

Systems Supporting Advising, Retention and Completion



Systems to Support Advising, Retention and Completion

Student Information System	Student Portal	Scheduling/ Appointment System	Advising Data	Reporting	Data Analytics
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Systems to Support Advising, Retention and Completion

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Colleague (Ellucian)	uPortal (Aperio)	Appointment Manager (e2e Advising)	Student Success Plan (Sinclair)	SAS Visual Analytics (SAS)	Illume and Inspire applications (Civitas)

Systems to Support Advising, Retention and Completion

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Systems to Support Advising, Retention and Completion

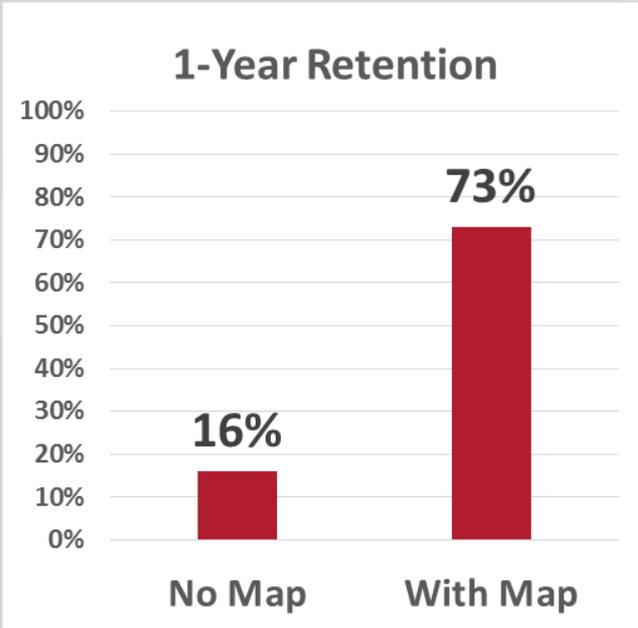
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Student Retention and Completion						
Consistency						
Accuracy						
Efficiency						
Convenience for Students						
Accountability						
Scalability						
Good use of Data						

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Student Retention and Completion						
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Student Retention and Completion

Academic Maps

- Consistency
- Accuracy
- Efficiency
- Convenience for Students
- Accountability
- Scalability
- Good use of Data



2011-2012 Cohort
N=8,480

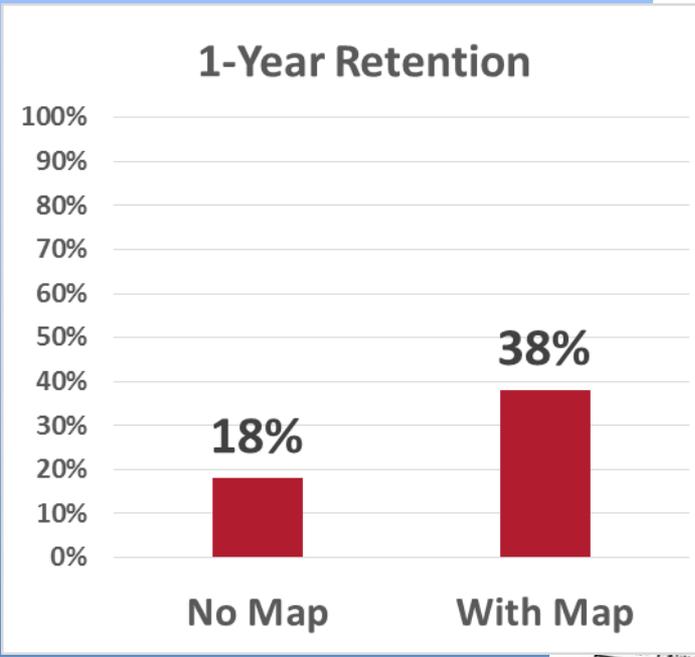
Academic maps are detailed course sequences for students. Each map includes the following information:

- Course Number:** The unique identifier for each course.
- Course Title:** The name of the course.
- Credit Hours:** The number of credits the course is worth.
- Credits Earned:** The number of credits the student has completed.
- Credits Remaining:** The number of credits the student still needs to complete the program.
- Status:** The current status of the course (e.g., 'S' for Satisfactory, 'F' for Failed, 'W' for Withdrawn).

