

Student Success Center

Fall 2025 Service Report

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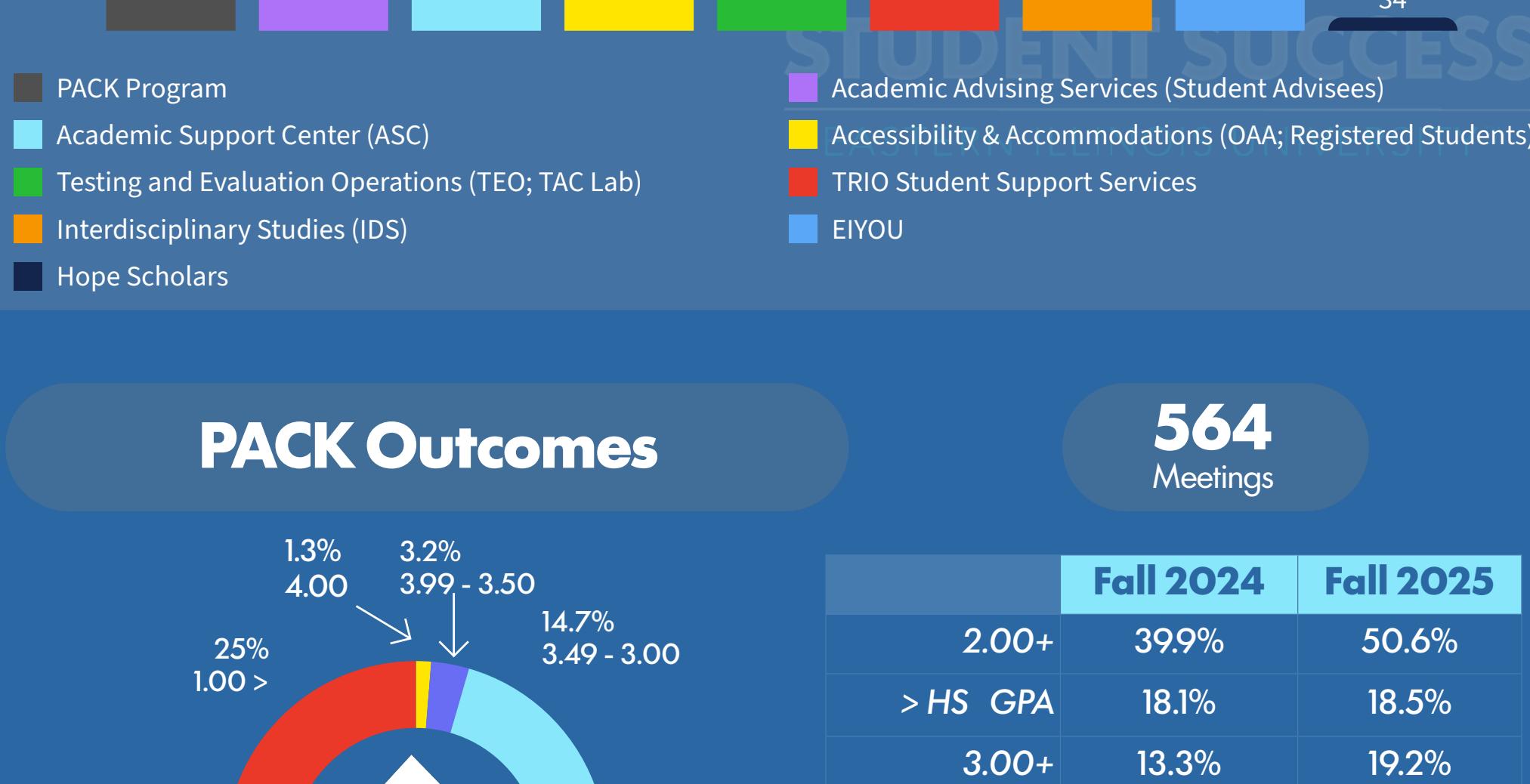
Maggie Burkhead, Director, TRIO Student Support Services

Shannon Bell, Director, Testing and Evaluation Operations

Mission

The Student Success Center at Eastern Illinois University serves as the catalyst for student transformation through personalized pathways to achieve their academic, professional, and personal goals. Through collaborative partnerships that remove barriers, innovative growth-oriented support systems, and equitable access to learning, we cultivate a culture of success where every student discovers their unique promise. As campus leaders, we empower students to navigate challenges, embrace opportunities, and develop the resilience and skills necessary for lifelong success in their educational journey and beyond.

