The University of Texas at San Antonio

Overview

The UTSA Bill and Melinda Gates Foundation (BMGF) Integrated Planning and Advising for Student Success (iPASS) project has aided with the implementation of DegreeWorks, the Education Advisory Board’s (EAB) Student Success Collaborative Campus (SSC Campus), and EAB Guide App to improve the student pathway to graduation. A major focus of the project is serving and marketing to the mobile-first students as well as empowering them by ensuring information is accessible and delivery is streamlined through mobile apps the UTSA GUIDE (EAB GUIDE) and the UTSA Mobile App. The iPASS project supports UTSA’s student success initiatives such as the UTSA Coordinated and Linked Approaches to Student Success (CLASS) and the new UTSA President’s Initiative on Student Success (Oct 2017).

UTSA’s iPASS Mission

The iPASS project is dedicated to refining student success at UTSA by engaging a campus-wide team to collaboratively establish a system that helps empower students and support staff, refining student interaction from orientation to graduation. Through communication, training, evaluation, and refinement, iPASS will create an adoption environment that fosters welcoming attitudes toward changes. As a grant-funded initiative, the iPASS project strives to improve and determine the best practices and solutions for the benefit of students. Furthermore, as an evergreen project, iPASS will continually evaluate implementations to determine opportunities for increased impact, change pathways to minimize shortcomings, and share data to help improve student graduation and retention rates nationwide.

UTSA’s iPASS Vision

The goal of the iPASS project is to foster student success at UTSA to increase average retention and graduation rates. Students, advisors, faculty, and support staff will partner in a collaborative effort. iPASS will serve a key role in advancing student success and supporting students to reach their educational goals in complement with the THECB 60x30 TX, the UT System Student Success goals, the Blueprint UTSA, the CLASS initiative, the new UTSA President’s Initiative on Student Success, and the OIT mission.
Overview

A key focus of the UTSA Integrated Planning and Advising for Student Success (iPASS) project is to improve student success through risk targeting and intervention measures including:

- Increasing students' usage of DegreeWorks through locked-in degree plans.
- Using targeted campaigns through the Education Advisory Board's (EAB) Student Success Collaborative Campus (SSC-Campus).
- Empowering student action through mobile notifications.
- Launch and adoption of EAB GUIDE.

iPASS’ Impact on Advising and Student Support

Enrollment at UTSA for 2017-2018 led to the largest incoming class in UTSA history!

- 2016-2017: Approximately 29,000 enrolled.

- Attributed to: enrollment growth: 60%, increased retention: 40%.
- 4-year graduation rate increased by: 4% overall, 7% when omitting students in the Coordinated Admissions Program (CAP) with U.T. Austin.

Improving Graduation and Retention Rates:

- Enhance the advising culture through campus-wide collaboration in support of the Coordinated and Linked Approaches to Student Success (CLASS) initiative on campus.
- Empower students to be self-advocates and proactive in planning and navigating their college experience.
- Increase access and support from knowledgeable advisors on using self-guided tools.

Visual Representations of UTSA Student Success Technology Adoption

Major Success Points

- Collaboration with students via committees, events, and the formation of a Student Government Association (SGA) Technology focus group to improve student success resources.
- Continued partnership across campus with faculty, staff, and university leadership to support the CLASS initiative and leverage resources for student success projects.
- Redesign of the Academic Advising website to be student-centered, providing a more robust site to meet students' needs.
- Student adoption of multiple mobile apps for the iPASS tools (DegreeWorks and SSC-Campus) UTSA Mobile App and GUIDE.

Challenges and Opportunities

- Administrative time for academic advisors to explore full functionality of SSC-Campus to expand caseload management efficiency.
- Increased DegreeWorks data demands from departments for academic course planning.
- Transitioning prerequisite checking to DegreeWorks.
- Well-defined roles for faculty.
- Banner and DegreeWorks upgrades and migration to the cloud.
- Collaboration with the new President's Initiative on Student Success. (Oct. 2017)
Overview
A key focus of the UTSA iPASS project is to improve student success through risk targeting and intervention measures including:
▶ Increasing usage of DegreeWorks by students.
▶ Having students lock-in their plans with advisors.
▶ Use of targeted campaigns through the Education Advisory Board’s (EAB) Student Success Collaborative Campus (SSC-Campus).
▶ Expanding our marketing reach.
   • Marketing efforts included: elevator posters, banners in common areas, t-shirts, video (promotional and testimonials), targeted emails, student outreach at events, and tabling.

iPASS Impact on Advising and/or Student Support Model or Services
Increasing awareness and use of iPASS tools:
▶ Enhance the advising culture through campus wide coordination in support of the Coordinated and Linked Approach to Student Success (CLASS) initiative on campus.
▶ Empower students to be self-advocates and take an active role in planning and navigating their college experience.
▶ Increase access and support from knowledgeable advisors on using self-guided tools. Advisors can focus on providing students with individualized advising, resources, and referrals.

