



EAB

Student Success Collaborative™  
Campus

# The Student Success Collaborative Campus at UW-Oshkosh

Overview Presentation



# Simplified Workflow

Consolidating Multiple Technologies Into a Single, Integrated System



## Risk Analytics

Predictive modeling and historical insights



## Student Success CRM

Quick access to critical student information



## Communications

Email and text, plus tracking and records



Administrators



## Early Warning

Instructor-submitted performance alerts



## Advising Notes

Single record of every support interaction



## Appointments

Interactive scheduling accessible by students



Students



Faculty



Advisors &  
Student Support  
Staff

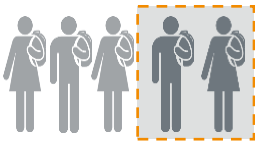
*Coordinating  
efforts between  
all users on a  
single platform*

# Creating the “Coordinated Care Network”

## A Connected and Informed Student Support Infrastructure

**1 Advisors** Identify, triage, and refer struggling students

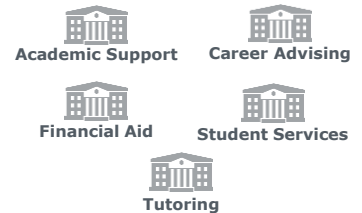
### Predictive Model



### Targeted Advising and Referrals



### Campus Resources



**2 Support Services** Share insights on student risk and intervention outcomes

### Collaboration



**3 Administrators** View reports, assess effectiveness and make improvements

### Systemic Improvement



# Supporting Academic Leaders

## Campus Strategy and Decision Making

### Area of Interest

1

Understanding historical patterns of performance

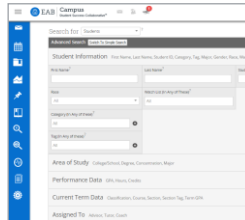
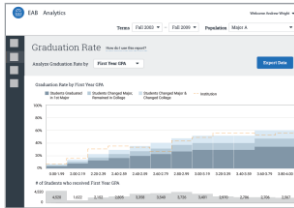
2

Identifying current student opportunities

3

Ensuring institutional accountability and measuring outcomes

### Example



### Key Components

Critical course analysis  
 Student attribute  
 Major switching patterns and timing  
 Sub-group analysis  
 Pre-enrollment factors

Advanced filters  
 Institution risk dashboard  
 Campaign management

Resource utilization  
 Effectiveness reports  
 Activity reports



"I have been engaged with student success for 30 years. The kinds of things SSC is doing, I have been wishing I could do for 25 of them."  
*Associate Provost, Institutional Research & Reporting*

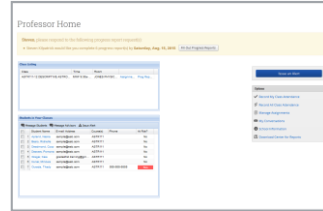
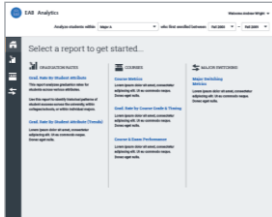
# Supporting Faculty

## Improving Student Outcomes

### Area of Interest

- 1 Understanding historical patterns of performance
- 2 Providing valuable input into student performance

### Example



### Key Components

- Critical course analysis
- Student attribute
- Major switching patterns and timing
- Sub-group analysis
- Pre-enrollment factors

- Early warning progress reports
- Issue student alerts
- Track attendance (if desired)
- Monitor individual students
- Connect with students
- Critical course milestones

“I think the real question is, 'why wouldn't I use the tool?' As a faculty advisor, I will be expected to fill that role for the student and this tool is phenomenal.”  
*Faculty Advisor*

