

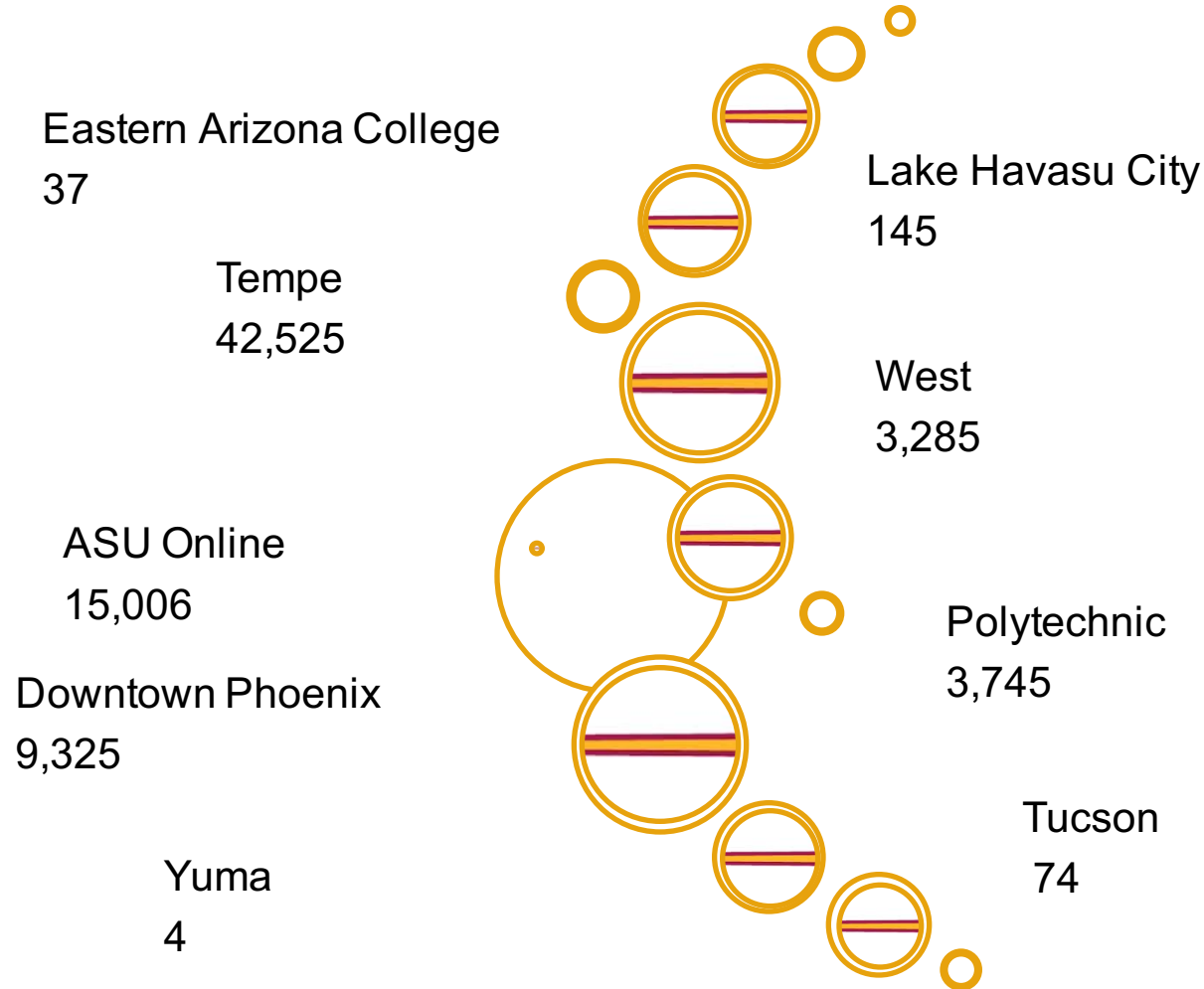
# **Student Success Suite**

**April 11, 2016**

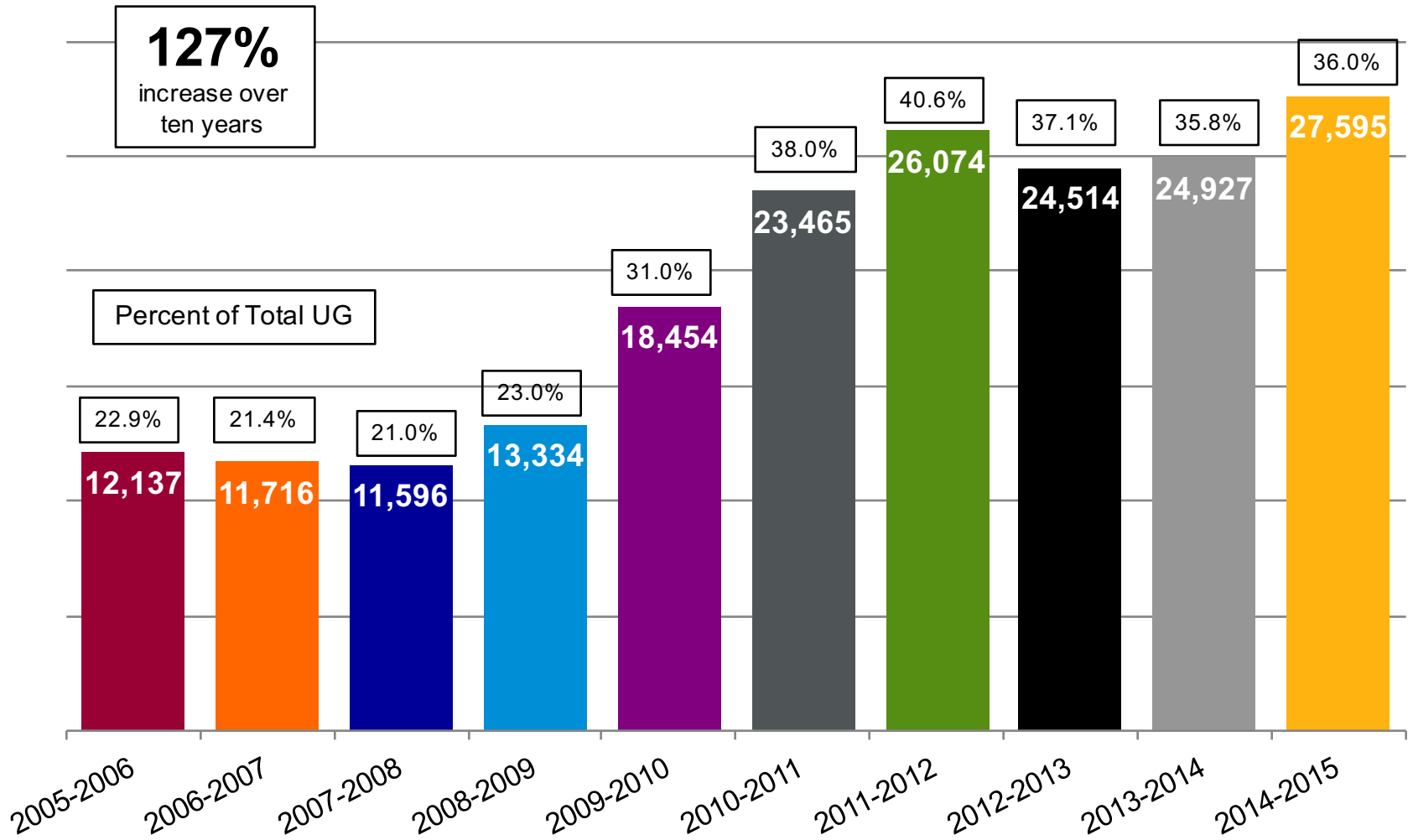
# We Want Students to Thrive

- Enrollment pathways for students are diverse
- We want all new freshmen and transfer students to have a plan that leads them to graduation
- The success of students from low-income families is important to ASU

