Gen Club and weekly Help Day, which offers writing support, success coaching, and financial aid assistance, students now enjoy a dedicated gathering space called the BLOC for peer connection. We also have a peer mentorship program, pairing first-generation students with experienced students who share their background and can offer personalized guidance. To prepare students for life after graduation, Career Services offers a series of workshops inviting alumni and industry leaders to bring encouragement and inspiration to first-generation students. Finally, at the end of each semester, we honor graduating First-Gen students with special medallions at Commencement, affirming their resilience and inspiring the next generation.

Benefits:

- **Provides tailored support:** Helps first-generation students navigate academic, financial, and personal challenges, improving their overall college experience.
- **Fosters community:** Builds a sense of belonging and connection through mentorship and peer support, encouraging students to persist.
- **Enhances academic success:** Offers resources like tutoring, workshops, and advising to strengthen academic performance and boost confidence.
- **Promotes self-advocacy:** Empowers students with the skills and knowledge to seek help and advocate for themselves in college.
- **Improves graduation rates:** Increases the likelihood of on-time graduation by addressing the unique challenges first-generation students face.

First Year Experience Programming

<https://seu.edu/student-life/get-involved/>

Definition:

First Year Experience (FYE) programming is a comprehensive set of activities, courses, and resources designed to support first-year students as they transition into college life. The goal of FYE programs is to help students adjust academically, socially, and personally to the challenges of higher education. These programs typically include academic seminars, workshops on time management and study skills, peer mentoring, social events, and opportunities for campus involvement. FYE programming also aims to build a sense of community, foster engagement with faculty and staff, and provide students with the tools they need to succeed academically and socially, contributing to higher retention and graduation rates.

At SEU, First Year Experience offers opportunities for main campus undergraduate first-year students to find their people and place. We offer a variety of events for students to come and meet other students and

faculty staff, such as family-style dinners, church visits, social outings, and small groups. For more information please [Email First Year Experience](#)

Benefits:

- Eases the transition to college by providing first-year students with the academic, social, and emotional support they need to succeed.
- Builds a sense of community and connection through peer mentoring, group activities, and engagement with faculty, making students feel more connected to the institution.
- Develops essential skills such as time management, study strategies, and critical thinking, which help students navigate the academic challenges of college.
- Encourages early involvement in campus activities and organizations, fostering a sense of belonging that motivates students to persist in their studies.
- Increases academic success and retention by providing resources and support that address both academic and personal challenges faced by first-year students.

Honor's Program

<https://seu.edu/academics/school-of-honors/>

Definition:

The Honors program is an academic initiative designed to provide high-achieving students with a more challenging and enriching educational experience. These programs typically offer advanced coursework, smaller class sizes, and opportunities for independent research, projects, and close collaboration with faculty. Honors programs often have selective admission criteria and provide students with academic distinction upon graduation. Students in honors programs may also gain access to special scholarships, internships, leadership opportunities, and a strong academic community, all of which help prepare them for graduate school or competitive careers.

At SEU, the School of Honors is designed to engage students with a proven record of academic achievement who seek rigorous intellectual challenges to prepare for their future careers or advanced graduate studies. Upon completing the program, students earn the prestigious designation of University Honors Scholar. The curriculum requires students to enroll in one Honors course each semester, which culminates in the completion of an undergraduate research or creative project through the Honors thesis. For more information please [Email honors](#)

Benefits:

- Provides academically motivated students with a challenging and stimulating environment, increasing their engagement and commitment to completing their degree.
- Fosters strong relationships between honors students and faculty mentors, creating a support network that encourages academic success and persistence.
- Offers opportunities for independent research, projects, and leadership roles, which build students' confidence and sense of ownership over their education.
- Creates a sense of community and belonging among high-achieving students, reducing feelings of isolation and increasing overall satisfaction with their college experience.

- Enhances career and graduate school prospects, motivating students to stay focused on their long-term goals and increasing retention toward graduation.

Learning Communities

Definition: College learning communities are structured groups of students who take courses together, often centered around a shared theme, major, or academic goal. These communities aim to create a more collaborative and supportive learning environment by integrating academic and social experiences. Faculty and staff often work closely with these groups to promote active learning, peer connections, and engagement, helping students develop a sense of belonging and improving their academic success and retention.

