



Board Work Session
ADVISE Overview and Retention Initiatives
September 21, 2023

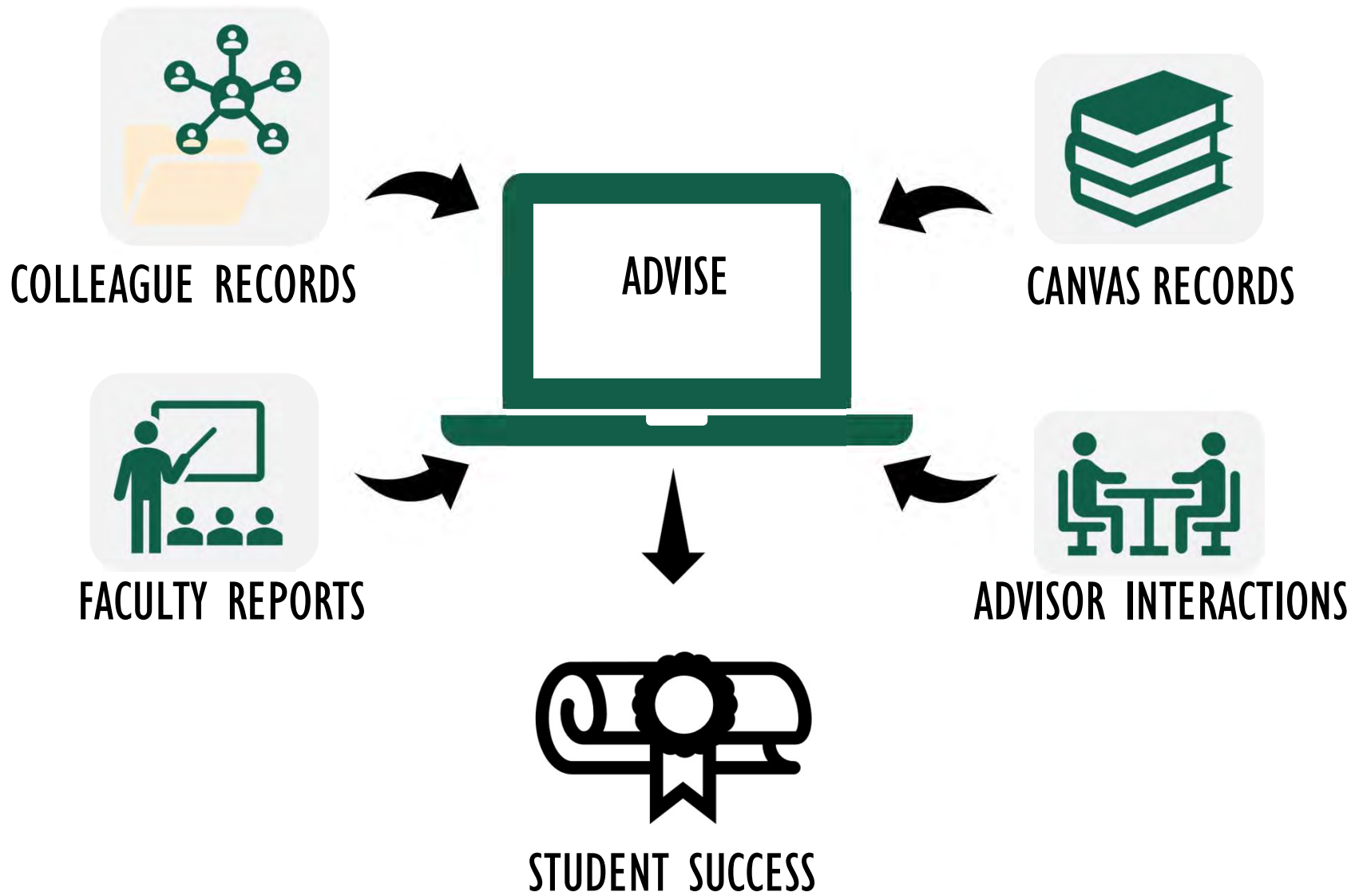
Ellucian Advise

- A CRM software system that uses real-time data to identify students in need of support and provides systematic tools to effectively engage with students
- Creates a “data hub” for gathering and analyzing information on student performance from various sources
- Onboarding process took several months, starting in March 2022
- Continued implementation work is ongoing



