Engage
Plan
Support
Complete

Helping students reach their goals!!

Russ Little, MIS
Project Director, Student Success Plan
What is the Student Success Plan (SSP)?

The SSP is a Open Source software system and supported processes for student success, designed to increase the persistence, success, and graduation rates of targeted students.

Through holistic advising, counseling, web-based support systems, and intervention techniques, students are identified, supported and monitored.

Tools Include:

- Case Management Software
- Academic Advising Tools
- Early Alert / Faculty Access
- Student Interface(s)
- Student Information System (SIS) Integration
- Reporting Tools / Data Collection
Why you might want to use SSP?

✓ Improve student retention & success
✓ Increase graduation rates
✓ Implement a systematic, comprehensive advising, counseling and intervention process
✓ Implement an Early Alert intervention process
✓ Develop and maintain referral sources for addressing student challenges and opportunities
✓ Remove silos between offices that support students, Faculty & Chairs
✓ Create self help tools to connect students to resources that help them overcome challenges to their success
✓ Create clear plans of action for students
How does the SSP process work?

• **Students are Identified**
  – Diagnostic Tools, Predictive Models, Demographics
  – Student Intake

• **Holistic Coaching, Counseling & Advising**
  – Journal, History
  – Individual Plans of Action
  – Academic Plans

• **Intervention Techniques**
  – Early Alert (Faculty, Coaches, Staff)
  – Student Self Help Tools
Evidence of Impact

In Sinclair’s experience, students who are involved with technology supported (SSP) case management

• Are more likely to complete more courses successfully
• Have higher first term success rates
• Are more likely to return next term
• Are more likely to graduate

http://studentsuccessplan.org/research.pdf
SSP Awards

• 2012 ITC Awards for Excellence in eLearning - Outstanding Student Services
• 2010 NASPA Grand Gold (for Early Alert)
• 2009 NASPA Grand Silver, Gold in Category
• 2008 NACADA Program Merit Award
• 2008 NASPA Grand Silver and Gold Awards
• 2007 Bellwether Finalist Award - CC Futures Assembly
• 2006 MetLife Best Practice College Award
• 2005 Macromedia Higher Education Innovation Award
• 2005 National Council for Student Development Exemplary Practice Award
• 2005 League for Innovation Terry O’Banion Shared Journey First Place Award
• 2004 Educause Excellence in Information Technology Solutions Award
Adopters

- Sinclair Community College
- Indian River State College
- St. Petersburg College
- Central Piedmont Community College
- Guilford Technical College
- College of Lake County
- Austin Community College
- Davidson Community College
- Bunker Hill Community College
- Wake Technical College
- Lorain Community College
- Durham Technical College
- Stanley Community College
- A B Technical College
- Martin Community College
- IGEN Consortium

**Strong Domestic Interest & Pending Adoptions**

**International Interest from:**
- Canada
- South Africa
- Australia
- Dominican Republic
Case Management Tools

– Caseload & Student Dashboard
– Student Intake
– Journal / Activity Log
– Action Plan / Task Assignment
– Attach Documents
– External Notes / Communications
– Early Alert / Responses
– Reports / Data Collection
Case Management
Main - Details

Name: John Robinson
Student ID: jrobinson212
DOB: 08/20/1983
Home Phone: 480-775-2345
School Email: 14@uncon.net
Student Type: External
SSP Status: Active

Gender: M
Marital Status: Single
Ethnicity: Hispanic/Latino
Race:

Academic Program: Bachelor of science in Applied Aerospace
MAP: On Plan
Name: Brand new plan for SSP-2007
Advisor: Amy Administrator
Last Updated: 01/17/2014
MAP Projected Grad: WN2014