At SEU, colleges and schools are learning communities—students, staff, faculty, and deans—that center on specific academic disciplines. Each college/school offers majors and minors related to their academic disciplines; there are some colleges/schools that offer certificates related to their disciplines. Alongside academic degrees, colleges/schools offer students a variety of other learning opportunities to help them further internalize their learning and engage with professionals in their future vocations/professions. There are 7 colleges at SEU: the Barnett College of Ministry & Theology, College of Education, College of Natural & Health Sciences, College of Social Sciences & Humanities, Jannetides College of Business, Communication, & Leadership, School of Music, and the Steelman Library (School of Honors).

Benefits: Learning communities positively impact college retention by

- creating cohesive groups of students who take courses together and engage in shared academic and social experiences.
- These communities foster stronger connections with peers, faculty, and the institution, reducing feelings of isolation and increasing engagement.
- By integrating academic support with collaborative learning, students are better equipped to succeed academically and develop a sense of belonging.
- This supportive environment encourages persistence by promoting confidence, accountability, and motivation to achieve educational goals.

Mental Health Counseling

<https://seu.edu/student-life/health-wellness/campus-counseling/>

Definition:

Mental health counseling provides students with professional support to address emotional, psychological, and behavioral challenges. It typically involves individual or group therapy sessions aimed at improving mental well-being, managing stress, and coping with issues like anxiety, depression, and relationship difficulties. College counseling services help students develop healthier coping mechanisms, improve academic focus, and navigate the pressures of college life, ultimately supporting their personal growth and academic success.

At SEU, the Counseling Center provides brief counseling services to full-time Southeastern University undergraduate students within a safe, Christian atmosphere. Counseling services are provided by qualified mental health professionals who are licensed in the state of Florida, as well as interns under the

supervision of a licensed professional. Traditional undergraduate students can receive free individual and group counseling on campus. For more information please [Email Health Services](#)

Benefits:

- **Improved emotional well-being:** Counseling helps students manage stress, anxiety, and depression, which enhances overall mental health.
- **Increased academic focus:** Addressing mental health challenges allows students to concentrate better on their studies, improving academic performance.
- **Enhanced coping skills:** Counseling teaches students healthier ways to handle personal and academic pressures, reducing dropout rates.
- **Stronger campus connections:** Students who seek counseling may feel more supported and connected to their campus community.
- **Reduced mental health-related absences:** By addressing psychological issues early, counseling helps students maintain consistent attendance and engagement.

Mental Health Workshops

<https://seu.edu/student-life/health-wellness/campus-counseling/>

Definition:

Mental health workshops are structured sessions designed to educate students on managing mental health, stress, and emotional well-being. These workshops typically cover topics like coping strategies, mindfulness, resilience, and mental health awareness. They provide students with practical tools to handle challenges, reduce stigma, and foster a supportive campus environment.

At SEU, the Counseling, Health, and Wellness department offers group support each semester. Group support is a great way for students to get mental health support in a group setting, engaging with other peers who may be experiencing similar situations or symptoms. Groups in the past have been offered target emotional health, grief processing, addiction management, self-esteem, relationships, and boundaries. Etc. Each group is facilitated by a Counseling and Wellness staff member or intern to ensure quality assurance. For more information please [Email Health Services](#)

Benefits:

- **Increased resilience:** Workshops teach students coping strategies, helping them handle stress and adversity effectively.
- **Reduced stigma:** Providing a space to discuss mental health openly encourages students to seek support when needed.
- **Improved academic focus:** Mental wellness skills enhance students' ability to concentrate on their studies and reduce distractions.
- **Better social connections:** Students can build a supportive peer network through group workshops, fostering a sense of community.
- **Prevention of burnout:** Regular mental health workshops help students manage stress, reducing the likelihood of academic burnout.

Peer Mentorship:

Definition:

Peer mentorship at SEU is a supportive relationship in which experienced students guide and assist peers in navigating academic, social, and personal challenges. To request information about peer mentorship, please [Email Retention](#).

