Description

- Implemented EAB’s product SSC Campus as a means of scheduling and tracking advising appointments as well as success coaching appointments.
- Began with a pilot group of 4 colleges as well as 3 support services/tutoring centers.
- Over the first year, we expanded usage to 8 of 12 schools/colleges and both regional campuses; we also expanded to 6 of 8 student support and tutoring centers.

Impact on Student Supports

- SSC Campus has given WVU one centralized tool across advising and tutoring. Some units previously used TutorTrac/Advisor Trac or other units did not have a tool.
- Increased communication and ease of scheduling appointments with SSC Campus
- Students are scheduling appointments sooner in the semester.
- Students are more likely to keep appointments because SSC Campus sends a reminder 24 hours in advance of the appointment.

Top Successes

- Decrease of just over 1% in probation rates from Fall 2015 to Fall 2016.
- Increase in fall to spring retention, from 88% to 89% (Fall 15 to Spring 16, Fall 16 to Spring 17).

Challenge

The biggest challenge we face, especially with our intervention efforts, is getting through to students. Whether it’s early alert, midterm outreach, etc, we still have students who do not respond to communication efforts.