Zoom Webinar Features

Join the Conversation!
Using Zoom Chat Features

Use the Chat feature to send messages

Audio Settings ^

Chat

Zoom Webinar Chat

From Me to All panelists:
Presenter, please be aware you need to share your screen.
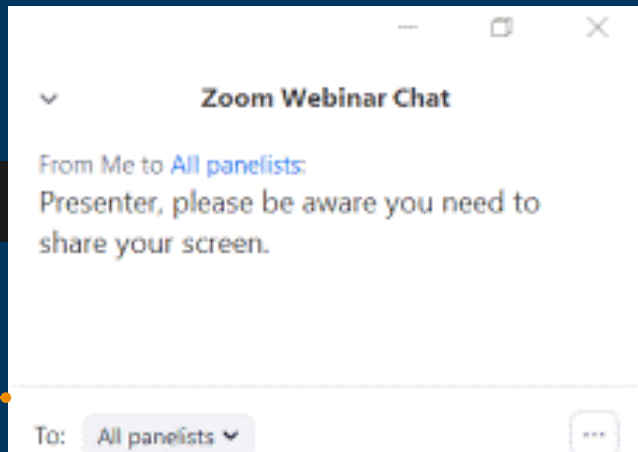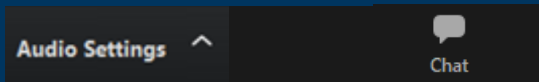
To: All panelists ⌄

Click the arrow next to "All Panelists in the Chat window.

Select "All panelists and attendees" from the drop-down menu to share your thoughts or questions with the audience

All panelists

All panelists and attendees

Meet Your EAB Moderators

Andrina Musser (she/her)
Starfish Strategic Leader
Technology Partner Success

Lindsay Kubaryk (she/her)
Senior Associate
Technology Partner Success

Connect with EAB

@EAB   @EAB   @eab_

Student Success Collaborative (aka: SSC, "The Collaborative")

What EAB calls the Student Success Practioners who work to support students at the nearly 800 institutions who use the Navigate and Starfish technology platforms. EAB's Technology Partner Success team provides dedicated programming, networking, and best practices learned from the Collaborative to scale our collective work to retain and graduate more students.

Student Success Management System (aka: SSMS)

A comprehensive technology that links administrators, faculty, staff, and advisors in a coordinated care network to support students from enrollment to graduation and beyond. See: Starfish and Navigate

Coordinated Care Network

Different offices across campus who are mutually committed to meeting students' needs who work together to support students through shared processes and technology.

Early Alerts

The formal process(es) or channel(s) through which proactive feedback on a student's progress or needs is shared with a student's coordinated care network and/or the student themselves with the purpose of providing an opportunity to support student success. Alerts on the student's progress can indicate academic improvement is needed, performance is on-track or outstanding, or the student is in need of other holistic support.

Starfish Terms

- Flag
- Kudos

Navigate Terms

- Negative, Neutral, or Positive Alert

Quick Poll: In General, What Best Describes Why You Joined Today's Webinar?

Select all that apply:

❑ We've had Navigate/Starfish at my institution for a while, so I'm looking for change management strategies to **revive or expand** use of the technology or improve existing processes.

❑ We're **new to Navigate/Starfish** and want change management best practices to be successful as we roll out new technology and design new processes.

❑ I'm interested in change management in higher ed in general and want to more about Syracuse University's approach.

