



Early Alert Systems at Two Colleges:
Same Destination, Different Roads

Session Agenda:

- Introduction
- Definition of Early Alert Systems
- Review of Palm State College Early Alert System
- Review of Niagara County Community College Early Alert System

Who Are We:

- Winifred Storms
- Angela Taibi
- Melanie Warren

Who Are You? Why This Session?

- Are you currently using an Early Alert system?
- Are you here to gain more information about an Early Alert System for your campus?
- Are you an Academic Advisor?
- Are you a Faculty member?
- Are you an IT staff member?
- Are you confused because you thought this was the presentation about social media marketing?

Early Alert and Technology

- Social media is a powerful tool for student recruitment and communication
- But what about student retention?
- Once we get the students here, how do we keep them here?

What is Early Alert?

- Early Alert is an electronic student referral system which serves as a supplemental and proactive tool to assist with students achieving their scholastic long- and short-term goals.
- This academic intervention tool bridges the gap between the student and the variety of resources and options available to them at their college or university.
- Early Alert facilitates connecting the identified student with the resource and personnel necessary in order to enhance student retention and academic persistence.

Commercial Early Alert Systems

- AdvisorTrac
- AvisoCoaching
- DropGuard
- Early Alert Retention Software
- Ellucian (Banner)
- EMAS Retention Pro
- GradesFirst
- Kuali Student (open source)
- Starfish Early Alert System
- Student Early Alert System
- Student Success Plan (open source)
- Pharos360

Early Alert at Palm Beach State College

Palm Beach State at a Glance

President: Dennis P. Gallon, Ph.D.

Classes began: November 14, 1933

Accreditation: Commission on Colleges of the Southern Association of Colleges and Schools
(Some vocational programs also are accredited by separate agencies)

Type of institution: Public college

Calendar: Semester plan, with summer terms

2012-13 enrollment:

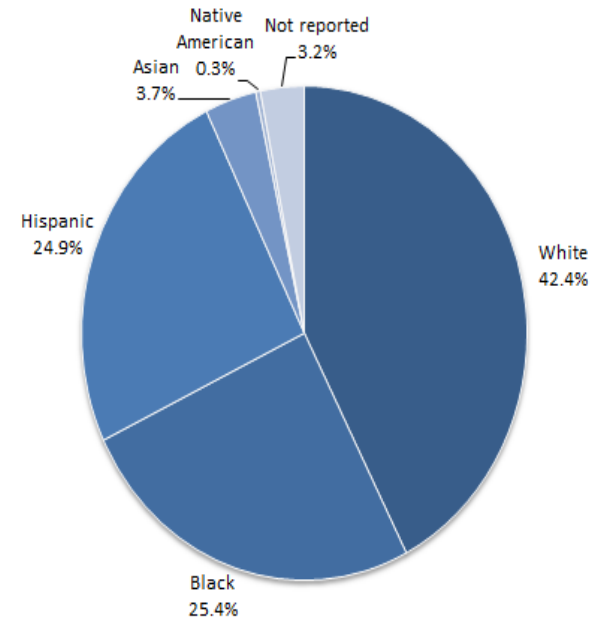
Total annual unduplicated headcount	47,922
Credit/college preparatory	41,030
Noncredit only	6,892
Fall 2012 end-of-term credit/college prep	29,292

2012-13 awards:

Total awards:	6,487
Associate in arts (AA)	3,993
Associate in science (AS)	591
College credit certificate (CCC)	419
Bachelor of Applied Science (BAS)	214
Associate in applied science (AAS)	66
Educator Prep Institute (EPI)	47
Advanced technical certificate (ATC)	36
Bachelor of Science (BS)	3
Postsecondary adult vocational (PSAV) certificate	970
Applied technology diploma (ATD)	135
Apprenticeship (split from PSAV)	13

2012-13 FTE:

Total FTE (Florida DOE definition)	20,630.9
Fundable	20,374.7
Non-fundable	256.2





What is *SCORE*?



The *SCORE* system is an academic intervention tool designed to bridge the gap between the student and the variety of resources and options available to them at Palm Beach State College.

SCORE is a partnership between faculty, Student Services professionals, and the student.

The History of SCORE

- Title III Grant: provided the initial funding for development and implementation of Early Alert (2003)
- Early Alert was Palm Beach State College's electronic academic student referral and intervention system
- One Academic Advisor per campus was responsible for Early Alert
- Faculty resource to refer at-risk students for support services:
 - Attendance
 - Missing Assignments
 - Behavioral Issues
 - Mental Health Issues
 - Other Inappropriate Options

The Evolution of SCORE

- In 2009, the Early Alert system was selected as one of the Action Plans for Palm Beach State College's Enrollment Management committee
- The Enrollment Management proposals were created with two limitations in mind: a three year completion deadline and funding
- Committee Meetings
- Adjunct and Full-Time Faculty Survey in 2009
 - * Only 43% of faculty and adjuncts utilized EA
 - * 59% reported they did not know how to access EA training
- (47% of all student semester hours are being taught by full-time instructional faculty in 2011 according to IRE)
- Student Discussions
- Early Alert Advisor Discussions
- John Gardner
- Research Early Alert systems at public and private colleges and universities to find solutions (IRSC, Broward)

Kresge SEMILLAS Grant

- RFP: July 6, 2010 (Applications Due: July 30, 2011)
- Focus Area: Integrating Services such as advising, supplemental education, student services or academic support to improve retention for first -generation Latino college-goers.
- Palm Beach State College: an emerging HSI
- Data limitations on Early Alert – we do not know if the Hispanic students at Palm Beach State College are getting academically “stuck” early on or utilizing appropriate student support services because we cannot pull a comprehensive report showing data by demographic group (or any other population of students).
- Pulling together resources
 - Enrollment Management Strategic Plan: Action Plan for SCORE
 - Enhancing the plan to meet a need (communication and intervention)

SCORE

Research and Implementation

We had the funding and the action plan....now what?

