

Student Success Update

COLLEGE ACTION PROJECTS

Project Title: Integrating the Early Alert System for student persistence & completion

Project #: 5.1.2

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Other unique pieces of information from Winter 2012:

- 353 unique faculty used the system
- 3,987 unique students were flagged
- 1,443 of flags were for AFP classes (15%)
- 3,246 of flags were traditional freshman classes (34%)
- 4,689 of flags were AFP/freshman classes (49%)
- Last login time to clear from 0-92 days
- Performance time to clear from 0-73 days
- Attendance time to clear from 0-75 days
- Behavior time to clear from 0-28 days

Introduction:

The Early Alert system is an electronic system whereby classroom faculty can make counselors/advisors aware that they have a concern regarding a student's ability to be successful in their class. This project was implemented in the fall of 2010 with a little over 4,000 flags being raised. In the fall of 2011 we more than doubled the number of flags with just over 9,500 flags being raised. Flags can be raised by any faculty member who has a concern regarding a student's behavior, attendance or performance in their class. An automatic flag is raised on students in online classes who haven't logged in within 7 consecutive days. Once a flag is raised, either the student's counselor/advisor (if they are assigned one) or the retention specialist follow up with the student to help them identify resources to get back on a track of success.

Purpose:

The purpose of this project is to increase the implementation and utilization of the Starfish Early Alert electronic tool for all courses and programs by both faculty and advisors. Through the early identification of students presenting at risk behaviors and subsequent intervention by the Counseling & Career Center and Academic Support Center we will see an increase in student success. Activities would include: communication to faculty and programs about the program, counseling interventions, early intervention with students, data collection, analysis of data, connection with resources and follow up as necessary.

Goals:

- **TO INCREASE** faculty, counselor & advisor utilization of the tool.
- **TO MONITOR** and track student contacts and the subsequent impact of any intervention received.
- **TO PROVIDE** education and to the tool, how and when to use it and how it can impact student success.
- **TO TRACK** the number of flags, when they came in, time to intervention, what intervention was provided, the outcome and what referrals were made.
- **TO IMPLEMENT** the iData component to help bridge the data gap between PeopleSoft, Advisor Trac and Early Alert.
- **TO IDENTIFY** additional supports needed for students to be successful as determined by early alert flags.

Results:

- **Increase use-** gathered information about those departments who are not utilizing the system so that we can approach them regarding the benefits of the system. We have significantly increased the utilization of the program and the numbers of flags raised.
- **Landing Page-** we have made the landing page more intuitive so faculty know where to go to utilize the system as well as provide additional information without making the page appear more cluttered. We have developed a simple “how to “ guide with screen shots on how to utilize the system.
- **Gather data-** we have begun to gather specific data from F10, W11, S11 and F11 and analyze it. What do the numbers mean and what should we be doing based on the numbers. We have worked with IR to get additional data as it relates to student success in the course, student’s GPA and retention.
- **We hosted a faculty** and two student surveys to gather information about the system from their perspectives and have been making changes based on this.
- **Education-** we wanted to make faculty more aware of the system, what it is and how it is meant to be utilized. We presented on the system at the adjunct orientation (Lakeshore) and at Faculty Learning Day. We have also gone to Department meetings to discuss the system.
- **We have built a way to migrate** the flag data into PeopleSoft for the advisors. It will be seen as negative service indicators.
- **Automated E-mails-** these have been updated for winter to improve the language and clarity of the message to students. We have re-surveyed the students to see if the changes were well received.

Total Use	Flags Raised	Flags Cleared	% Cleared
Fall 2010	4247	4092	96%
Winter 2011	8471	7232	85%
Summer 2011	2154	1413	66%
Fall 2011	9536	6360	67%
Winter 2012	7588	3217	42%
Summer 2012	2387	330	14%

Depart Use	# Flags Fall 2011	# Flags Winter 2012	# Flags Summer 2012
MA	1314	973	266
EN	1283	920	109
CO	1209	1055	263
BA	958	855	581
PY	527	419	122
PS	343	205	147
BI	292	224	42
GE	249	179	95

Next Steps:

Shifting Focus: After discussion, the team decided that we have accomplished the original goals of introducing the resource to faculty, providing education and gaining utilization. It is now time to take the next step and determine how the utilization is impacting student persistence, completion & transfer. So the team established new purpose statement, goals and adjusted the next steps for 2012.

Title: Integrate the Early Alert system to impact student persistence and completion.

Purpose: The purpose of this project is to assess the impact of early alert identification and further intervention on student persistence and completion.

Goals:

1. To develop means to generate student success outcomes based on early alert flag data (implementation of iData and Bb Analytics & data warehouse).
2. To assess student success outcomes as they relate to early alert identification and further interventions.
3. Identify trends and information learned and collaborate with educational opportunities to develop preventive strategies (new faculty institute, orientation, learning days...).
4. Develop a feedback loop for faculty regarding trends and systems outcomes.
5. Continue to educate faculty to encourage consistent utilization across all academic departments.