❑ Other – tell us why you're here in the chat! (remember to use the dropdown to send to all panelists and attendees)

Syracuse University

Background

Large private research institution in Syracuse, NY

14,479 degree-seeking undergraduate students and **6,193** graduate students

13 schools and colleges offering over 200 majors and 200 advanced degree programs

83% six-year grad rate for fall 2014 entering class and **90.5%** retention rate for fall 2020 entering class

Dr. Kal Srinivas
Director for Retention & Student Success

Hopeton Smalling, Ed. S.
Functional Business Analyst, Retention & Student Success

"One University" Goal

Create an **U**nsurpassed **S**tudent **E**xperience

in a university welcoming to all

'CUSE®

Objectives

Plan

Learn from campus history and literature

Design

Create shared goals

Strategize

Link to Academic Strategic Plan

Implement

Be inclusive and decisive

Promote

Communicate to master change

Support

Address obstacles and challenges

Orange SUccess Implementation Timeline

How Syracuse Sequenced Deployment of Starfish Platform Modules Across the Institution

Fall 2015	Spring 2016	Fall 2016	Spring 2017	Fall 2017	Spring - Fall 2018	Spring - Fall 2019	Spring - Fall 2020
Kick-off	Pilot with A&S,MGMT; UC	Rollout to all UG	Rollout To Grad & Law	Collab w/ parts of ESE	*Expanded usage*	Kick-off Predictive Analytics	Implement Predictive Analytics

Accessibility Issues addressed
View Orange Success **Accessibility Updates** on the Orange SUccess website

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The Road to Syracuse University

Responding to Urgent Student Needs

Eliminating Student-Identified Barriers to Success Informs Institutional Initiatives

Students Clearly Articulate the Problem

1. Lack of communication between schools and colleges

2. Faculty advisor often unaware of student's academic needs

3. Need for professional advisors

4. Create a system of accountability

Initiatives to Eliminate Barriers Linked to Institutional Priorities

➢ Academic Strategic Plan
  ➢ Orange SUccess (Starfish): Nourish the whole student to support academic, social, and emotional well-being.
➢ University Retention Goals
➢ Fast Forward Initiative

▶▶ FAST FORWARD ▶▶

If you have an idea, you can make it happen at Syracuse University.

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Graduate School

College of Law

Engineering / Computer Science

Architecture

College of Professional Studies

iSchool

Arts and Sciences

Management

Sports and Human Dynamics

Maxwell

Education

Public Communications

Visual and Performing Arts

Build a guiding coalition – Recruit faculty/staff

One University Perspective – 13 Schools/Colleges

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"

It's easier to change the course of history than change a history course.
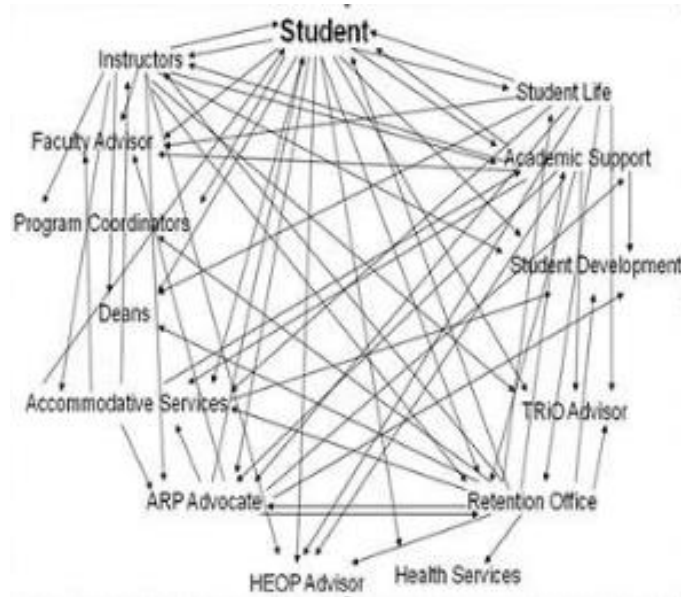
"

