Hiding in Plain Sight: Identifying and Supporting At-Risk Students

37th Annual Conference on The First-Year Experience
San Antonio, TX
Monday, February 12, 2018

Office of Academic Advocacy in Undergraduate Studies
Leslie Tod, Director
Michelle Bombaugh, Assistant Director
Kim Williams, Advocate for Policy and Analytics
Zulmaly Ramírez, Academic Advocate, First Year Students
 Agenda

• Student Success Movement at USF
• Institutional Goals
• Identifying “High Risk” Students
• Case Management Model
About USF Tampa

• Public Metropolitan Research I University (1956)
• Preeminent Research University (FL)
• Top 25 Public Research University (NSF)
• 31,000 Fall 2017 Undergraduate Headcount
• 2017-2018 First Year Student Headcount
  • ~4,670 new first-year students
    • Summer 2017 - ~1,660
    • Fall 2017 – ~2,550
    • Spring 2018 - ~460
The Student Success MOVEMENT at USF
Student Success Movement @ USF

• Student Success Task Force Report – April 2010
  • Institutionalize Student Success by integrating student success into campus culture and building institutional research capacity

• Student Success is everyone’s responsibility

• Broad range of policies, programs, practices across the entire campus
Implemented policies, programs and practices, including:

- SMART Lab
- Living Learning Communities
- Extended Library Hours
- Career Services
- Peer Financial Consulting
- Tutoring & Writing Services
- Course Re-design
- Degree Tracking Software
- Academic Advocates
- Informational Campaigns
Efforts Mostly Independent

- No way to share findings that would be of interest to everyone (one effort did not inform another)
- No way to track efforts by offices
- No conduit to inform everyone of changing requirements of various agencies for retention calculations
- Risked too many or too few contacts with students
Academic Advocacy Initiative

Office of Academic Advocacy

• Created in response to USF’s Student Success Initiatives
• Located in Undergraduate Studies
• Promotes undergraduate student persistence, progression, and completion in support of key strategic university goals and measures by removing barriers to academic success and supporting a timely progression to graduation.
  • Objective #1 – Maintain or improve on 90% first year retention rate
  • Objective #2 – Achieve 4-year 60% and 6-year 70% graduation rates
• Specific advocates for monitoring and offering case management for assigned cohorts
FTIC Retention Rate

*Source IPEDS: Data reported follows IPEDS methodology but are based on internal preliminary data.

Percentages for each cohort are as follows:
- 2010 Cohort: 86%
- 2011 Cohort: 87%
- 2012 Cohort: 89%
- 2013 Cohort: 89%
- 2014 Cohort: 88%
- 2015 Cohort: 90%
- 2016 Cohort: 91%

*Source IPEDS: Data reported follows IPEDS methodology but are based on internal preliminary data.
4-Year Graduation Rate

*Source IPEDS: Data reported follows IPEDS methodology but are based on internal preliminary data.
6-Year Graduation Rate

*Source IPEDS: Data reported follows IPEDS methodology but are based on internal preliminary data.*
Identifying High-Risk Students
Identifying High-Risk Students

Academic Reporting

- Canceled for non-payment reports
- Withdrawal Attempts
- LMS (Canvas) grade reporting
- Midterm Grades
- Not registered student lists
- Academic Probation
- Deferred Academic Dismissal
Identifying High-Risk Students

- **Predictive Analytics**
  - USF Research Model for First Year Retention (FYR)
  - Beginning College Survey of Student Engagement (BCSSE) responses
  - Civitas – new tool to advance predictive analytics
    - Illume data for Persistence Prediction
    - Inspire for Advisors for Nudge Campaigns and outreach
Identifying High-Risk Students

- Self-referral via Intake Coordinators
  - Online via website
  - In-person or phone

- Referrals from on-campus partners
  - Confidential resources
  - Faculty
  - Archivum Platform (Appian product)
USF Persistence Committee was convened as a standing group

- Included representatives from
  - Academic Advocacy
  - Financial Aid
  - Housing and Residential Education
  - Dean of Students
  - New Student Connections
  - Career Services
  - Academic Advising
  - Office of Decision Support/Institutional Research
  - Cashier’s Office
  - Student Well-being
  - University Ombuds
  - Upper level initiatives
  - Male student success
Supporting our Students
Referral Process

1. Identify Students At-Risk
2. Refer to Advocate
3. Create Case
4. Make Referral
5. Monitor
6. Close Case/Referral
## Archivum – Case Manager Dashboard

