



Fayetteville State University

Targeting Risk & Intervention

Fayetteville State University, a constituent university and HBCU in the University of North Carolina higher education system, implemented Starfish CONNECT and EARLY ALERT campus-wide in fall 2015. Starfish CONNECT and EARLY ALERT are branded as BroncoConnect at our institution.

- Phase I Goals:
 - Centered around adoption, satisfaction and/or impact
- Phase I Metrics:
 - CONNECT: Survey completion rate, number of alerts raised/cleared, % of faculty participation
 - EARLY ALERT: Number of appointments created by staff and made by students

Impact of this Work

- Electronic record of academic advising from freshman year to senior year. Maintains advising continuity.
- Substantial reduction in paper contracts in academic support services (writing, math, supplemental instruction).
- Use of Early/Midterm Alert progress surveys played a role in improved freshman academic performance.

Successes

- Progress Survey Participation:
 - Fall 2015—42.3%
 - Fall 2016—54%
- Overall Faculty Participation
 - Fall 2015—45%
 - Fall 2016—58%



Challenges

- Sustainable SIS Integration
- LMS Integration
- User adoption of advanced features

