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

| Week 0   | 56% Grad Probability | • Encourage excellence  
|          |                     | • Assign a goal setting exercise for semester |
| Week 2   | Enrolled in  
|          | • BIO II, CHEM II, & Pre-Calculus  
|          | • US History I & Intro to SOCY | • Flag courses critical for Laura's BIOL major  
|          |                     | • Identify success services |
| Week 4   | STARFISH Early Alert in CHEM II and SOCY | • Emphasize significance of early alerts  
|          |                     | • Push success services  
|          |                     | • Offer consultation |
| Week 6   | NOT scheduled a Tutoring, Skills Workshop, or Advising Appointment | • Reinforce need for action |
| Week 8-9 | Mid-term F in CHEM II | • Assign a parallel planning exercise  
|          |                     | • REQUIRE RISK ADVISING |
| Fall 2017 | Still declared as a Biology Major | • Pre-semester outreach  
|          | • Enrolled in Cell Biology | • What’s going to be different?  
|          | • Retaking CHEM II |

### 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