At SEU:

The Peer Mentorship Program has become an invaluable bridge for incoming students navigating the transition to college life. Carefully selected upper-classmen, each with a proven record of academic success and firsthand experience overcoming the challenges of the first semester, serve as dedicated mentors. These peer leaders provide practical support by connecting mentees to essential campus resources, offering a compassionate listening ear when adjustments feel overwhelming, and modeling effective study and time-management habits. Beyond guidance, they offer genuine friendship, helping new students build confidence, form meaningful connections, and feel at home on campus from the very start. Through this combination of personalized support and community-building, the Peer Mentorship Program empowers students to thrive both academically and personally.

Benefits:

- **Fosters a sense of belonging:** Peer mentorship builds community, helping students feel connected and valued on campus.
- **Provides academic and personal support:** Mentors guide mentees through challenges, enhancing their confidence and resilience.
- **Boosts engagement and performance:** Students become more involved in campus life and improve academically through mentorship relationships.
- **Links students to resources:** Mentors introduce mentees to campus services, strengthening their support networks.
- **Increases persistence:** By addressing challenges proactively, peer mentorship increases retention and student success rates.

Progress Reports

<https://seu.edu/academics/ace/>

Definition:

College-level progress reports are tools used by faculty, advisors, or academic departments to track and communicate a student's academic performance and progress throughout a course or program. These reports typically highlight key indicators such as grades, attendance, class participation, and overall engagement. They are often shared with students mid-term or at various points during the semester to provide feedback on their strengths and areas for improvement. Progress reports can also identify students who may need additional academic support, such as tutoring or counseling, to ensure they stay on track to succeed and graduate.

At SEU, progress reports are sent from the Academic Center for Enrichment to the athletic director, all coaches, and the student development department. Coaches and student development staff contact

students whose GPAs are below the required GPA for their department or team to provide resources and accountability to help them succeed. For more information please email [SEU ACE](#)

Benefits:

- Provides early feedback on academic performance, allowing students to address challenges and improve before final grades are given.
- Identifies students who may need additional support, such as tutoring or advising, helping them stay on track and avoid falling behind.
- Increases student engagement by keeping them informed about their progress and encouraging them to take ownership of their learning.
- Strengthens the student-advisor relationship by fostering communication and proactive discussions about academic goals and strategies for success.
- Helps prevent academic failure or withdrawal by alerting students to potential issues early, giving them the opportunity to seek help and make necessary adjustments.

Recruit Back Program

Definition:

A college-level Recruit Back Program is a targeted initiative designed to re-engage and encourage students who have paused or dropped out of their studies to return and complete their degrees. Through personalized outreach, these programs address barriers to re-enrollment, such as financial, academic, or personal challenges, by offering tailored support like academic advising, flexible course options, financial aid resources, or counseling. Recruit Back Programs help institutions boost retention and graduation rates by providing a clear pathway for former students to successfully reintegrate into the academic environment and achieve their educational goals.

At SEU:

The Finish Line program is designed specifically to help students who left college before completing their degree. Through personalized support, flexible scheduling, and a streamlined re-entry process, this program guides returning students in navigating the path from where they left off to graduation. Finish Line recognizes that life circumstances and various challenges can interrupt academic progress, so it provides targeted resources and advisors committed to helping students overcome obstacles and cross the finish line. By offering a supportive environment and clear degree-completion strategies, SEU's Finish Line program empowers students to realize their educational goals and step confidently into their future.

Benefits:

- Re-engages students who have paused or dropped out, providing them with a clear and supportive pathway back to college.
- Offers personalized advising and flexible course options to address individual barriers to re-enrollment and completion.
- Provides financial aid resources and support, easing financial challenges that may have initially prevented students from returning.
- Demonstrates the institution's commitment to student success, increasing students' sense of belonging and motivation to complete their degrees.

- Improves overall retention and graduation rates by helping former students reintegrate and succeed in the academic environment.

