South Texas College

All Three Pillars

Description

iPASS enabled South Texas College to purchase technology systems both in Constituent Relationship Management (CRM) and Early Alert (EA). STC purchased the Hobsons Radius (CRM) and Starfish (EA) systems. The CRM and EA systems allow STC to target all three iPASS pillars: targeting risk/intervention, academic planning, and counseling/coaching.

Impact on Student Supports

The Hobsons' Starfish System has replaced South Texas College's homegrown EA system. Starfish has impacted STC's student support model and services by adding a formal, automated, and centralized, layer of connectivity between faculty and students. STC initiates two formal scheduled progress surveys per semester to all credit bearing courses, including dual credit.

The CRM system improves STC's current system and allows the college to measure its efficiency in its student recruitment efforts.

Top Successes

- STC has successfully completed the Pilot of the Starfish System and has fully implemented the EA system beginning Spring 2017. All 1,667 faculty have access to Starfish as do all 34,000 enrolled students. STC is beginning to interpret/analyze the data generated from the Starfish system.

- Our new CRM has successfully launched the inquiry form.

Challenges

- The next phase for the Starfish system is to begin administratively managing the system.

- The next phase for the Radius Project is the creation and implementation of a new student application.

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