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To: [ProvostNotes](#)
Subject: Provost's Notes: 8/25/2023
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Good morning!

From all indications, last week went smoothly, so we're off to a great start for Fall 2023 – and it's shaping up to be another busy week!

A few items to share:

Live Online Stats – The results from the spring 2023 semester are in, and Live Online courses offered through the OTC Education Centers continue to show increased rates of student retention and success. The retention rate for these courses was **83.31%** (OTC overall=80.63%) and the student success rate was **73.21%** (OTC overall=71.46%). Offering students flexibility along with greater levels of engagement with instructors and peers leads to greater success.

Oh That's Cool! – I've become accustomed to listening to podcasts in the car, and this past weekend, the [latest episode of Oh That's Cool!](#) accompanied me on my Saturday morning errands. This episode featured Ginger Luke, Director of Student Success for Arts, Sciences, and Business, talking about Student Success. 10/10 would recommend. Ginger describes the great relationships that have developed between our Student Success teams and faculty, and how those relationships benefit students. It is the perfect illustration of holistic student care. Dr. Higdon reported in his *Notes* that headcount is up 3%, and I believe this synergy between the people directly serving students is a big reason for that.

And Speaking of Student Success...Last week, I received this note from Tara Hathcock, Director of Student Success for Health Sciences. Thanks to Tara for giving me permission to share:

I worked with a student and mother last week and it was very apparent that neither mother nor daughter were ready for college. But today, mom called and asked me to help her apply to college too. She wants to surprise her daughter by coming back to school to finish her own degree, because she wants to set that example for her. And it just really made me realize that we truly don't know what is happening in someone's heart. It might not be that someone isn't ready, it might be a single mother who realizes her daughter needs more than someone pushing her to go to college. She may need to see her mother doing it too.

The line that struck me was, "...we truly don't know what is happening in someone's heart." I hope we always keep that in mind when it comes to our work.

Have a great week!

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