Zell Miller
Former Governor of Georgia and Chancellor of the
University System of Georgia
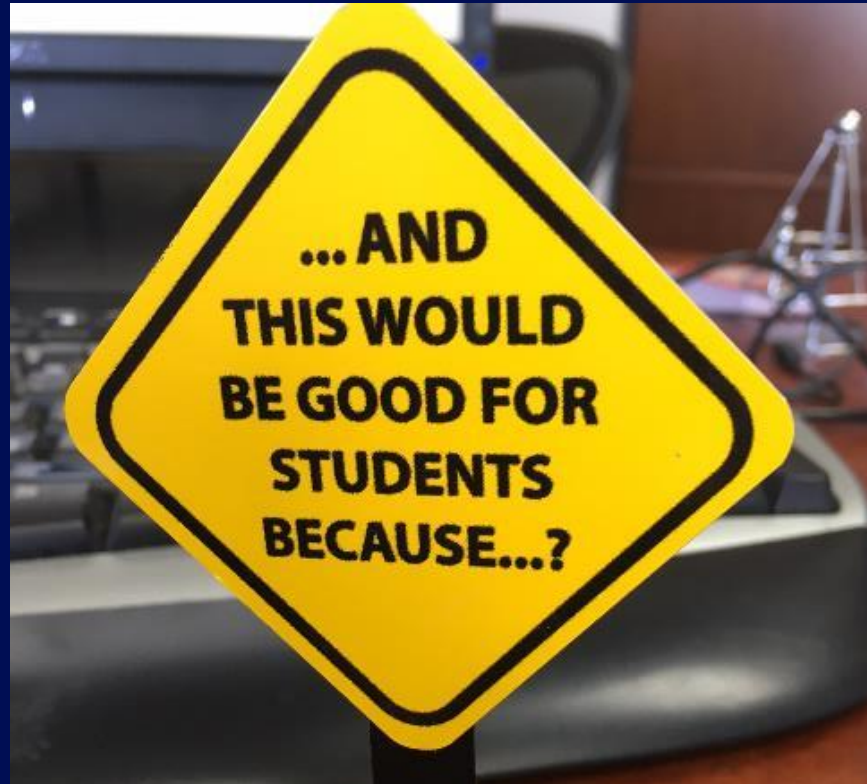
Why Starfish/Navigate?

Transform the student experience from this...

...to this!

Create a **sense of urgency** - **Improve Advising**

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Dr. John Kotter's

8-Step Process

for

Managing Change

1 Create a **sense of urgency**

2 Build a **guiding coalition**

3 Form a **strategic vision** and **initiatives**

4 Enlist a **volunteer army**

5 Enable action by **removing barriers**

6 Generate **short-term wins**

7 Sustain **acceleration**

8 Institute **change**

Orange Success mapped to Kotter's 8-steps

for

Managing Change

1. Create a **sense of urgency** –
   Improve Advising
2. Build a **guiding coalition** –
   Recruit faculty/staff
3. Form a **strategic vision** & **initiatives** –
   Created by Leadership
4. Enlist a volunteer army -
   Individuals volunteered
5. Enable action by **removing barriers** –
   Convinced naysayers
6. Generate short-term wins –
   Shared results each semester
7. Sustain **acceleration** –
   Integrated w/other systems
8. Institute **change** –
   Build it into the DNA of the institution by re-introducing to incoming students/parents

Implement ⭐ STARFISH?

No... Örange SUccess!
SYRACUSE UNIVERSITY

Laying the Groundwork

Be Inclusive, but Decisive

Meetings across campus included:

- Leadership
- Retention/Student Success Council
- Faculty
- Staff
- Students
- Advisors Practitioners Forum
- Student Experience Division
- Enrollment Management
- Information Technology Services

Purpose:

- Build strong working relationships with leaders
- Generate buy-in and enthusiasm
- Identify **barriers** to resolve

▶ **Barriers Uncovered**

- *Integration with other systems*
- *Privacy issues as technology spreads*
- *Customizations can drown implementations*
- *At-Risk Processes*

Each person reacts to change differently

Syracuse University Student Convocation

Culture is not just one aspect of the game; *it is the game.*

Change causes disruption

"Terms of Use"

Uniting Faculty, Staff, and Students Around a Common Understanding of Orange SUccess

1. Preliminary Statement

2. Reasons for Terms/Purpose

3. Terms of Use
   a. Acceptable use of Orange Success
   b. Privacy and Access
   c. To Whom Do these Terms Apply

4. Procedures

5. Definitions

6. Other Related Policies and Documents
   a. The University FERPA policy
   b. The University's Information Technology Resources Acceptable Use Policy

Who Contributed to This Document?

