

SUCCESS

Engage

Plan

Support

Complete



Russ Little, MIS

Project Director, Student Success Plan

What is the Student Success Plan (SSP)?

The SSP is an 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



NEXT GENERATION
LEARNING CHALLENGES



SINCLAIR
COMMUNITY COLLEGE



Funding, Partners, Supporters

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

SSP Early Alert Reports Russ Little Sign Out

Students Admin

Students

Active

Change Status:

2-First Name	2-Middle	2-Last Name	2-DOB	Type	Student ID	Alerts
test		1010	05/14/2013	Demo	test1010	0
SSP		1623		Demo	SSP1623	0
John	The...	Lucas	07/02/2013	Demo	901901	0
SSP	1623	Part 2		Demo	ssp1623	0
John	Mu...	Robinson	08/20/1983	Extern	jrobinson212	4
John	Mu...	Wilson	08/20/1983	Extern	jwilson219	6

>> Student: John Mumford Robinson - ID#: jrobinso... [Email Student](#) [Coach: Amy Administrator](#) [Coaching History](#)

Tools: [Dashboard](#) [Details](#) [Transcript](#) [Placement](#) [Contact](#) [Coach](#) [Schedule](#)

Main
Intake
Action Plan
Journal
Early Alert
MAP
Accommodation
Documents
Notes
Caseload Reas...

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

Early Alerts: 4/6
Action Plan: 9/13 01/30/2014
Student Intake:
Assigned:
Completed: 01/30/2014

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

Service Reasons
Service Reason 1

Service Groups
Group 1

Referral Sources
Referral Source 3

GPA: 1.29 New
Comp Rate: 88.23%
Standing: Good
Restrictions: None
Reg:
Payment:
Balance: \$0.00
F1: N
FA File: COMPLETE
SAP: code2
FA Awarded: SU2014 (Not Accepted)

Page 1 of 1
Displaying 1 - 6 of 6

Main - Details

Students Admin

» Student: John Mumford Robinson - ID#: jrobinson212 [Email Student](#) [Coach: Amy Administrator](#) [Coaching History](#)

Students

Tools

Dashboard Details Transcript Placement Contact Coach Schedule

Main

Intake

Action Plan

Journal

Early Alert


MAP

Accommodation

Documents



Notes

Caseload Reassign

 NO PHOTO

Name: John Robinson
 Student ID: jrobinson212
 DOB: 08/20/1983
 Home Phone: 480-775-2345
 School Email: 14@unicon.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/FA12
 GPA: 1.29
 Standing: Good
 Restrictions: None
 Hrs Earned: 30
 Hrs 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: \$5,000.00
 Loan Amount: \$9,350.00
 Remaining FA Terms: 2
 SAP Code: code2
 F1: N

Residency: Hamilton

Recent Term Activity

Term	GPA	Load	Earned
SP2013	2	15	12
WN2012	3.06	15	15

Course Roster

DEV-ENG-101 - Remedial Written Composition

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

First Name	Middle Name	Last Name	Student
Lucia		Miller	
Savannah		Coffey	
Madilyn		Knapp	

Early Alert

Faculty Interface

< previous 1 next > Viewing page 1. Show

Early Alert

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: [Add/Edit](#)

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

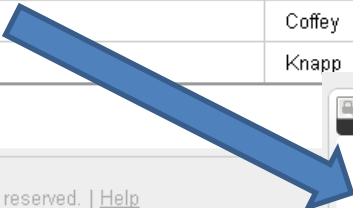
Type a suggestion...

OK

Cancel

Send Early Alert

Cancel



Experience the Power of Sakai

[MY WORKSPACE](#) [CHM451](#)

- Home
- Roster**
- Site Info
- Help

Users present:
John Martinez

Roster



Overview | [Pictures](#)

Export Print

Overview

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

View Participants

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

Name	User ID	Email Address	Role	Add Alert
Administrator, Sakai	admin		maintain	
Anderson, Michael	manderson16		access	+
Davis, Patricia	pdavis13		access	+
Jackson, Jimmy	jjackson10		access	+
Jackson, Michael	mjackson17		access	+
Johnson, John	jjohnson15		access	+
Martinez, John	jmartinez110		maintain	
Martinez, Robert	rmartinez11		access	+
Robinson, Robert	rrobinson18		access	+
Smith, David	dsimth19		access	+

Sakai Integrated Early Alert

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

Students Admin

Student: John Mumford Johnson - ID#: jjohnson15 Coach: Amy Administrator Coaching History Edit

Tools Filter by Program Filter by Tag Filter by Term Filter By:

New Plan Load Saved Plan Load Template Save

View All Plan Notes Email Plan Print Plan Plan Title: Fall 2013 Assoc in Communication (2 year)

