

# **Creating Efficiency and Effectiveness in Advising: The Student Success Collaborative at the University of Vermont**

**BRIT CHASE**

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Retention and Re-enrollment**

**NOVEMBER 1, 2018**



**ACADEMIC EXCELLENCE:**  
**Goals for the University of Vermont**  
*Supporting the President's Strategic Action Plan*

These goals are established to animate President Sullivan's Strategic Action Plan and facilitate University-wide discussions, engagement, and initiatives around Academic Excellence. Success in these areas will lead, authentically and in a sustainable way, to increased selectivity, improved student quality, and improvements in national rankings and other reputational indicators.

These goals also serve as drivers to the University-wide IBB development process initiated in fall 2013.

1. Increase the percentage of undergraduate students graduating in four years
2. Improve undergraduate student retention, Years 1-4
3. Improve student advising, both academic and pre-professional/career
4. Increase interdisciplinary teaching, research, and scholarship
5. Expand programmatic offerings to include distance and hybrid modes of instructional delivery
6. Increase research and scholarship in areas that generate high impact, recognition, and visibility
7. Increase domestic diversity and grow international student enrollments across the University
8. Increase enrollments in graduate and professional programs

D. Rosowsky, Provost and Senior Vice President  
October 24, 2013

## Academic Excellence Goal 1:

Increase the percentage of undergraduate students graduating in four years

## Academic Excellence Goal 2:

Improve undergraduate student retention, years 1-4

“The lack of enterprise-wide **advising and retention software** is the single greatest obstacle to improved retention and four-year graduation rates.”

January 2017 College/School Retention Plan Update

# TIMELINE OF EVENTS

Summer 2016 – **Functional requirements identified**

Fall 2016-Spring 2017 – **Presentation of software options** to Council of Dean's, Associate Deans, Faculty Senate and Student Services Collaborative

March 2017 – Advising/retention **software RFP issued**

April 2017 – **Proposal review**; three vendors selected for on-campus demonstrations

May/June 2017 – **On-campus demonstrations**; EAB identified as strongest, most cost-effective system

October 2017 – **Board of Trustees, Education Policy and Institutional Resources Committee –**

Provost Rosowsky and VP for Enrollment Management, Stacey Kostell

Spring 2018 – **Project sharing/updates**: College/school faculty meetings, Faculty Senate committees, Student Affairs leadership, President's Senior Leadership, etc.

Summer 2018 – Training of Phase I Users; Project Launch

# Why UVM Chose the Education Advisory Board (EAB)

College is complicated.

The Student Success Collaborative (SSC) helps students and advisors navigate the many available resources that promote student success, during their UVM years and beyond.

We joined the EAB SSC because we want to:

- Enhance the student experience
- Support effective and integrated practices in advising
- Increase retention and graduation rates

# **UVM PROJECT SPECIFICS**

# UVM SSC LEADERSHIP TEAM



## PROGRAM SPONSOR

**David Rosowsky,**  
Office of the Provost  
and Senior Vice  
President



## PROGRAM OWNERS

**Stacey Kostell &  
Sarah Warrington,**  
Enrollment  
Management



## ENGAGEMENT TEAM LEADS



## TECHNICAL LEADER

**Rachel Seremeth,**  
Enterprise  
Technology Services



## APPLICATION ADMINISTRATOR

**Veronika Carter,**  
Registrar's Office



## CONTENT ADMINISTRATOR

**Kate Strotmeyer,**  
Vice Provost and  
Dean of Students  
Office

## WORKFLOW & TRAINING

**Sarah Helmer,**  
College of Arts and Sciences  
Dean's Office  
**Sarah Warrington,**  
Enrollment Management

## ANALYTICS

**Alex Yin,**  
Office of  
Institutional  
Research

## CONTENT DEVELOPMENT

**Stacey Kostell,**  
Enrollment Management  
**Dani Comey,**  
Center for Academic  
Success

## PROMOTIONS & COMMUNICATION

**Kate Strotmeyer,**  
Vice Provost and  
Dean of Students  
Office

# IMPLEMENTATION PHASED APPROACH



## **STUDENTS - Mobile Application**

First-Time, First-Years, June Orientation

Transfer Students, Summer Orientation

Returning students, Fall 2018

## **ADVISORS - Web Platform**

### ***Fall 2018 (Phase I)***

4 Student Services Teams in Fall 2018:

- CEMS – Engineering
- CNHS
- GSB
- Honors College

### ***Spring 2019 (Phase II)***

Remaining student services team

Additional support offices (i.e. International Ed, Athletics)

~130 Faculty reps from each college/school



# PHASE I FOCUS



Mobile application utilization and student communication

Learning period with phase I users

Asking questions of the vendor (Education Advisory Board)