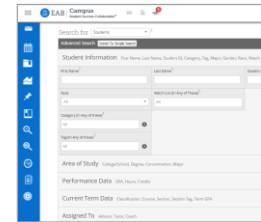
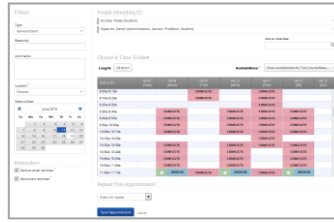
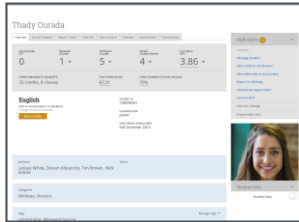
# Supporting Advisors

## Focusing on Individual Student Success

### Area of Interest

- 1 Assessing student risk for more meaningful conversations
- 2 Increasing user efficiency and coordination
- 3 Identifying and segmenting student populations

### Example



### Key Components

"Smart view" of academic factors  
 Shared notes & reporting  
 Progress indicators & alerts  
 Major and career exploration

Appointment management  
 Multi-modal communication (email, text, phone)  
 Reminder management  
 Cross-campus referral system

Advanced filters  
 Reminder lists  
 Watch list



"Previously, we were advising based primarily on gut instinct. Now, we have all the data to give them an objective sense of where they are and what they can do to improve. The conversation has changed dramatically."

*SSC Advisor*

# Supporting Support Services

Helping from All Angles

**Area of Interest**

**1**

Streamlining tutor management for increased access

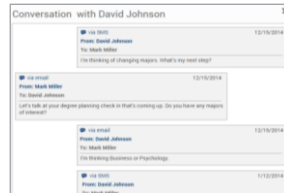
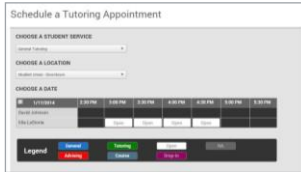
**2**

Increasing user efficiency and coordination

**3**

Ensuring departmental accountability and measuring outcomes

**Example**



**Key Components**

Appointment management  
Cross-campus referral system  
Kiosk management

Multi-modal communication (email, text, phone)  
Reminder management

Resource utilization  
Effectiveness reports  
Activity reports



"This revolutionized the tutoring experience for us here....efficiency, convenience, and customizability are a few of the buzz words that come to mind!"

*Tutor Coordinator*



# SSC-Campus Functionality Overview





# Monitoring Student Performance in Progress Reports



## Student Feedback



### Your information is secure.

Security measures allow your school to adhere to government rules and regulations concerning FERPA and overall student privacy.  
Thank you!

### Professor Sentz:

You have been asked to fill out progress reports for students in the following classes. Update each student based on your best knowledge of their performance at this point in the term.

#### POLS2401-2401-1 GLOBAL ISSUES

| Student Name                                   | At-Risk to Fall Your Class?                                      | Alert Reasons (You must choose at least one if the student is at risk)   | How Many Absences?             | Anticipated Grade | Comments                              |
|--|--|--|--------------------------------|-------------------|---------------------------------------|
| 1 <b>Clark, James</b><br>Student ID: 474904716 | <input checked="" type="radio"/> Yes<br><input type="radio"/> No | <input type="text" value="Missed multiple assignments x"/><br><input type="text" value="Failed Midterm x"/><br><input type="text" value="Financial Aid x"/><br><input type="text" value="Needs Tutoring x"/> | <input type="text" value="8"/> | F                 | <input type="text" value="comments"/> |

Submit only marked students (but I'm not done)

This button will submit students you have marked into GradesFirst as being complete (effectively removing them from your list of students). However, the students you have not marked will remain on your list. As a result, you can re-use the link in the progress report email, at any time, to continue marking the rest of the students in your classes. Repeat this process until all students have been marked in some form or fashion.

Submit unmarked students as not AT-Risk (I'm all done)

This is your "I'm all done" button. It will submit the students you have marked as you indicated. It will also submit the rest of your students as not at-risk. For example, if there are ten students in your course and only two of them are at-risk, you don't have to mark them all. You can mark the two at-risk students and then use this button to mark the remaining students as not at-risk, therefore saving time and effort. Please use this button carefully because with just a single click, it will totally complete your progress report campaign.