Current Total Plan Cr Hrs: 61 Dev Cr Hrs: 0

All Courses			
Course	Title	Cr.	Tags
AES118	General Aerospace	3	NC ...
AES156	Integrative Aerospace	3	HO ...
AES171	Analytical Aerospace	3	UN...
AES175	Applied Aerospace	3	UN...
AES178	Experimental Aerospace	2	HO ...
AES195	Fundamentals of Aero...	2	UN...
AES204	General Aerospace	2	
AES221	Laboratory Section: A...	2	
AES272	Principles of Aerospace	2	DL
AES316	Integrative Aerospace	3	HON
AES316	College level Aerospace	3	
AES364	Principles of Aerospace	2	
AES418	Survey Aerospace	2	
AES465	Survey Aerospace	3	HON
AST107	Experimental Astronomy	2	NC ...
AST111	Experimental Astronomy	2	NC ...
AST113	Topic: Astronomy	3	HO ...
AST124	College level Astronomy	2	Trans
AST136	Individualized Astrono...	3	Trans

Spring 2014	Summer 2014	Fall 2014
COM138 2	GEO196 2	COM122 3
COM295 2	HST133 GEN 3	COM267 3
HST126 2		COM289 PRG 3
ENG244 3		COM421 PRG 3
PSY127 HUM 3		POL139 GEN 2
Term Cr. Hrs: 12	Term Cr. Hrs: 5	Term Cr. Hrs: 14

Spring 2015	Summer 2015	Fall 2015
COM127 3	COM293 2	
COM201 2	CST103 2	
COM314 3		
MAT221 3		
PSY262 3		
Term Cr. Hrs: 14	Term Cr. Hrs: 4	Term Cr. Hrs: 0

Spring 2016	Summer 2016	Fall 2016

Spring 2014

Course Number	Course Title	Credit Hrs	Credit Awarded	Elective	Notes
IND 2260	Interior Design Portfolio	4	N	N	
MAT 1120	Business Math	3	N	N	
PSY 1100	General Psychology	3	N	N	
COM 2206	Interpersonal Communication	3	N	N	

Total Credit Hours: 13**Fall 2014**

Course Number	Course Title	Credit Hrs	Credit Awarded	Elective	Notes
GLG 1101	General Geology I	4	N	N	
GLG 1111	Lab for General Geology I	0	N	N	
MRK 2225	Sales Fundamentals	3	N	N	or MRK 2145
ART 1111	Drawing I	3	N	N	Or any other course from ART, VIS, IND or MRK
ART 2230	Art History: Ancient through Medieval Periods	3	N	N	or ART 2231

Total Credit Hours: 13**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

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Student MAP

MAP in uPortal v4 (API)

My Academic Plan (MAP)

[← Return to dashboard](#)

Advising Plan for Russ Little
 Demo 031213


Fall 2012

Course Number	Course Title	Credit Hrs	Credit Awarded	Elective	Notes
SCC 1101	First Year Experience	1	N	N	
ENG 1101	English Composition I	3	N	N	
SOC 1101	Introduction to Sociology	3	N	N	
BIS 1120	Computer Concepts & Applications	3	N	N	
CJS 1101	Introduction to Criminal Justice Science	3	N	N	
Total Credit Hours:		13			

Spring 2013

Course Number	Course Title	Credit Hrs	Credit Awarded	Elective	Notes
ENG 1201	English Composition II	3	N	N	
CJS 1102	Constitutional Law	3	N	N	
CJS 1104	Criminal Evidence & Procedure	3	N	N	Credit granted for OPOTA completion.
PSY 1100	General Psychology	3	N	N	
MAT 1120	Business Math	3	N	Y	or higher level MAT (MAT 1270, 1370, 1470).
Total Credit Hours:		15			

Summer 2013



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



Tasks

3

All

Active

Completed

Child Care Aware
 CHILD CARE AWARE: Call Child Care Aware at 1-800-424-2246 or visit www.childcareaware.org/en/ for child care resources and referral agencies in your



Discount Bus Passes
 Purchase discount bus pass in the Tartan Campus Store Room 7110 512-2665. In order to purchase a discount bus pass from the Tartan Campus



Complete Student Intake Form 9/20
 Please view the details of this task for your link to fill out the student intake form. Click Here



SSP Student Interface



Print



E-mail

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

Text Labels (Localization)

Specific Tools Only

SSP Admin Tool

Intake

Save Cancel

Personal * Demographics EduPlan EduLevel EduGoal Funding Challenges

Select all challenges that may be barriers to your academic success:

Click to edit an item.

Name	Value	Code	Description
Intake Cell Phone Label	2-Cell Phone	ssp.label.cell-phone	
Intake Challenges Question Label	1-Select all challenges that may be barriers to your academic success	intake.tab7.label.challenges-question	
Intake Challenges Ta	Récusation	intake.tab7.label	
label	apply		
Intake Childcare Arrangements Label	1-If yes, what are your childcare arrangements?	ir	
Intake Childcare Needed Label	1-Childcare Needed?	intake.tab2.label.childcare-needed	
Intake Children	1-Ages? Separate	intake.tab2.label.children-ages	

Update Cancel

Intake

Save Cancel

Individu * Démographie EduPlan EduNiveau Objectif Financement **Récusation** Terminé

Check All Clear All

Sélectionner tous les défis qui peuvent constituer des obstacles à votre réussite scolaire

- Alcohol and/or Substance Abuse
- Child or Adult Care
- Classroom Issues
- Computer/Email

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/>

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Demos & More Information

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