Intended Program at Admit:
Bachelor of science in Applied Aerospace

Anticipated Start Year/Term: 2013/FAL1
GPA: 1.29
Standing: Good
Restrictions: None
His Earned: 30
His Attempted: 34
Comp Rate: 88.23%
Transfer Hrs: 153
Reg:
Payment:
Balance: $0.00
FAFSA: 08/20/2012
FA File: COMPLETE
FA Awarded: SU2014 (Not Accepted)
FA Amount: $7,958.00
Institutional Loan Amount: $5,006.00
Loan Amount: $9,350.00
Remaining FA Terms: 2
SAP Code: code2
F1:N

Residency: Hamilton

Recent Term Activity
<table>
<thead>
<tr>
<th>Term</th>
<th>GPA</th>
<th>Load</th>
<th>Earned</th>
</tr>
</thead>
<tbody>
<tr>
<td>SP2013</td>
<td>2</td>
<td>15</td>
<td>12</td>
</tr>
<tr>
<td>WN2012</td>
<td>3.06</td>
<td>15</td>
<td>15</td>
</tr>
</tbody>
</table>
Early Alert Faculty Interface

Course Roster

DEV-ENG-101 - Remedial Written Composition

Click a student from the Course Roster to send an Early Alert.

<table>
<thead>
<tr>
<th>First Name</th>
<th>Middle Name</th>
<th>Last Name</th>
<th>Student ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lucia</td>
<td></td>
<td>Miller</td>
<td></td>
</tr>
<tr>
<td>Savannah</td>
<td>Coffey</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Madilyn</td>
<td></td>
<td>Knapp</td>
<td></td>
</tr>
</tbody>
</table>

Early Alert Details

Course: DEV-ENG-101 - Remedial Written Composition
Term: FA12
Student: Savannah Coffey
Net ID: scoffey
Student Email: scoffey@unicon.net
Student Type:  
Assigned Counselor/Coach:  
Office:  
Phone:  
Department:  
Email cc:  
Campus: *Downtown Campus
Referral Reason: *Never Attended
Faculty Suggestions:  
Comments:  

Edit Faculty Suggestions

- See Instructor
- See Advisor or Coach
- Counseling Services
- The Tutoring/Learning Center
- Writing Center
- Tutoring Services
- Disability Service Intervention
- Withdraw
- DEV Professional Tutoring
- Other

Type a suggestion...

Send Early Alert Cancel
### Sakai Integrated Early Alert

Experience the Power of Sakai

#### Roster

**Overview**
To add or remove participants from the Roster, visit the Site Info tool.

**View** All Available Participants

Currently showing 12 participants (10 in access role, 2 in maintain role)

<table>
<thead>
<tr>
<th>Name</th>
<th>User ID</th>
<th>Email Address</th>
<th>Role</th>
<th>Add Alert</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrator, Sakai</td>
<td>admin</td>
<td></td>
<td>maintain</td>
<td></td>
</tr>
<tr>
<td>Anderson, Michael</td>
<td>manderson16</td>
<td></td>
<td>access</td>
<td></td>
</tr>
<tr>
<td>Davis, Patricia</td>
<td>pdavis13</td>
<td></td>
<td>access</td>
<td></td>
</tr>
<tr>
<td>Jackson, Jimmy</td>
<td>jjackson10</td>
<td></td>
<td>access</td>
<td></td>
</tr>
<tr>
<td>Jackson, Michael</td>
<td>mjackson17</td>
<td></td>
<td>access</td>
<td></td>
</tr>
<tr>
<td>Johnson, John</td>
<td>jjohnson15</td>
<td></td>
<td>access</td>
<td></td>
</tr>
<tr>
<td>Martinez, John</td>
<td>jmartinez210</td>
<td></td>
<td>maintain</td>
<td></td>
</tr>
<tr>
<td>Martinez, Robert</td>
<td>rmartinez11</td>
<td></td>
<td>access</td>
<td></td>
</tr>
<tr>
<td>Robinson, Robert</td>
<td>rrobinson18</td>
<td></td>
<td>access</td>
<td></td>
</tr>
<tr>
<td>Smith, David</td>
<td>dsimth19</td>
<td></td>
<td>access</td>
<td></td>
</tr>
</tbody>
</table>
Academic Advising

• How do **we** know what students need to do?
• How do **students** know what they need to do?
• How do we know students have done what we told them to do?

