

OnCourse for the First Year

A review of supportive outreach strategies for first year students

Student Outreach: A blend of approaches

Scheduled outreach

- Received by all students in a group
- Happens at key points in the term
- Not driven by characteristics of the individual student
- *Still better than reactive interventions*

Proactive outreach

- Targets specific students
- Occurs when a student needs it
- Based on individual circumstances
- *Best practice*

Creating a student outreach framework

- Key Questions:

- Who
 - is my target audience?
- What
 - do they need?
 - do they know?
 - resources can I provide them?
- When
 - do they need intervention?
- Where
 - can I find them?
- How
 - can I effectively reach out?
 - will I track them?

- Key Answers:

- Who
 - NFYS
- What
 - OSU navigation, developmental info
 - Insufficient information about OSU
 - Knowledge/linkages
- When
 - Every week
- Where
 - OnCourse
- How
 - Variety of tools in OnCourse

What is OnCourse?

- OnCourse is the OSU name for EAB's Student Success Collaborative platform
- A variety of roles across campuses that can access or provide certain pieces of student information
 - **DISCLAIMER:** The differences between roles means that not all features we review today are available to all platform users

Expanded Features



Student Name

- Overview
- Success Progress
- Reports / Notes
- Class Info
- Major Explorer
- More

Course Grade D/F 0	Repeated Courses 0	Withdrawn Courses 1	Missed Success Markers 1	Cumulative GPA 3.364
Total Credits Earned 122.00	Credit Completion % at this Institution 100%	Support Priority Low		

Major Indicated Here (MAJ-BS)

BS in Major Area
College Listed Here

Major History

STUDENT ID
123456789

ALTERNATE ID
name.#

CLASSIFICATION
Senior

MOST RECENT ENROLLMENT
Spring 2018 Semester

Advisors
Advisor (OSU)

Tutors

Categories

Academic Load: Full-Time, Applied for Graduation, Campus: Columbus, Financial Responsibility: Yes, Minor: History, SG: First Generation College Stu, SG: Honors-University Honor Std, SG: International Aff Study Abroad, SG: Morrill Scholars Program, SG: MSP Enrolled Excellence Award

Tags

Campus Change, Entry Term, Transfer Term, Fresh Start

Manage Tags



THE OHIO STATE UNIVERSITY

Current Alerts 0

I want to...

- Message Student
- Add a Note on this Student
- Add a Reminder to this Student
- Report On Advising Appointment
- Schedule an Appointment
- Add to Watch List
- Issue an Alert

Edit User Settings

Impersonate User

Links

- Degree Audit
- Advising Report
- Buckeye Link (Faculty/Staff)
- Minors (ASC)

Student Info

Student ID: 123456789
Age: 21
DOB: 03/20/1996
Address:
985 Sulphur Spring Road
Chillicothe, OH 45601
Email: name.#@osu.edu

Predicted Risk

- “Support Priority”
 - a forecasting feature that compares the student’s *current* profile against the performance of other students in that major to predict their chances of academic success *in that major* based on statistical modeling
 - “It has rained on 40% of days with similar temperatures and humidity, so today there is a 40% chance of rain.”
- In other words, *this* student may not be struggling, but students *like* this student tend to struggle
 - The data that goes into this model includes things like First Gen in addition to things like performance in key courses, but *cannot* take into account things like resilience or commitment
 - Think about it like an “Urgent” marker or a flag on an email in your Outlook: it indicates that you should spend more time on that particular item (a.k.a.- student) soon

Tracking student interventions

- Report on Advising:
 - Records interventions with students
 - Default viewable by student
 - [Click here for video](#)
- Notes:
 - Record information about student or actions taken on student's record
 - Not viewable by student by default
- Tutor Reports:

ADVISOR REPORT FOR HARSH SINGHANIA

Appointment Details

An appointment will be created after you submit this report.

Reason:
Advising

Meeting Type:
Pre-Scheduled Appointment
15-Minute Same Day
Phone Appointment
Drop-In

Course:

Date of visit:
01/26/2018

Location:

Attendees

Margaret Nevrekar
Advisor, Tutor

Attended

Arrived: 12:22 PM Departed:

Harsh Singhania - 200439145
Senior
Electrical and Computer Eng (MAJ-BSECE)

Attended

Arrived: 12:22 PM Departed:

Suggested Followup

This will be saved on the report as a suggestion. No appointment will be created.

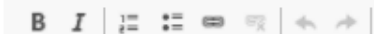
Date: Time:

Attachments

No file chosen



Note (Required)



Note Subject

Harsh Singhanian - 200439145
 Senior
 Electrical and Computer Eng (MAJ)-
 BSECE)

Relations

Note Reason

Note URL

Visibility

- Margaret Nevrekar Only?
- Harsh Singhanian?
- Printed Student Report

Attach File No file chosen



Appointment Details

An appointment will be created after you submit this report.