- Education on how to start: Academic Impressions Conference: *Designing Early Alert Systems for At-Risk Students*
- Comparing Products: Webinars with commercial vendors
- Working with Experts: Internal Resources – IT
- Finding the Best Solution to integrate into our student information system
- Outsourced: Tetrad technical consultant/programmers

Technical Magic Behind SCORE

- Palm Beach State College is part of a Consortium (Higher Education Technology Group – HETG) that consists of 9 member colleges.
- The HETG Consortium staff, along with the member schools, all contribute to the ongoing maintenance, support and expansion of the system.
- The development and implementation of SCORE required coordination between several different departments including Student Services, IT and Academics

SCORE Timeline

September 30, 2010:	Kresge SEMILLAS Grant Awarded
October – December:	Research and Collaboration
January:	Commercial Vendors: Demonstrations
February:	Wish List
March:	SCORE Proposal to Tetrad
April:	Tetrad Research and Questions
May:	Culture Change Began – Students and Faculty
June/July:	Design Documentation– technical information
August:	Transition from Early Alert to SCORE
	Student webpage
	Faculty webpage
	Revised faculty training information
	Public Relations “SCORE Tour”
	Adjunct Orientation Video
	Faculty Convocation
	Keynote Speaker: FYE
	Accomplishments – Kresge
	SEMILLAS Grant: SCORE Project
	Vice President of Student Services
	New Student Orientation
	FYE Passport
September:	SCORE system delivered and testing began
	Faculty Focus Groups
	Soft Launch
	“SCORE Tour” Continued...











The Faculty System

What the faculty see when they
log in to their **EmployeeWeb** account...

Instructor Employee Web Homepage

[Home](#) [Personal ▾](#) [Faculty / Advisors ▾](#) [Staff ▾](#) [Miscellaneous ▾](#) [Logoff](#)

Please click on the **Surveys Quick Link** below or **here** to complete your outstanding survey(s).

 Quick Links	 Important Dates	 Employee Details
<ul style="list-style-type: none"> Paystub Info W-2 Consent Form Request Leave Change Contact Info Class Rosters Student Advising Surveys(1)	<div>NEWS</div> <ul style="list-style-type: none">01/13/2012 ➤ Paycheck Date01/31/2012 ➤ Paycheck Date02/10/2012 ➤ Instructor Withdrawal Deadline	<p>Employee Name: Winifred Storms Person ID: _____ Current Title: Student Dev Adv: Campus: Lake Worth Mailstation: 13</p> <hr/> <p>Supervisor Name: _____</p> <hr/> <p>Show Confidential Data</p>

SCORE Certification Notification

Dear Instructor,

The SCORE period for one or more of your classes has OPENED. Our records show this is the first time you are utilizing the new SCORE system.

In order to gain access to your SCORE Roster to refer students, you will need to watch the SCORE Training video at <http://www.palmbeachstate.edu/x21604.xml> and then correctly answer the 10 question SCORE Certification Test survey through your EmployeeWeb.

Once you have completed the test, your access to SCORE referral will be immediately activated.

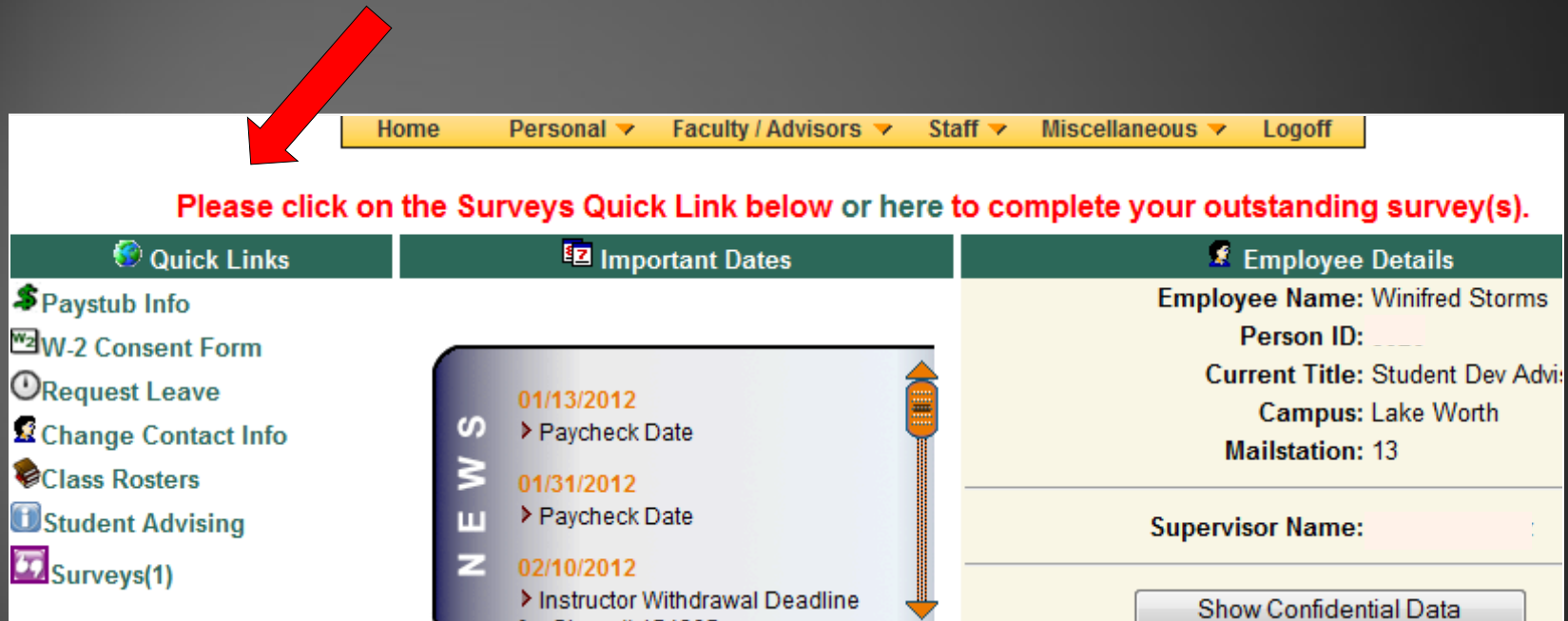
Will Print all the classes whose SCORE Period has OPENED, up to 5.

Once you complete the Certification process, please proceed to refer students as needed and track their progress on your SCORE roster.

Thank You,
Your SCORE Advising Team

Instructor Employee Web Homepage

SCORE Certification Test Not Completed



A screenshot of the Instructor Employee Web Homepage. A large red arrow points to the 'Surveys(1)' link in the 'Quick Links' section. The page features a navigation bar with links: Home, Personal, Faculty / Advisors, Staff, Miscellaneous, and Logoff. Below the navigation bar, a red message states: 'Please click on the Surveys Quick Link below or here to complete your outstanding survey(s)'. The main content area is divided into three columns: 'Quick Links', 'Important Dates', and 'Employee Details'. The 'Quick Links' column contains links for Paystub Info, W-2 Consent Form, Request Leave, Change Contact Info, Class Rosters, Student Advising, and Surveys(1). The 'Important Dates' column displays a 'NEWS' section with dates and events: 01/13/2012 Paycheck Date, 01/31/2012 Paycheck Date, and 02/10/2012 Instructor Withdrawal Deadline. The 'Employee Details' column shows information for Winifred Storms, including Person ID, Current Title (Student Dev Adv), Campus (Lake Worth), Mailstation (13), and Supervisor Name. A 'Show Confidential Data' button is located at the bottom of the Employee Details section.