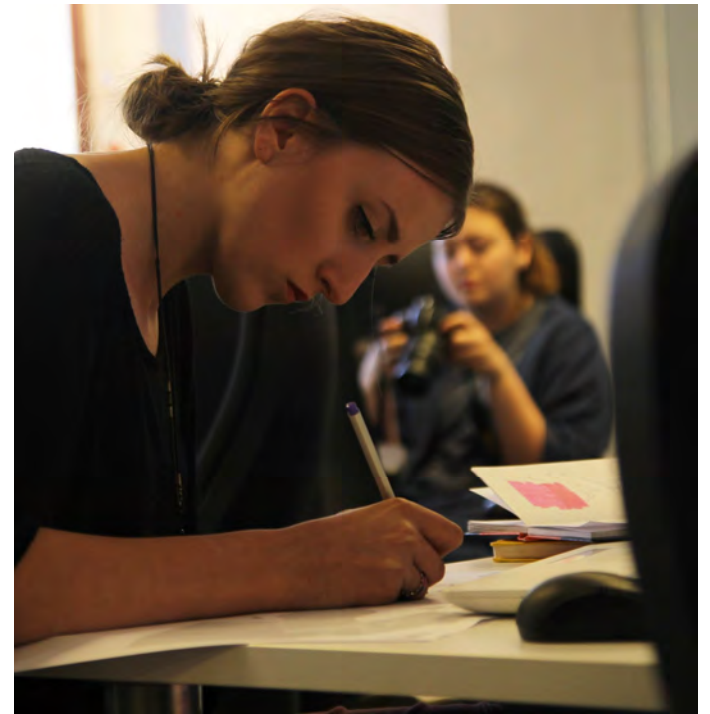
ADVISE Software Capabilities

- ❑ TRACK STUDENT PERFORMANCE
 - Detect when students need academic support through student self-reporting and/or faculty input
 - Identify academic concerns early and take swift action using automated tools
- ❑ TAILORED COMMUNICATIONS AND OUTREACH
 - Create customized communication plans and nudges based on specific criteria
 - Personalize messages to help students feel more connected
- ❑ ENHANCED RETENTION STRATEGIES
 - Pinpoint at-risk student populations against customizable success benchmarks
 - Monitor high-priority issues and coordinate support from multiple support offices