Student Retention and Completion

- Consistency
- Accuracy
- Efficiency
- Convenience for Students
- Accountability
- Scalability
- Good use of Data

Academic Maps



**2012-2013 Cohort
N=7,248**

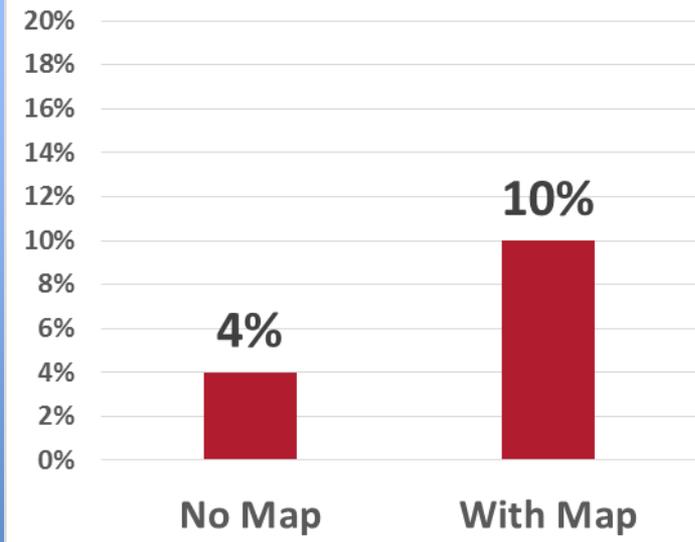
The background image displays multiple overlapping academic maps. Each map is a table with columns for 'Course Title', 'Credit Hours', 'Credits Awarded', and 'Semester Hours'. Some maps also include a 'Notes' column. The maps are tilted and layered, showing different course sequences for students.

Student Retention and Completion

- Consistency
- Accuracy
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- Scalability
- Good use of Data

Academic Maps

3-Year Completion



2011-2012 Cohort
N=8,480

The background image displays multiple academic maps for various programs. Each map includes a table with the following columns: Course Title, Credit Hours, Credits Awarded, Credits, and Notes. The maps are for different semesters and show the progression of courses over time.

Goals	Student Information System	Student Portal	Scheduling/ Appointment System	Advising Data	Reporting	Data Analytics
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Student Retention and Completion

Consistency

Accuracy

Efficiency

Convenience for Students

Accountability

Scalability

Good use of Data

Caseload Management

- **Students Assigned to a specific advisor**
- **Advisor has expertise in the student's major**
- **Systems integrated to support students seeing their assigned advisor**
- **Develop a relationship that lasts throughout the student's time at the college**



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Student Retention and Completion
Consistency
Accuracy
Efficiency
Convenience for Students
Accountability
Scalability
Good use of Data

Fall 2013	Spring 2014	Summer 2014	Fall 2014	Spring 2015	Summer 2015	Fall 2015	Spring 2016	Summer 2016
Academic Advising								
Career Services Center				• Career Advisors				
Center for Student Success (CSS)						• Student Success Advisors		
Outreach Center Advising								
Distance Learning Advising								

- 1. How many areas do you have doing “Advising”?**
- 2. Are they sharing systems and using them consistently?**
- 3. Does the right hand know what the left hand recommended to a student?**