Satisfaction Surveys

Definition:

A satisfaction survey in college is a tool used to collect feedback from students about their academic experiences, campus services, and overall satisfaction with their education. These surveys assess various aspects of student life, including course content, teaching quality, support services, and campus facilities. The insights gathered help institutions identify areas for improvement, enhance student services, and make data-driven decisions to improve student retention and success.

At SEU:

Student satisfaction surveys are a vital tool for gathering feedback on students' academic experiences, campus services, and overall satisfaction. These surveys provide actionable insights that help us identify areas for improvement, enhance student engagement, and address concerns early to support retention efforts. By leveraging this data, we make informed, strategic decisions to ensure our programs and services align with student needs and foster their success. This process reflects SEU's commitment to a culture of continuous improvement and student-centered excellence. For more information please email [Institutional Effectiveness Southeastern University](#)

Benefits:

- **Identifies areas for improvement:** Feedback helps pinpoint services or programs that may need enhancement, improving the overall student experience.
- **Enhances student engagement:** Students who see their feedback valued feel more connected to the institution.
- **Informs strategic decisions:** Data-driven insights help schools make informed decisions to better support student needs.
- **Improves retention strategies:** By addressing concerns early, satisfaction surveys help reduce factors that could lead to student attrition.
- **Builds a culture of continuous improvement:** Institutions that use feedback effectively foster a commitment to student success.

Service/Community-Based Learning

Definition:

Service/community-based college learning is an educational approach where students earn academic credit through engaging in meaningful community service or service-learning projects. These programs integrate academic coursework with hands-on experiences in community service, aiming to benefit both students and the communities they serve. Through this model, students apply classroom knowledge in

real-world contexts, develop practical skills, and cultivate civic responsibility, often working with local non-profits, schools, healthcare facilities, or government agencies.

The experience enriches students' understanding of social issues, fosters empathy, and builds a sense of accountability, making it a valuable part of their college education.

At SEU:

Students have the opportunity to participate in Practicums, allowing students to earn credit for on-campus and community involvement. This could include things like volunteer work, local internships, etc. This allows students to serve the community and explore their interests and passions while receiving credit, as well as taking what they have learned in the classroom and applying it to real-world situations.

Benefits:

- Enhances students' sense of purpose by allowing them to apply academic knowledge to real-world community issues, increasing their motivation to continue their studies.
- Fosters strong connections with peers, faculty, and community members, creating a supportive network that encourages students to stay enrolled.
- Develops practical skills and personal growth, boosting students' confidence in their ability to succeed both academically and professionally.
- Increases engagement with the college experience by making coursework more meaningful and relevant, reducing the likelihood of disengagement and dropout.
- Strengthens commitment to educational and career goals through hands-on learning, improving students' resilience and persistence toward graduation.

SEU Network

Definition:

The SEU Network is a nationwide community of partner sites connected to Southeastern University, designed to extend the university's mission of providing accessible, faith-based education and leadership development. Each partner site collaborates closely with SEU's Regional Directors, who serve as liaisons between the university and local campuses. Together, they support academic operations, student life, recruitment, and retention efforts, ensuring that every student receives a high-quality SEU experience no matter their location.

At SEU:

- **Regional Directors**

SEU employs Regional Directors who serve as liaisons between the University and partner sites. They report to the Dean and Chief Operations Officer and work across departments to support academic operations, student life, recruitment, development, and graduate placement in their regions. Regional Directors host monthly meetings, plan events with partner sites, and provide one-to-one training in student recruitment, retention, and operations.

- **Student Retention Resources and Training**

Ministry Network staff and Regional Directors collaborate to equip Site Directors across the network. Through ongoing communication, targeted training, and spotlights on University resources, Site Directors are prepared to help students persist and succeed.

- **The Summit**

SEU hosts an annual conference for Site Directors at network campuses. The Summit focuses on training, student support, and collaboration across regions while refueling directors and providing practical tools they can use immediately with their students.

- **Registration Races**

An annual competition for campuses that awards scholarships to sites with the highest number of students registered.