# Undergraduate Students



# ASU Pell Grant Recipients: Ten-Year Trend



## Initiatives to Date

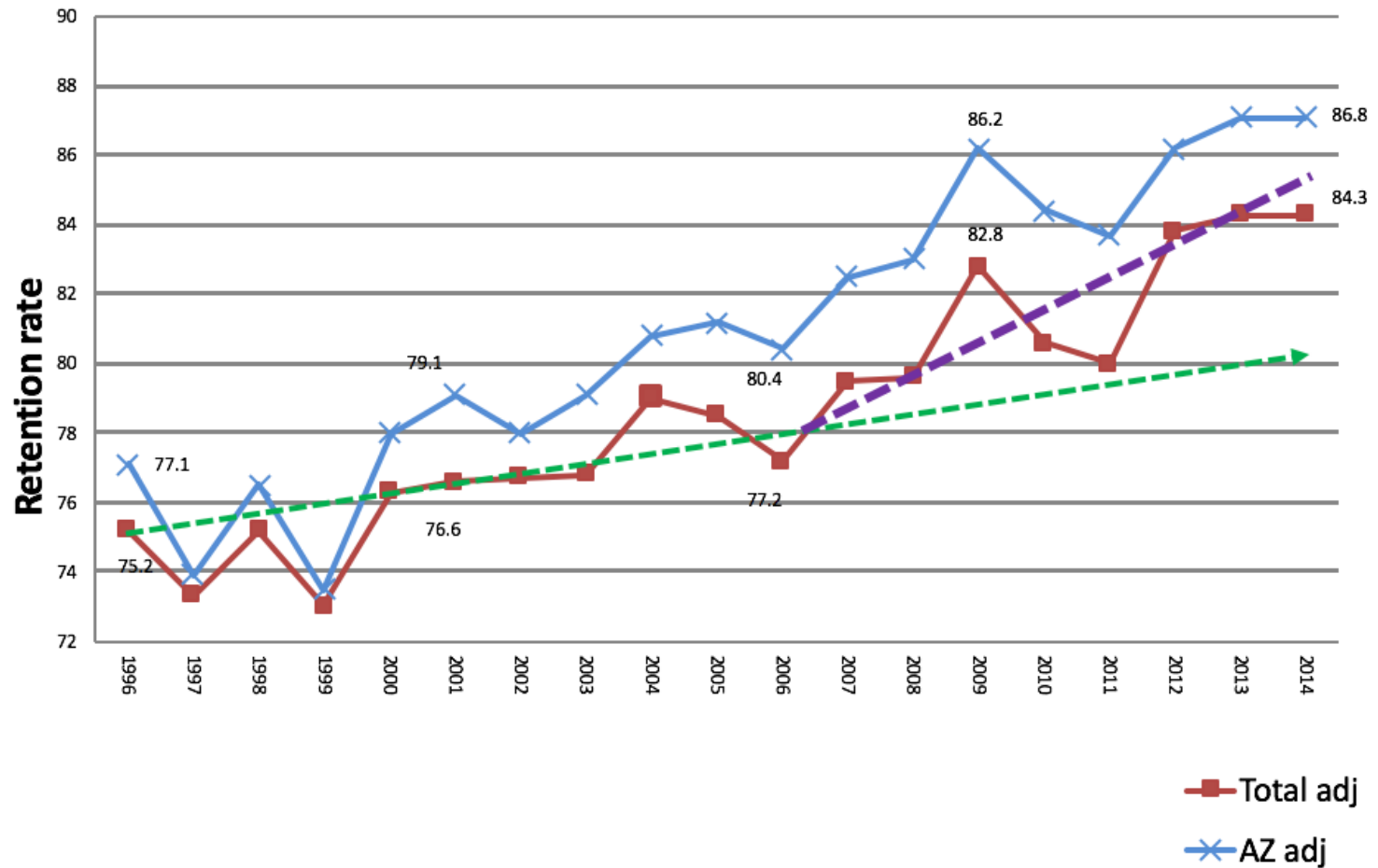
- Pathways for Achieving Student Success
- Tutoring & Peer Coaching
- Project LEAD
- eAdvisor
- Academic Status Reports
- Retention Dashboards
- Transfer Pathways
- Residential Communities
- Innovations in Instruction