• Will the students remember to do what **we advised**?
• How can we help students make the right decisions?
• Do we offer the courses **we** told students to take?
### MAP – My Academic Plan

#### Spring 2014
- COM 138: 2
- COM 295: 2
- HST 126: 2
- EMG 244: 3
- PSY 127: 3

#### Summer 2014
- GEO 196: 2
- CCM 122: 3
- COM 267: 3

#### Fall 2014
- HST 133: 3
- GEN 3

#### Spring 2015
- COM 127: 3
- COM 201: 2
- COM 314: 2
- MAT 221: 3
- PSY 262: 3

#### Summer 2015
- CST 103: 2

#### Fall 2015
- Term: 14

#### Spring 2016
- Term: 14

#### Summer 2016
- Term: 4

#### Fall 2016
- Term: 0
<table>
<thead>
<tr>
<th>Course Number</th>
<th>Course Title</th>
<th>Credit Hrs</th>
<th>Credit Awarded</th>
<th>Elective</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>IND 2260</td>
<td>Interior Design Portfolio</td>
<td>4</td>
<td>N</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>MAT 1120</td>
<td>Business Math</td>
<td>3</td>
<td>N</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>PSY 1100</td>
<td>General Psychology</td>
<td>3</td>
<td>N</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>COM 2206</td>
<td>Interpersonal Communication</td>
<td>3</td>
<td>N</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total Credit Hours: 13</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Course Number</th>
<th>Course Title</th>
<th>Credit Hrs</th>
<th>Credit Awarded</th>
<th>Elective</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>GLG 1101</td>
<td>General Geology I</td>
<td>4</td>
<td>N</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>GLG 1111</td>
<td>Lab for General Geology I</td>
<td>0</td>
<td>N</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>MRK 2225</td>
<td>Sales Fundamentals</td>
<td>3</td>
<td>N</td>
<td>N</td>
<td>or MRK 2145</td>
</tr>
<tr>
<td>ART 1111</td>
<td>Drawing I</td>
<td>3</td>
<td>N</td>
<td>N</td>
<td>or any other course from ART, VIS, IND or MRK</td>
</tr>
<tr>
<td>ART 2230</td>
<td>Art History: Ancient through Medieval Periods</td>
<td>3</td>
<td>N</td>
<td>N</td>
<td>or ART 2231</td>
</tr>
<tr>
<td></td>
<td>Total Credit Hours: 13</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**CREDIT HOURS FOR PLAN:** 68

* ! = Important. Courses are marked as important by your advisor. Please consult your advisor.

If I have questions or concerns about my plan I will contact

Russ Little, Advisor
512-2696
russ.little@sinclair.edu

Student MAP
### Fall 2012

<table>
<thead>
<tr>
<th>Course Number</th>
<th>Course Title</th>
<th>Credit Hrs</th>
<th>Credit Awarded</th>
<th>Elective</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCC 1101</td>
<td>First Year Experience</td>
<td>1</td>
<td>N</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>ENG 1101</td>
<td>English Composition I</td>
<td>3</td>
<td>N</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>SOC 1101</td>
<td>Introduction to Sociology</td>
<td>3</td>
<td>N</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>BIS 1120</td>
<td>Computer Concepts &amp; Applications</td>
<td>3</td>
<td>N</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>CJS 1101</td>
<td>Introduction to Criminal Justice Science</td>
<td>3</td>
<td>N</td>
<td>N</td>
<td></td>
</tr>
</tbody>
</table>