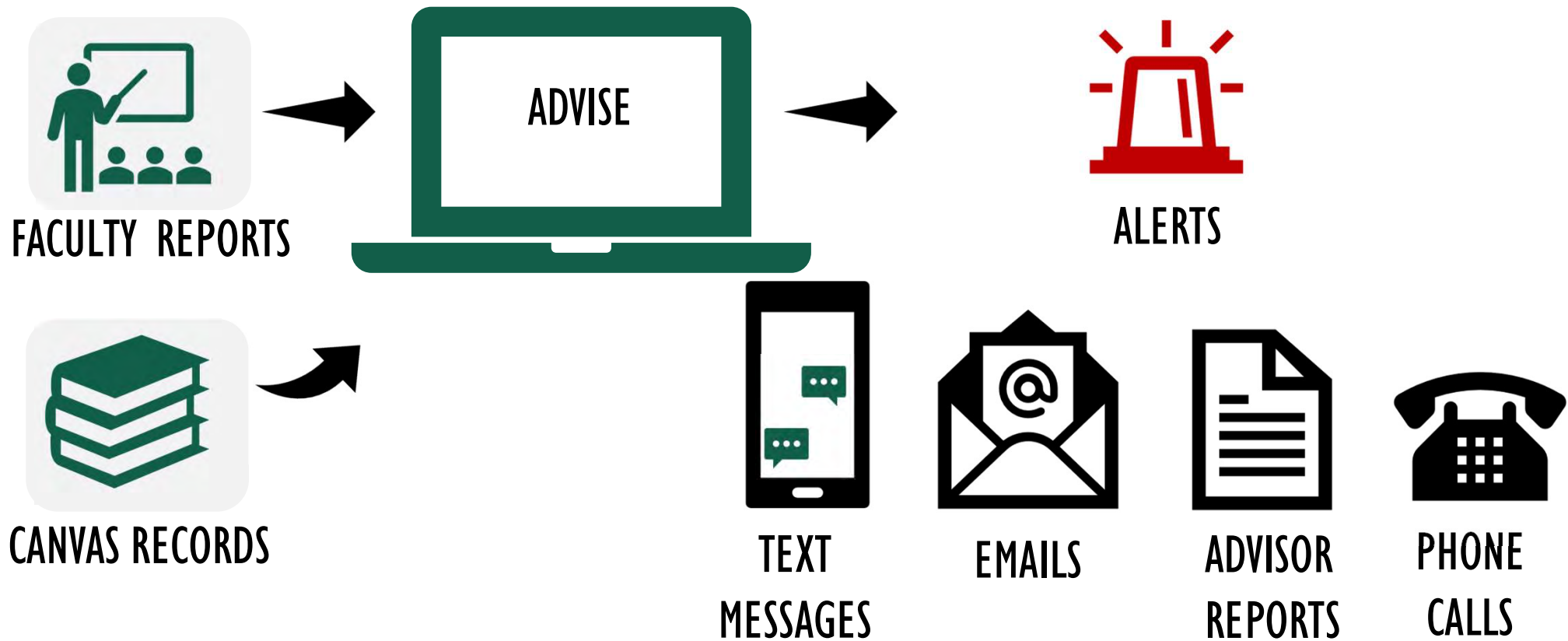


CCC Early Alert System

- Early alert programs, sometimes known by other names such as “early warning systems,” are a recognized tool for improving student retention in higher education.
- Used to track academic indicators, including grades and academic progress. The most commonly used indicator is attendance, which research suggests is correlated with grade performance
- CCC developed a home-grown system in 2008.
- Faculty required to report at designated points/stages in the semester.



Early Alerts



Text Message Example

Text Message Template: CCC - Check your CCC Email

{{Alert First Name}} Please check your CCC email. You have an important message that needs action. Here is the link for your CCC email: <https://outlook.com/cccneb.edu>.

Email Example

Email Template: CCC - Failing

Subject: Failing Grade in {!Alert:Section;}

Dear {!Alert:Regarding;},

I am reaching out to you to offer guidance and support. Your instructor has indicated that you currently have a failing grade in {!Alert:Section;}. Based on your current performance, you may be in danger of failing this course. Please know that many college students find that they need to utilize tutoring and other support services to help them achieve success while in college. However, I urge you to act promptly. There are steps you can take and services you can take advantage of to help improve your grade and outcome in this course. I recommend that you take the following steps as soon as possible.

Your Action Steps:

- **Contact your instructor** for {!Alert:Section;}, immediately to see what you can do to help you improve your grades and successfully complete this course. You can find your instructor's contact information in your course syllabus found in [Canvas](#).
- **Our Academic Success Centers** offer tutoring (virtual and in-person), assistance with writing projects, free computer access, and a quiet place for you to study or receive academic help. Be sure to take advantage of these free services and contact our [Academic Success Center](#) staff for assistance.
- **Need additional resources?** CCC has a variety of [support services](#) to help you on your path to success. Please take advantage of these resources. We are here to assist you!
- **If you are considering not continuing with this course**, you will need to officially Drop/Withdraw from the course through the [Registration](#) office. Please call PhoneCentral at 308-398-7412 for assistance. If you are receiving financial aid, it is very important you check with the [Financial Aid](#) office first, as changes to your schedule may affect the status of your financial aid.

Your success at Central Community College is very important to us! If you have additional questions, please reach out to the Student Success Administrative Assistant, Jennifer Wurdeman, at 402-562-1244 and she will be happy to assist you.

Sincerely,

Elizabeth Klitz, Ph.D.
Vice President of Student Success and Enrollment Management
Central Community College
bprzymus@cccneb.edu
402-562-1284

Email Example

Email Template: CCC – Applause

Subject: Great work in {!Alert:Section;}

Dear {!Alert:Regarding;},

Congratulations!

Your instructor wants to let you know that they appreciate the hard work you are putting into your academic performance in {!Alert:Section;}. Your dedication to your studies is very much appreciated and has not gone unnoticed. Any additional comments that your instructor shared are noted below.