**Primarily large scale targeted broadly to students.**

**We have engaged students who are willing to be engaged.**

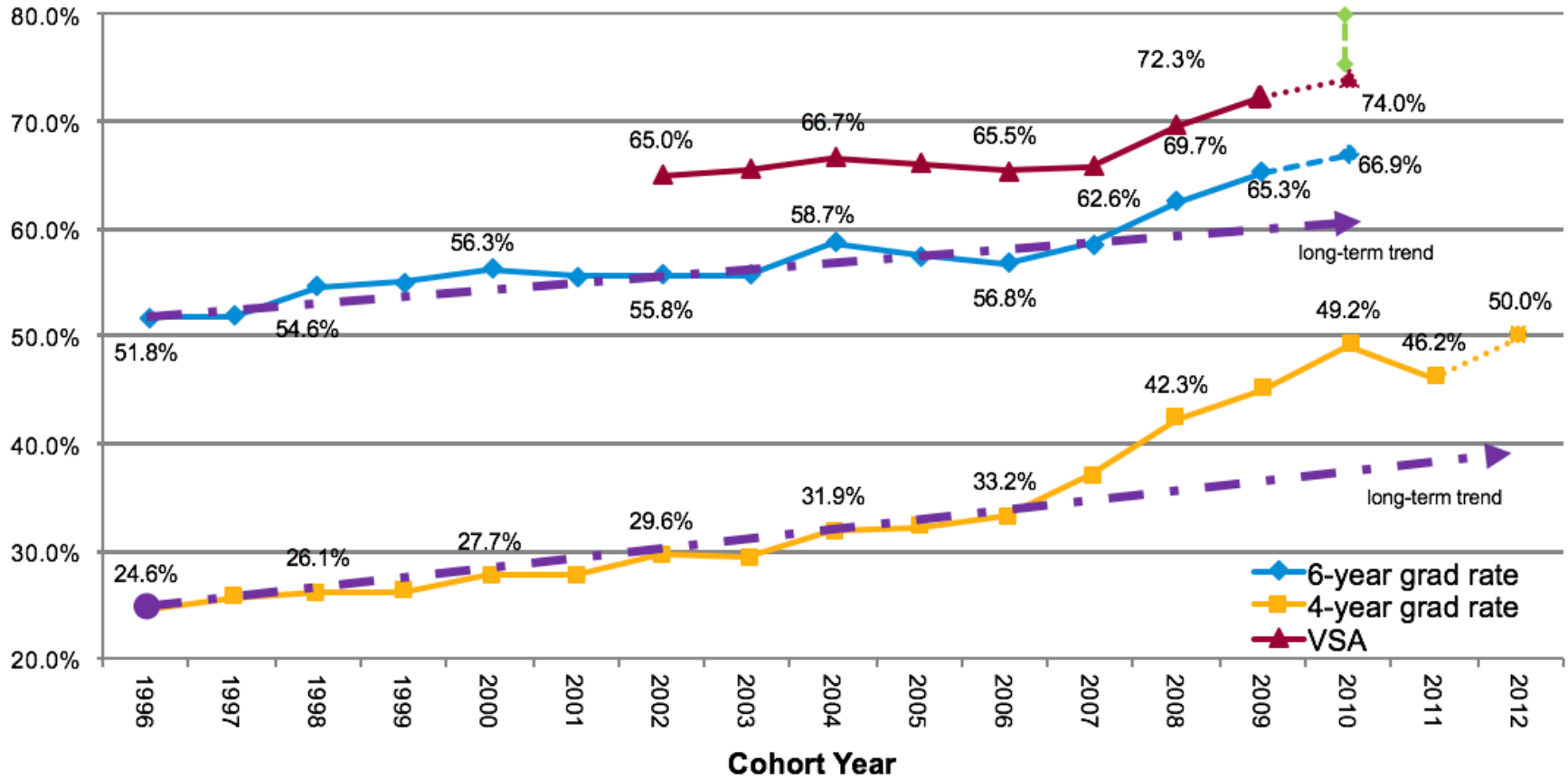
# Retention Rates

Retention (adj)\* Relative to Trend  
(by cohort year)



# Graduation Rates

## Graduation Rates: Total



# The Challenge

- New gains will be more difficult than the gains we've made
- We need to reach students who have been resistant to previous strategies
- We need to provide personalized interventions at scale



# What's Wrong?

Advisors are expected to be **innovative** in improving retention and graduation rates with...

- Technologies that are **dated**
- Technologies that are **not integrated**
- Data that is **stale**

# What's Missing?

- Real-time interventions
- Coordination of personalized, holistic care
- Faculty engagement
- Financial literacy
- Attention to mindsets
- Integrated academic, career, & financial milestones

# What's Needed?

- Integrated information systems
- Meaningful data
- Information organized around individual students
- An easy and effective way to communicate with individual students
- Change our mindset: Every interaction is an opportunity for intervention

# What's iGrad?

SIGNUP | LOGIN [Ask iGrad](#)

[Articles](#) [iGrad TV](#) [Job Search](#) [Financial Literacy](#) [Townhall](#) [Scholarships](#)



powered by **iGrad**

keyword

Search

- ⚠ Your profile is not complete. Help us customize your iGrad experience by [updating your profile](#) ☒
- ★ You have not completed your required Loan Exit Counseling Course yet. [Continue Course](#) ☒



*Amy Smith*

Arizona State University  
Tempe, AZ

Your profile completeness:



[> Edit profile](#)

## Financial Literacy Health



Most lacking In: **Category**

[> Details](#)

## Latest Badges



[> View all](#)

### EXPLORE

personalized articles, video,  
resources

34 New Recommendations

### CONTRIBUTE

community questions &  
answers

5 New Questions

### LEARN

with financial literacy  
courses

4/10 Completed Course

### FIND

the ideal job for you

12 New Job Recommendations

# What's iGrad?

The screenshot shows the iGrad dashboard. On the left, there is a 'FEATURED' section with a video player and the title 'Tips on Special Circumstances on the FAFSA (Webinar Clip)'. Below it is a link: 'Ask iGrad's coach your financial aid questions'. On the right, there is a 'Student Loan Snapshot' section. It displays 'Your Total Student Loans' as '\$ XXXXX'. Below this is a red button labeled 'Upload Your Loans'. A red arrow points from the text 'Student Loan Tracking' to this button. At the bottom of the snapshot section, it says 'See all of your student loan info in one place - in 5 minutes or less. Why?' and the iGrad logo.