Reason:

Meeting Type:

Course:

Date of visit:

Location:

Attendees

Margaret Nevrekar
 Advisor, Tutor

Attended

Arrived: Departed:

Harsh Singhanian - 200439145
 Senior
 Electrical and Computer Eng (MAJ)-BSECE)

Attended

Arrived: Departed:

Suggested Followup

This will be saved on the report as a suggestion. No appointment will be created.

Date: Time:

Report Details For Harsh Singhanian

Assignments Discussed

Study Skills Used

Objectives of the Session

Goals for Next Session

- Student arrived on time and was ready to begin our session. Yes No N/A
- Student was prepared (attended class, read lesson, had notes, etc.)? Yes No N/A
- Student asked for explanation of material not understood? Yes No N/A
- Student responded positively to instruction (as you suggested)? Yes No N/A
- Student was aware of future assignments? Yes No N/A
- Student shows a better understanding of the material since our last session. Yes No N/A

Appointment Summary



Attachments

Attach File No file chosen

Key Features

- Watch Lists
 - [click here for video](#)
- Saved Searches
 - [click here for video](#)
- Campaigns
 - Progress Report: [click here for video](#)
 - Appointment: [click here for video](#)

Reporting

Reports

Progress Reports

- Student Progress Reports
- Detailed Student Progress Reports
- Students Flagged At-Risk
- Detailed Students Flagged At-Risk
- At-Risk Progress Reports And Tutor Appointment
- At-Risk Progress Reports And Advising Appointment
- Progress Report Requests

Alerts & Cases Reports

- Alerts
- Cases

Absence & Enrollment Reports

- Absences
- Absence Details
- All Recorded Attendances
- Sections With/Without Attendance
- Dropped Classes
- Non-Campaign Enrollment Census Report

Assignment & Miscellaneous reports

- Users Who Have Logged In
- Users Who Have Not Logged In
- Student Assignments Report
- Student Assignments Past Due Report
- Professors Active for Term

Study Hall Reports

- Students Currently Checked In
- Students Recently Checked Out
- Charity Time
- Completed Required Study Hours
- Did Not Complete Required Study Hours
- Weekly, Monthly, Term Time
- History Log

Student Information Reports

- Students Active for Term
- Students With/Without Advisors
- Students with Courses
- Students By Category and Course
- Notes

Student Services Reports

- Check-ins
- Student Services by Section

Tutor Reports

- Tutor Appointment
- Tutor Appointment Details
- Tutor Summaries
- Tutor Appointment Detail Summaries
- Tutor Activity Report
- Daily Tutor Appointment Report
- Tutor No Shows
- Tutor Appointment Cancellations
- Tutor Stats
- Tutor Appointment Requests Report
- Tutor Requests by Course
- Tutor Appointment by Course
- Tutor Availabilities

Tutor Payroll Reports

- Payroll Approval
- Tutor Hours Summary
- Detailed Tutor Hours Summary

Advisor Reports

- Advising Appointment
- Advising Appointment Details
- Students With/Without Advising Appointment
- Advisor Summaries
- Advisor Detail Summaries
- Advisor Reason Totals
- Daily Advisor Advising Appointment
- Advisor Activity Report
- Advisor Cancellations
- Advisor No Shows
- Advisor Stats
- Advisor Conversations Stats
- Advising Appointment Request Report
- Advisor Availabilities

Summary Reports

- Advisor & Tutor Summaries
- Advisor & Tutor Summaries Detail
- Cancellation Summaries
- Cancellation Summary Statistics

Reporting

(roles with access as of 1/31/18)

Role	Report	Progress Reports	Alerts & Cases Reports	Absence & Enrollment Reports	Assignments & Misc reports	Study Hall Reports	Student Information Reports	Student Services Reports	Tutor Reports	Tutor Payroll Reports	Advisor Reports	Summary Reports
Advising Administrator		X	X								X	X
Advising Front Desk							X	X			X	
Advisor		X					X	X			X	X
Professor				X								
ROTC		X				X	X	X	X		X	
Tutor Administrator		X	X	X	X		X	X	X	X		X
Tutor Front Desk <i>staff</i>								X				
Tutor Front Desk <i>student</i>						X						

Analytics

Available to help manage workflows and plan for appropriate staffing during busy times of the term.



Analytics

Population Health Analytics

Assess the health of selected student populations and identify intervention opportunities using key academic performance metrics like GPA and credit completion.

[Risk by College & Program \(formerly Institution Analytics\)](#)

Activity Analytics

Track student and staff activity for better accountability and resource planning using visualizations of how and when staff time is being spent.