# Targeting Students through Advanced Filters



## New Search

| Saved Searches - <span style="float: right;">Show Advanced Filters</span>                      |                                   |  |                                   |                                       |                                   |
|--|-----------------------------------|--|-----------------------------------|---------------------------------------|-----------------------------------|
| Keywords (First Name, Last Name, E-mail, Student ID)   |                                   | Type <sup>?</sup>                            | Enrollment Status <sup>?</sup>    |                                       | Enrollment Term                   |
| <input type="text"/>   |                                   | Students                                     | Enrolled                          |                                       | Fall 2015                         |
| Student Information First Name, Last Name, Student ID, Category, Tag, Gender, Race, Watch List |                                   |  |                                   |                                       |                                   |
| Area of Study College/School, Degree, Concentration, Major                                     |                                   |  |                                   |                                       |                                   |
| College/School (In Any of These) <sup>?</sup>  |                                   | Concentration (In Any of These) <sup>?</sup> |                                   | Degree (In Any of These) <sup>?</sup> |                                   |
| <input type="text" value="All"/>   |                                   | <input type="text" value="All"/>             |                                   | <input type="text" value="All"/>      |                                   |
| Major (In Any of these) <sup>?</sup>   |                                   |  |                                   |                                       |                                   |
| <input type="text" value="All"/>   |                                   |  |                                   |                                       |                                   |
| Performance Data GPA, Hours, Credits   |                                   |  |                                   |                                       |                                   |
| Min. Cumulative GPA <sup>?</sup>   | Max. Cumulative GPA <sup>?</sup>  | Min. Overall GPA <sup>?</sup>                | Max. Overall GPA <sup>?</sup>     | Min. Transfer GPA <sup>?</sup>        | Max. Transfer GPA <sup>?</sup>    |
| <input type="text" value="0.00"/>  | <input type="text" value="5.00"/> | <input type="text" value="0.00"/>            | <input type="text" value="5.00"/> | <input type="text" value="0.00"/>     | <input type="text" value="5.00"/> |
| Min. Credits Earned <sup>?</sup>   | Max. Credits Earned <sup>?</sup>  | Min. Hours Attempted <sup>?</sup>            | Max. Hours Attempted <sup>?</sup> | Min. Credit Comp. % <sup>?</sup>      | Max. Credit Comp. % <sup>?</sup>  |
| <input type="text" value="0"/>   | <input type="text" value="999"/>  | <input type="text" value="0"/>               | <input type="text" value="999"/>  | <input type="text" value="0"/>        | <input type="text" value="100"/>  |
| Fall 2015 Data Classification, Course, Section, Section Tag, Term GPA                          |                                   |  |                                   |                                       |                                   |
| Min. Term GPA <sup>?</sup>   | Max. Term GPA <sup>?</sup>        | Enrolled with Professor <sup>?</sup>         | Section Tagged With <sup>?</sup>  | Course <sup>?</sup>                   |                                   |
| <input type="text" value="0.00"/>  | <input type="text" value="5.00"/> | All  | All                               | All                                   |                                   |
| Classification (In Any of these) <sup>?</sup>  |                                   |  |                                   |                                       |                                   |
| <input type="text" value="All"/>   |                                   |  |                                   |                                       |                                   |
| Assigned To Advisor, Tutor, Coach, Team Member   |                                   |  |                                   |                                       |                                   |

# Students Leveraging Appointment Scheduling



Hi, Sarah. Please schedule your appointment below.

ADVISOR Rich Staley

## Choose A Day

October 2015

| Su | Mo | Tu | We | Th | Fr | Sa |
|----|----|----|----|----|----|----|
|    |    |    |    | 1  | 2  | 3  |
| 4  | 5  | 6  | 7  | 8  | 9  | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | 31 |

## Choose A Time

Thu, Oct 15

8:00am

8:30am

9:00am

9:30am

10:00am

10:30am

## Comments

Is there anything specific you would like to discuss?