Student Loan Tracking

Additional Resources



This navigation bar is titled 'My Financial Aid Console'. It contains several icons and links: 'Limit Your Loan Debt', 'Access Your Loans', 'Search Scholarships', 'Download FA Forms', 'Student Loan Calculators', and 'Financial Aid Glossary'.

This section contains two sub-sections. On the left is 'TEST YOUR STUDENT LOAN IQ' with a 'TEST NOW' button. On the right is 'This Week's Top Scores' with a list of names and scores: Michelle S - 88, Ryan B - 88, Courtney B - 88, Stefan D - 83, Melissa S - 83, Brandie D - 83, Yaelis A - 83, Jennifer P - 83, and Lizbeth D - 77. To the right of this list is a 'UPCOMING WEBINARS' section with a 'VIEW' button.

Recommended Content - individualized



This section displays three recommended content cards. The first is 'Applying for Aid' with a sub-card 'How to Fill Out the FAFSA' and the text 'Learn how to fill out...'. The second is 'Smart Borrowing' with a sub-card 'Smart Borrowing and the Future of Repayment'. The third is 'Loan Repayment' with a sub-card 'Breaking Down The Repayment Options'.

# What's GetSet?

## Assignments – Posting a Reflection Assignment

### Reflection Assignments

Reflection strengthens your growth mindset. It transforms your experiences into learning so you can keep growing.

These reflections may be assigned as part of a course at ASU. After completing a reflection, you can explore your classmates' responses.

#### Career planning

- My future self** Completed ✓  
View your classmates' responses →
- Choosing a major** Start assignment >
- Preparing for my career** Start assignment >

#### Productivity strategies

- Academic success** Start assignment >
- Feeling organized** Completed ✓  
View your classmates' responses →
- Feeling disorganized** Start assignment >
- Procrastination** Start assignment >

#### Growth mindset

- Being the teacher** Start assignment >
- Building on success** Start assignment >
- Seeing a fixed mindset** Start assignment >

### Respond to Reflection Prompt

#### Feeling organized

Think about a time when you felt organized and on top of your priorities. What did you do to achieve that feeling? What did you learn from the process?

#### Response

Sometimes when I'm feeling overwhelmed by everything I need to get done, I sit down and write out each project I need to work on. Then, I make a to-do list for each project. This activity usually only takes a few minutes, but sometimes I have to talk myself into doing it. Once I have my lists made I can prioritize what needs to be done today and what can wait. Making lists always makes me feel more prepared. I've learned that I can get more done quicker when I make a list. Even though making the list takes time, it helps me be more efficient with the rest of the time.

SAVE

CANCEL

# What's GetSet?

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View your classmates' responses →

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View your classmates' responses →

#### Procrastination

### Growth mindset

#### Being the teacher

#### Building on success

#### Seeing fixed mindset

**REFLECTION**

**Feeling organized**

It takes a lot to say organized. Most of the time i write down things i have to do, and make sticky notes with reminders. It helps a lot, whenever i do not write things down, i tend to forget tasks i have to complete. I learned that by just staying organized, you can achieve so much more, and it also helps to manage your time properly.

♥️ 💬 No comments yet ...

This comment is:  
 A tip  Motivation

**REFLECTION**

**Feeling organized**

Make a study plan.When i maked that i felt it was very save time

♥️ 💬 No comments yet ...

This comment is:  
 A tip  Motivation

**REFLECTION**

**Feeling organized**

I took SWU 349 this class really helped me to be organized and focusing on my goals. I always think about my family to achieve my aims, they are the main reason that keep me going and not thinking of giving up. I've learned many things, nothing is easy and I have to work hard every time.

♥️ 💬 No comments yet ...

