SSC-Navigate Care Network
Case Study and Ideation Session

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Agenda

• What is a Care Network and which features of SSC-Navigate are relevant?

• Case Study – April 2020 Campus-wide Progress Report Initiative

• Future Directions
What Is a Coordinated Care Network?

**People**
Advisors, administrators, faculty, career services, financial aid, counseling, tutoring services, residence life

**Process**
- Note-taking and sharing standards
- Referral and transition policies
- Coordinated support and communication processes

**Technology**
- Tracked communications
- Shared documentation of service interactions
- Case management
- Progress reports and alerts
**Early-Alert System:** An early-alert system may be defined as “a formal, proactive, feedback system through which students and student-support agents are alerted to early manifestations of poor academic performance (e.g., low in-progress grades) or academic disengagement (high rates of absenteeism).”

**Navigate Features That Support Early Alerts**

- **Progress Reports**
  - Proactively request feedback from faculty on individual student performance in a course.

- **Alerts**
  - Advisors, faculty, and student support staff can create an alert to draw attention to a student who may potentially be at risk.

- **Cases**
  - Configure specific alerts to automatically open a case. Once a case has been opened, the sender and recipient can add information to the case, view progress, and close the case.
Progress Report Process Overview

1. Administration Initiates Progress Report Request
2. Professor Completes Progress Report
3. Advisor and/or Student Can Receive Email Regarding Outcome
4. Advisor/Staff Follows Up on Progress Report Concerns

1. Help Students Achieve Milestones & Remove Barriers to Success
2. Facilitate Staff Communications and Shared Workflow
Case Study

• Spring 2020 Progress Report Initiative
• Created relevant alert reasons observable by faculty
  – Alerts were directed to different destinations
    • Academic Advisors
    • Email response
    • Students of Concern in Manhattan and Salina
POLL

• Did you receive any alerts from this Progress Report initiative (April 3 – 14)?

Responses
Yes
Maybe
No
Alerts

Process Overview

Information Sources that lead to Alerts:
- Progress Reports
- Student Interactions
- Attendance Records
- Notes from other faculty or staff
- Tutoring Reports

Faculty member, advisor, or other user notices a student may be at-risk based on an observation, interaction, or received information.

Submits an Early Alert.

Auto-assigned user receives the Alert

Case may be created to manage the Alert

Action taken based on Alert context

Initial Alert reporter informed of action steps and resolution

If created, case is closed once follow-up complete
Alerts

**Administrator**
- Create Progress Report campaign
  - Identify desired outcome of campaign
  - Search for list of students for whom progress report requests will be sent
  - Kick off campaign
  - Monitor progress of campaign

**Faculty**
- Notification of progress reports awaiting responses
  - Email notice sent to faculty
  - Home page banner visible to faculty
- Fill out and submit progress reports
  - Includes "Yes/No" field for "Is student at risk of failing your course?"
  - Responding "Yes" requires alert reasons

**Advisors + Staff**
- Alert reasons trigger cases
  - Cases can be auto-assigned to specific advisors (managed by System Admin in "Alert Reasons")
- Case Management Begins
  - Case assignees notified of pending case (via email)
  - Assignees log into Campus
  - Assignees can pass "Case Owner" title to other assignees throughout management of case
  - Work with student and relevant departments to address case
  - Track comments within case
  - Close case when appropriate (mandatory criteria or specific permission optional)
  - Notice automatically sent of case closed to case opener
Poll

If you received an alert, how confident were you about your ability to support the student?

• Very confident
• Moderately confident
• Not at all confident
Students of Concern – Manhattan Campus

• Spirit of a pilot

• Case management approach
  – Generic email and text
  – Email and personalized text message
  – Finalized email or phone call to emergency contact

• Workflow strengths and challenges
  – No integration with Maxient
  – Closing of case and email to initiator
  – Many cases! Some duplicates and some errors
# Outcomes

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<th>Campaign</th>
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| **Undergraduate Focused Campaign** | • Evaluations sent: 165292  
• Responses from Professors: 63080  
• Response rate: 38%  
• Students reported in need of support: 3321  
• Need for support rate: 5% |
| **Graduate Focused Campaign**  | • Evaluations sent: 26503  
• Responses from Professors: 1731  
• Response rate: 6%  
• Students reported in need of support: 44  
• Need for support rate: 2% |
| **Cases Generated**       | • Student Life Assigned and Closed: 911  
• K-State Polytechnic Assigned and Closed: 133 |
Poll

Which of the following student service/support units would you like to see in the Platform to support alerts/referrals? (Pick top 3)

Choices:
Student Financial Assistance
Career Center
Housing and Dining
Academic Coaching
Powercat Financial
International Student Programs
Tutoring
Registrar
Athletics
What Are the Benefits of Turning Early Alerts into Cases?

- Facilitate a *coordinated* response when multiple offices, steps are involved
- Improve the overall *student experience* by providing timely, synchronized, and comprehensive guidance
- Allow for quantitative *evaluation* of early-alert program, interventions

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Questions

• What do you find exciting about creating a Care Network at K-State?
• What are your concerns?
• What do you need to KNOW to participate in a Care Network?
• How might we coordinate strategic outreach so students are not overwhelmed?