{!Alert:Submitter's Comments;}

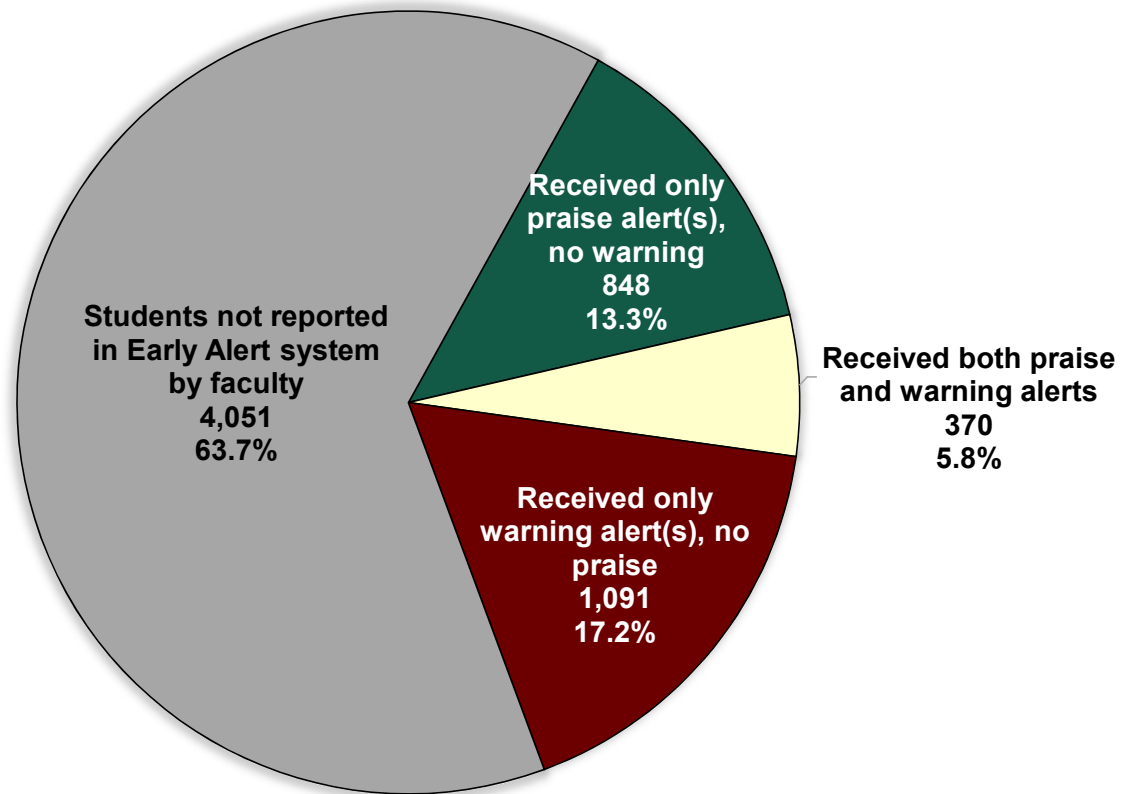
Keep up the great work!