➢ Maxwell Faculty

➢ Legal Counsel

➢ ITS Policy Committee

➢ Executive Sponsors

➢ Our Core Team of 3

View the full Terms of Use on the Orange SUccess website

"Your Right to Know as a Student"

Transparency Into How and Why Orange SUccess Works to Gain Student Trust

- Only **you have access** to your dashboard

- Flags can **only** be viewed by you, the faculty/TA who raised the flag, advisors, and individuals in the office associated with the flag.

- We do **not police** you, but rather **embrace** you and your success.

- The goal of using Orange SUccess is to help you be successful and stay connected with the community.

- Orange SUccess is **protected** under the Family Educational Rights and Privacy Act of 1974 (FERPA).

How to Engage Students as Change Sustainers:

- E-Newsletter
- Orientation
- Parent/Family weekend
- Forum Presentations
- Short videos

View the full "Right to Know" text on the [Orange SUccess website](#)

Creating Accountability with Transparency:
Matrix Outlines Workflows for Early Alerts

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Student-Initiated Flags (Ask for Help)

Flag Name	Who Clears the Flag	Who Receives Notification * (Relationship based)	Flag Definitions	Response Expectations
I need an advisor's help	Acad/Faculty, Advisor, Student Retention Coordinator	Academic Advisor, Faculty/Major, Advisor, Honors Advisor	To seek help from an advisor	Advisors respond through OS ASAP, typically within 1 business day
I need help in a course	Instructor, TA	Instructor, TA, Academic Advisor, Faculty/Major Advisor	To seek help from an instructor	Instructor follows up with student
I have a roommate/ neighbor conflict	Office of Residence Life (ORL)	ORL Director, Assoc Director, Res Hall Director, Assist Res Hall Director; and Housing Director	To report a roommate conflict	ORL or Housing responds in 1 business day
Intra-University Transfer (IUT)	Academic Advisor	Academic Advisor, Faculty/Major Advisor	To request an intra-university transfer (IUT)	Advisors respond through OS ASAP, typically within 1 business day
I need disability accommodations	Disability Resources (CDR)	Center for Disability Resources Director, CDR Counselors	To request a disability accommodation	CDR Counselors respond within 1 business day

Getting the Word Out:
Enlisting the "Bigwigs!"

Enlist a volunteer army - **Individuals volunteered**

Ongoing Communication

Spotlighting Wins, Cross-Campus Contributors, and Providing Transparency in the Process

Orange SUccess Newsletter

Spring 2017 — **Vol. 1 No. 1**

Orange SUccess: Engage - Connect - Succeed

Faculty Spotlight

Bill Coplin- Public Affairs
"Orange SUccess gave me a way of saying, here, this may be a problem"
"I viewed it as an early warning system in which I clicked the flags"
"It was convenient, as I move along I'll probably use more of it."
"Over the years I've seen these students not doing well... so I think it will facilitate more support for students who are having problems."

Shiu-Kai Chin- Electrical Engineering
"Instead of going through MySlice and seeing which students were in my classes I could actually get that all through Orange SUccess"
"So roles where I am a students' instructor or I'm their advisor, I can say that's extremely useful to me because then I can immediately, very quickly reach out to the people I need to reach out to."

Donald Dutkowsky- Economics
"It produces a lot more dialogue between professors and students in a large lecture hall"
"It (Orange SUccess) helps us use our resources more efficiently to help the students with their course"
"It's just a win-win proposition for the students, the University and those of us who teach and work with them"
"Faculty feedback enhances advisor efforts"

Shahryar Gheibi- '16 WSOM PhD Graduate
"As I said, I mainly used the system for just motivating and encouraging students and I can say that over the course of the semester those students who were recognized they were actually more willing to participate in class the next class"
"I was in touch with the Orange SUccess team and I certainly felt like they were listening, their prompt response, and action was appreciated."

