Considerations for Retention Alert Pilot Expansion to Dale Mabry Campus

Presentation for October 27, 2014
The Connections Center, Title V HSI Grant
This presentation covers:

- Review of The 2013-2014 Retention Alert Pilot Objectives of Title V
- Review of The 2013-2014 Retention Alert Pilot Results
- Introduction of the new Retention Alert Pilot initiative to expand
- Considerations to make the Dale Mabry expansion possible
- Considerations on an institutionalization expansion
- Access to Detailed reports of the 2013-2014 Retention Alert Pilot
Review of Retention Alert Pilot Objectives for Title V Grant, 2013-2014

▶ **Objective:**
  
  ▶ By Sept. 2014, at least 50% of Hispanic students flagged in pilot of Early Alert system will be retained to the following semester.

▶ **Indicators:**
  
  ▶ 9.1 By December, 2013, at least 75 Hispanic students who are at risk of dropping out, as identified in Early Alert system, will participate in at least one in-depth advising session and receive prescribed services.
  
  ▶ 9.2 By Sept. 2014, this cohort (75 students) will be tracked electronically with new software to determine retention outcomes.
Review of Retention Alert Pilot Objectives Met for Title V Grant, 2013-2014

Objective:
- By Sept. 2014, 62% of Hispanic students flagged in pilot of Early Alert system were retained to the following semester.

Indicators:
- By May, 2014, 82 Hispanic students who were at risk of dropping out, as identified in Early Alert system, participated in at least one in-depth advising session and received prescribed services.
- By Sept. 2014, this cohort (82 students) were tracked electronically with new software to determine retention outcomes.
New Initiative to Expand the Retention Alert Pilot within Dale Mabry

- The new initiative expands towards the participation of several student service departments that independently, create, modify, refer, & monitor their own Retention Alert students. These are as follows:
  - Athlete Students, monitored by the Athletic Department
  - Hawkslanding Students, monitored by Academic Advising
  - Student Workers, monitored by The Career Center
  - International Students, monitored by The International Department

- The new initiative will expand case collaboration towards all DM Faculty who teach the specific student population listed above.
Specific Role Considerations for Expansion of Retention Alert to Dale Mabry in Spring 2015

- The IT staff will continue to maintain & provide access privileges and thus may need to assist in:
  - Opening ‘contributor’ access to all DM faculty
  - Add other management staff (Kayla Banister) to process development & to further conversations on process development
  - create, expand, and retract rule definitions for the batches & case types
  - coordinate (system) follow-up/troubleshooting with representatives on issues as they arise

- The Connections Center staff continues participate while functioning within boundaries of Title V duties & objectives (set until September 30, 2015), and may assist to:
  - Create trainings for each of the different roles of RA
  - Conduct trainings (groups, individual and in-service) for the individuals participating in different roles of RA coordinate (user) follow-up/troubleshooting with representatives on issues as they arise

- Administrative Faculty & Staff continue to function under the boundaries of their departmental roles & duties and may need:
  - An allotted time to work on RA cases
  - An adjustment of tasks and duties that will allow for the additional time and tasks that RA participation will add and require of them.
Specific considerations for Expansion of Retention Alert to Dale Mabry in Spring 2015

RA set-up as of 09.2014

1. Case is created by Contributor
2. Case is received by Retention Case Administrator
3. Case is submitted to proper department
4. Cases received may be interchanged by departments
Specific considerations for Expansion of Retention Alert to Dale Mabry in Spring 2015

RA set-up needed by 01.2015

1. Case is created by Contributor
2. Case is received by proper Department
3. Cases received may be interchanged by departments
Details of the Considerations for Retention Alert Pilot Expansion to Dale Mabry for Spring 2014-2015

Retention Alert Expansion Concept

Each dept. has local access to Administer, contribute & work cases:

- Access to contribute, close, work, batch and reassign cases
- Access to add/remove users
- Access to add case types (?)

Consideration of Requirements for Expansion Concept (A)

Departmental needs:

- Access levels for administrators, contributors, and workers
- Training to use each of the access levels
- Backup access to plan for leave and absences of different role types

Consideration of Requirements for Expansion Concept (B)

Faculty access needs - contribute case information

- This would require training for each faculty member to learn how to use retention alert contribution piece of the software
- This would require a plan for cases that will be referred that should not be referred
Considerations for expansion & institutionalization of Retention Alert

Technical involvement:

- HCC’s technical staff will be needed to:
  - create, expand, and retract different levels access to individuals in all campuses & in all roles
  - create, expand, and retract parameter definitions within the RA software as needed for each department
  - create, expand, and retract rule definitions for the batches & case types of each department
  - address (system & user) technical issues as they arise
  - coordinate meetings engaging software representatives.
  - maximize the full potential of the Retention Alert software
For more information on the details and process of The Connections Center’s Retention Alert Pilot of 2013-2014 please click the links below:

The Final Report for the Retention Alert Pilot

The Retention Alert Process

The Connections Center