

The University of Texas at San Antonio

Targeting Risk and Intervention



Overview

A key focus of the UTSA iPASS project is to improve student success through risk targeting and intervention measures including:

- ▶ Increasing usage of DegreeWorks by students.
- ▶ Having students lock-in their plans with advisors.
- ▶ Use of targeted campaigns through the Education Advisory Board's (EAB) Student Success Collaborative Campus (SSC-Campus).
- ▶ Expanding our marketing reach.
 - Marketing efforts included: elevator posters, banners in common areas, t-shirts, video (promotional and testimonials), targeted emails, student outreach at events, and tabling.

iPASS Impact on Advising and/or Student Support Model or Services

Increasing awareness and use of iPASS tools:

- ▶ Enhance the advising culture through campus wide coordination in support of the Coordinated and Linked Approach to Student Success (CLASS) initiative on campus.
- ▶ Empower students to be self-advocates and take an active role in planning and navigating their college experience.
- ▶ Increase access and support from knowledgeable advisors on using self-guided tools. Advisors can focus on providing students with individualized advising, resources, and referrals.



Top Successes

Collaboration & Knowledge Sharing

- ▶ Cross-campus committee perspectives from students, faculty, staff, university leadership, and the Director of Innovation at the Texas Higher Education Coordinating Board.
- ▶ SSC-Campus as a component of the Provost CLASS initiative including early change management and training sessions.

Increased DegreeWorks awareness

- ▶ 80% (as of Spring 2017) of students now have locked degree plans to help stay on-track to graduate on time. An increase from 14% (as of Spring 2016).

Challenges

- ▶ Student adoption of multiple mobile apps for the iPASS tools (DegreeWorks and SSC-Campus).
 - UTSA Mobile App and GUIDE
- ▶ Administrative time for academic advisors to explore full functionality of SSC-Campus to expand caseload management efficiency.
- ▶ Increased DegreeWorks data demands from departments for academic course planning.
- ▶ Transitioning prerequisite checking to DegreeWorks.