Home Personal Faculty / Advisors Staff Miscellaneous Logoff

Please click on the Surveys Quick Link below or here to complete your outstanding survey(s).

Quick Links

- Paystub Info
- W-2 Consent Form
- Request Leave
- Change Contact Info
- Class Rosters
- Student Advising
- Surveys(1)

Important Dates

NEWS

- 01/13/2012 Paycheck Date
- 01/31/2012 Paycheck Date
- 02/10/2012 Instructor Withdrawal Deadline

Employee Details

Employee Name: Winifred Storms
Person ID: _____
Current Title: Student Dev Adv:
Campus: Lake Worth
Mailstation: 13

Supervisor Name: _____

Show Confidential Data

SCORE Roster – SCORE Certification Test Not Completed

SCORE Roster

Instructor Schedule

Ref Num	Course ID	Sess	Class Title	Term	Campus Cntr	Paid/Enrld	Early Grade	Session Start	Session End
150776	ENC0001	3	Coll Prep English 1	20121	Lake Worth	14/14	N	09/19/11	12/15/11

You have not completed the certification training to perform SCORE functions

Num	Student Name	Student ID	E-mail	Grade	SCORE
1			@my.palmbeachstate.edu		<input type="button" value="Refer"/>
2			@my.palmbeachstate.edu		<input type="button" value="Refer"/>
3			@my.palmbeachstate.edu		<input type="button" value="Refer"/>
4			@my.palmbeachstate.edu		<input type="button" value="Refer"/>
5			@my.palmbeachstate.edu		<input type="button" value="Refer"/>

SCORE Certification Test

[Home](#)[Personal ▼](#)[Faculty / Advisors ▼](#)[Staff ▼](#)[Miscellaneous ▼](#)[Logoff](#)

Employee Surveys

(Click on a survey link below to begin)

[SCORE Certification Test](#)

SCORE Certification Test

This text will appear at the top of the survey, to explain why it is being requested and how the results will be used. This is what the person taking the survey will read before they complete the survey. Answers to the survey must be correct in order to complete, if needed please exit the survey, review the training video again and then return to complete the survey.

This text will appear at the top of the survey, to explain why it is being requested and how the results will be used. This is what the person taking the survey will read before they complete the survey. Answers to the survey must be correct in order to complete, if needed please exit the survey, review the training video again and then return to complete the survey.

*1. You should send a SCORE _____ contacting the student first.

☐ before ☐ after

*3. When a SCORE is sent, the student receives a notification _____.

☐ within 72 hours ☐ immediately

☐ call Security ☐ send a SCORE

*5. The contents of the SCOER referral _____ confidential.

☐ is ☐ is not

*4. A student says he's depressed. Provide info to contact the _____.

*7. A SCORE referral will result in a meeting with a SCORE Advisor.

☐ True ☐ False

*6. A SCORE referral will contact a mental health counselor.

*9. A SCORE should be sent to encourage student success and retention.

☐ True ☐ False

*8. A SCORE should be sent if the student is disruptive in your class.

☐ True ☐ False

*9. A SCORE should be sent to encourage student success and retention.

☐ True ☐ False

*10. SCORE stands for Student Contact Request.

☐ True ☐ False

*2. A student threatens another student during class. You should _____.

☐ call Security ☐ send a SCORE

*4. A student says he's depressed. Provide info to contact the _____.

☐ SCORE Advisor ☐ Counseling Center

*6. A SCORE referral will contact a mental health counselor.

☐ True ☐ False

*8. A SCORE should be sent if the student is disruptive in your class.

☐ True ☐ False

*10. SCORE stands for Student Contact Request.

☐ True ☐ False

Instructor Schedule - SCORE Open

Welcome Julie T. Reiman
Last Logon: Jun 4, 2012 02:20 PM
[Questions?](#)

Instructor Schedule

[SCORE
Training](#)


[Click Here For
LIVE HELP](#)

Powered by [LivePerson™](#)

Summer Term 2012

[Printable Page](#)

[View Lines](#)



Ref Num	Course ID	Sess	Class Title	Building Room	Start Date	End Date	Start Time	End Time	Days	Enrld /Max	SCORE	Grade	Attendance Confirmation
155245	SLS1501	1	Strat College Succes	AA-00225	05/09/2012	08/02/2012	6:00 PM	9:45 PM	T	24/25 PBG	Open	Open	Closed
155141	SLS1501	1	Strat College Succes	BA-00132	05/09/2012	08/02/2012	4:00 PM	5:45 PM	M W	14/25 LW	Open	Open	Closed

Grade option is only available for primary instructor

SCORE Roster Referral Screen

Ref Num	Course ID	Sess	Class Title	Term	Campus Cntr	Paid/Enrld	Early Grade	Session Start	Session End
164429	SLS1501	3	Strat College Succes	20121	Lake Worth	9/9	N	09/19/11	12/15/11
Please use the 'Refer' button to initiate a Student Contact Request (SCORE). You can check on the status or Close a referred SCORE by clicking on the 'Pending' button. The SCORE period will close on:									
Num	Student Name	Student ID	E-mail	Grade	SCORE				
1	Test, Craig	C13-88-4853	testc1@my.palmbeachstate.edu		<input type="button" value="Refer"/>				
2	Test, Dual Enrolling	D13-70-9126	testde@my.palmbeachstate.edu		<input type="button" value="Refer"/>				
3	Test, Facts	F11-82-1188	rwakeman@my.palmbeachstate.edu		<input type="button" value="Refer"/>				
4	Test, Facts Middle	F13-50-7272	testfm@my.palmbeachstate.edu		<input type="button" value="Refer"/>				
5	Test, Facts Testing	F13-92-5706	testft@my.palmbeachstate.edu		<input type="button" value="Refer"/>				
6	Test, Irene Noel	I12-88-5141	testin@my.palmbeachstate.edu		<input type="button" value="Refer"/>				
7	Test, New App	N13-92-3016	testn@my.palmbeachstate.edu		<input type="button" value="Refer"/>				
8	Test, Pga Advisor	P13-89-5636	testpa@my.palmbeachstate.edu		<input type="button" value="Refer"/>				
9	Test, Test	T13-79-4862	testt3@my.palmbeachstate.edu		<input type="button" value="Refer"/>				

Second Tier of Referral

Student SCORE

Enter the Student SCORE Open Information Below

Instructions:

- Fields starting with * are required.