**Student Success Dashboard**

### Manage My Cases and Referrals

**Role:** Creator, Participant  
**Type:** Cases, Referrals  
**Priority:** Low, Medium, High

<table>
<thead>
<tr>
<th>Type</th>
<th>Status</th>
<th>Subject</th>
<th>Student</th>
<th>Deadline</th>
<th>Created By</th>
<th>Updated On</th>
<th>Priority</th>
<th>Severity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Status</td>
<td>Major Resection</td>
<td>Jane Johnson</td>
<td>6/19/2017</td>
<td>Claudia Aguado Loi</td>
<td>6/6/2017</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>2</td>
<td>Testing</td>
<td>Jane Johnson</td>
<td>6/16/2017</td>
<td>Amy Alman</td>
<td>6/2/2017</td>
<td>↑</td>
<td>↑</td>
<td></td>
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<tr>
<td>3</td>
<td>Summer Internship opportunities</td>
<td>Jane Johnson</td>
<td>5/30/2017</td>
<td>Claudia Aguado Loi</td>
<td>5/26/2017</td>
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<td>↓</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Test</td>
<td>Jane Johnson</td>
<td>5/18/2017</td>
<td>Amy Alman</td>
<td>5/17/2017</td>
<td>↑</td>
<td>↑</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Test Case for Task array 1</td>
<td>Jane Johnson</td>
<td>5/25/2017</td>
<td>Claudia Aguado Loi</td>
<td>5/17/2017</td>
<td>↓</td>
<td>↓</td>
<td></td>
</tr>
</tbody>
</table>

### My Cases and Referrals

**Ability to filter and search cases and referrals**

- **Status:** Open, Closed Successfully, Closed Unsuccessfully
- **Severity:** Low, Medium, High

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**UNIVERSITY of SOUTH FLORIDA**

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Archivum – Student Profile

Student Profile
Includes Academic Success Factors
Archivum – Personal Profile

<table>
<thead>
<tr>
<th>Advisor Type</th>
<th>Role Description</th>
<th>Advisor</th>
<th>Term Effective</th>
<th>Phone Number</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Advocate</td>
<td>As an advocate I can help you with barriers to persisting into the next semester or towards a timely graduation. You should talk to me when there are several academic, personal, and or financial situations that require looking into.</td>
<td>Ashley Dees</td>
<td>Fall 2017</td>
<td></td>
<td><a href="mailto:dees@usf.edu">dees@usf.edu</a></td>
</tr>
<tr>
<td>Academic Success Center</td>
<td>Talk to us if you would like to improve your grades or enhance your study strategies. The Academic Success Center (ASC), on the second floor of the Library, offers free tutoring, writing support, and help with study skills!</td>
<td>Katlin Kosmoski</td>
<td>Fall 2017</td>
<td></td>
<td><a href="mailto:kkosmosk@usf.edu">kkosmosk@usf.edu</a></td>
</tr>
<tr>
<td>Library Professional Staff</td>
<td>As a library professional I can provide you with research assistance and information literacy instruction. Talk to me if you need help with syllabus expectations, research paper expectations, or general assistance with library resources.</td>
<td>Nancy Cunningham</td>
<td>Fall 2017</td>
<td>813-974-0450</td>
<td><a href="mailto:nancy@usf.edu">nancy@usf.edu</a></td>
</tr>
<tr>
<td>Peer Advisor Leader</td>
<td>As a PAL in New Student Connections my goal is to create shared USF experiences that connect students to the campus community. Talk to me if you need peer mentoring, coaching, or networking to enhance your engagement with the USF community.</td>
<td>Tura Magley</td>
<td>Fall 2017</td>
<td></td>
<td><a href="mailto:turamagley@usf.edu">turamagley@usf.edu</a></td>
</tr>
<tr>
<td>Residence Life Coordinator</td>
<td>As a residence life coordinator my goal is to create a safe and welcoming residential community that promotes student success. Talk to me if you want help with adjustment to living in on-campus housing.</td>
<td>Stephanie Zavada</td>
<td>Fall 2017</td>
<td></td>
<td><a href="mailto:szavada@usf.edu">szavada@usf.edu</a></td>
</tr>
</tbody>
</table>

**Personal Profile**

*Includes Care Team Partners*
Additional Resources

- https://www.eab.com/
- https://www.civitaslearning.com/
- http://bcsse.indiana.edu/
- https://www.appian.com/
Questions?

Contact email: academicadvocacy@usf.edu

Website: http://usf.edu/oaa