Student Success Faculty Advisory Board 2016 – 2017

Purpose:
Syracuse University has significantly advanced its technology resources in the past two years in alignment with the Academic Strategic Plan in support of student success. The plan is to integrate campus efforts and resources to increase graduation completion rates. We want to ensure successful roll-outs and adoption of our new initiatives such as Orange SUccess and Degree Works. By participating on this board, faculty will have an opportunity to guide our university in preparing students for their next steps and to promote student success.

Membership

Name	Affiliation
Susan Albring	Whitman School of Management
Uday Banerjee	Arts & Sciences
Lawrence Davis	Architecture
John Dannenhoffer	Engineering & Computer Science
Sharon Dotger	School of Education
Doug Dubois	Visual and Performing Arts
Donald Dutkowsky	Maxwell
Beth Egan	Public Communications
Scott Erdman	Arts & Sciences
Jeffrey Rubin	iSchool
Margaret Voss	Falk College
Hanna Richardson	Honors
Jeffrey Stanton	Academic Affairs
Kal Srinivas (Chair)	Academic Affairs
Mary DiMura	Registrar's Office
Debbie Gardner	Program Coordinator
Kelly Niedermaier	Degree Works PM
Hopeton Smalling	Orange SUccess-FBA

Better Accessibility
The product is compliant with international standards for web content accessibility. The Voluntary Product Accessibility Template (VPAT) documents current compliance. An independent third party testing firm has also verified compliance. Full details are available at the Orange SUccess website.

MSPRs
MSPRs will now be conducted through Orange SUccess, and will follow the academic calendar. It is expanded to include all undergraduate students. Faculty are expected to provide feedback for any/ all undergraduate students in their classes. The survey will open 2/21/17 with a firm close deadline of 2/28/17.

Terms of use
The purpose of the terms is to govern the ways in which students, faculty, and staff may use the Orange SUccess web-based advising system. Important questions about privacy and access to information stored on the system can be found on Terms of Use.

Here's to Your Orange Success!
Master Change by Communication
e-newsletter Fall 2021

Orange Success

Supporting and empowering academic success
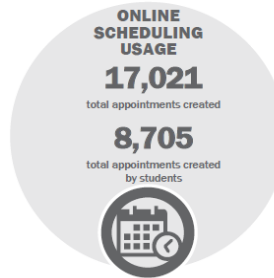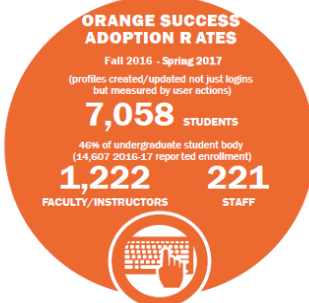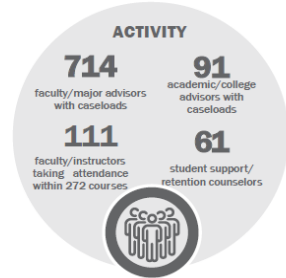
Why Orange Success?

Orange Success is an online tool students can use to connect with professors and advisors regarding degree progress, issues with classes, roadblocks encountered or anything else needed to help students improve academic performance and retention.

Getting the Word Out:
Highlighting Early Wins – Fall 2016-Spring 2017

Highlighting What Students' Think

"received an answer within an hour"

"received an email with detailed directions to drop a course"

"got an answer from my professor within 12 hours…pleasant surprise"

"immediate response from my advisor and professor"

"got the details about my schedule and also how to make an online appt."