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Good use of Data						

Student Retention and Completion
Consistency

Accuracy

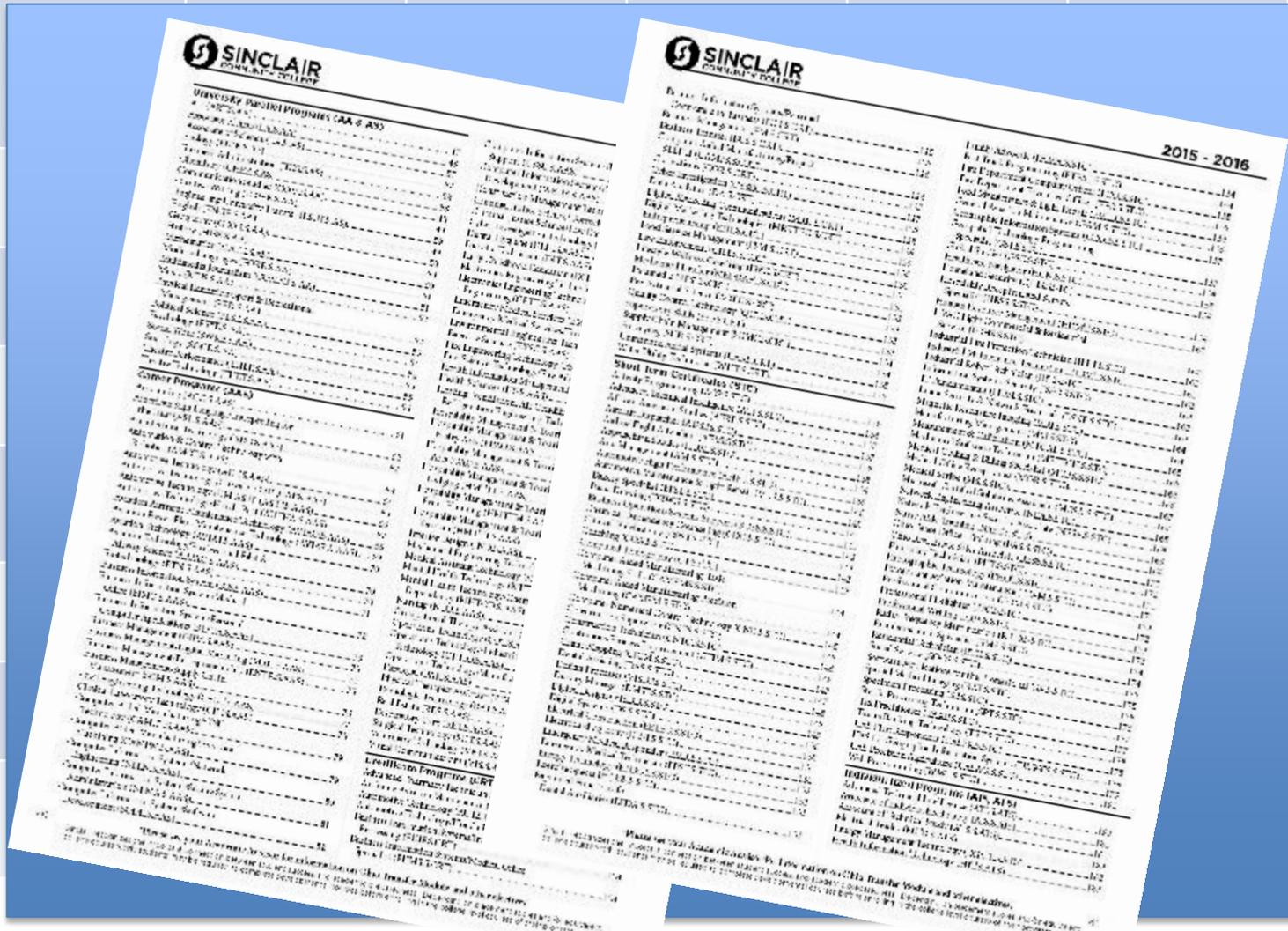
Efficiency

Convenience for Students

Accountability

Scalability

Good use of Data



Goals	Student Information System	Student Portal	Scheduling/ Appointment System	Advising Data	Reporting	Data Analytics
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Career Communities

- Number of programs an advisor must learn is now manageable.
- Advising “communities” are able to keep better contact with academic departments.
- Communities provide structure that should be used in setting up systems.