Sincerely,

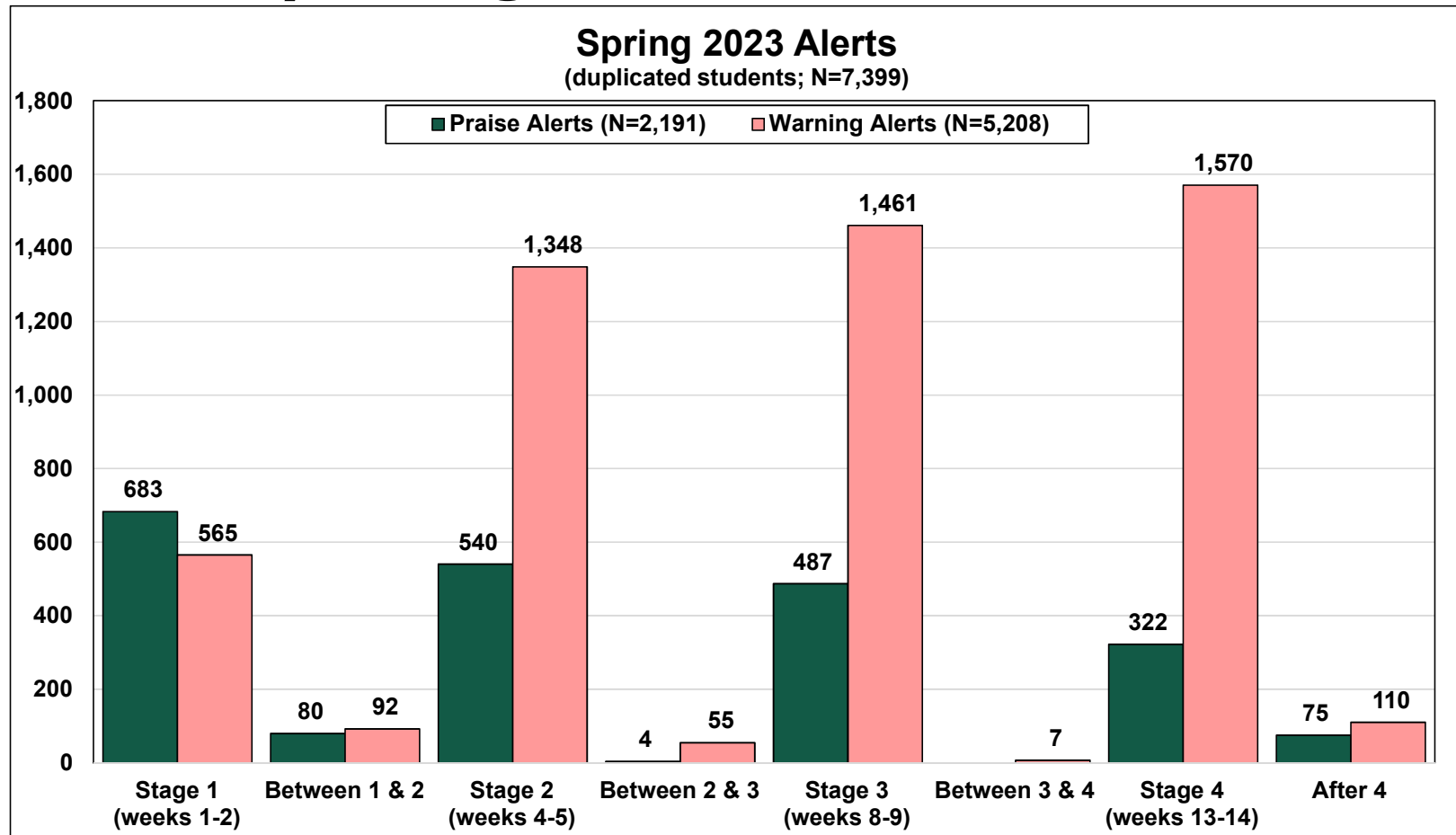
Elizabeth Klitz, Ph.D.
Vice President of Student Success and Enrollment Management
Central Community College
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Spring 2023 Population