This comment is:  
 A tip  Motivation

Start assignment >

Start assignment >

Start assignment >

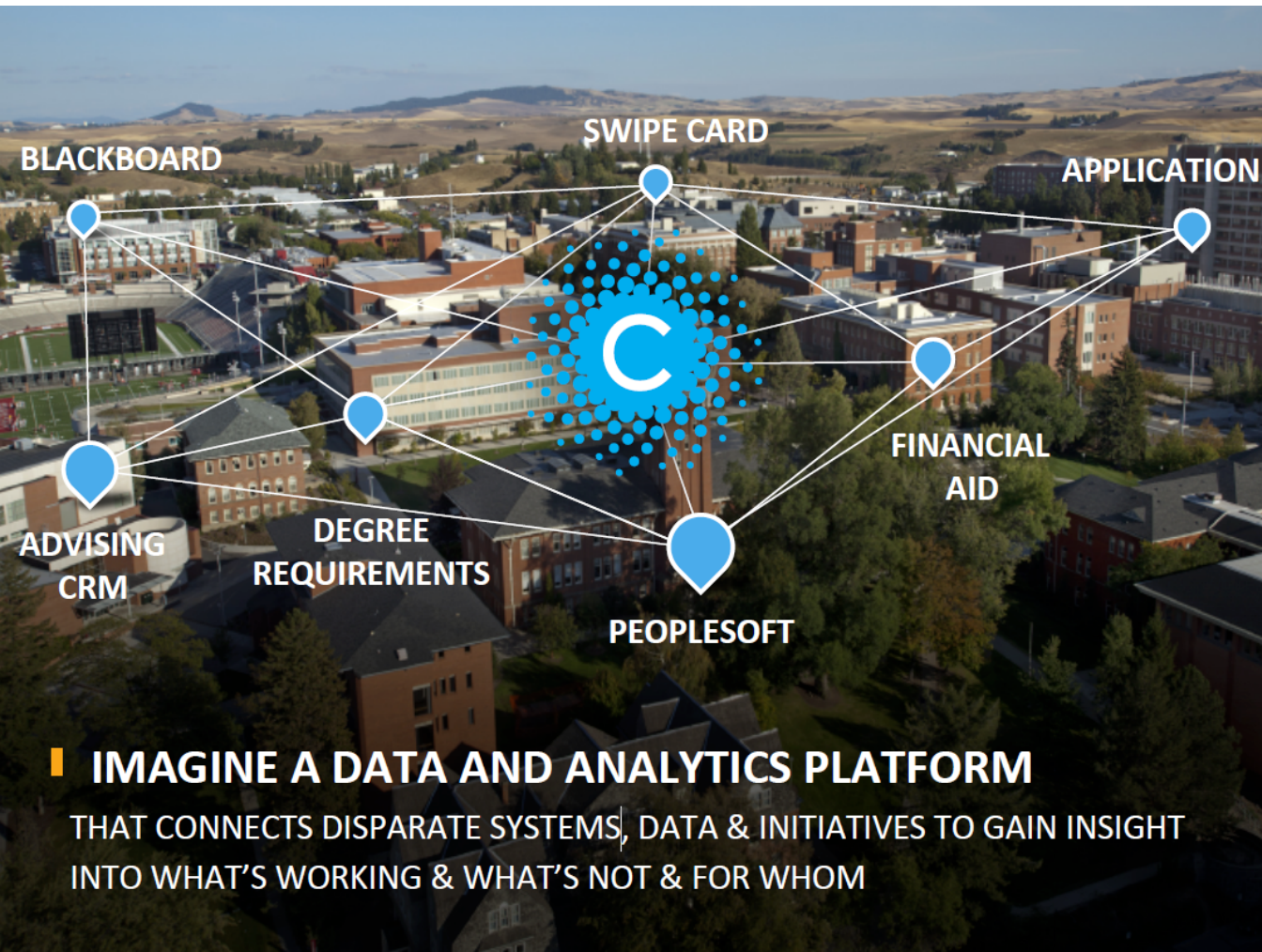
# What's Civitas?



“We partner with forward-thinking colleges and universities, harnessing the power of insight and action analytics to help a million more students learn well and finish strong.”