2020 - 2021 Adoption by the Numbers

Orange SUccess SYRACUSE UNIVERSITY

Tracking Key Process Metrics to Understand Utilization

Advisors

100% of professional advisors used the technology

2,541 Resolved flags (82% had positive outcomes)

65,500 Student notes were documented in Fall 2020

6,943 Advising Notes; 9.887 Appointment Notes

Faculty

92.7% of faculty used the technology, with nearly all faculty advisors using it

70% Average mid-semester progress report completion rate (almost twice the national average)

704 Faculty taking attendance in the system

116 Notes sent to advisors from faculty through the system

Students

20,354 appointments initiated with faculty and staff

Early Alert Impact: "Transfer Out" Flag

Sustaining Progress by Sharing Results

Spring and Fall 2020 Data

> 38% of students with a flag for "Considering Transfer Out of SU" in 2020 were registered for Spring 2021

Academic Level	Total
Freshmen	1
Sophmore	27
Junior	19
Senior	7
Grand Total	54

Row Labels	Count of Reason
Academic	36
Closer to home	23
Geography	18
Another college	15
Financial	9
Wrong fit	9
Personal	8
Campus Life	7
Race	7
Not sure	6
Health	4
Safety	1
Grand Total	**143**

Sustaining Progress by Sharing Results

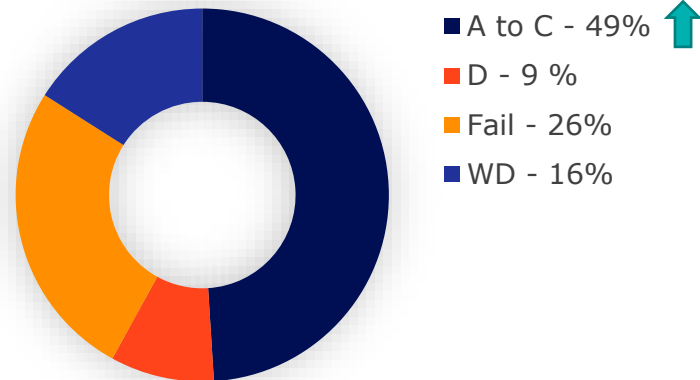Sharing Early Data on Positive Impact of Early Alerts

Early Alert Review
 Spring 2011 – Fall 2015 – No Early Alerts
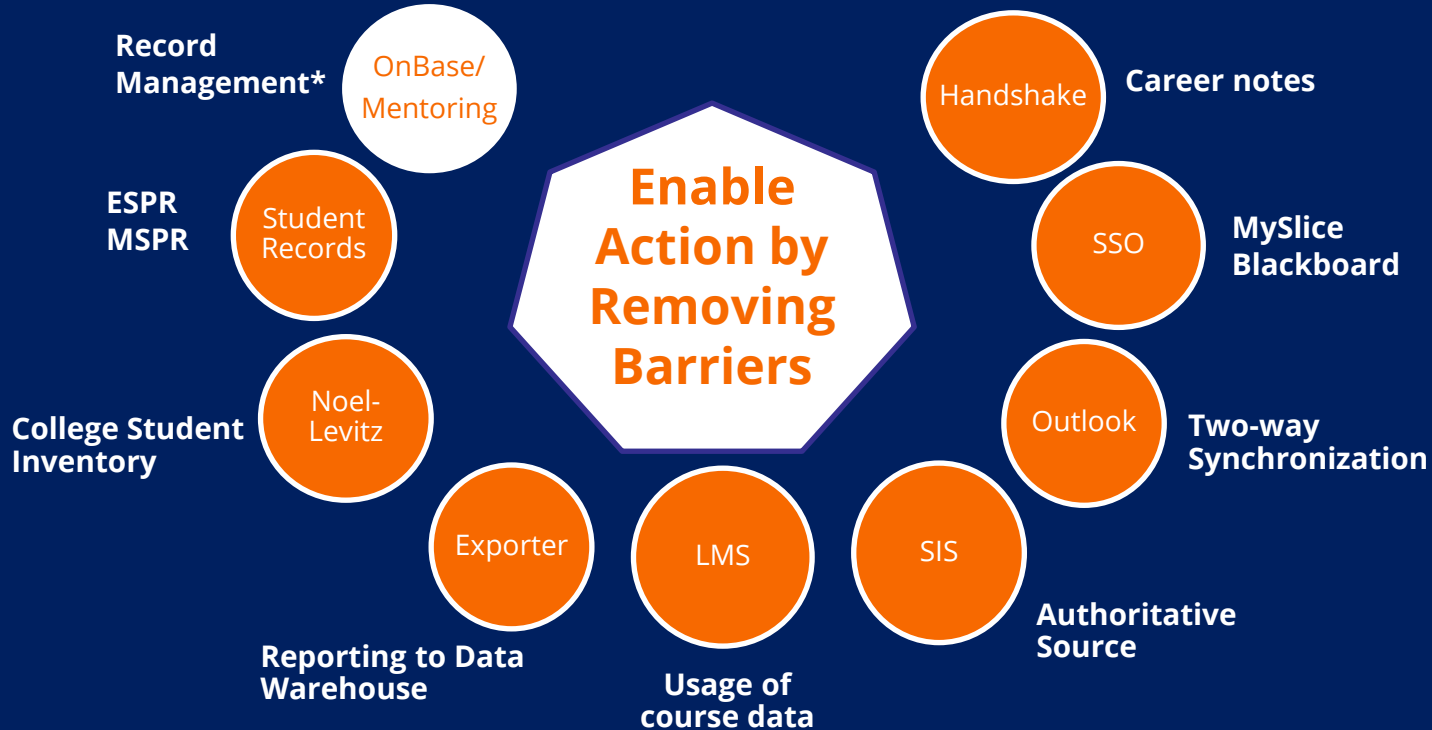 Spring 2016 – Fall 2020 – Early Alert