Comments...

You will be sent an email reminder to sample@eab.com the morning of your appointment.

You will be sent a text reminder to 555-555-5555 the morning of your appointment. [\[change\]](#)

Review Appointment Details

# 360 Degree View into Academic Performance



Sarah Robinson

SSC University

Overview Success Progress Reports / Notes Class Info Major Explorer More ▾

|                                      |                              |   |                                      |                                       |
|--------------------------------------|------------------------------|---|--------------------------------------|---------------------------------------|
| Course Grade Earned<br><b>0</b>      | Repeated Courses<br><b>0</b> | Withdrawn Courses<br><b>1</b> ▾                       | Missed Success Markers<br><b>2</b> ▾ | Cumulative GPA<br><b>3.11</b> ▾       |
| Total Credits Earned<br><b>54.00</b> |                              | Credit Completion % at this Institution<br><b>93%</b> |                                      | Predicted Risk Level<br><b>Medium</b> |

**Biological Science**  
College of Arts & Sciences

STUDENT ID  
813143359

CLASSIFICATION  
Sophomore

MOST RECENT ENROLLMENT  
Spring Semester 2015

**Staff Alerts** 0 ▾

I want to...

- Message Student
- Add a Note on this Student
- Add a Reminder to this Student
- Report On Advising
- Schedule an Appointment
- Add to Watch List
- Issue an Alert

Edit User Settings

Impersonate User



## Transcript

Spring Semester 2015 ▾

|       |             |                              |  |    |
|-------|-------------|------------------------------|--|----|
| --(R) | BIOL2108(B) | PRINCIPLES OF BIOLOGY II     |  | RW |
| --(R) | CHEM2400(A) | ORGANIC CHEMISTRY I          |  | RW |
| --(R) | CHEM1100(B) | ORGANIC CHEMISTRY LAB I      |  | RW |
| --(R) | HST1112(A)  | SUR OF WORLD HIST SINCE 1500 |  | RW |

Fall Semester 2014 ▾

|   |             |                            |  |    |
|---|-------------|----------------------------|--|----|
| 4 | BIOL2107(B) | PRINCIPLES OF BIOLOGY I    |  | C  |
| 4 | CHEM1216(B) | PRINCIPLES OF CHEMISTRY II |  | B  |
| 3 | PLM2700(A)  | HISTORY OF MACHINERY       |  | B+ |
| 3 | PERG2001(A) | PERSPECTIVES COMP CULTURE  |  | A+ |

Summer Semester 2014 ▾

|   |             |                            |      |   |
|---|-------------|----------------------------|------|---|
| 3 | MATH1070(A) | ELEMENTARY STATISTICS      | [TR] | A |
| 4 | MATH2111(A) | CALCULUS OF ONE VARIABLE I | [TR] | B |

Spring Semester 2014 ▾

|       |             |                             |  |    |
|-------|-------------|-----------------------------|--|----|
| 4     | CHEM211K(B) | PRINCIPLES OF CHEMISTRY I   |  | C+ |
| 3     | ENGL1102(A) | ENGLISH COMPOSITION II      |  | A- |
| 0 (R) | MATH2202(A) | SURVEY OF CALCULUS          |  | W  |
| 3     | POLS1101(A) | AMERICAN GOVERNMENT         |  | B- |
| 3     | SPCH2050(A) | MEDIA, CULTURE, AND SOCIETY |  | A+ |

## Success Markers

The student has missed guidelines for progress. Acting on them can help get the student back on track for successful completion.