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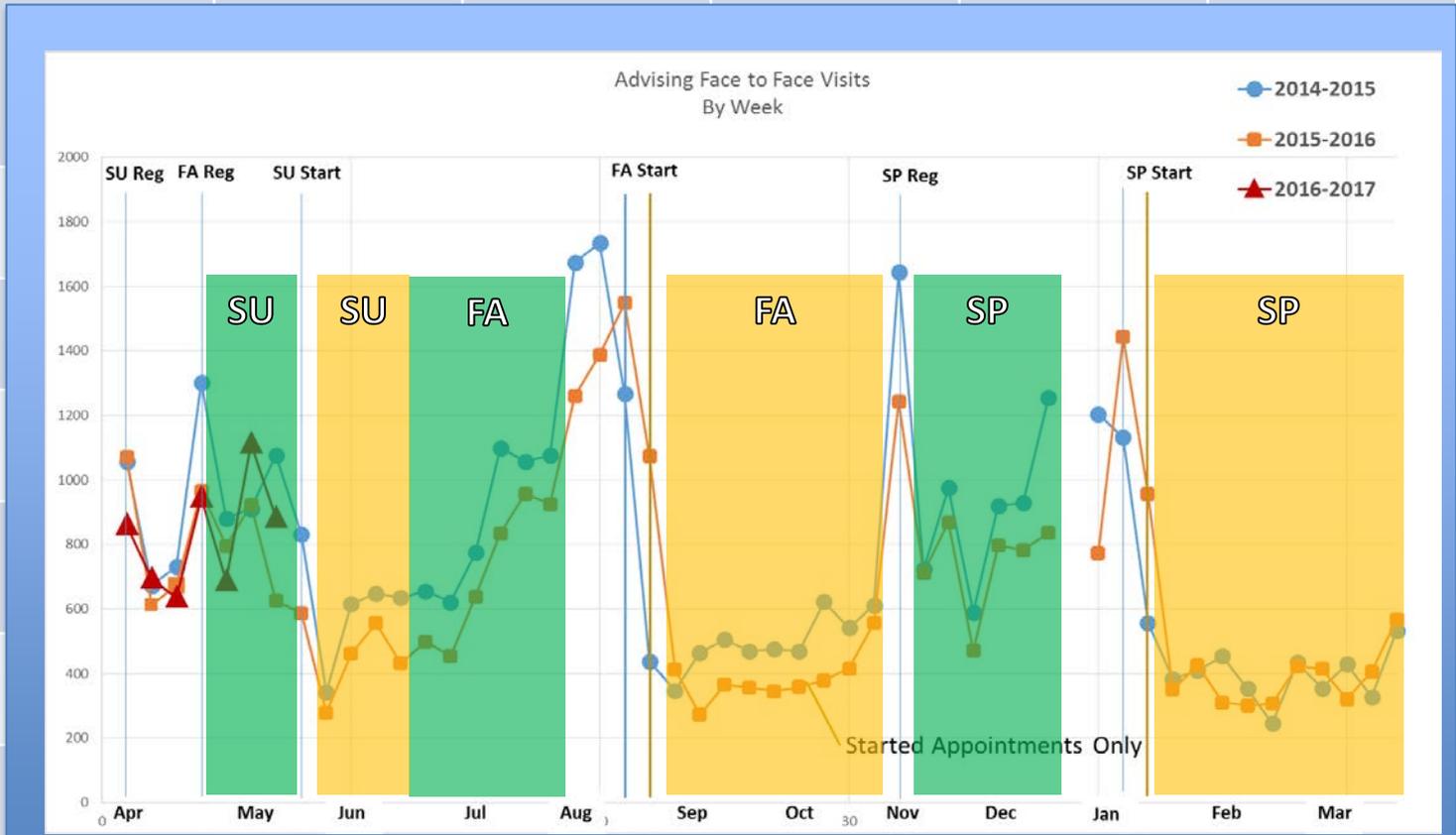
Is your information accurate across platforms?

One Authoritative System

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- Goals
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Mapping & Case Management Activities

Mapped not Registered Calls

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Student Retention and Completion