[Advisor Activity Dashboard](#)

[Advisor Activity Reports](#)

More Analytics & Reports

[Student Information Reports](#)



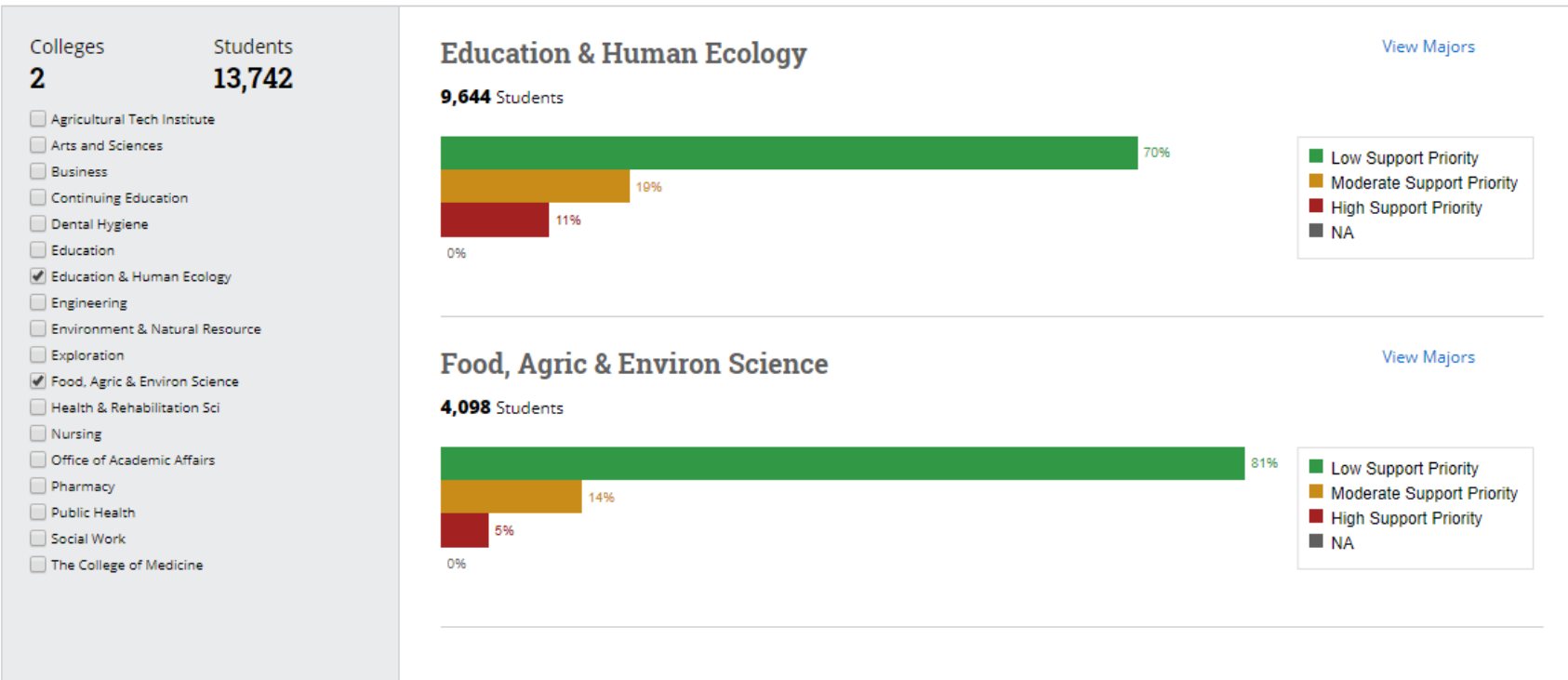
Analytics

- Institutional analytics



INSTITUTIONAL ANALYTICS

College Analysis



Analytics

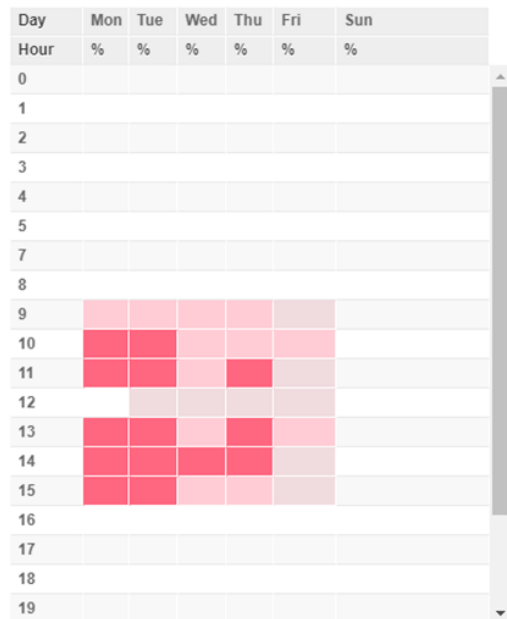
- Activity Dashboard
- Activity Reports

Appointments Activity Overview Heat Map

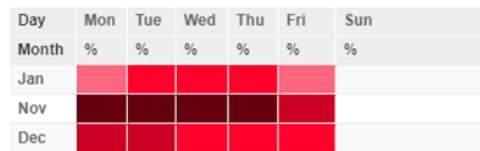
LOCATION: All
 REASON/STUDENT SERVICE: All
 DATE DIMENSION (SCHEDULED DATE): Nov 2 2017 - Jan 30 2018
 ADVISOR: All

