



KPI Executive Summary

W&M university strategy: *to ensure the most personal learning experience of any public university in the nation.* W&M Key Performance Indicators (KPIs) allow us to track and analyze business performance towards this strategy.

Committee Name: Student Experience **Date:** September 2023

KPI Title: Student Engagement with Academic Support Resources

SUMMARY: Student success (including retention and belonging outcomes) are enhanced when students are connected to and engaging with appropriate support resources.

We measure both proactive student propelled engagement and reactive staff engagement after concern/crisis. It is critical that students have access to a wide variety of support services (academic and personal) during their higher education experience.

DATA: The number of students accessing care support services, tutoring, coaching and accessibility support

CYCLE: By semester

S.M.A.R.T. GOAL: W&M will double the number of students involved in peer coaching by AY 2025-26
Note current status: **RED** (far)

DECISION-MAKING: This KPI provides important context about the student experience; that context informs institutional priorities and resource allocation (fiscal and human).