Benefits:

The SEU Network provides partner sites with dedicated regional support, ongoing training, and access to valuable university resources that strengthen student recruitment, retention, and success. Through collaboration with Regional Directors and the Ministry Network staff, Site Directors receive personalized coaching, professional development, and community-building opportunities such as the annual SEU Summit. Network initiatives like the Registration Races further engage students and promote persistence, all while uniting campuses under SEU's Christ-centered mission to equip and empower students for lifelong leadership and impact.

Skill Workshops

<https://seu.edu/academics/ace/>

Definition:

Skill workshops in college are structured sessions designed to teach students practical skills that enhance their academic and personal development. These workshops can cover a wide range of topics, such as time management, study strategies, communication skills, leadership, and career readiness. The goal is to equip students with the tools they need to succeed in college and beyond, improving their overall performance, confidence, and engagement. These workshops are often interactive and provide students with opportunities for hands-on learning and peer collaboration.

At SEU:

At Southeastern University, skill workshops are an integral part of our commitment to holistic student development and success. These sessions are designed to empower students to thrive academically, personally, and spiritually. Through engaging, hands-on learning opportunities, students gain practical tools to strengthen time management, leadership, communication, and professional skills. For more information please email [SEU ACE](mailto:SEU.ACE@seu.edu)

Benefits:

- **Improves time management:** Students learn how to effectively prioritize tasks and manage their schedules, reducing stress and enhancing academic success.
- **Enhances academic performance:** Workshops on study strategies, note-taking, and test preparation boost students' ability to succeed in coursework.
- **Builds career readiness:** Students gain skills such as resume writing, interview techniques, and networking, improving their post-graduation prospects.
- **Promotes confidence:** Skill development increases students' self-assurance in navigating academic and professional environments.

- **Encourages engagement:** Interactive workshops help students feel more connected to campus life and resources, fostering a sense of belonging.

Student Clubs, Organizations, and Interest Groups

Definition:

Student clubs, organizations, and interest groups at a college are organized groups formed around shared interests, activities, or goals, typically led and managed by students. These clubs provide opportunities for members to connect, collaborate, and develop leadership, teamwork, and communication skills. They often focus on academic, cultural, recreational, professional, or social themes, enriching the college experience and fostering a sense of community and belonging among participants.

At SEU, the Student Government Association (SGA) oversees campus-based clubs and organizations. For more information on starting student clubs, please [Email Student Government Association](#)

Benefits: College-level student clubs positively impact retention by

- Fostering a sense of belonging and community among students. Participation in clubs provides opportunities for social interaction, skill development, and leadership experience, contributing to increased engagement and satisfaction with the college experience.
- Help students build supportive peer networks, connect with mentors, and feel more invested in their institution, reducing feelings of isolation.
- Enhances students' time management and commitment to their academic and personal goals, which are critical factors in retention.

Success Coaching

Definition:

Success coaching is a personalized support service that helps students develop the skills, strategies, and mindset needed to succeed academically and personally in college. Success coaches work one-on-one with students to identify goals, overcome challenges, and create action plans for academic, career, and personal development. They provide guidance in areas such as time management, study skills, goal setting, self-motivation, and navigating campus resources. The goal of success coaching is to empower students to take ownership of their college experience, build resilience, and increase their likelihood of completing their degree.

At SEU:

Students on academic probation, who have a cumulative GPA below a 2.0, are required to participate in success coaching as part of the Academic Recovery program. At SEU, success coaching is guided student support that includes creating and completing a personalized plan over one semester, while on academic probation, with a success coach to improve academic performance, to support your personal development, & to help you achieve academic success. The success coach and student will work together on a weekly basis for a minimum of 30 minutes a week. The overarching goal of success coaching is to help students move to good academic standing or avoid academic suspension. For more information email [Email Student Success](#)

Within the success coaching program, students are responsible for:

- Regularly attend scheduled meetings
- Complete assigned follow-up tasks
- Commit to and engage in recommendations to improve academic performance

Within the success coaching program, success coaches are responsible for:

- Guide students in improving academic performance
- Educate students in understanding & navigating university policies
- Referring students to available resources to avoid academic suspension
- Serve as an accountability partner and advocate for student's holistic success

Students will experience the following in a Success Coaching meeting:

- Reflect on the student's college academic experience & past support strategies
- Identify students' current challenges & obstacles
- Create goals together to work towards & regularly check on goal progress
- Focus on building upon student strengths when navigating challenges
- Evaluate areas of need throughout the semester
- Educate on academic success skills and practices
- Offer & refer targeted areas of holistic support (ie, accountability, time management, study tips, tutoring, specific assignment support, spiritual enrichment, wellness, etc.)

