

Parent & Family Programs 2017-2018 Annual Report

The purpose of Parent and Family Programs is to educate, support, and connect family members of USF students to the campus community through meaningful experiences. The department accomplishes its purpose by offering engaging campus events, communicating timely campus resources and deadlines, and serving as an advocate for families in need throughout their students tenure.

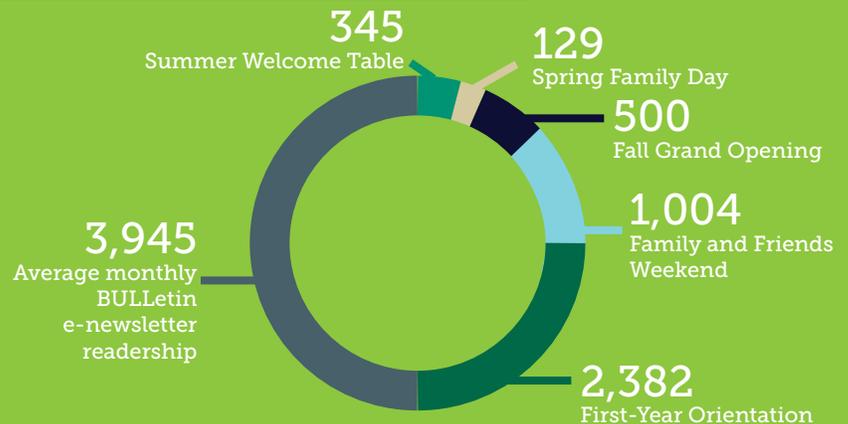
Testimonial

“Parent and Family Programs is such an important part of a student’s success at the University of South Florida. With over 46,000 students, USF can seem enormous but Parent & Family Programs makes you feel like you are the *most important family*

on campus. As a parent of an out of state student, I feel reassured about having our daughter attend USF because of the support we receive from Parent & Family Programs.”

- **Melissa Redrup**, USF’s 2017 Family of the Year Recipient

7,956 Interactions



75

Coaching Conversations

30%

of Conversations Resulted in Archivum Insights Platform Referrals

8

Students Identified as a Persistence Risk

Top Transition Themes

Academic Performance

Mental Health & Physical Wellness

Academic Advising & Scheduling

College Transition

Navigating Housing & Roommate Relationships

Education & Training

2

new faculty/staff trainings:
College of Arts and Sciences English Department & ATLE Faculty Workshop

2

existing student trainings:
Orientation Leaders & Peer Advisor Leaders



32 Campus Collaborations

5
New

+

27
Active

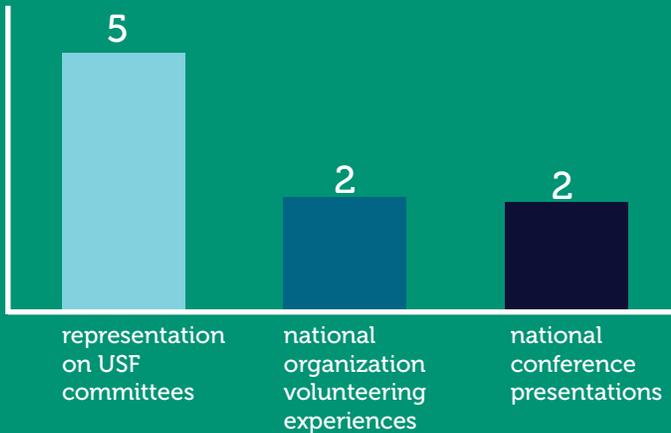
Family BULLETIN E-Newsletter

12
issues distributed to
readers

31
campus
contributors

28.9%
average
open rate

External Involvement



Unit Growth

Developed
learning outcomes
geared towards families for the
first year experience

Expanded critical
policy & procedure
resources on the website

Communicated
*arrival & onboarding
information*
to families prior to the beginning
of each semester

Emergency Communication

3 USF emergency communications shared with over
15,000 families

Hurricane Irma

2
official USF closure emails
sent to over 15,000 USF
families

100+
responses to phone calls,
emails, and social media
inquiries during closure

20
messages via USF family
social media outlets
shared during closure

Points of Pride

**Jessica
Fitzgerald**

selected to serve as a
writing consultant for
CollegiateParent

**Keri
Riegler**

served as an external
consultant at Florida
Atlantic University



**Redrup
Family**

selected as
USF's 2017 Family of
the Year