Student ID: C13884853

Student Name: TEST, CRAIG

*Open Reason: Attendance Issues

Late/Leaves Early

Late/Leaves Early

Missed 2 to 3 Classes

Missed 4 to 6 Classes

Exceeded Allowable Absences

Return to Roster

Sent SCORE Referral

Student SCORE

SCORE Information successfully added

Instructions:

- Fields starting with * are required.

Student ID: C13884853

Student Name: TEST, CRAIG

*Open Reason: Attendance Issues

- MISSED 2 TO 3 CLASSES

Open Date: 12/04/11 - 11:03A

[Return to Roster](#)

Checking the Status of a SCORE

Ref Num	Course ID	Sess	Class Title	Term	Campus Cntr	Paid/Enrld	Early Grade	Session Start	Session End
164429	SLS1501	3	Strat College Succes	20121	Lake Worth	9/9	N	09/19/11	12/15/11
Please use the 'Refer' button to initiate a Student Contact Request (SCORE). You can check on the status or Close a referred SCORE by clicking on the 'Pending' button. The SCORE period will close on:									
Num	Student Name	Student ID	E-mail	Grade	SCORE				
1	Test, Craig	C13-88-4853	testc1@my.palmbeachstate.edu						
2	Test, Dual Enrolling	D13-70-9126	testde@my.palmbeachstate.edu						
3	Test. Facts	F11-82-1188	rwakeman@my.palmbeachstate.edu						

Pending

Refer

Instructor SCORE Display

Instructor SCORE Display

Save Changes

Cancel

Function Completed Successfully

Student Information (Summer Term 2012)

Student ID:

Name:

Address:

Phone Number(s):

E-mail Address:

SCORE Advisor Information

Name: Julie T. Reiman

Phone: (561)868-3733

E-mail Address: reimani@palmbeachstate.edu

Office: Lake Worth, Information Tech I, Room 00212

Course Information

Course Information: 155245 - SLS1501

Instructor Name: REIMAN, JULIE

Instructor E-mail: reimani@palmbeachstate.edu

Pending SCORE Referral

Current Status	
Status Date:	12/04/11 - 11:03A
Status:	1st Attempted Contact - Waiting for Reply
Open Date:	12/04/11
Open Reason:	<div>Attendance Issues ▾</div> <div>- MISSED 2 TO 3 CLASSES</div>
Close Date:	
Close Reason:	<div>▾</div>

Function Completed Successfully

Save ChangesCancel

Return to Roster

Closed SCORE Referral

Current Status	
Status Date:	12/04/11 - 11:03A
Status:	1st Attempted Contact - Waiting for Reply
Open Date:	12/04/11
Open Reason:	<div>Attendance Issues</div> <div>- MISSED 2 TO 3 CLASSES</div>
Close Date:	
Close Reason:	<div></div> <div><div>Student/Advisor Resolved Issues</div><div>Student/Advisor Developed Success Plan</div><div>Instructor Withdrew Student</div><div>Student Did Not Respond</div><div>Student/Instructor Resolved Issues</div><div>Student Returned to Class</div></div>
<div>Return to Roster</div>	

Closed SCORE Referral

Current Status	
Status Date:	10/27/11 - 4:13P
Status:	CLOSE Student SCORE
Open Date:	10/26/11
Open Reason:	<div>Lake of Class Preparation (Missing Assignments) ▾</div> <div>- UNABLE TO COMPLETE READING</div>
Close Date:	10/27/11
Close Reason:	<div>Student Returned to Class ▾</div>

Function Completed Successfully

Return to Roster

Closed Referral on SCORE Roster

Ref Num	Course ID	Sess	Class Title	Term	Campus Cntr	Paid/Enrld	Early Grade	Session Start	Session End
164429	SLS1501	3	Strat College Succes	20121	Lake Worth	9/9	N	09/19/11	12/15/11

Please use the 'Refer' button to initiate a Student Contact Request (SCORE). You can check on the status or Close a referred SCORE by clicking on the 'Pending' button. The SCORE period will close on:

Num	Student Name	Student ID	E-mail	Grade	SCORE
1					Closed
2					
3					Refer
4					
5					Refer

Instructor SCORE Close Notification

Dear Instructor,

Will Print Student SCORE CLOSE information, including student name, instructor name, advisor name and class information.

The preceding student's SCORE has been closed. For more details, please contact the assigned SCORE advisor.

When the SCORE referral period closes, you will receive one SCORE survey per class with an activated SCORE on its roster. Please take the time to complete this survey so we can better assist you.

Thank You,
Your SCORE Advising Team

Instructor SCORE Survey

Employee Surveys

(Click on a survey link below to begin)

[Instructor SCORE Survey - Strat College Succes - Student GARCIA, DANAY](#)

Instructor SCORE Survey

Strat College Succes

Student GARCIA, DANAY

Thank you for utilizing the SCORE (Student Contact Request) system as Palm Beach State College's premiere academic intervention tool bridging the gap between the students and the variety of resources and options to them at Palm Beach State College. Please fill out this quick survey below about your experience with SCORE. Your invaluable opinion will help us shape the SCORE system to better serve you and your students.

(Questions marked with an asterisk are required)


1. Do you believe the students you referred benefitted from SCORE?
☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree
2. Was the SCORE system easy for you to navigate?
☐ Yes ☐ No
3. Was watching the instructional video helpful?
☐ Very Helpful ☐ Somewhat Helpful ☐ Not Helpful
4. Please submit comments concerning your experience with SCORE below.


(Limit 210 characters)


Please feel free to add any additional comments or suggestions on how we can better assist you through the SCORE system.


Quick Links


 Paystub Info

 W-2 Consen


 W-2 Yearly


 Request Lea


 Change Con

 Class Roste

 Student Advising

 Student Finances

 Faculty Home Page Utility

 Surveys(1)

















The Student Process

What the students see when they
log in to their **PantherWeb** account...

Student PantherWeb Home Page

Home Advising ▾ Registration ▾ My Financials ▾ Financial Aid ▾ Records ▾ Information Profile ▾ Logoff

Quick Links

	Add/Drop/Withdraw Classes		Online Orientation/ Educational Planning
	Admission and Registration Status		Financial Aid Application Status
	Class Schedule		Financial Aid Awards
	View Transcript		Pay Fees by Credit Card
	FACTS.org		Evaluate Courses
	Advising Information		Limited Access Application Status
	Library		my.palmbeachstate E-mail
	View Notifications		SCORE(1)

My Details

Student ID:

Name:

Mailing Address:

Home Phone:

Work Phone:

Cell Phone:

E-mail Address:

Go To my.palmbeachstate E-mail:

Academic Status:

Primary Objective:

Direct Deposit Account:



Student SCORE Opened Notification

Dear [REDACTED]

The following Student SCORE has been opened:
Student: [REDACTED]
For Class: 159199 AML2010 AMER LT
By Instructor: GREGORY CECERE
Assigned Advisor: WINIFRED STORMS

Palm Beach State College is committed to your continued college success; therefore, Palm Beach State has an academic Early Alert program called SCORE (Student Contact Request) in place to notify students of issues which they may be having in a course.

