Leveraging Online Platforms to Support Student Success

Monica Durham
Director, Student Success & Transition Services

Michelle Slattery
Associate Professor/Program Coordinator, Psychology & Sociology
Implementation of Aviso Engage

• Vetting Process
• Launched Platform in April 2019
• Initial College-wide Training for Faculty & Staff
Post-Implementation Acceleration

Reengage & Reach out to Faculty/Staff
Revisit Processes Developed
Realign Existing Technology
Review Data & Results to Drive Change
People

- Developed Monthly “Key Feature Focus” Micro-trainings for Student Service Staff
- Administered Feedback Survey
- Conducted Outreach to Adjunct Faculty and Created Additional Training
Process

- Met Regularly to Review Goals/Outcomes
- Developed a Clear Communication Plan
- Updated Procedures to Reflect Current Environment & Practice
Technology

- Rolled Out System to Students in April 2020
- Developed a Student Software Applications Webpage
- Activated New Features & Functionality
Data/Results

- Alerts Created Increased
- Positive Survey Responses
Assessing Student Challenges

- Class Specific
- Prior Term Performance
- Interventions and Referrals
- LMS Access for Online Courses
- CCP Student
Review of Student Interactions

- Is the student connected to a department, advisor, faculty member, etc.?
- Able to “follow” a student and receive email updates about the student.
Alerts

- Kudos!!
- Early Alerts: Grades or Attendance
- Grade falls below a certain threshold in a course
Program/Faculty Advising

- Student Off-Plan for Degree/Major
- Notification of Alerts Submitted by Others
- Registered/Enrolled for Upcoming Term
Thank You!