Using predictive analytics to target students at risk of not persisting
Mapping and enhancing advising processes to optimize advising case loads
Developing tools to aid student education planning, facilitate advisor student interaction, and gauge progress
Engaging leadership and stakeholders in change leadership
Illume Students by Civitas Learning, advisor dashboard (local), EdPlan (local)

Advising directors are now reviewing processes to identify ways to streamline their work and to use predictive analytics
Student services are more aware of overall student persistence rates as well as rates for specific student groups
Trustees, institutional leaders, and functional area leads are more aware of persistence and completion rates and promising strategies to generate “lift”

Launching new technology tool with outside vendor after more than a year of preparation
Offering professional development events in change leadership; engaging more than 70 colleagues in training events
Securing advising directors’ interest and participation in using technology tools

Aligning and coordinating multiple technology change initiatives
Customizing technology tools to local needs and local knowledge
Getting buy-in and maintaining momentum