ROUNDTABLE EARLY ALERT SYSTEMS & MANAGING STUDENTS WITH CONCERNS

WNY ADVISING CONFERENCE 02/15/17
SESSION III 2:25-3:35PM

PRESENTER CONTACT INFORMATION

DINA FOX, MANAGER STUDENT ENGAGEMENT, ACADEMIC ADVISEMENT & CAREER SERVICES

Niagara College
135 Taylor Road, S.S #4
Niagara on the Lake, Ontario L0S IJ0
905-641-2252 x4014
DFox@niagaracollege.ca

DINA'S EXPERIENCE WITH EARLY ALERT & MANAGING STUDENT CONCERNS

- ☐ Early Alert System- *Beacon* was purchased at NC in Spring 2015. As a sister platform to Collegiate Link (Co-Curricular Record) supported by Campus Labs which was already in place and centralized via the Centre for Student Engagement & Leadership on campus
- ☐ Implementation team formed in April 2015 and pilots successfully run in varying degrees across specific academic areas began in May 2015. Led by Academic Advising team members and designated IT staff member
- ☐ How we use Beacon
    - ○ *Student Strengths Inventory (SSI)*- help to predict student success and aid with retention.
    - ○ *Case management-* track student interactions and specific interventions and campus supports utilized
    - ○ *Online academic appointment booking*
        - ▪ Place *alerts* on individual students requiring follow up
- ☐ The SSI- student questionnaire- to be completed within first 2 weeks of classes in first term- related to personality, motivational habits and attitudes that facilitate functioning well within a post-secondary setting.
- ☐ Goals- collect data, maximize utilization of advising resources
- ☐ Groups created based on Retention Probability & Academic Success with a target group identified.
    - ○ Target Group-
        - ▪ invite into advising services by week 3
        - ▪ aggressively promote and refer students to a menu of intervention strategies (college wide and program specific)
        - ▪ collect data and evaluate the impact of interventions on student success and retention
        - ▪ engage campus partners

DIANE STOELTING, DIRECTOR, OFFICE OF ACADEMIC SUPPORT

Niagara University
P.O. Box 1915, Niagara University, NY 14109
716-286-8076 / 716-286-8063 (Fax)
ds@niagara.edu

DIANE'S EXPERIENCE WITH EARLY ALERT & MANAGING STUDENT CONCERNS

- ☐ This past fall, Niagara's Early Advantage Program (EAP) system was resurrected after a four-year hiatus. It was created by our IT Department in 1998 and was used to track students in various programs (e.g., HEOP, ROTC, students on academic status). The new system, allows faculty and Resident Directors to submit their academic, behavioral, and other concerns about students in the system so that other university personnel (e.g., Assistant Deans, Academic Support staff, Dean of Students) can follow up with the students.
- ☐ For the fall semester, just over 500 EAP reports were submitted by 65 professors (including some RDs) on 383 students. There were about 16 university personnel who followed up on students depending on their association with

the student. For example, if the student was enrolled in the College of Business and also a student in HEOP, the student's HEOP counselor followed up with the student. This was cumbersome at times because the "first responder" was not delineated in the system. We hope to add this feature to the system in the future.

- ☐ One of the benefits of resurrecting the EAP was that university personnel could follow up with students as issues arose (e.g., referring students to Academic Support, Counseling, or discussing the benefits of dropping a course or asking for a grade of Incomplete) which resulted in better outcomes.
- ☐ This past fall, in conjunction with the EAP, Niagara's Dean of Students began meeting biweekly with Assistant Deans, the Director of Niagara's Academic Exploration Program, the Director of Academic Support and Residence Life to share information about students that we were concerned about (whether they had an EAP or not). The goal was to create a follow up plan for the student that would help them address the issues that were occurring.

CAITLIN WETHERWAX, ACADEMIC ADVISOR, STUDENT DEVELOPMENT

Niagara County Community College
3111 Saunders Settlement Road, Sanborn, NY 14132
716-614-6229 / 716-614-6819 (Fax)
cwetherwax@niagaracc.suny.edu

CAITLIN'S EXPERIENCE WITH EARLY ALERT & MANAGING STUDENT CONCERNS

- ☐ Around 3 years ago NCCC utilized a rudimentary, free package within Banner Self-Serve called Faculty Feedback. Working with our OIT department, we utilized ARGOS to create a workflow, reports and semi-automated messaging.
- ☐ Right now I am one of two primary people on our campus who follows up with students on the Faculty Feedback Process:
    - o A faculty member flags a student for all issues and recommendations they need. They then leave comments for myself and my coworker to help interpret the issue for that specific student.
    - o ARGOS then pulls the issues and recommendations from Banner sending:
        - ▪ An automated e-mail to students with said issues and recommendations
        - ▪ A .csv summary file of all students reported to those who respond.
    - o Then we call those students at home to discuss their issues and recommendations, schedule appointments and refer to other campus services as needed.
- ☐ Our current process breaks down when the student does not check e-mail, has no phone number in the system, or does not contact us back when we leave a message.
- ☐ Looking into the future: Caitlin is on the core Starfish Implementation team at NCCC. Our goal is to have Starfish up and running for 3 cohorts of our student population by May.
    - o Niagara Falls Culinary Institute Students, Nursing Students, and Distance Learning/Online Students
    - o We hope to increase their retention by 2% and have at least 50% of students and faculty utilizing the system by the end of our full Fall rollout.
    - o We are planning on both
- ☐ We are hoping that Starfish will be more responsive, have more bells and whistles, and will allow for a more shared environment for student success and early alert.
    - o Additionally, it will allow for online appointment scheduling which is especially promising for those academic advisors and teaching faculty wishing to move their office hours online.