Student Success is Everybody’s Business

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Carnegie Classification:
- RU/VH
- Community Engagement

~ 32,000 students
~ 24,000 undergraduates
~ 7,000 first-year students
Increasing Demand for Higher Education Accountability, Transparency

Student Success Indicators:

- Learning measures
- Retention rates
- Graduation rates
- Employment statistics
Student Affairs & Academic Support @ USC

• Student Life
• Enrollment Management
• Student Development & University Housing
• University 101 Programs
Student Success Has Always Been the Business of Student Affairs

Focus on whole person:

- Intellectual
- Physical
- Emotional
- Social
- Vocational
- Spiritual

Success Indicators:

- Learning
- Retention
- Graduation
- Employment
Beyond The Classroom Matters™

Records of educationally purposeful activities, and individual student involvement

**Purpose:**
- Improvement
- Accountability
- Consumer Information
Core Principles of Improvement
Carnegie Foundation Improvement Research

1. Make the work problem-specific and user-centered.
2. Variation in performance is the core problem to address.
3. **See the system that produces the current outcomes.**
4. We cannot improve at scale what we cannot measure.
5. Anchor practice improvement in disciplined inquiry.
6. Accelerate improvements through networked communities.

http://www.carnegiefoundation.org/improvement-research/approach
Non-credit Educational Activities are Invisible in Data Systems
Current Data Systems

Academic Records

Student

Degree Program

Major changes

Course changes

Course 1

Course 2

Course 3

Course 4

Non-credit Records

Department

Student 1

Student 2

Student 3

Student 4

Student 5

Student 6

Student 7
Beyond The Classroom Matters Provides Holistic Data on Undergraduate Experience
Beyond The Classroom Matters™ Makes Educationally Purposeful Activities Visible
Beyond The Classroom Visibility Enabled by Information Technology
Beyond The Classroom Matters™ Analytics
How does involvement in student affairs programs affect student success?
Student Success is Everybody’s Business … Collaboration

➢ Shared Vision
“Everybody’s” Unique Language

- Engagement
- Wellbeing
- Holistic
- Data type
- Sprint
- User Interface
- Gen Ed Courses
- Degree Program
- Major Courses
- Global Learning
- Leadership roles
- Community Service
- Internship
- Undergrad Research
Student Success is Everybody’s Business

... Collaboration

- Common language

- Shared understanding of requirements
Student Success is Everybody’s Business

... Collaboration

- Alignment and integration of multiple projects

- New funding patterns for “everybody’s business”
When Student Success is Everybody’s Business ... Everybody Wins
What We Have in Common

Carleton College
Northfield, MN

Grinnell College
Grinnell, IA

Small
Private
Liberal Arts
National
International
Most Students are 18-22
Residential
Very-Highly-Selective
Midwestern
Outcomes and Metrics

- Written institutional outcomes
- Retention and completion rates

Qualitative
Research Methods
at Carleton

Quantitative
Research Methods
at Grinnell
Carleton College

Student Engagement in Academic Support Services (SEAS)

Longitudinal study
• 5 years of data from students with feedback to faculty and staff

Data-driven discussion
• Faculty panel on first- and second-year advising at faculty retreat
• President’s remarks at opening convocation
• Training for student peer-mentoring for students in first-year seminar
GRINNELL COLLEGE

DATA TO ACTION IN STUDENT SUCCESS

- Retention/Graduation rates are good, could be better
- “Access” college and low SES disparity in graduation
- Economic impact of withdrawal
- Needed: improvement in data collection and sharing

- Quality Initiative
- Accreditation and Student Success Task Force
- Non-cognitive factors
Peer 16: Six-Year Graduation Rate Trends

Six-year graduation Rate (%)

2007  2008  2009  2010  2011  2012
The Graduation Gap?
May 2014, New York Times

High-scoring college students are more likely to graduate if they’re from well-off families — and the gap is even greater for lower-scoring students.
What Matters

Students
• Educational Attainment
• Economic Consequences
• Time/Emotional Investment

Institution
• ~ $60,000 per student
• ~ 2 Years of teaching time
• Mission “The College aims to graduate individuals…”
Data Silos Run Rampant

All Rectangles below (except #6) reference different software packages.

Ellucian Colleague Database

New Sharepoint Interface

Fat dotted lines indicate existing relationships, red narrow lines indicate future relationships.

Grades, Scores, Profile
Schedule, History, Acad Eval
Search Schedule of Courses

Course Rosters
Advisee Pictures
Link to 1,3,4,7
Schedule Planner

Registrar - Forms
Student Handbook
4 year Plan Guides
Advising Resources

Dept Pages

Academic Difficulty Reports are stored here but entered manually
User interface with system is printed reports

Admissions File
Registrar Files
Eventually Stu Affrs Files

Advisee File
OCS Application
Major Declaration
Add/Drop
4 Year Plan
Registration

Catalog

New Student Planning/Registration

8-PeopleAdmin System

New Student Affairs System

1-Web Adviser (Ellucian)

2 - Pweb (Blackboard)

3-Grinnell.edu (Drupal)

4-ADR Access Dbase Input/Output via Email
Our Approach

• Understanding complexity & importance of relationships

• Using insight from other sectors

• Starting small

• Focus on the end goal - *graduation*
  • The right:
    • Student
    • Intervention
    • Time

**Existing Data**
*Search for Quality and Understanding*

**Unit Record Data**
*A Healthcare Approach*

**‘Closing the Loop’**
*Feedback to ‘frontline’*

**Expanding Efforts**
*‘It’s everybody's business’!*

**Tracking Interventions**
*v. traditional predictors*
Non-cognitive Factors in Success

“Anything outside of ‘academic ability’ or ‘academic intelligence’ that contributes to or is part of student learning”*

*Dr. Ross Markle, ETS

- CIRP Freshman Survey
  - 20 additional questions including Duckworth “Grit” scale
- ETS Success Navigator
7 Things You Should Do for Student Success

1. The past might be prologue → **Mine your data.**

2. Heads up! → **Develop near-real-time alert systems.**

3. Look beyond the tips of your skis → **Do predictive modeling with the right data streams.**

4. Develop effective intervention strategies → **Train people/create rich records/close the loop.**

5. Consider scale → **Design and build systems that fit your institution.**

6. Understand local culture → **Create systems that resonate.**

7. **Work together** → **Student success is everybody’s business!**
Among the “7 things you should do” suggested on the previous slide, what needs the most attention on your campus?

1. Data mining
2. Near-real-time alerts
3. Predictive modeling
4. Effective interventions
5. Systems are at proper scale
6. Systems fit our culture
7. We all work together
Contact Information

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Questions?
Help Us Improve and Grow

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