Benefits:

- Provides personalized guidance and support, helping students navigate academic and personal challenges, which boosts their confidence and commitment to staying in school.
- Helps students develop essential skills like time management, goal-setting, and problem-solving, leading to improved academic performance and reduced stress.
- Encourages proactive engagement with campus resources and academic planning, ensuring students stay on track toward graduation.
- Builds a strong, supportive relationship between coaches and students, fostering a sense of accountability and belonging, which improves overall student satisfaction.
- Increases resilience and motivation by helping students set realistic goals and overcome obstacles, reducing the likelihood of dropping out.

Summer Bridge

A summer bridge program in college is a preparatory initiative designed to help incoming students transition successfully into higher education. Typically offered during the summer before the first semester, these programs focus on academic skill-building, familiarizing students with campus resources, and fostering a sense of community. They often target first-generation, underprepared, or underrepresented students, aiming to boost confidence, improve readiness, and enhance retention by providing a strong foundation for their college journey.

At SEU:

We recognize the proven benefits of Summer Bridge Programs in supporting the successful transition of incoming students into college life. These programs are particularly impactful for first-generation, underrepresented, or academically underprepared students, offering early exposure to campus resources, academic skill development, and community building. As part of our ongoing commitment to student success and retention, we have begun strategic conversations about launching a Summer Bridge Program at SEU. Our goal is to create a welcoming and structured environment that empowers students before their first semester begins, helping them build confidence, strengthen their readiness, and form meaningful connections that support their long-term success. We look forward to developing this initiative further as part of our broader efforts to support every student's journey.

Benefits:

- **Improved academic readiness:** Prepares students with essential skills, reducing the academic gap before the full semester starts.
- **Increased sense of belonging:** Fosters early connections with peers, mentors, and faculty, helping students feel more integrated.
- **Higher confidence:** Boosts students' self-assurance in navigating college-level coursework and campus life.
- **Better transition:** Eases the shift from high school to college, addressing common challenges early on.
- **Stronger support networks:** Introduces students to campus resources and support systems, making them more likely to seek help when needed.

Tutoring and Academic Workshops

<https://seu.edu/academics/ace/>

Definition:

Tutoring refers to a personalized academic support service where students receive help from either peer or professional tutors to improve their understanding of course material. Tutoring can be available in various formats, such as one-on-one sessions, group work, or online support.

Academic workshops refer to group-style support services that build and improve students' academic habits. Workshop topics vary based on patterns of student needs.

At SEU:

Free in-person peer tutoring is offered on the main campus, as well as online tutoring through Brainfuse. In-person tutoring is available at the main campus from 8 am to 10 pm Monday through Thursday, 8 am - 5 pm on Fridays, and 5 pm-10 pm on Sundays. We intentionally select tutors for our Academic Center for Enrichment with a wide range of academic specialties to ensure students can receive tutoring in all academic fields. Workshops are provided throughout the semester in content areas that receive high traffic in the Academic Center for Enrichment. Students can walk in for tutoring, though scheduled appointments are encouraged. Students do not have to pre-arrange workshops, which increases the ease of attendance. We also contract with Brainfuse to provide online tutoring to our on-campus, online, and extension-site students. Students have access to various academic areas and can tutor through various

formats, including document sharing for editing and video conferencing. For more information email [SEU ACE](#)

Benefits:

- **Improves academic performance:** Tutoring provides personalized support, helping students better understand course material and boost grades.
- **Enhances study skills:** Tutors teach effective learning strategies, time management, and test-taking techniques.
- **Increases confidence:** One-on-one or small group sessions help students gain confidence in their abilities, reducing anxiety about coursework.
- **Fosters a sense of connection:** Students feel more supported and connected to the academic community, leading to a greater sense of belonging.