**2** missed markers

| Notification  | Outcome                      |
|---|------------------------------|
| <p><b>1</b> BIOL2107K<br/>Recommended grade: B- (1 course)<br/>Complete between 15 and 30 credits</p> | Needs attention<br>1 Attempt |
| <p><b>1</b> CHEM211K<br/>Recommended grade: B- (1 course)<br/>Complete between 0 and 15 credits</p>   | Needs attention<br>1 Attempt |

# Campus-Wide Case Management



## Open Cases

Open Cases Closed Cases

| DATE OPENED | REASONS       | ISSUED BY   | ASSIGNED TO |                             |
|-------------|---------------|-------------|-------------|-----------------------------|
| 07/20/2015  | Financial Aid | Sara Kuzmik | Seth Moucka | <a href="#">Manage Case</a> |

## Alerts For Sarah Robinson

| ALERT REASONS               | ISSUED ON  | ISSUED BY        | ASSOCIATED CASE             | ISSUING EVALUATION      |
|-----------------------------|------------|------------------|-----------------------------|-------------------------|
| Financial Aid               | 10/01/2015 | Carly Schildhaus | <a href="#">Manage Case</a> | Not Applicable          |
| Missed multiple assignments | 09/18/2015 | Allie Irish      | No Case Associated          | <a href="#">Details</a> |
| Financial Aid               | 07/20/2015 | Sara Kuzmik      | <a href="#">Manage Case</a> | <a href="#">Details</a> |

## Progress Reports

| DATE       | CLASS                                    | PROFESSOR         | COMMENT | AT RISK? | ALERT REASONS               |                        |
|------------|--|-------------------|---------|----------|-----------------------------|------------------------|
| 09/18/2015 | CHEM2400-2400 ORGANIC CHEMISTRY I        | Allie Irish       |         | Yes      | Missed multiple assignments | <a href="#">Detail</a> |
| 08/18/2015 | BIOL2108K-2108K PRINCIPLES OF BIOLOGY II | Latoya White      |         | No       |                             | <a href="#">Detail</a> |
| 07/20/2015 | CHEM3100-3100 ORGANIC CHEMISTRY LAB I    | Sara Kuzmik       |         | Yes      | Financial Aid               | <a href="#">Detail</a> |
| 07/07/2015 | BIOL2108K-2108K PRINCIPLES OF BIOLOGY II | Steven Kilpatrick |         | No       |                             | <a href="#">Detail</a> |

# Advising Summary Reports

## Advisor Home

Students | Upcoming Appointments | My Availability | Advising Center | Advising Requests

Notification Methods:  Ding  E-mail  Text Message

### Students Who Have Checked In For Their Appointments

| Actions | SELECT                | NAME          |
|---------|-----------------------|---------------|
|         | <input type="radio"/> | Ourada, Thady |

### Students In My Queue

| Actions                                     | SELECT | NAME | REASON | COMMENT |
|---|--------|------|--------|---------|
| You do not have any students in your queue. |        |      |        |         |

### Students In Queue For Other Advisors

| Actions | SELECT                | NAME             | ADVISOR       | REASON            |
|---------|-----------------------|------------------|---------------|-------------------|
|         | <input type="radio"/> | Aarons, Lilianna | Visor, Addie  | Career Counseling |
|         | <input type="radio"/> | Matthews, Peter  | LeDuc, Brian  | Advising          |
|         | <input type="radio"/> | Gonzalez, Laura  | Singla, Griha | Advising          |
|         | <input type="radio"/> | Clark, James     | Mustard, Matt | Advising          |

### CREATE AN ADVISING REPORT

**Appointment Details**

**Appointment:** 09/21/2015 2:30p-3:00p - Advisi

**Reason:** Advising

**Course:**

**Date of visit:**

**Location:** Academic Success Center

**Attendee**

**Emily Sentsz**  
 Arrived: 02:30 PM | Departed: 03:00 PM  
 This person attended

**Sarah Robinson**  
 Arrived: 02:47 PM | Departed: |  
 This person attended

**Appointment Summary And Reminders**

**Summary**

**Suggested time:** | **Suggested date:**

This will be saved on the report as a suggestion. No appointment will be created.