Consistency

Accuracy

Efficiency

Convenience for Students

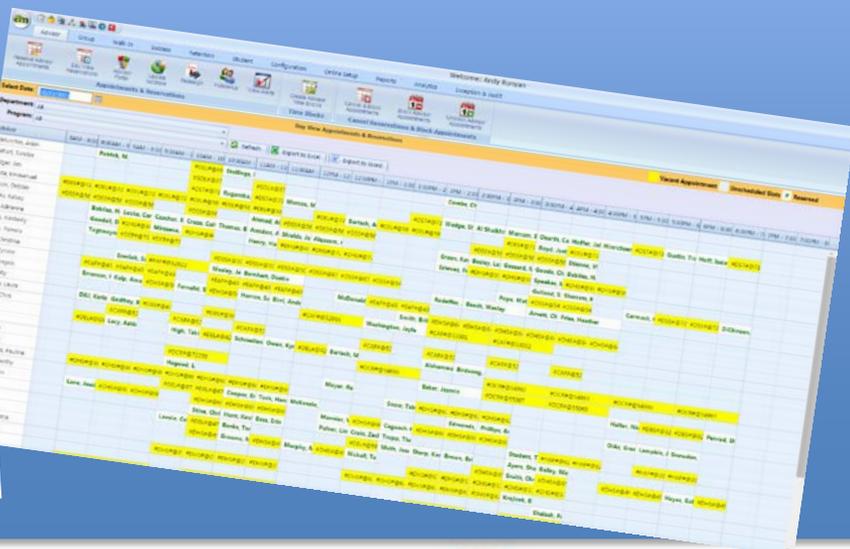
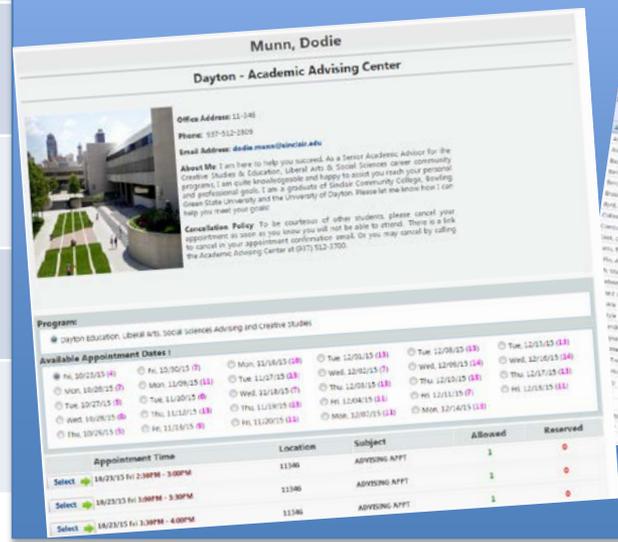
Accountability

Scalability

Good use of Data

Online Appointment Scheduling

- 30%-40% of Appointments made online by the Student
- Students starting in the Portal see their own advisor's schedule
- Facilitated shift away from drop-in advising to appointments
- Reduced student wait times from 30+ minutes to 6