Your instructor has expressed concern about your performance and/or attendance in this course.

Usually, when SCORE receives a notice from an instructor concerning a student, this indicates the student may be in jeopardy of being withdrawn or failed for the course. These consequences may have a negative impact on your future educational progress.

SCORE's purpose is to notify you and assign a SCORE advisor so together you can work toward creating a success plan and collaborate on finding the most positive resolution to this situation.

It would be in your best academic interest to contact your instructor or your SCORE advisor in regards to this issue as soon as possible to ensure your future academic success.

For more information on SCORE, Palm Beach State's academic intervention tool, please click <http://www.palmbeachstate.edu/score.x>

Best Regards,
Your SCORE Advising Team

Palm Beach State College is committed to your continued college success; therefore, Palm Beach State has an academic Early Alert program called SCORE (Student Contact Request) in place to notify students of issues which they may be having in a course.

















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Quick Links: SCORE Open Notification

Quick Links	
 Add/Drop/Withdraw Classes	 Online Orientation/ Educational Plan
 Admission and Registration Status	 Financial Aid Ap Status
 Class Schedule	 Financial Aid Av
 View Transcript	 Pay Fees by C
 FACTS.org	 Evaluate Course
 Advising Informa tion	 Limited Access Status
 Library	 my.palmbeachstate E-mail
 View Notifications	 SCORE(1)

















Notifications

(Click on a link below to view)

This list may not include all correspondence.

1/17/2012	10:39am	Student SCORE Open Notification
8/09/2011	3:57am	Pre-Drop Notification Letter
8/02/2011	3:46am	Pre-Drop Notification Letter
7/26/2011	3:31am	Pre-Drop Notification Letter
8/03/2010	2:27am	Pre-Drop Notification Letter

Quick Links: SCORE

Quick Links	
 Add/Drop/Withdraw Classes	 Online Orientation/ Educational Planning
 Admission and Registration Status	 Financial Aid Application Status
 Class Schedule	 Financial Aid Awards
 View Transcript	 Pay
 FACTS.org	 Eva
 Advising Information	 Limited Access Application Status
 Library	 my.palmbeachstate E-mail
 View Notifications	 SCORE(1)

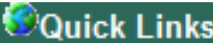
SCORE Advising List
















[SCORE for AML2010 with advisor STORMS, WINIFRED](#)

Student SCORE Display

Student Information		SCORE Advisor Information	
Name:	Winifred M. Storms	Name:	Winifred M. Storms
Phone:	(561)868-3622	Phone:	(561)868-3622
E-mail Address:	stormsw@palmbeachstate.edu	E-mail Address:	stormsw@palmbeachstate.edu
Office:	Lake Worth, FL	Office:	Lake Worth, Counseling And Testi, Room 00109
Course Information		Course Information	
Course Information:	159199 - AML2010	Course Information:	159199 - AML2010
Instructor Name:	CECERE, GREGORY	Instructor Name:	CECERE, GREGORY
Instructor E-mail:	cecereg@palmbeachstate.edu	Instructor E-mail:	cecereg@palmbeachstate.edu
Status Date:	01/17/12 - 2:33P	Status Date:	01/17/12 - 2:33P
Status:	2nd Attempted Contact - Waiting for Reply	Status:	2nd Attempted Contact - Waiting for Reply
Open Date:	01/17/12	Open Date:	01/17/12
Open Reason:	Lack of Class Preparation	Open Reason:	Lack of Class Preparation
Close Date:		Close Date:	
Close Reason:		Close Reason:	

Quick Links: Closed SCORE Notification

Quick Links

 Add/Drop/Withdraw Classes	 Online Orientation/ Educational Planning
 Admission and Registration Status	 Financial Aid Ap Status
 Class Schedule	 Financial Aid Aw
 View Transcript	 Evaluate Course
 FACTS.org	 Limited Access Status
 Advising Information	 my.palmbeachstate.edu
 Library	 SCORE(1)
 View Notifications	

Notifications

(Click on a link below to view)

This list may not include all correspondence.

1/18/2012	8:27pm	Student SCORE Close Notification
1/17/2012	10:39am	Student SCORE Open Notification
8/09/2011	3:57am	Pre-Drop Notification Letter
8/02/2011	3:46am	Pre-Drop Notification Letter
7/26/2011	3:31am	Pre-Drop Notification Letter
8/03/2010	2:27am	Pre-Drop Notification Letter

Student SCORE Closed Notification

Student SCORE Close Notification

Sent 1/18/2012 at 8:27pm

Dear [REDACTED]

This SCORE is closed because either the issue has been resolved or we have not been able to reach you. If you feel this was closed in error, please contact your SCORE advisor.

The following Student SCORE has been CLOSED:

Student: [REDACTED]

For Class: 159199 AML2010 AM

By Instructor: GREGORY CECEP

Assigned Advisor: WINIFRED ST















Please logon to PantherWeb and complete your SCORE survey. Your invaluable opinion will help us shape the SCORE system to better assist you in meeting your academic goals and in continuing your scholastic success at Palm Beach State College.

This SCORE is closed because we have not been able to reach you. please contact your SCORE advisor.

Please logon to PantherWeb and complete your SCORE survey. Your invaluable opinion will help us shape the SCORE system to better assist you in meeting your academic goals and in continuing your scholastic success at Palm Beach State College.

Thank You,
Your SCORE Advising Team

Quick Links: Surveys

 Quick Links	
	Add/Drop/Withdraw Classes
	Online Orientation/ Educational Planning
	Admission and Registration Status
	Financial Aid Application Status
	Class Schedule
	View Transcript
	FACTS.org
	Advising Information
	Library
	View Notification
	Limited Access Application Status
	my.palmbeachstate E-mail
	Surveys(1)

Student Surveys

(Click on a survey link below to begin)

[Student SCORE Survey - Amer Lit To 1865 - Instructor Winifred Storms](#)



Student SCORE Survey

Student SCORE Survey

Amer Lit To 1865

Instructor: Wilfred Stone

You are receiving this survey because of your academic performance. SCORE (Student Outcome Retention and Academic Success) is a system that connects the retention and academic success. Please answer the questions below. Your invaluable opinion will help us shape the SCORE system to better assist you in meeting your academic goals and continuing your scholastic success at Palm Beach.