Top Successes
Collaboration & Knowledge Sharing
▶ Cross-campus committee perspectives from students, faculty, staff, university leadership, and the Director of Innovation at the Texas Higher Education Coordinating Board.
▶ SSC-Campus as a component of the Provost CLASS initiative including early change management and training sessions.
Increased DegreeWorks awareness
▶ 80% (as of Spring 2017) of students now have locked degree plans to help stay on-track to graduate on time. An increase from 14% (as of Spring 2016).

Challenges
▶ Student adoption of multiple mobile apps for the iPASS tools (DegreeWorks and SSC-Campus).
   • UTSA Mobile App and GUIDE
▶ Administrative time for academic advisors to explore full functionality of SSC-Campus to expand caseload management efficiency.
▶ Increased DegreeWorks data demands from departments for academic course planning.
▶ Transitioning prerequisite checking to DegreeWorks.
With the assistance of a prior Bill & Melinda Gates Foundation iPAS grant, we began implementation of several systems to improve advising for both students and campus advisors. This effort included an early alert retention network (EARN), electronic degree auditing and planning (DegreeWorks), and a customer relationship management (CRM) system for an integrated Global Advising System (GAS). The current iPASS project will expand the capabilities of the system to improve the student path to graduation. iPASS will enhance the CRM tool, streamline advising processes to enable more caseload management and outreach, and provide both the student and advisor current data to make informed collegiate career decisions.

Key resources for iPASS implementation include the Provost’s Office, Undergraduate Academic Advising, Registrar’s Office, Office of Information Technology (OIT), Institutional Research, and UTSA faculty and staff. Collaborative efforts between departments will allow UTSA to integrate components into the award-winning UTSA mobile application. Having this information available in a mobile format will provide streamlined, effective advising for our tech-driven students.
Student Success Model iPASS 2
Model Updated By UTSA iPASS 2 Team (2017)*

Coordinated and Linked Approach to Student Success (CLASS) INITIATIVE

Delegated and Linked Approach to Student Success (CLASS) INITIATIVE

**UTSA Campus Education Advisory Board's (EAB) Student Success Collaborative Campus**

UTSA Mobile

**MOBILE APPS**

**UTSA Campus Education Advisory Board's (EAB) Student Success Collaborative Campus**

**STUDENT DEGREE PLAN**

**STUDENT SUCCESS MANAGER**

**STUDENT ALERTS**

**STUDENT INFORMATION, COURSES, GRADES, ETC.**

**CURRENT SEMESTER**

COURSES, ENROLLMENT, MIDTERM, FINAL GRADES

**COORDINATED AND LINKED APPROACH TO STUDENT SUCCESS (CLASS) INITIATIVE**

- **DEGREE PLAN ADVISING CONSOLE**
- **MOBILE APPS**
- **EAB**
- **STUDENT DEGREE PLAN**
- **STUDENT SUCCESS MANAGER**
- **STUDENT ALERTS**
- **STUDENT INFORMATION, COURSES, GRADES, ETC.**
- **CURRENT SEMESTER**

**PRODUCES**

- **DEGREE REQUIREMENT**
- **COURSE INFORMATION**
- **TEMPLATE MANAGER**
- **STUDENT SCHEDULE, AND COURSE DATA**
- **UPDATES**
- **REPORTS**

**ORACLE**

**BANNER**

**BLACKBOARD**

**ONLINE CATALOG**

**PRINTED CATALOG**

**BANNER**

**ASAP (Student Portal)**

**COMMUNICATIONS**

- **REPORTS**
- **STUDENT INFORMATION, COURSES, GRADES, ETC.**
Business Intelligence Engine iPAS 1
Model Designed By Kenneth Pierce, Former Vice Provost for IT/CIO (2013)

Blackboard

COURSES, ENROLLMENT

Midterm, Final Grades

Reports

UPDATE

ASAP (Student Portal)

Banner Students

Early Alert System (EAS)

STUDENT INFORMATION, HISTORY, HOLDS, TEST SCORES, ETC.

Global Advising System (GAS)

COMMUNICATIONS

Printed Catalog

Online Catalog

Catalog Management System

ELECTRONIC DEGREE PLANS

PRODUCES

Degree Plan Advising Console

Student Degree Plan Tracker

Business Intelligence Engine

STUDENT, SCHEDULE, AND COURSE DATA

Template Manager

Degree Plan Templates

Semester by Semester Degree Plans

Degree Audit

DegreeWorks

COURSE INFORMATION

STUDENT, INFO, COURSES, GRADES, ETC.

DEGREE PLANS

DEGREE REQUIREMENT

PRODUCES

PRODUCES

PRODUCES

ADVISING ALERTS

? ellucian

? GradesFirst

Starfish

Microsoft Dynamics

Salesforce

? Under

Construction

CURRENT SEMESTER GRADES

ADVISING ALERTS

RECOMMENDATIONS