

## Appendix A: TELS Academic Support Survey

1. Please tell us about yourself

-Name

-Title

-Institution

-City/Town

2. Please estimate the number of Tennessee Education Lottery Scholarship (TELS) recipients enrolled at your institution.

-Number of TELS recipients

In this section, we would like to learn more about the support services your institution offers to TELS recipients.

3. Please estimate the number of staff hours per week specifically devoted to ALL support services (i.e. tutoring, advising, workshops, etc.) offered to TELS recipients?

-Number of Support Hours per Week

4. What types of support services are offered to TELS recipients?

	Offered-optional for TELS students	Offered- mandatory for TELS students	Not offered
Tutoring			
Academic advising			
Counseling			
Financial counseling			
Academic skills workshops			
Personal development workshops			
TELS Orientation Session			
Mentoring			

5. If there are any other TELS support services offered to students not listed in the previous question, please list and describe them briefly below.

In this section we would like to learn more about the academic support offered to TELS recipients.

6. Does your institution use an early warning system for TELS award recipients in order to identify students struggling with their coursework during a semester?

- a. Yes
- b. No
- c. Don't know

7. Does your institution provide an academic support services program SPECIFICALLY for TELS recipients?

- a. Yes
- b. No

*-if answered "yes" go to question 8.*

#### TELS Academic Support Program-

Please answer the following questions regarding this academic support program for TELS recipients.

8. What is the name of this program?

*-Name of the program*

9. Please estimate the number of staff hours specifically devoted to this program per week.

*-Number of hours per week*

10. What types of academic support services does this program offer to TELS recipients?

	Offered-optional for TELS students	Offered-mandatory for TELS students	Not offered
Tutoring			
Academic advising			
Counseling			
Financial counseling			
Academic skills workshops			
Personal development workshops			
TELS Orientation Session			
Mentoring			

11. Additional comments about this TELS academic support program.

12. Additional comments about the TELS program and academic support services at your institution.

You have reached the end of this survey. Thank you for your participation!

## Appendix B: First Year Academic Support Survey

### 1. What is the name of your institution?

In this section, we would like to learn more about the support services your institution offers to first year students.

### 2. What types of support services are offered to first year students at your institution?

	Offered-optional for first year students	Offered-mandatory for first year students	Not offered
Tutoring			
Academic advising			
Counseling			
Financial counseling			
Academic skills workshops			
Personal development workshops			
Orientation program			
First Year Experience class (1st semester only)			
First Year Experience class (1st & 2nd semester)			
Mentoring			
Block scheduling for first year students			
Living Learning Center(s)			

3. If there are any other first year support services offered to students not listed in the previous question, please list and describe them briefly below.
4. Are first year students required to live on campus?
  - a. Yes
  - b. No
5. Are first year students required to meet with a counselor or advisor more than once during the academic year?
  - a. Yes
  - b. No
6. Does your institution use an early warning/alert system for first year students in order to identify students struggling with their coursework during a semester?
  - a. Yes

- b. No
  - c. Don't Know
7. Are faculty required to participate in the early warning/alert system for first year students?
- a. Yes
  - b. No
  - c. Not sure
8. If the early warning/alert system identifies a student as "struggling", does the institution require the student to meet with a counselor or advisor?
- a. Yes
  - b. No
9. Additional comments about academic support services for first year students at your institution.

## Appendix C: Qualitative Instruments: Interview Protocols

In order to explore campus support systems more in-depth, administrators and staff were interviewed. These included

- Financial Aid Director or equivalent
- Enrollment Management Director or equivalent
- Scholarship Coordinator or equivalent
- Director of Retention or equivalent
- Chief Academic Officer or equivalent
- Academic Support/Learning Center Director or equivalent

We sampled the institutions responding to the survey and interviewed administrators of academic support and TELS programs. The interviews provided more depth and insight into how the institutional academic support programs function, support, and impact TELS retention. Pseudonyms were used to guarantee anonymity to students and staff.

We sought TICUA institution administrator and staff's unique opinions regarding their institution's mission and its alignment with current institutional operations. In addition, we sought TICUA institution administrator and staff's opinions regarding the completeness and success levels of student intervention/support systems (both formal and informal) in place for student TELS retention, as well as retention in general.

Survey responses data was organized and coded by theme and major concepts (i.e. biographical, academic preparation, TELS knowledge, financial aid/assistance, persistence, etc.) Key quotes were collected and organized under the appropriate conceptual concepts.

### *Enrollment Management & Financial Aid Staff Interview Protocol*

#### **Introduction/Biographical Data**

-How long have you worked in student financial aid services?

-How long have you worked at this institution?

-If you have been employed at this institution prior to the implementation of the lottery scholarship (2004), what changes have you noticed in financial aid (the department and the actual process) at your institution?

-Or what changes have you noticed in financial aid since 2004?

-How has your job changed since the inception of the TELS?

### **Financial Aid Services**

-When does the institution award financial aid?

-Beyond federal requirements, what financial aid education do you offer to prospective students and current students?

-In your opinion, do incoming and current students understand eligibility requirements of financial aid in general?

-In your opinion, do incoming and current students understand the implications of repayment of loans?

-What are the methods utilize to inform students about financial aid opportunities?

-How successful do you think your office is in informing students about financial aid opportunities?

-Do you think students fully utilize the resources offered in the financial aid office?

-What are the most common issues raised by students related to financial aid?

-Does student employment impact financial aid award?

### **TELS Related Questions**

-What are the most common issues raised by students related to the Lottery Scholarship?

-Approximately, what percentage of lottery recipients expresses concerns about the lottery scholarship?

-In your opinion, do students understand the eligibility requirements and renewal of the lottery scholarship?

-Are there any special education and/or orientation for lottery scholarships?

-How do you counsel students with concerns regarding their lottery scholarship eligibility?

-In your opinion, what is the primary reason that students lose their lottery scholarships (GPA, hours, time commitment, rigor, etc.)? Why?

-Does the institution replace lost need-based aid?

## ***Academic Support Interview Protocol***

### **Introduction/Biographical Data**

-How long have you worked in the field of academic support services?

-How long have you worked at this institution?

### **Academic Support Services**

-Do you think students fully utilize the resources offered in the academic support services office?

-Does your office provide information about the services within your office to both prospective students and current students? Please explain.

-Does your office collaborate with high school teachers and counselors?

-What are the characteristics of the students you primarily serve (1<sup>st</sup> generation, motivation, etc.)?

-What are the most common academic issues raised by students?

-Does your office collaborate with the financial aid office?

-Do you feel that students are academically prepared for college?

-What are the common areas of academic strength?

-What are the common areas of academic weaknesses?

### **TELS Related Questions**

-Do students utilize the academic support services with concerns about losing their scholarships?

-Approximately, what percentage of students expresses concerns about the lottery scholarship?

-In your opinion, do students understand the eligibility requirements and renewal of the lottery scholarship? Explain.

-How do you counsel students with concerns regarding their lottery scholarship eligibility? Please give an example.

-In your opinion, what is the primary reason that students lose their lottery scholarships (GPA, hours, time commitment, rigor, etc.)?

-Do you see any difference in course selection among TELS recipients? Why?

-Do you recommend different course selection among TELS recipients? Why?