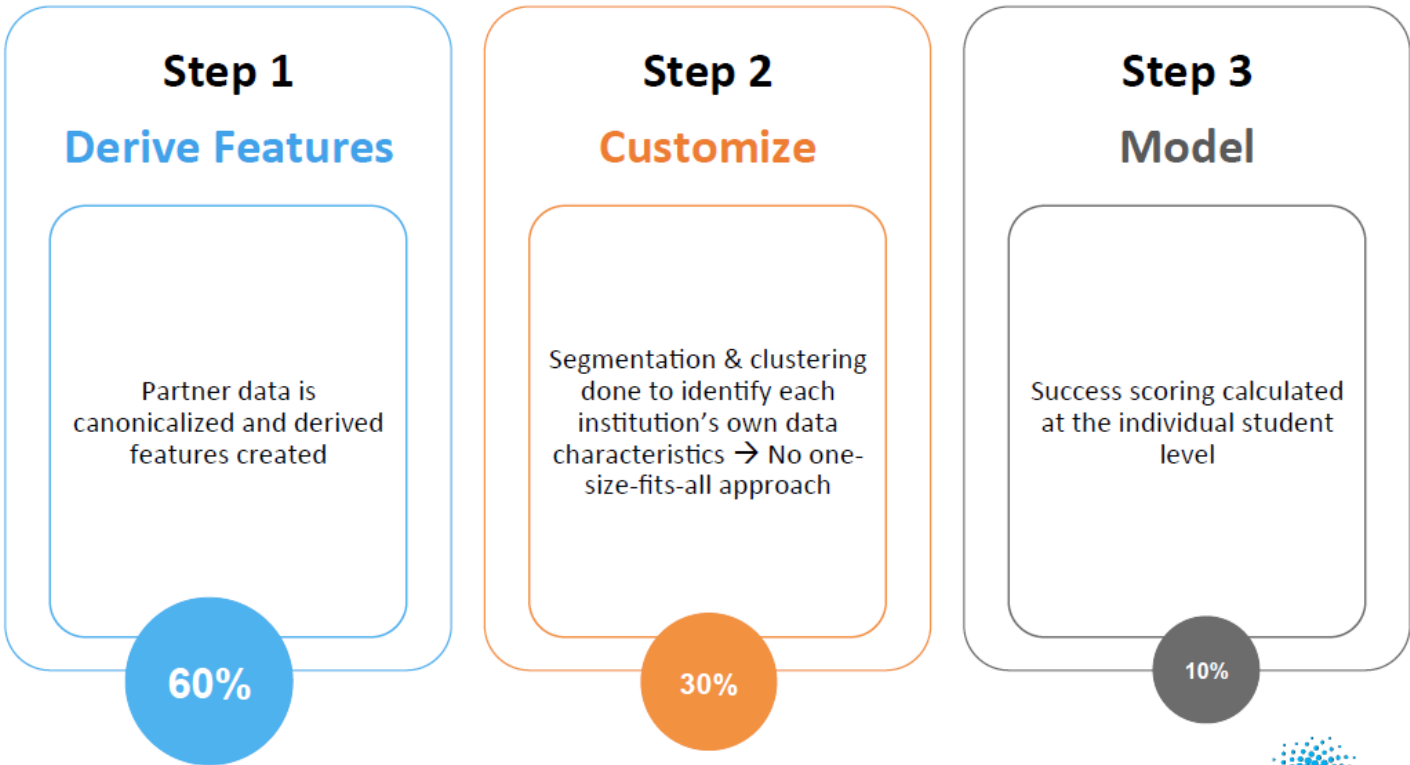
# What's Civitas?



“We believe by bringing **actionable** information and tools to the **front lines**, we can radically improve and expand learning pathways for millions of students.”

Civitas is developing ASU-specific predictive models that will be the foundation of their applications: **Illume**, **Inspire for Advisors** and **Inspire for Faculty**