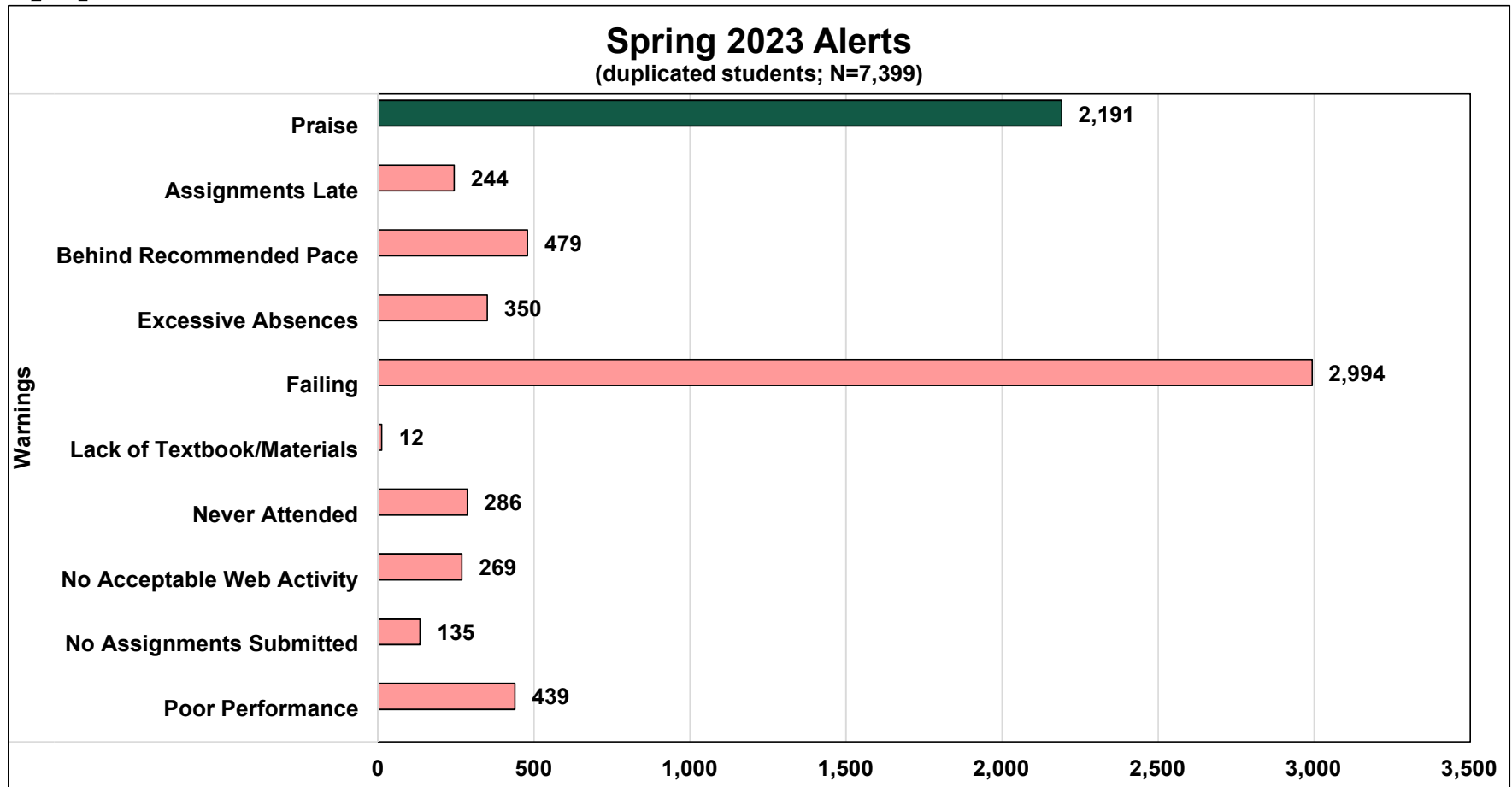
Spring 2023 Unduplicated Credit Students
(N=6,360)