**Total Credit Hours:** 13

### Spring 2013

<table>
<thead>
<tr>
<th>Course Number</th>
<th>Course Title</th>
<th>Credit Hrs</th>
<th>Credit Awarded</th>
<th>Elective</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>ENG 1201</td>
<td>English Composition II</td>
<td>3</td>
<td>N</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>CJS 1102</td>
<td>Constitutional Law</td>
<td>3</td>
<td>N</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>CJS 1104</td>
<td>Criminal Evidence &amp; Procedure</td>
<td>3</td>
<td>N</td>
<td>N</td>
<td>Credit granted for OPOTA completion.</td>
</tr>
<tr>
<td>PSY 1100</td>
<td>General Psychology</td>
<td>3</td>
<td>N</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>MAT 1120</td>
<td>Business Math</td>
<td>3</td>
<td>N</td>
<td>Y</td>
<td>or higher level MAT (MAT 1270, 1370, 1470).</td>
</tr>
</tbody>
</table>

**Total Credit Hours:** 15

### Summer 2013

<table>
<thead>
<tr>
<th>Course Number</th>
<th>Course Title</th>
<th>Credit Hrs</th>
<th>Credit Awarded</th>
<th>Elective</th>
<th>Notes</th>
</tr>
</thead>
</table>

**Total Credit Hours:**
Welcome

This self help tool will assist you in identifying and overcoming challenges or barriers to your success at Sinclair Community College. Please use the Self Help Guides to begin the process of identifying the challenges you might face, and discovering the solutions available to meet those challenges. The tool will assist you in building a Personal Road Map that will guide you on your journey to success. Good luck on that journey!

Tools for Your Success

Self Help Guides

Contact Your Coach

My Academic Plan

Search for Resources

SSP Student Interface
Reporting / Data

- Case Management
- Early Alerts
- Academic Advising
- Student Progress
- Referrals Made
- Intervention Effectiveness
Configurable

• Highly User Configurable System – Less ongoing IT Involvement

• Configuration Changes can Accommodate many Business Practices

• UI based Admin Tools do not require Re-Compile/Re-Deploy

• Highly Tiered Permissions Control
SSP Admin Tool

Text Labels (Localization) Specific Tools Only
Technology

• HTML5 - EXT Js Front End UI
• Java based logic tier – Standards Based
• SQL DB (Postgress or MS SQL) – No Logic in Data Tier
• Authentication / Permissions – CAS, Active Directory, SSO Options ...etc.
• API - JSON Rest based
• Integration Documentation and Flat File Loader
• Full Documentation & Training Material
Project Status

• Completed Apereo Incubation Process
• Very Active Development
  – SSP 2.2 recently released – Current Production Build
  – SSP 2.3 pending in 2-3 weeks
  – Dev/Release Scheduled out to SSP 2.7

• Core Team Externally Grant Funded until at least Oct 2014

• Full Time Project Director, Product Manager and Technical Architect

• Robust API and Extensive Documentation

• Commercial Vendor Support
  – Numerous customers in long term support agreements

• More than 14 adoptions at unique institutions and many adoptions in progress or under consideration
What’s Next

• Continued Development of the SSP Application
  – New Features
  – Performance Improvements

• Increased Integration with Apereo projects
  – OAAI (Open Academic Analytics Initiative)
  – uPortal – Portlets for SSP tools / student interface
  – Schedule Assistant (Incubation project)

• Integrations with other tools / applications
  – Use of Analytics / Predictive Modeling with SSP

• UI Improvements
  – Dashboards / Infographics
  – Usability
  – Full ADA Compliance

• Internationalization
Collaboration

• Gauge European Interest in SSP
  – Would SSP be of use in European Higher Education?
  – What changes, additions, or considerations would make it more useful?

• Seek feedback and input on SSP
  – Best practices for Student Success
  – Technical Input

• Work on Internationalization of SSP with partners
  – Seeking project contributors to assist in continued work towards Internationalization

• Seeking Adopters
  – Would SSP be of interest to any of your institutions

• Seeking Contributors
  – Please contact us if you are interested in contributing to the project
SSP Resources

http://studentsuccessplan.org

http://studentsuccessplan.org/research.pdf

https://wiki.jasig.org/display/SSP/Home

https://issues.jasig.org/browse/SSP

http://www.apereo.org/