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2016-2017 A

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TABLE OF CONTENTS

Message from the President	3
Messages from the Provost and Vice President	5
Introduction	6
The Challenge	8
The Plan	8
Evolution of the Plan	10
Adoption of Case Management	12
Powering with Technology	14
Archivum Insights Screenshots	17
The Results	18
Other Accomplishments	20
Conclusion	22

Dalton

H

Dalton was referred to an academic advocate by his college advisor who had concerns about his progression. The advocate learned that he needed classroom accommodations due to a hand injury and facilitated the process. She also connected Dalton with Care Team partners to address other challenges, helping him to get back on track with his studies.

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Our highest priority is the success of our students. We devote unprecedented resources to support them so they can graduate on time with minimal debt. As we have enhanced our culture of caring, we have become a national leader in the areas of retention and graduation rates, and we have eliminated the graduation rate gap by race, ethnicity, and socioeconomic status. At USF Tampa, we believe every student can succeed if given the opportunity to do so. And the success of every student will contribute to our university’s standing as a national top-tier research institution and a Preeminent Research University in the state of Florida. Our students’ success is our success.

D.J

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Temiloluwa

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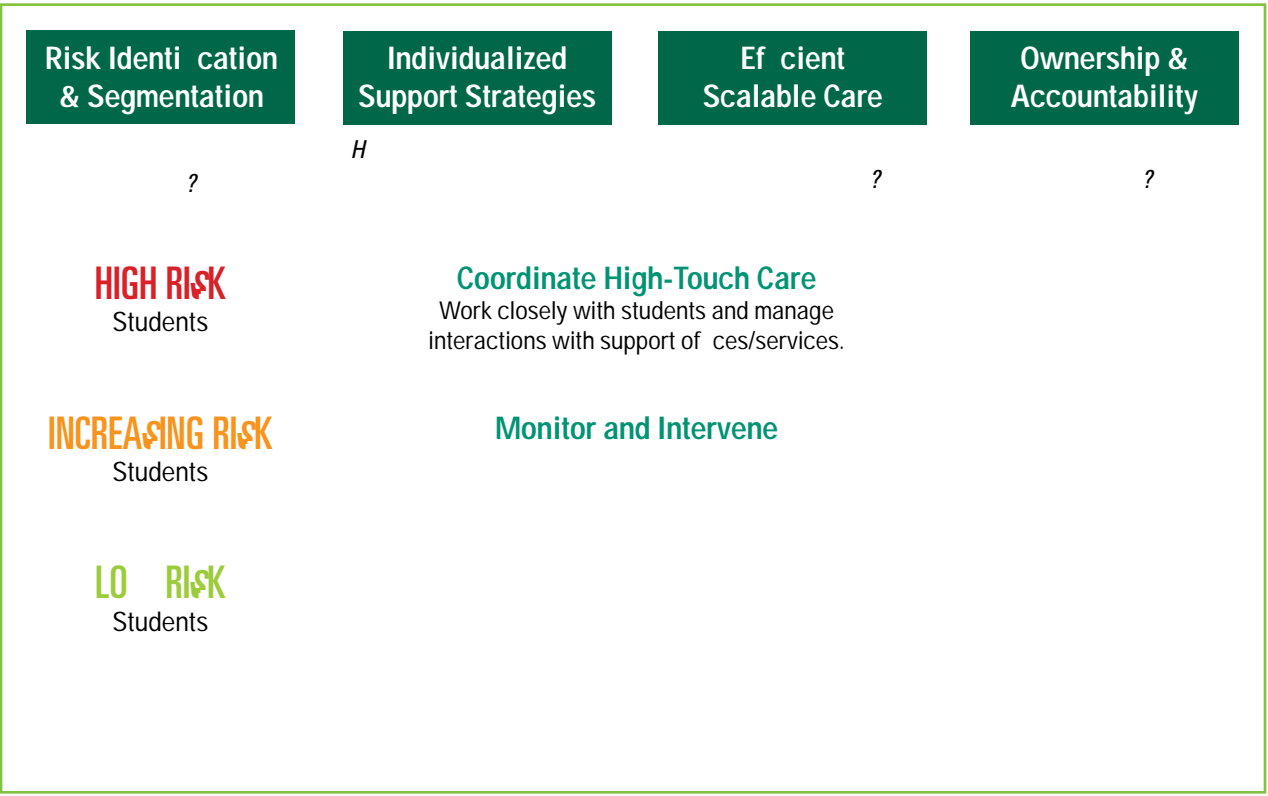
To address financial predicaments, senior leadership established a special fund to assist struggling students. With just two semesters left, unexpected financial barriers were going to halt the graduation plans of this high-achieving Nigerian student. The Persistence Committee helped Teme with the support he needed to complete his degree.

Over the last five years, the University of South Florida has become a national model for student success, leading all public research universities in the nation for increases in four-year and six-year graduation rates for

HE PLAN

From its early adoption of homegrown predictive analytics in 2012, which focused on first-time in college (FTIC) student retention, USF leadership recognized the potential of data to help sift efficiently through a population of nearly 43,000 students to identify individual students needing help to progress and, ultimately, graduate in six years or less. 2016-17 was to be the year that a recently formed Persistence Committee and a team of student success advocates would really harness the power and potential of its predictive analytics platform to achieve USF's retention and graduation goals.

Through a partnership with Civitas Learning, the



upon existing applications and data with speed. Having utilized the platform for a smaller project, IT was ready to put it to use for a case management tool.

Dr. Dosal, Persistence Committee members, academic advocates and other student success stakeholders joined IT for a two-week Sprint Zero initial planning session in the fall of 2016 to develop an agreed upon project scope for the new tool. Using the Appian platform and following Scrum methodology, IT impressively delivered the first iteration of USF's case management system, Archivum Insights, in just 12 weeks. The system rolled out in the spring of 2017 to academic advocates, academic advisors, Persistence Committee members and other units supporting the student success initiatives.

Archivum Insights bridged various complex platforms (i.e. student information and learning management systems); integrated with the Civitas Learning software; featured state-of-the-art design; and addressed the functional needs of academic advocates, academic advisors, and other student support personnel.

The Office of Decision Support is a critical partner in the process of integrating university data with its technology tools.

These screenshots provide a basic understanding of how the case management tool assists support personnel in managing and tracking students and their progress.

0 HER ACCOMPLISHMENTS

While the new initiatives in predictive analytics and case management occupied the attention of senior leadership in Academic Affairs,

CONCLUSION

2017 was the year USF pushed off its performance plateau and reached preeminence targets on graduation and retention rates, unlocking future state funding that will be used to further its strategic student success initiatives.

But USF's achievements are not just numeric. At-risk students across the institution are experiencing higher quality, more personalized and effective outreach and guidance as the result of the university's student success case management approach.

New initiatives are in the works to continue our progress and address our challenges, including enhancements to case management, Archivum Insights and our first-year student experience, as well as our male student persistence initiatives and the MWell4 Success program to address mental health literacy.

USF is proud that students are excelling, but the institution will not stop here—higher goals are being established as USF continues to move forward as a premier global university with student success its number one goal.

Student Success stakeholders come together for a Sprint Zero planning session for the next phase of Archivum Insights.

María

C & B

María's last year of college was threatened due to financial difficulties when civil unrest affected the currency of her home country, Venezuela. Determined not to have her dreams halted, María reached out to the Student Ombuds, who took her case to the Persistence Committee. The cross-functional team was able to coordinate a scholarship for this talented young woman through USF World and María is set to graduate in spring 2018.

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