Next Steps:

1. Data Analysis
 - ✓ Identify means of determining student's course outcomes with those who've had a flag raised and cleared.
 - ✓ Determine what data we need to gather to determine Early Alert impact related to student persistence & completion.
 - ✓ Take departments with significant utilization and compare persistence rates within classes for those who used the system versus those who didn't.
2. iData Implementation
 - ✓ Work with implementation team to get data connections
 - ✓ Gather data and analyze
3. Flag Clearing Percentage
 - ✓ Work to identify ways to impact time to flag cleared
 - ✓ Explore why last log in flags cleared at such low percentage for summer 2012
 - ✓ Work to establish a way to clear flags so that it differentiates between intervention or no contact made.
4. Intentional Contacts
 - ✓ Who are our priorities in terms of who we contact?
 - ✓ How can we make the most impact with the staff we have?

Timeline:

Fall 2010: Launched Early Alert Product

Winter 2011: Hired part time contingency employee: Retention Specialist to follow up on flags

September 2011: CAP team established and began regular meetings

October 2011: Changed landing page per faculty advice

December 2011: Revised student automatic e-mails

January 2012 : Presented at Faculty Learning Day

January 2012: Presented to SLT received feedback

February 2012: Surveyed faculty and students regarding the system & for feedback on changes

March 2012: Went to Departments to talk about the program

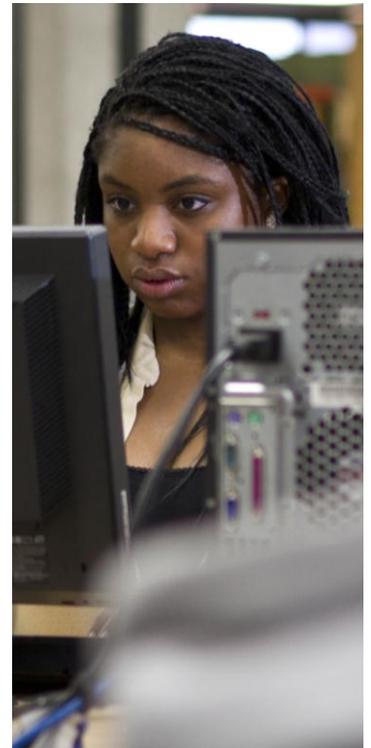
March 2012: Requested and received additional funding for iData for data integration

April 2012: Developed means to import flags into PeopleSoft as negative service indicators

May 2012: Surveyed students regarding changes to system

August 2012: First meeting about implementation of iData integration

- ✓ Should we start calling the last log in students who have flags from multiple classes?
 - ✓ Should we require an appt with a counselor after ___ flags?
 - ✓ Should we make more of an effort with follow up on last login flags?
5. Explore the "attendance" feature
- ✓ Should we implement or not and when and what are the implications
6. Department Utilization
- ✓ Determine why in fall and winter we have 16-20 departments who raise flags and in summer semesters we have 46-47 departments?
 - ✓ How to we maintain consistent utilization?



# Departments that raised at least 1 flag	Semester
54	Fall 2010
14	Winter 2011
47	Summer 2011
16	Fall 2011
20	Winter 2012
46	Summer 2012

Challenges:

- **Connecting systems** (PS, AT, EA)- right now the People Soft, Advisor Trac and Early Alert systems do not talk to each other. So we have to find a way to have the information bridge the systems. If we proceed with the "attendance" feature, we have to find a way for the Early Alert system to work with the Blackboard grade book.
- **Data**- correlate flags to success- we need to find a way to take the flags from the Early Alert system and merge that with the People Soft system so we can see if students were successful, passed the class or withdrew from the class in which they earned a flag. We also need to be able to identify if the flagged students were retained and for how long. Once the data is gathered, resources to help analyzing the data to determine what more we can be doing to help impact student success.
- **Educating Faculty** (early, notes)- right now we still receive flags the week of finals and after the student is to a point in a class where an intervention would prove beneficial. We need to encourage and education around the "early" aspect as well as get faculty to input notes in the system to help those following up on the raised flags.
- **Resources** to follow up on flags quicker- as the number of flags raised are increasing, we need to identify resources to assist in following up on those flags to work with students.
- **Semester transition process** is a cumbersome process due to the way in which the system was originally set up. We will need to wipe that and completely re-set up to make the system more functional through the term transition process.
- **All Departments:** we still have a number of departments who've not yet ever raised a flag.
- **Online Classes:** we have faculty who are using external sites and thus the last log in flags are not an accurate reflection of student participation in class.
- **Is it working:** we have been unable to connect data to establish what impact this system is having on student success, persistence and completion.