**Attach File**  
 No file chosen

**By checking this box, I confirm that I have not violated any applicable rules or regulations (University, NCAA, etc.) in providing services to this student.**

# Central Reporting and Outcome Assessments



## Reports

### Progress Reports

- Student Progress Reports
- Detailed Student Progress Reports
- Students Flagged At-Risk
- Detailed Students Flagged At-Risk
- At-Risk Progress Reports And Tutor Appointment
- At-Risk Progress Reports And Advisor Appointment
- Progress Report Requests

### Alerts & Cases Reports

- Alerts
- Cases

### Absence & Enrollment Reports

- Absences
- Absence Details
- All Recorded Attendances
- Sections with/without Attendance
- Dropped Classes
- Non-Campaign Enrollment Census Report

### Assignment & Miscellaneous reports

- Users Who Have Logged In
- Users Who Have Not Logged In

### Study Hall Reports

- Students Currently Checked In
- Students Recently Checked Out
- Charity Time
- Completed Required Study Hours
- Did Not Complete Required Study Hours
- Weekly, Monthly, Term Time
- History Log

### Student Information Reports

- Students Active for Term
- Students with/without Advisors
- Students with Courses
- Students By Category and Course
- Notes
- Students With the Facebook Application
- Students Without the Facebook Application

### Student Services Reports

- Student Services
- Student Services by Section

### Tutor Reports

- Tutor Appointments
- Tutor Appointment Details
- Tutor Summaries
- Tutor Detail Summaries
- Tutor Activity Report
- Daily Tutor Appointment Report
- Tutor No-Shows
- Tutor Cancellations
- Tutor Stats
- Tutor Requests Report
- Tutor Requests by Course
- Tutors by Course
- Tutor Availabilities

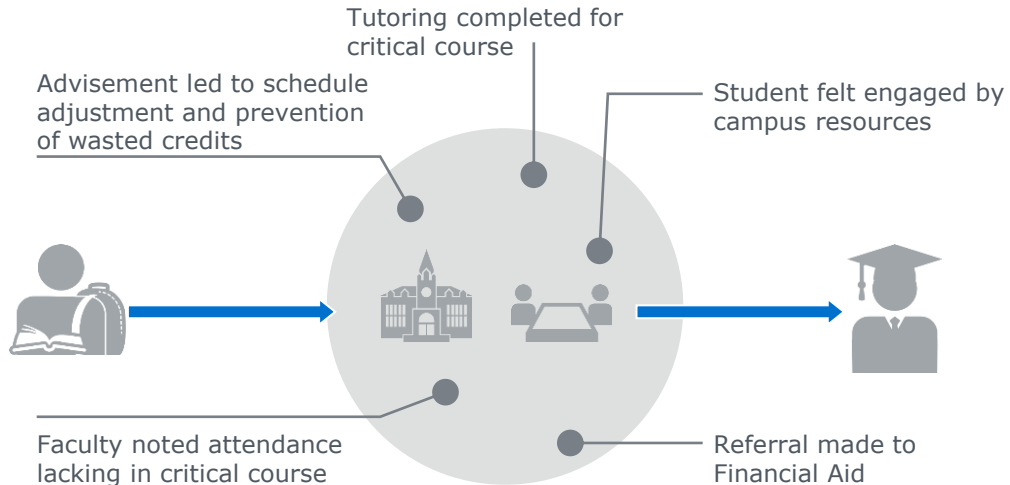
### Tutor Payroll Reports

- Payroll Approval
- Tutor Hours Summary
- Detailed Tutor Hours Summary

### Advisor Reports

- Advisor Appointments
- Advisor Appointment Details
- Advisor Summaries

## A series of events part of a positive outcome







EAB

Education Advisory Board

2445 M Street NW, Washington DC 20037

P 202.266.6400 | F 202.266.5700 | [eab.com](http://eab.com)