Alerts By Stage

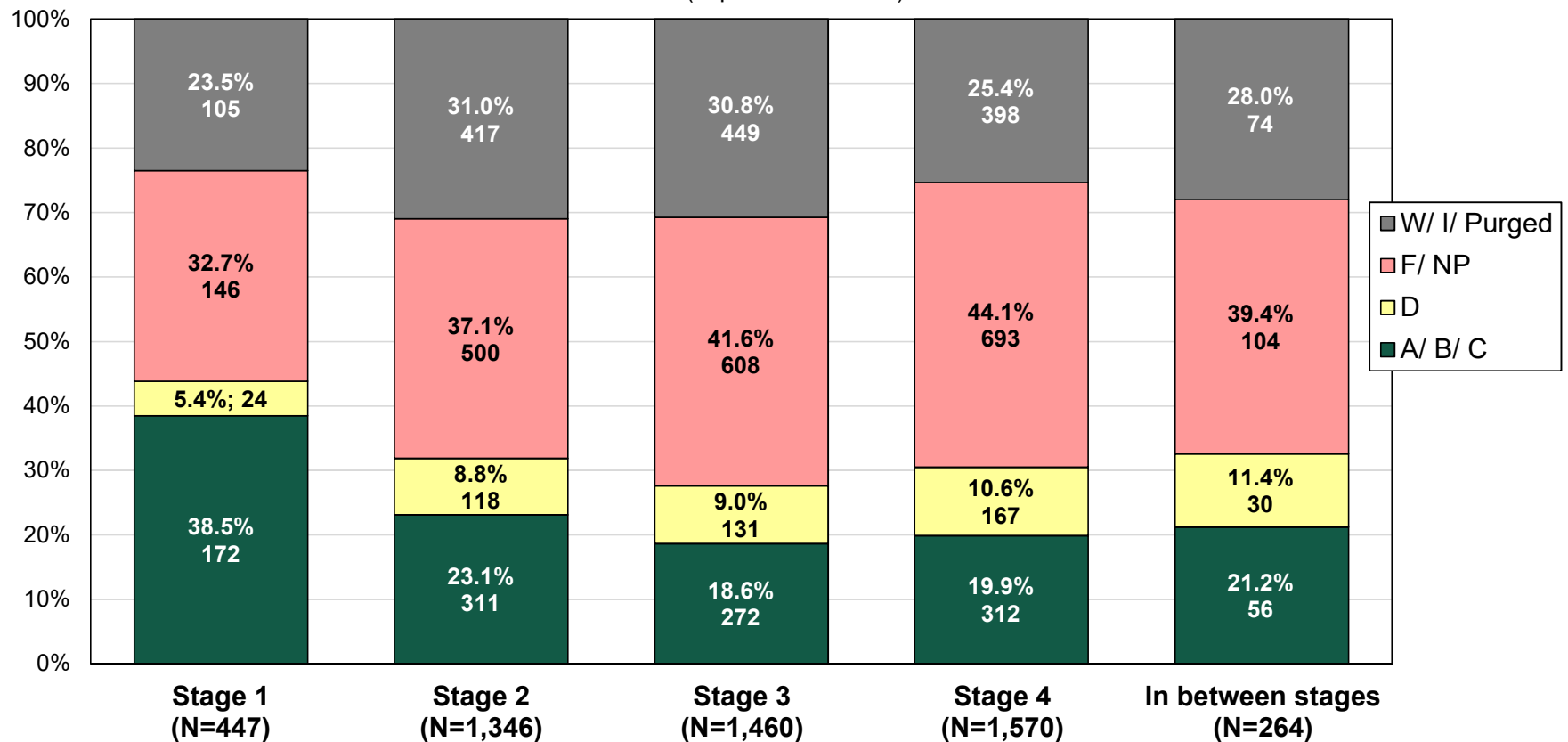


Types Of Alerts



Grade Distribution Of Alerts

Spring 2023 Outcome Based On Warning Alert(s) Reported
(duplicated students)



Award-Seeking Students: Scoring Plan



Academic Performance (30%)

- Below SAP
- Prior Term GPA < 2.0
- Cum GPA < 2.0
- Withdrawn from 1 or more sections in the current term



Student Details (25%)

- Late Registration
- Part-time Student



Early Alerts (35%)

- Between 3-5 Alerts in the current term
- Between 6-8 Alerts in the current term
- 9 or more Alerts in the current term



Student Holds (10%)

- Registration and Award Holds

Award-Seeking Students (current status)

Student Risk Level			
Plan: Award Seeking Success Scoring Plan ▾			
Risk Level Range		Number of Students (out of 3528)	
View	Low (100 - 80)	3088	88%
View	Medium (79 - 65)	406	11%
View	High (64 - 0)	34	1%
Some students may not yet have scoring data and will not be shown here.			

Academic Recovery Taskforce

- Collegewide Taskforce working on an academic recovery process for students identified in the red for the Award-Seeking Scoring Plan
- Students who fall below academic standards of progress would also be required to participate in Academic Recovery
- Interventions can include
 - *Assigned to an Academic Recovery Specialist*
 - *Required online modules to strengthen time management, study skills, awareness of campus resources, etc.*
 - *Student self-assessment to identify academic barriers*
- Anticipated timeline – Academic Recovery procedures in place by Fall 2024

CCC Retention Team

Dr. Beth Klitz

*VP of Student Success and Enrollment
Management*

Julie Mullen

Director of Success Coaching

Krynn Larsen

TRiO Program Director

Erika Wolfe

Associate Dean of Students - Hastings

Mark Francis

*Application Database Administrator - Student
Focus*

Ashley Weets

Associate Dean of Students - GIK

Tod Heier

Associate Dean of Academic Education - Columbus

Lisa Gdowski

Director of Financial Aid - Columbus

Francesca Davis

Institutional Research Coordinator

The background is a solid dark green. A large, lighter green semi-circle is positioned on the right side, with its flat edge facing left. A thin, vertical, slightly lighter green line runs through the center of the semi-circle.

Questions?