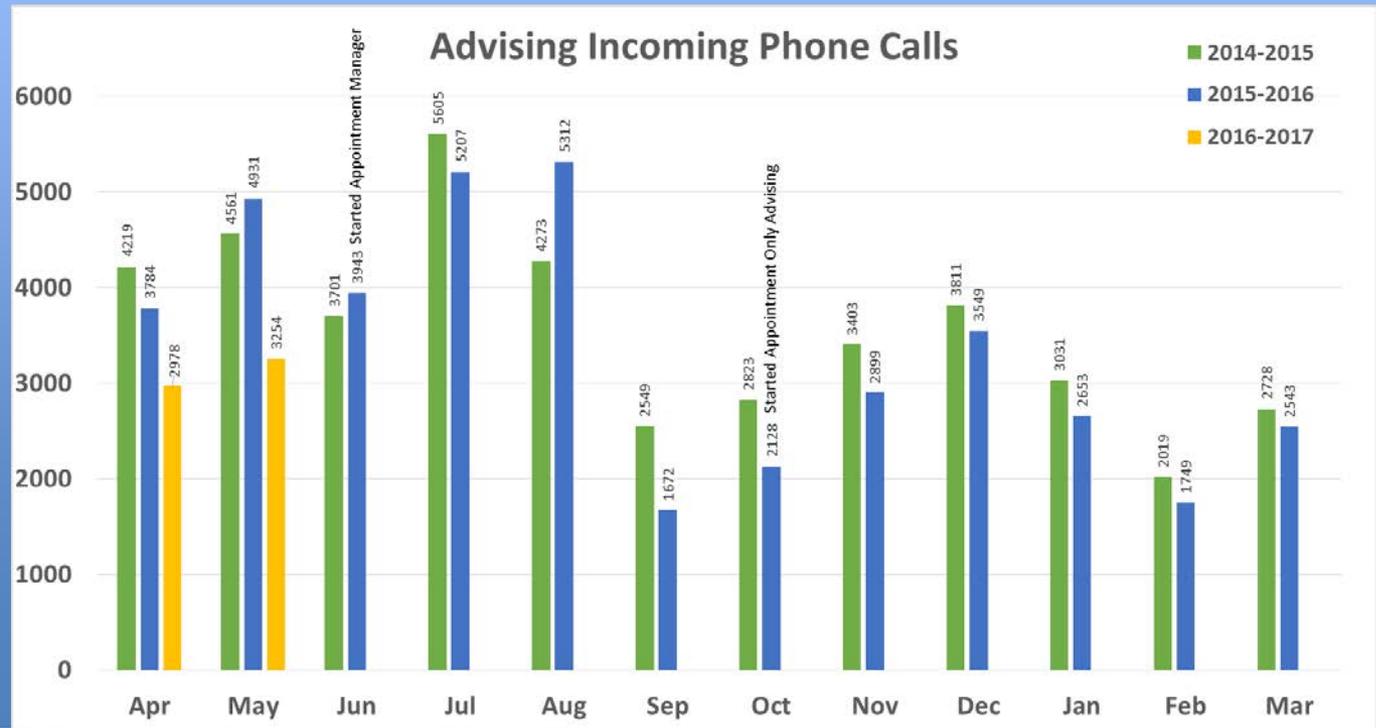


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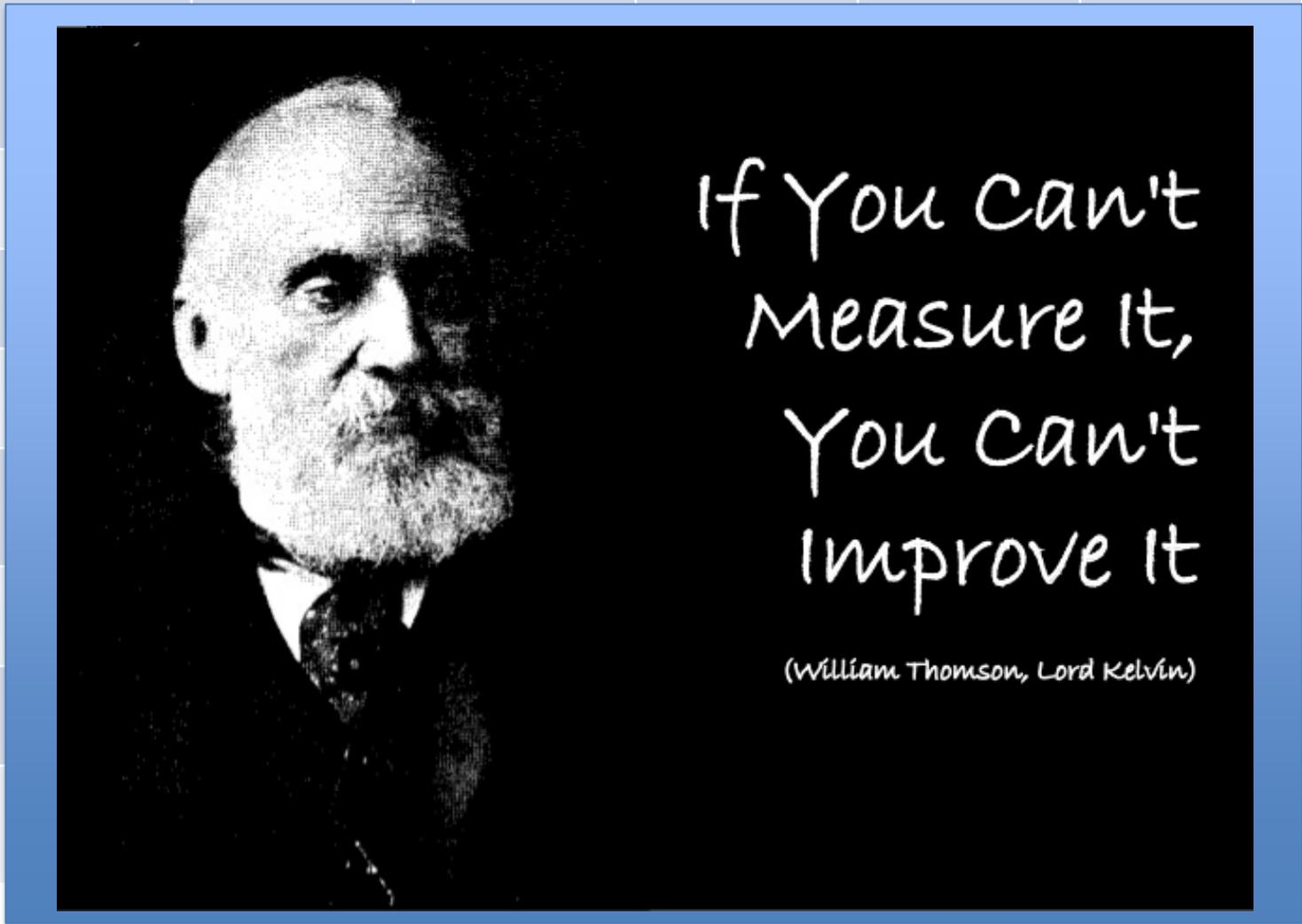
- Significant drop in volume of phone calls
- Fewer students on hold or abandoning calls