Location information is only available for appointments with report filed. For appointments with multiple reason, only the last reason added is filterable

Advising Appointment Heat Map (Day of Week and Hour)



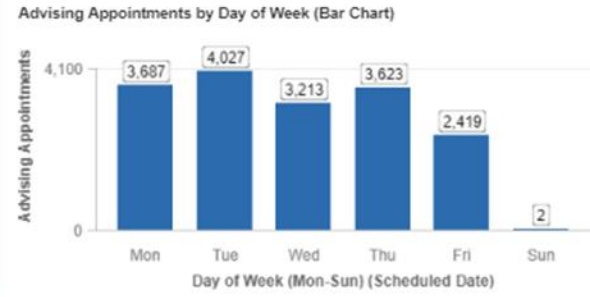
Advising Appointment Heat Map (Day of Week and Month)



Appointments Activity Overview Heat Map

LOCATION: All
 REASON/STUDENT SERVICE: All
 SCHEDULED DATE RANGE: Nov 2 2017 - Jan 30 2018
 ADVISOR: All
 REPORT FILED?: All

Location information is only available for appointments with report filed. For appointments with multiple reason, only the last reason added is filterable



Scheduling Tools

- Additional ways to communicate
 - Conversations: [click here for video](#)
- Appointment Center (see next slide)
 - New Appointment Center on the subsequent slide
 - Same functionality with a different look



Civil and Environmental Engineering - 495 Hitchcock Hall

Appointment **Advisor Waiting Lists**

Search for a Student

Calendar Options?

Available Times Only

Student Service:

All Services

Time Increment: 30 min

One Click Create (On)

Move Appts (Off)

Find First Available?

Tuesday - 1/30/18

7:00a to 5:00p?

Reload

Choose Advisors

Mary Leist

Elizabeth Riter

Barry Tolchin

Availability For Jan 30 2018

TIME	MARY LEIST	ELIZABETH RITER	BARRY TOLCHIN
7:00a			
7:30a		BUSY	
8:00a	BUSY	BUSY	BUSY
8:30a	<input type="checkbox"/>	<input type="checkbox"/>	BUSY
9:00a	<input type="checkbox"/>	APPOINTMENT	BUSY
9:30a	<input type="checkbox"/>	<input type="checkbox"/>	BUSY
10:00a	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10:30a	APPOINTMENT	<input type="checkbox"/>	APPOINTMENT
11:00a	<input type="checkbox"/>	<input type="checkbox"/>	BUSY
11:30a	<input type="checkbox"/>	BUSY	BUSY
12:00p	BUSY	BUSY	BUSY
12:30p	BUSY	<input type="checkbox"/>	BUSY
1:00p	BUSY	<input type="checkbox"/>	APPOINTMENT

Enter Student Name

Scheduling Grid ▾

All Services ▾

All Staff

01/30/2018



8:00AM ▾

5:00PM ▾

Refreshed Today 10:07 PM



+ Find First Available?

Appointment Schedule for January 30, 2018

Open Time Staff Unavailable

	Mary Leist	Elizabeth Riter	Barry Tolchin
8 AM	Busy	Busy	Busy
9 AM		15 Min (Graduation)	Busy
10 AM	Academic Status		15 Min (Major apply/...
11 AM		Busy	Busy

Scheduling Tools

- Online scheduling
 - [Click here for video](#)
- Request an appointment
 - [Click here for video](#)
- Check-ins
 - [Click here for video](#)

Impacts

- Appointment statistics in Reporting page use appointment summaries
 - *for units not using OnCourse for scheduling*
 - Analytics uses data drawn from Reports on Advising
- If students forgets to Check-Out, the system defaults to 2 hours
 - *for units tracking time, not attendance*
- Errors in start/end times when you file your appointment summaries blocks your calendar
- Students can only create 3 advising appointments per day (OSU)

-
- No role-based editing capabilities in the system. Double check your work.

Common Issues & Pro-Tips

- IDP must be done before access is granted for any non-student role
 - Access is requested through the OCIO Access Request Form
- After 36 months of inactivity students are removed from OnCourse (Data Retention Policy)
- RLOA student profiles aren't available until they are term activated in SIS (this is an automatic process)
- Prospective student accounts can be created for an advising unit
- Campaigns, Saved Searches, and Watch Lists are visible to others in the system. Name them in a way that is clear what their purpose is
- Set up Outlook rules to filter emails from OnCourse