Collective Impact & Outlook for Student Success

Report compiled by
AVP Student Services Collective Impact & Outlook Committee
Student Success Pathways

Julian Davis
CNM
- Data Sharing MOU

Julian Davis
Student Support Services (SSS)
- Progress through College
- Academic advisement
- Employment on campus

Julian Davis
McNair Program
- Undergraduate research
- Faculty mentor and department
- Academic advisement
- Conference travel
- Admission and completion of graduate education
Student Success Pathways

Katrice Grant

**Upward Bound (UB)**
- Progress through H.S.
- Academic advisement
- Family Component
- Matriculation to college

**Student Support Services (SSS)**
- Progress through College
- Academic advisement
- Employment on campus

**McNair Program**
- Undergraduate research
- Faculty mentor and department
- Academic advisement
- Conference travel
- Admission and completion of graduate education

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COMPONENTS OF STUDENT SERVICES DATA NEEDS

• Our Challenge:
  • Manual, time-intensive, and not interconnected processes.
  • Collective impact within student services is difficult to measure.

• We Need To Be:
  • Integrated
  • Holistic
  • Collective
  • Effective and accurate
  • Resource-conscious
  • Expansive, expandable and inclusive
COMPONENTS OF STUDENT SERVICES DATA NEEDS

DATA IN
STUDENT LEVEL

CASE MANAGEMENT
FOR ALL PROGRAM PARTICIPANTS

DATA OUT
STUDENT LEVEL & PROGRAM LEVEL
COMPONENTS OF STUDENT SERVICES DATA NEEDS

How are we doing it now?

DATA IN

• Banner
• Manual data entry
• Program forms, surveys & instruments
• Data stored in program-specific spreadsheets, databases and paper files
• Manual data migration from other data repositories
# COMPONENTS OF STUDENT SERVICES DATA NEEDS

*What do we need?*

## DATA IN

- **Integrated UNM Sources**
  - Banner
  - Advising Software
  - Myreports
  - Blackboard
  - Other institutional student information systems

- **Program Level Sources**
  - Data not collected through Banner
  - Includes demographic and student success variables

- **External Data Sources**
  - Participant data collected from external partner organizations, such as: APS, CNM, National Clearinghouse, PED, HED

- Real-time
- Warehoused for consistency between pulls
- Importable from multiple sources
- Integrated
- Low-impact on staff time
COMPONENTS OF STUDENT SERVICES DATA NEEDS

How are we doing it now?

CASE MANAGEMENT

• Integrate
  ✓ Banner
  ✓ Myreports
  ✓ Other UNM student information systems by program staff
• Access program-specific spreadsheets, databases and paper files
• Access outside participant information systems
COMPONENTS OF STUDENT SERVICES DATA NEEDS

What do we need?

CASE MANAGEMENT

- See/interact with student actions over time
- Observe student interactions across student services and other departments within UNM

Pre-Higher Education

- College Preparation Programs
- Community Engagement Programs

Higher Education

- 2-year institutions (especially CNM)
- 4-year institutions (UNM and others)
- Post-baccalaureate programs

Post-Higher Education

- Career fulfillment
- Community involvement
COMPONENTS OF STUDENT SERVICES DATA NEEDS

How are we doing it now?

DATA OUT

• Access Issues
  ✓ Banner
  ✓ Myreports
  ✓ Other UNM student information systems by program staff
  ✓ Enrollment Management
  ✓ Institutional Analytics

• Data collected from program-specific spreadsheets, databases and paper files

• Integration of data sources and analysis of impact manual...See AVPSS Dashboard

• Annual Performance Reports (APRs)
COMPONENTS OF STUDENT SERVICES DATA NEEDS

What do we need?

- Program Level Reporting and Analysis
- Collective Reporting and Analysis (i.e., Student Services)
- Benchmarking Analysis
- Data available in customizable queries

DATA OUT

UNM & CNM Institutional Analysis
- For use by policy makers, practitioners and others in understanding the impact of programs on students and the institution’s goals

Program & Department Assessment
- For use by program staff to determine program effectiveness for planning purposes
- For use by program staff to report program impact to funders

Participants & Other Stakeholders
- For use by students, parents and other stakeholders to measure program effectiveness
- For use by public in the form of Dashboards
STEPS WE HAVE TAKEN TOWARD COLLECTIVE IMPACT & OUTLOOK

• Established Collective Impact & Outlook Committee

• Partnered with Office of Institutional Analytics

• Developed architecture for Data Repository in collaboration with Provost’s Office First Year Success Committee

• Reviewed CRM models for possible SP 2014 pilot
NEXT STEPS....
MODEL OF ANALYSES

**Programs**
- Individual Program
- Combo of Programs
- All Programs

**Students**
*Underserved:*
- Educational Standing
- Rural, Ethnicity, SES, First Generation, Gender, Academically underprepared
- Employment Status (FT/PT)
- Transfer

**Outcomes**
- UNM Academic Achievement
- Civic Engagement
- Any Educational Achievement
- Post-Secondary Employment/Military
- Program Specific Outcomes
DRIVING STUDENT SUCCESS
Research Questions

1. Do students in Student Services have better 3rd semester retention rates than students not participating in a Student Services program?
2. Do students in Student Services have better 4 year graduation rates than students not participating in a Student Services program?
3. What are the student-level characteristics of students participating in a Student Services program?
4. Do students who participate in a pre-collegiate program graduate high school at a higher rate and matriculate to college? How does this vary by ethnicity, SES, parental education status and gender?
5. How does participation in multiple student services programs impact course completion and retention rates?
6. How does participation in a student services program impact New Mexico achievement gaps between Hispanic and White, low-income and higher income and first-generation and non-first generation students?
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Report compiled by
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