(Questions marked with an asterisk are required)

1. Are you aware the professor of this course referred you to SCORE?

☐ Yes ☐ No

2. Did you speak with the SCORE advisor?

☐ Yes ☐ No

3. If not, why not?

(Limit 210 characters)

4. The SCORE advisor was helpful.

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree

5. Please submit comments concerning your experience with SCORE below.

(Limit 700 characters)

Submit Survey

Please feel free to add any additional comments or suggestions on how we can better assist you through the SCORE system.

1. Are you aware the professor of this course referred you to SCORE?

2. Did you speak with the SCORE advisor?

3. If not, why not?

4. The SCORE advisor was helpful.

5. Please submit comments concerning your experience with SCORE below.

The SCORE Advisor Process

What the SCORE Advisors see when they
log in to their **EmployeeWeb** account...

Employee Web for SCORE Advisors

The screenshot shows the 'Employee Web for SCORE Advisors' interface. At the top left, there is a link labeled 'SCORE Advising (1)' with a red arrow pointing to it. To the right, a banner displays the date '02/10/2012' and the text 'Instructor Withdrawal Deadline for Class # 154265'. Further right, the supervisor's name 'supervisor name: LAMM DEONIZ' is shown above a 'Show Confidential Data' button. Below these elements is a navigation bar with five tabs: 'Calendar', 'Faculty', 'Advisors', 'Academic', and 'SCORE Advisors'. A red arrow points to the 'SCORE Advisors' tab. Below the navigation bar, a light blue box contains the instruction 'Please click on the term for which you would like to see SCORE information and details.' Below this instruction is a table with the following data:

Term	Total	Open	Pending	Closed
Spring Term 2012	1	1	0	0

A red arrow points to the 'Spring Term 2012' link in the table. Another red arrow points to the bottom of the page.

SCORE Status Page

[Home](#) [Personal ▼](#) [Faculty / Advisors ▼](#) [Staff ▼](#) [Miscellaneous ▼](#) [Logoff](#)

SCORE Advising Detail for Spring Term 2012

[View Demographics](#)[View SCORE Status](#)[Include Pictures](#)[Refresh Display](#)

Spring Term 2012 ▼

[Select Term](#)

Restrict to: Name Student ID (no dashes) Reference Number Instructor [Select](#)

Student SCORE Demographics (0 Open)

[View All](#)[View Open](#)[View Closed](#)[View Pending](#)

Student Name	SCORE Status	Ref Num	Course Id	Course Title Instructor	Phone	E-mail Address
--------------	--------------	---------	-----------	----------------------------	-------	----------------

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[Harassment Policy](#)



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SCORE Advisor Screen

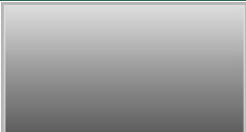

[Home](#) [Personal](#) [Faculty / Advisors](#) [Staff](#) [Miscellaneous](#) [Logoff](#)

SCORE Advising Detail for Spring Term 2012

[View Demographics](#) [View SCORE Status](#) [Include Pictures](#) [Refresh Display](#) [Spring Term 2012](#) [Select Term](#)


Restrict to: Name Student ID (no dashes) Reference Number Instructor [Select](#)

Student SCORE Demographics [View All](#) [View Open](#) [View Closed](#) [View Pending](#)

Student Name	SCORE Status	Ref Num	Course Id	Course Title Instructor	Phone	E-mail Address
	Details 1st Attempted Contact - Waiting for Reply	154265	ENC1101	COLL COMPOSITION 1 STORMS, WINIFRED, M	(H) (754) 423-9444 (C) (754) 423-9444	

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Student Detail Page

Phone Number(s):			
E-mail Address:			
Other Records:	Scholarship , Transcript Log , Term Record		
SCORE Advisor Information			
Name:	Winifred M. Storms		
Phone:	(561)868-3622		
E-mail Address:	stormsw@palmbeachstate.edu		
Office:	Lake Worth, Counseling And Testi, Room 00109		
Course Information			
Course Information:	154265 - ENC1101		
Instructor Name:	STORMS, WINIFRED		
Instructor E-mail:	stormsw@palmbeachstate.edu		
Current Status Information			
Status Date:	01/11/12 - 10:52A		
Status:	1st Attempted Contact - Waiting for Reply ▾		
Open Information			
Open Date:	01/11/12		
Open Reason:	Need for Academic Support ▾ - DEVELOP ESSAY WRITING SKILLS		
Success Plan			
Plan Type:	▾		
Plan Step	Step Completed		
▾	<input type="checkbox"/>		
▾	<input type="checkbox"/>		
▾	<input type="checkbox"/>		

Creating a Success Plan

Open Reason:	<div>Attendance Issues</div> <div>- MISSED 2 TO 3 CLASSES</div>	
Success Plan		
Plan Type:	<div>Student Agreed Upon Success Plan</div>	
	Plan Step	Step Completed
	<div>Student Reminded of Attendance Policy</div>	<input type="checkbox"/>
	<div>Student will Return to Class</div>	<input type="checkbox"/>
	<div>Schedule Tutoring Session(s)</div>	<input type="checkbox"/>
	<div>Schedule Follow-up Advising Appointment</div>	<input type="checkbox"/>
	<div>Student Referral to Other Departments</div>	<input type="checkbox"/>
	<div></div>	<input type="checkbox"/>
	<div></div>	<input type="checkbox"/>
	<div></div>	<input type="checkbox"/>
	<div></div>	<input type="checkbox"/>
	<div></div>	<input type="checkbox"/>
Close Information		
Close Date:		
Close Reason:	<div>Student/Advisor Developed Success Plan</div>	
Comments:	<div>met with student and reviewed the professor's attendance policy as outlined in her syllabus; also discussed why student was not attending class; student said she will return to class and go to tutoring at least two times a week until the end of the semester.</div>	
Previous Status Information		
Status	Date/Time	Initiated By
OPEN Student SCORE	07/16/12 - 1:46P	KAMUCA, KIMBERLY

SCORE Deliverables

- SCORE System
 - Web and Green Screens Record of SCORE interactions
 - SCORE Student Webpage
 - SCORE Faculty Webpage
 - SCORE Manual
 - SCORE Instructional Video
 - SCORE Certification Test
- Mandatory Student Contact Update every semester
- View Notifications
 - All official emails from the Communication Request System
- Survey System



SCORE Improvements

- Funded by the Kresge SEMILLAS grant
- SCORE Icon on professor's and student's webpage
- View Notifications Icon (official emails)
- Survey Icon to monitor SCORE's effectiveness and areas for improvement
- Student Success Plan
- Student Contact Information Update required
- Professor can check their referred student's SCORE status anytime
- More appropriate SCORE choices for professors
- Student aware of origin and reason for SCORE referral
- Student SCORE Info webpage
- Professor SCORE Info webpage
 - * Certification Test
 - * SCORE Instructional Video
 - * SCORE Manual
- SCORE Tour

Achieving Goals with SCORE

Student Survey Results

- 59% said they were aware their professor referred them to SCORE
- 60% of students said they spoke with a SCORE advisor regarding this referral
- 59% of students agreed that the SCORE advisor was helpful.