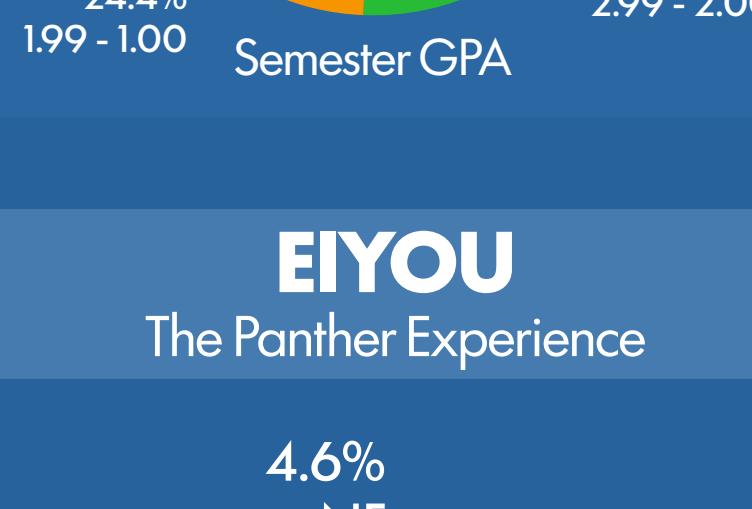
Students Served



PACK Outcomes

564

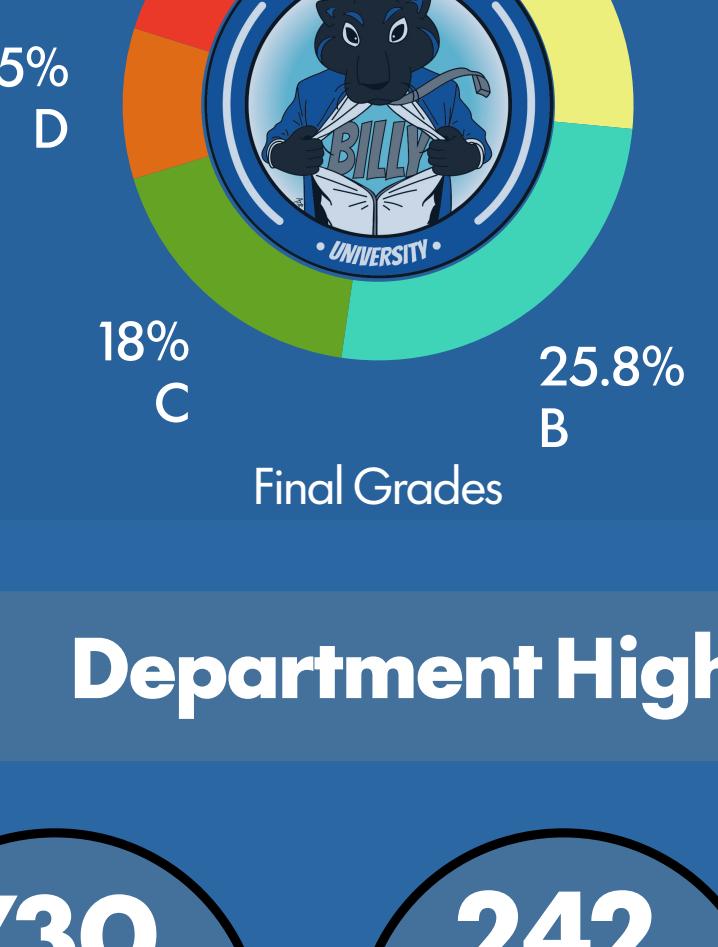
Meetings



	Fall 2024	Fall 2025
2.00+	39.9%	50.6%
> HS GPA	18.1%	18.5%
3.00+	13.3%	19.2%
3.50+	2.8%	4.5%
4.00	0.0%	1.3%
Dismissed	25.4%	20.4%
Spring Retention	57.5%	69.3%

EIYOU

The Panther Experience



EIYOU is EIU's redesigned University Foundations course for incoming first-time students. Students entering with a high school GPA below 3.00 are required to enroll.

The course learning objectives emphasize belonging and connection, campus navigation, academic expectations, and early financial and career preparation. EIYOU is not simply about "how to be a college student"—it is about how to be a successful student at EIU. The course reinforces institutional traditions and shared expectations while building student self-efficacy and a sense of belonging.

A newly established EIYOU Advisory Committee will play a central role in strengthening the course over time, supporting continuous improvement, and ensuring the program remains responsive to student needs and institutional priorities.

Department Highlights, by the Numbers

730

Exams scheduled in the Testing Accommodations Center (TAC)

242

New accommodation requests with OAA

5

Minimum number of interactions for new students to register with OAA

3

New members inducted into Tri-Alpha First-Gen Honor Society

984

Students advised proactively through Academic Advising Services

206

Average Academic Advisor caseload for standard admit students

612

Academic Alerts responded to by Certified Peer Educators (CPE)

2,549

Service interactions through the ASC

19

Fall IDS graduates, including 1 from Danville Correctional Center

1,235

Courses with Evaluations processed by TEO

83.5%

Percent of TRIO students earning a 2.00 semester GPA or higher

1

New identity-validating hub for first-generation students