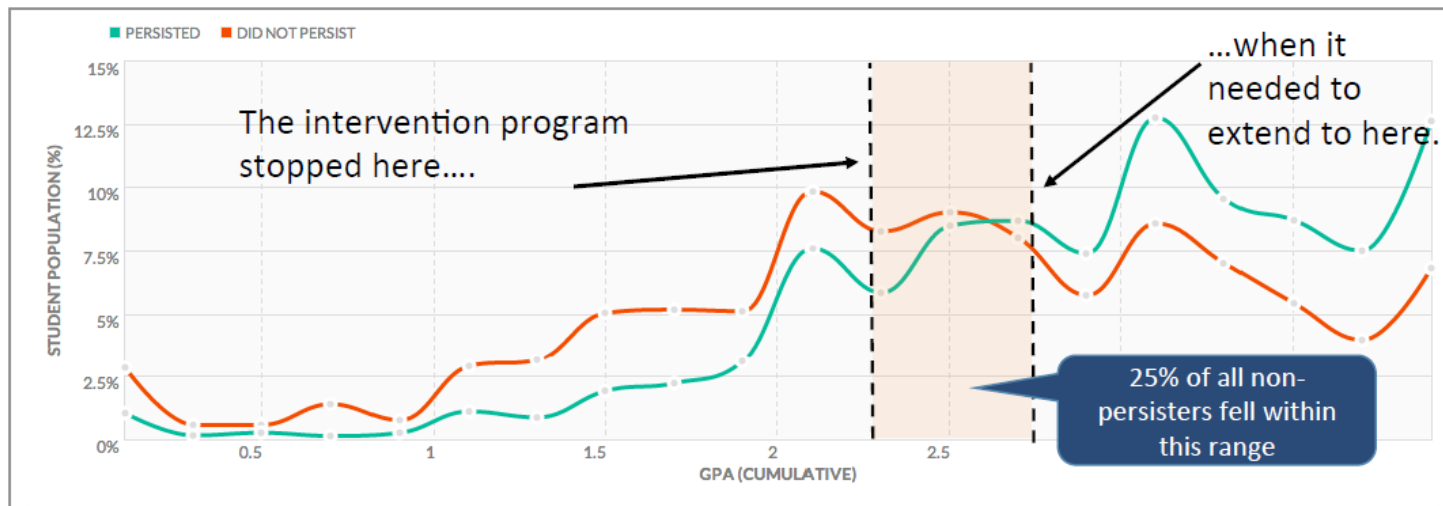
## HOW DO WE BUILD AN ASU-SPECIFIC PREDICTIVE MODEL?



**Illume** will allow leadership to determine when intervention should occur at an ASU college level.

# ILLUME

**Low GPA Intervention: The Institution was advised to intervene with students who have a cumulative GPA of 2.25 or lower.**



**Inspire for Advisors** will allow advisors & coaches to personalize their interaction with students based on that student's strongest indicators.

**inspire** ADVISOR

Student Search

DASHBOARD RE-ENROLLMENT REPORT

Last Updated: Today at 06:20am

Back to Dashboard

**Scarlett Jones**  
 ID: 123456  
 Psychology  
 BA - Catalog Year 2014  
 (512)-555-1671  
 Send Email Log Outreach

**Student Information**  
 GPA – Cumulative 2.5  
 GPA – Prior 2.3  
 Student Level Undergraduate  
 Student Type Continuing

**Advisor Information**  
 Douglas Smith  
 Riverside Campus  
 dsmith@school.edu  
 (512) 355-9188

**Persistence Change**

Date	Persistence
Mar. 08	High
Mar. 17	Low
Mar. 24	Medium
Apr. 04	Low

**Future Enrollment**

Term	Courses
Fall 2016	0
Spring 2017	0

\*Persistence Prediction

Scarlett's peer group is continuing, blended, undergraduate students.

**Inspiration** 2 personalized factors linked with higher likelihood to persist than peers

FACTOR	IMPACT
Participated in First-term Student Success Program	HIGH
Is high school dual enrollment	LOW

**Intervention** 8 personalized factors linked with lower likelihood to persist than peers

FACTOR	IMPACT
GPA was 2.3 last term	HIGH
LMS grade average is 75%	HIGH
Has visited tutoring center 1 time	HIGH
LMS discussion board activity this week is below course average	MODERATE
Is first in family to attend college	MODERATE

Show 3 More

**Active Flags** 3 concerns this term Raise Flag

**Current Course Information:** Spring 2016 12 credits this term

**Academic Background** 30 accumulated credits

**Outreach History** 3 recent communications

Student-specific scoring

Predictors at an individual student level

Outreach data incorporated back into models



Inspire for Faculty will provide faculty agency in outreaching to students based on the student's level of engagement in their Blackboard course.

**College Algebra**  
MATH 133  
Section #  
**56789**  
Credit Hours  
**3**

### Engagement Overview

1 Student **A+**

Withdrawals	< 70%	70% - 79%	80% - 89%	90% - 100%
0	19	4	6	12

[See All Active Students](#)

#### Recommended Outreach

- 12 students have **low engagement** and have never been contacted
- 9 students have **low engagement** and a **low grade average**
- 5 students have **high engagement** and a **low grade average**

# What's Ahead?

- Using Salesforce for coordination of care, tracking interactions with student
- Seeking ongoing input and ideas from the colleges
- Piloting proactive advising strategies through First in the World grant (via University Innovation Alliance)

# Listening to Our Advisors

- We can embrace the 2016 Vision of the academic advisors
- Their design can guide the implementation of the Student Success Suite (see handout)



# Student Success Suite: Proposed Timeline

© Arizona State University

ASU Solution  
Vendor Solution

Planned Start  
Planned Completion