  •2683 earned grades of D (16% reduction)
    •weighted avg reduction of 264/term

  •334 fewer earned grades of F (3% reduction)
    •weighted avg reduction of 31/term

In Danger of Failing (Spring and Fall 2020)

- A to C - 49%
- D - 9 %
- Fail - 26%
- WD - 16%

Integration across all Systems

Convinced naysayers & Sustained **acceleration**

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Record Management*

OnBase/ Mentoring

ESPR MSPR

Student Records

College Student Inventory

Noel-Levitz

Exporter

Reporting to Data Warehouse

LMS

Usage of course data

SIS

Authoritative Source

Enable Action by Removing Barriers

Handshake

Career notes

SSO

MySlice Blackboard

Outlook

Two-way Synchronization

*In progress

Culture of Accountability

Quality of Advising
- International Student
- I need help from a faculty flag

Effectiveness of the Orange Success System
- Attendance Concern Flag
- Student Considering Transfer out of SU Flag

Instructor Responsibility
- **Part-time Instructor Contract**

Dealing with Criticism

➢ I can't figure out how to do my mid-semester grades

➡ ? *Orange SUccess does not do grades. LOL*

➢ The old system was easy and painless. Why was it removed and replaced with this nonsense?????

➡ ? *They hated the old system for the last 18 years – now they love it. LOL*

➢ I am furious that I have wasted so much time on this and they are still not done

➡ ? *You will never be done as grades cannot be done in this system. LOL*

➢ If you want them done, please send someone to do them...I quit!

➡ ? *Really? You quit? So I called her and she hung up on me. SPEECHLESS*

➢ If my students don't get mid-semester grades it is YOUR fault...not mine

➡ ? *Now she got my attention...feedback to students was critical!!!!!!!!! We sorted this out with the individual.*

Words to Manage Change By

"Change work needs to be small enough to be manageable, but big enough to be meaningful."

Chris Romano – Ramapo College

"When implementing a change never show up with data without a story. Do not show up with a story without data.