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- **Have a strategy to scale up before you conduct the pilot!**
- **Ensure institutional commitment for scaling systems/processes that prove successful.**

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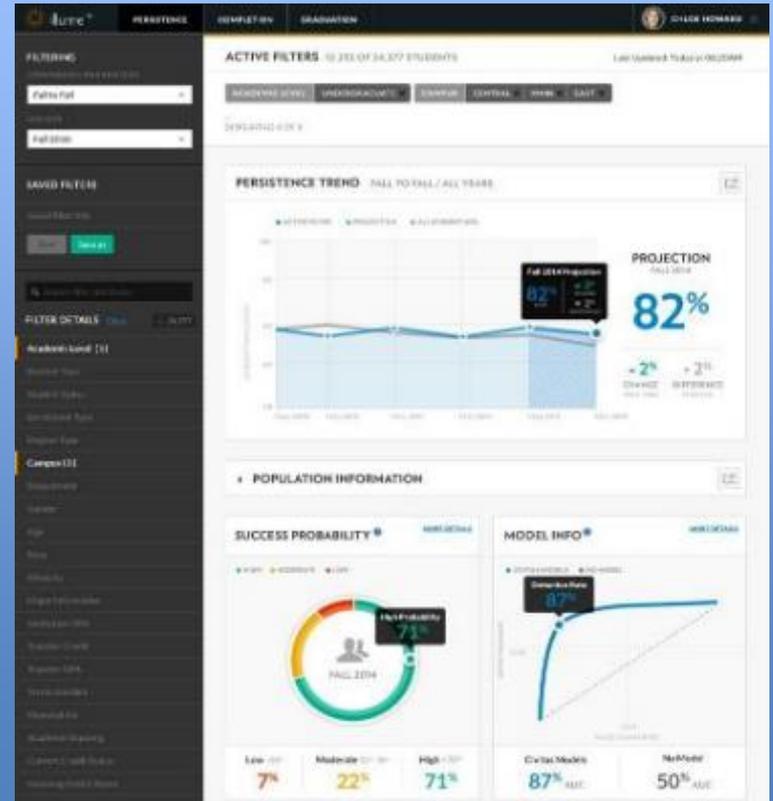
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Empowering Faculty, Advisors, and Students to support success through good use of data.



...for the Data Experts



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...for Faculty



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...for Advisors

inspire™ ADVISOR

Student: Scarlett Jones (ID: 007634321)

Student Information: Undergraduate, Continuing, Major: In Business Administration, Program: BBUS_US, Institution: ACC, Mode: Online

Continuation Probability

Continuation Probability Change: 60% (Yellow) → 65% (Red)

May 2014 Enrollment: 3 (Green checkmark)

Current Session March 2014 12 Credits

COURSE TITLE	CONTINUATION PROB.	CREDITS	STATUS
Intro to Communications (COM200)	61% <small>60%</small>	4	Yellow
College Algebra (MAT 120)	68% <small>65%</small>	3	Red
Creative Writing I (ENG 100)	70% <small>65%</small>	6	Red
Life on Earth (BIO 100)	58% <small>61%</small>	4	Yellow

Academic Background

GPA	ACCREDITED CREDITS	UNACCREDITED CREDITS	PROGRESSED CREDITS
2.5 <small>2.7</small>	15hr	6	3

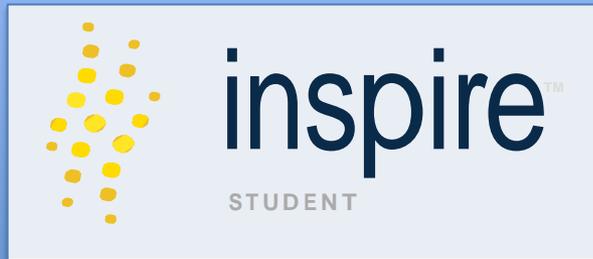
UP TO 15 CREDITS | 5 | 6hr | 75%

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...for Students



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Student Retention and Completion	<p style="text-align: center;">Andy Runyan Chief Academic Advising Officer Sinclair Community College andy.runyan@sinclair.edu 937-512-3140</p>
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Accuracy	
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