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

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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
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
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

**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

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

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
## FTFY Intake Survey Data

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

*Note: ~2400 FTFYs Attended June Orientation*
Quickly review student information
Initiate early interventions
Proactively refer to support services
Utilize multi-modal communication
Access data and analytics
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.

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

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