The Success of SCORE

What faculty and students have to say about SCORE...

Achieving Goals with SCORE

Student Comments:

- “She was very polite, explained why I was referred and listened. She also took the time to inquire about my other classes and to help with my curriculum.”
- “Directly when I received notice that I was put onto SCORE I emailed my teacher like my first notice said.”
- “I thought that it was an automatic fail once I noticed the notification on my Pantherweb and I panicked. That panic made me immediately submit missing assignments and contact the professor. It’s a great tool.”
- “I spoke with the SCORE Advisor and I explained to him my concern with my Math class. I will take additional tutoring classes at the Lake Worth location. I am taking the appropriate steps to pass this math class.”
- “SCORE could help me to improve my language difficulties in statistics course better.”

Achieving Goals with SCORE

Instructor Comments:

- SCORE Certification Tests- 1012 sent, 503 taken
- “You have been a big help this year with my attendance issues. Glad to have you on my team.”
- “Amazing work!! One student at a time...”
- “Thanks for your intervention or ‘wake up call.’”
- “Thank you for offering this service. Jeff was very contrite today. Hopefully he will not miss any more class.”
- “Wonderful. Please keep me posted. Let me know how I can help. Thank you!”

Early Alert Statistics

- For 2009-2010- 2,260 Early Alert referrals
 - Total “open” EA referrals- 220 (10%)
 - Total “pending” EA referrals- 1,583 (70%)
 - Total “resolved” EA referrals- 457 (20%)
- For 2010- 2011- 2,915 Early Alert referrals
 - Total “open” EA referrals- 233
 - Total “pending” EA referrals- 2,076
 - Total “resolved” EA referrals- 606

SCORE Statistics

- For January 1st, 2012 – May 7th, 2012-
1,162 SCORE Referrals
- Total “open” SCORE referrals- 0
- Total “pending” SCORE referrals- 484
- Total “resolved” SCORE referrals- 668
 - 379 successful academic interventions
 - 280 student initiated withdrawals
 - 9 instructor withdrawals

SCORE Statistics

- Total “open” SCORE referrals- 0
- Total “pending” SCORE referrals- 494
- Total “resolved” SCORE referrals- 668

Early Alert at Niagara County Community College

- Manual Process
- Faculty Feedback

Pilot group for both early alert systems:
Perkins Developmental Cohort

Manual Process

- Developmental Advisors printed their cohort for the semester after the last day of add/drop
- Used Banner Web to input course CRN's in order to print foundational course rosters
- Emailed professors of these Foundation Courses
 - Provided them with the name of the developmental cohort members in their course

Sample Email to Professors...

Greetings Professor,

As the new semester is upon us, we are once again working to assist a new cohort of developmental students! These students obtain a developmental concentration if they are placed in all **3** foundation courses, reading, writing, and math. In previous semesters, Angela Taibi and I have asked that you set up ANGEL automated attendance reports. We are no longer asking faculty to do this, as we've come up with something a bit more individual-based. This new method of reporting asks that faculty teaching developmental courses communicate with the advisor thus replacing the previous automated process. I will be handling any issues in the ENG 099 courses.

Below you will find a list of our advisees (developmental students in Perkins eligible majors) who are enrolled in your course. Please contact me if any of these students display any of the following behaviors...

- Behaviors can include but are certainly not limited to the following:
- Poor attendance/Excessive tardiness
- Excessive cell phone use during class (ringing, texting, etc.)
- Missing homework assignments, quizzes and/or tests

Upon identifying any student(s) displaying any of the above behaviors, it is asked that you reach out to me regarding the student via **EMAIL** to identify the student and behavior(s). We will then be addressing the concerns on an individual basis during our weekly meetings. If necessary, we will also be referring them to the appropriate resources available on campus.

Students in your ENG 099 course:

MWF 10:00-10:50am _____, _____, _____

MWF 11:00-11:50am _____, _____, _____

If you have any questions or concerns, I'd more than happy to assist in any way possible! I can be reached at ataibi@niagaracc.suny.edu or 716-614-6234. Thank you for your time and consideration and I look forward to building this new relationship to better help our students.

Benefits

- Developed strong relationships with the foundation instructors
- Ability to hold students accountable in our 1:1 meetings

Faculty Feedback:

- Faculty feedback functionality works with Banner Relationship Management (BRM) early alerts processing. The feedback data is extracted from Self-Service and used as source data in BRM.
- This tool can be used to guide instructors through the process of providing feedback for students in their courses via Banner Web.

At NCCC:

- Pilot program with Perkins developmental cohort in Spring 2014
- *Once feedback is entered on Banner Web and submitted, students automatically receive an e-mail to their T-Wolves account regarding this feedback.*
- *Additionally, two advisors in Student Development also receive a daily report of Faculty Feedback and follow-up with students in a timely matter.*

Who:

- OIT department
 - Faculty Feedback feature needed to be turned on
 - Worked with other colleges to define the script to extract the data
- Developmental Academic Advisors
- Developmental Course Instructors
- Student Success Committee (Faculty members)

When:

- Information is collected during a specific period of time or session.
- The feedback can then be used to help with issues and initiate proactive action to assist students in academic risk.
- This is open throughout the entire semester, but very highly encouraged during the first two weeks of classes.

Faculty Feedback

NIAGARA COUNTY COMMUNITY COLLEGE

3111 SAUNDERS SETTLEMENT RD, SANBORN, NY 14132 PHONE: 716-614-6222

[Personal Information](#) [Student Services & Financial Aid](#) [Faculty Services](#) [Employee](#) [Pay Bill Online](#)

Search

Faculty Services

[Add or Drop Classes](#)
[Active Assignments](#)
[Assignment History](#)
[Banner Web Faculty Handbook](#)
[Class Schedule](#)
[CRN Selection](#)
[Course Catalog](#)
[Detail Class List](#)
[Detail Wait List](#)
[Electronic Gradebook by Component](#)
[Faculty and Advisor Security Information](#)
[Faculty Detail Schedule](#)

CAP Final Grades -Grades are due by 5pm, Friday February 7th.

Attention: After submitting final grades, please exit & log back in to Banner Web and check to see that .