Marilu Goodyear– Kansas University

"The biggest killer of early alert programs is information flow problems"
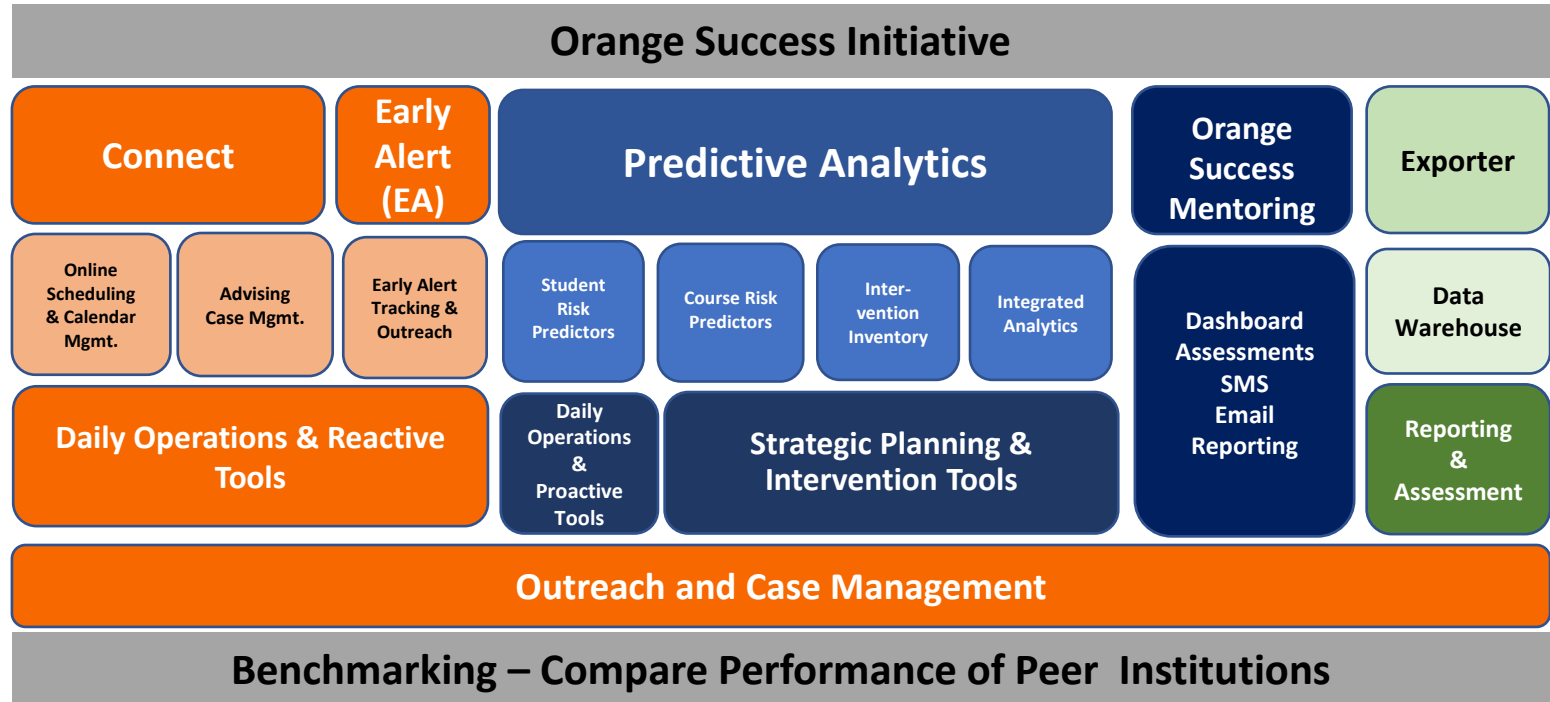
Loralyn Taylor – Ohio University

Key Takeaways

1   **UNWAVERING LEADERSHIP SUPPORT IS A MUST**

2   Learn from Campus Culture and History

3   Starfish/Navigate is only a tool, it is people using this tool who support students

4   Review and systematically act upon flags
  - Effective intervention strategy

5   "**One University**" initiative (Institutional will to get it done)

6   Relationship with Starfish/Navigate Dream Team

REMEMBER:

Everyone is a
RETENTIONEER!

Working collaboratively to retain our students and help them succeed is KEY!

Student Outreach and Retention

Q&A