Releases and new aspects of technology

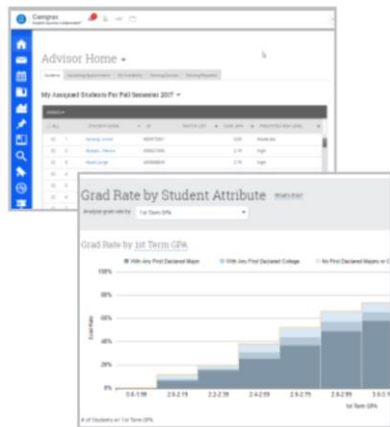
Establishment of phase II implementation plan

# NAVIGATE PLATFORM

# NAVIGATE

## ADVISOR PLATFORM

Student Support Services,  
Academic Leaders,  
Administration



Tools in Campus facilitate the work and collaboration of advisors and support providers behind-the-scenes of the student experience.

### Navigate

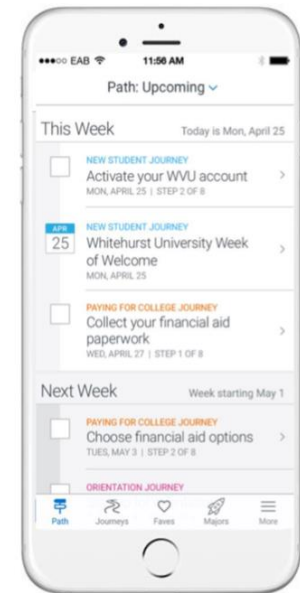
- Advanced Search
- Referrals and case management
- Appointment reports and shared notes
- Early alerts
- Intervention campaigns
- Front desk management

**Connect Network**  
links students to their support team

### Navigate for Students

- Personalized student path
- Intake survey
- Quick polls
- Push Notifications
- Student calendar
- Holds Center
- Major Explorer
- Campus Resources

## STUDENT MOBILE APPLICATION



Guide empowers students to take ownership of their journey through customized mobile interventions and ability to reach out for support.

# STUDENT APPLICATION

## STAY ENGAGED

Ready-to-use To-Do List and Calendar

## BE PROACTIVE


Learn about and resolve holds



## KEEP ORGANIZED


Access campus resources

View course schedule

### My To-Dos



- ☐ **ORIENTATION**  
Set up authorized users on your account  
Fri, Jun 1 — Wed, Aug 1 >
-  **KEY DATES**  
Room and Roommate Assignments Shared  
Fri, Aug 10 >
- ☐ **ORIENTATION**  
Pay Your Bill  
Wed, Aug 1 — Fri, Aug 17 >
- ☐ **ORIENTATION**  
Complete AlcoholEdu and Haven online courses  
Sun, Jul 1 — Thu, Aug 23 >
- ☐ **ORIENTATION**  
Complete first-year student summer reading  
Sat, Jun 30 — Thu, Aug 23 >
-  **KEY DATES**  
Move-in Day for First Year Student >



# FTFY INTAKE SURVEY DATA

Survey Questions	# of Student Responses	% of Students Selecting Response
I want to get involved in clubs and organizations	1648	69%
I'm interested in study abroad	1426	59%
I am interested in internship opportunities	1336	56%
I am interested in research opportunities	1218	51%
I plan to work part-time	1096	47%
I'm interested in volunteering	1027	43%

*Note: ~2400 FTFYs Attended June Orientation*

# ADVISOR PLATFORM

Quickly review student information  
Initiate early interventions  
Proactively refer to support services  
Utilize multi-modal communication  
Access data and analytics

## Current Alerts 0

I want to...

[Message Student](#)

[Add a Note on this Student](#)

[Add a Reminder to this Student](#)

[Report On Advising  
Appointment](#)

[Schedule an Appointment](#)

[Add to Watch List](#)

[Edit User Settings](#)

# **ADVISOR PLATFORM DEMO**

# **EFFICIENT AND EFFECTIVE ADVISING**



# Advising Practices



- Access information regarding a student's academic performance; talk about need for improvement and options for support
- Ensure student is on track to finish degree
- Connect interested students with opportunities for engagement based on interests (i.e. research, internships)
- Refer students to appropriate sources of information and services
- Utilize data to understand which efforts are working, track cohorts for comparison over time and inform practices
- Employ students' preferred communication & scheduling methods

# PROJECT NEXT STEPS



Mobile Application Promotion/Adoption Efforts (Ongoing)

Train Navigate Platform Phase II Users in Basic Functionality (November/December)

Navigate Platform Phase II Go-Live (January 2019)

Advanced Functionality Trainings Offered (January/February 2019)

# QUESTIONS

About student success initiatives (overall), processes, policies, best practices for using the Student Success Collaborative, etc.

Sarah Warrington

656.9652, [swarring@uvm.edu](mailto:swarring@uvm.edu)

About end user support ( i.e. log in or user access, permission settings, configurations, functionality, etc.)

[studentsuccess@uvm.edu](mailto:studentsuccess@uvm.edu)