[Office Hours](#)
[Open Seat Listing](#)
[Look Up Classes](#)
[Student Information Menu](#)
[Summary Class List](#)
[Summary Wait List](#)

[Syllabus Information](#)

[Term Selection](#)
[View Submitted Grad Application](#)
[Census Reporting <--Click here](#)

****ONLINE CENSUS REPORTING - Due 2/5/14 by noon****

[Registration Overrides](#)
[Week at a Glance](#)
[Faculty Feedback](#)

RELEASE: 8.5.3

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Click on
"Faculty Feedback" link.

What the Instructor Sees:

Faculty Feedback Sessions

List of Courses requiring your Feedback

Select to Enter Feedback	Description	Term	CRN	Course	Registered Students
Provide Feedback between Jan 02, 2014 and May 31, 2014	Spring 2014	Spring Semester, 2014(201410)	11324	Healthful Living - HED 201-009	32
Provide Feedback between Jan 02, 2014 and May 31, 2014	Spring 2014	Spring Semester, 2014(201410)	11663	Honors Colloquium II - HON 102-0H4	7
Provide Feedback between Jan 02, 2014 and May 31, 2014	Spring 2014	Spring Semester, 2014(201410)	11284	Badminton Skills & Theory - HPE 157-251	10
This Course is not being offered currently.	Spring 2014	Spring Semester, 2014(201410)	11286	Soccer Skills & Theory - HPE 179-351	10
This Course is not being offered currently.	Spring 2014	Spring Semester, 2014(201410)	11288	Basketball Skills & Theory - HPE 180-151	10
Provide Feedback between Jan 02, 2014 and May 31, 2014	Spring 2014	Spring Semester, 2014(201410)	10766	Personal Trainer - HPE 260-001	19
Provide Feedback between Jan 02, 2014 and May 31, 2014	Spring 2014	Spring Semester, 2014(201410)	11544	Personal Training Field Placem - HPE 261-001	14
Provide Feedback between Jan 02, 2014 and May 31, 2014	Spring 2014	Spring Semester, 2014(201410)	11412	Advanced Weight Training - PED 255-001	20

Issues and Recommendations

- After selecting a student that the faculty member would like to provide feedback on, they will see a list of issues and recommendations.
- We strongly encourage faculty to provide the student with both an issue(s) and recommendation(s) to best utilize the early alert program and allow students the opportunity to be successful.

Course Information
Writing I - ENG 101 902
CRN: 10951
Students Registered: 11

▲ Please submit your feedback often. There is a 60 minute time limit starting at 11:40 am on

Faculty Feedback Period from Jan 02, 2014 To May 31, 2014

Show/Hide	Record Number	Student Name	ID	Faculty Feedback Status	Estimated Grade
▼	1	You will see student name and ID # here.			D ▼

Select any issues that apply

- ☒ Absent from class
- ☐ Late for class
- ☐ Low participation or motivation in class
- ☒ Low scores on exams or quizzes
- ☐ Missing or Late Assignments
- ☐ Online assignments not completed (E-Learning)

Offer one or more recommendations

- ☐ Contact your Student Services Advisor (NFCI Students)
- ☒ Contact your professor
- ☐ Schedule an appointment with Accessibility Services (A-131)
- ☐ Schedule an appointment with Student Development (A-131)
- ☐ Schedule an appointment with your Academic Advisor
- ☐ Visit the Math Center
- ☐ Visit the Tutoring Center (Academic Achievement Center)
- ☐ Visit the Wellness Center
- ☒ Visit the Writing Center

Enter Comments:

This areas is used to leave additional comments for Student Development Advisors who will be following up with your student. Your student WILL NOT see comments entered in this field.

“Estimated Grade” (student will not see this).

Enter Comments” (student will not see this).

What Does The Student Receive?



February 13, 2014
Referral for ENG 101

Dear John,

Your instructor, Robert Frost, would like to provide you with feedback on your progress in class. Please review the comments below and communicate with your instructor about what you need to do to be successful.

ISSUE	Late/Missing Assignments
ISSUE	Non Attendance/Habitually Late
RECOMMENDATION	Schedule an appointment with your Academic Advisor
RECOMMENDATION	Visit the Writing Center

Please contact your instructor if you have questions about this feedback. If you need additional assistance on the Sanborn Campus, contact Student Development at studentdev@niagaracc.suny.edu or 614-6888 (Faculty Feedback direct line).

Many free resources designed to help you achieve your academic goals are available at Niagara County Community College.

The Learning Commons is on the 2nd Floor of the Library on the Sanborn Campus and includes the Tutoring Center, Writing Center, Math Lab, Accounting Lab, and Science Lab to assist in your academic success. Additional services can also be found in the Wellness Center (C-122), Student Development (A-131).

The Niagara Falls Culinary Institute also offers many of these services, including Tutoring. Contact your assigned Student Services Advisor for locations and times.

Unschedule Workshops are also offered on both campuses throughout the semester. These resources can help you build upon what you already know, develop good study habits, understand class material, and improve your grades.

Beyond the Initial Letter:

- Protocol for reaching out to students
 - Sent automatic email from the Faculty Feedback
 - 2 advisors in student development are sent an excel file daily with this info, 7am ☺
 - 2 advisors reach out to student via telephone
 - 2 advisors reach out to student via text'em
 - 2 advisors reach out to student with second email



Moving forward with Faculty Feedback:

- Summer 2014
 - Training for Faculty through group sessions in FRCAE
 - Send out FF youtube video and instructions through weekly system message
- Fall 2014
 - Continue training for faculty members
 - Faculty Feedback will be open to all Faculty members

Where Can You Go From Here?

- What is your target population?
 - SCORE: Any student
 - Faculty Feedback: Perkins Developmental Students, moving towards all students
- What are your areas of focus?
 - SCORE: Need for academic support, academic advisement, attendance issues, and lack of class preparation
 - Faculty Feedback: Late for class, absent from class, low participation/motivation in class, low scores on exams or quizzes, missing or late assignments, online assignments not completed (e-learning)
- What are your resources?
 - SCORE: Kresge SEMILLAS Grant, \$20,000 start up fee
 - Faculty Feedback: OIT Staff member, developmental academic advisors, Banner Web Early Alert Template
- What are your limitations?
 - SCORE: Grant had a 1 year limit
 - Faculty Feedback: No funding, Technological Issues (Year long process)

Where do we go from here?



Contact Information

- Winifred Storms
 - wstorms@niagaracc.suny.edu
- Angela Taibi
 - ataibi@niagaracc.suny.edu
- Melanie Warren
 - mwarren@niagaracc.suny.edu
 - SApro_Melly