

UNC Charlotte

MAKING ANALYTICS ACTIONABLE

iPASS Pillar: Targeting Risk and Intervention



Q: What's an advisor to do?

(1st day of class Spring '17)

Laura Gonzalez

- Sophomore
- Biology

- Earned 36/42 credits attempted
- 2.67 GPA (overall)
- 2.54 GPA (major)
- Graduation Probability = **56%**

* From EAB's Student Success Collaborative

A: Engage Laura in a progressive iPASS intervention

DATA-DRIVEN & TARGETED MESSAGING

(Laura has ...)

(Advisor communicates to...)

| | (Laura has ...) | (Advisor communicates to...) |
|-----------|---|---|
| Week 0 | 56% Grad Probability | <ul style="list-style-type: none"> • Encourage excellence • Assign a goal setting exercise for semester |
| Week 2 | Enrolled in <ul style="list-style-type: none"> • BIO II, CHEM II, & Pre-Calculus • US History I & Intro to SOCY | <ul style="list-style-type: none"> • Flag courses critical for Laura's BIOL major • Identify success services |
| Week 4 | STARFISH Early Alert in CHEM II and SOCY | <ul style="list-style-type: none"> • Emphasize significance of early alerts • Push success services • Offer consultation |
| Week 6 | NOT scheduled a Tutoring, Skills Workshop, or Advising Appointment | <ul style="list-style-type: none"> • Reinforce need for action |
| Week 8-9 | Mid-term F in CHEM II | <ul style="list-style-type: none"> • Assign a parallel planning exercise • REQUIRE RISK ADVISING |
| Fall 2017 | Still declared as a Biology Major <ul style="list-style-type: none"> • Enrolled in Cell Biology • Retaking CHEM II | <ul style="list-style-type: none"> • Pre-semester outreach • What's going to be different? |

iPASS SUCCESSES

- Engaging Advisors to Shape Culture & Build Consistent Processes
- Understanding How Risk Resonates with students & how to prompt action

iPASS CHALLENGES

- Data Integration
- System Limitations



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