
Student Hub Phase II Sprint 2 progress

From Stephanie Hands <ssmith@unm.edu>

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Happy first day of the semester!

It's been a couple of weeks so I wanted to provide another update on our Phase II progress. Sprint 1 has been tested, tweaked, and retested for approval by our implementation team. Again I would like to thank the IT and Functional Partners in this project. This is a heavy lift and it doesn't slow down for our busy times.

What else has been happening?

Over the last two weeks, the project team has also been focused on the discovery and development phase of the second of three project sprints:

1. **Alerts**
2. **Pulse Checks**
3. **Watch Lists**

Before sharing additional details, I want to reiterate the scope of this phase and help set appropriate expectations. For Phase II, we engaged IntraEdge to create working examples of what can be built within Student Hub.

For example, during the first sprint, IntraEdge developed a limited referral network consisting of eight campus offices. This is intended as a proof of concept rather than a final implementation. Expanding that network across the university will be completed by IT, with support from OAS. While we have not yet begun that work, time has been reserved later in the project for knowledge transfer and training. As IntraEdge describes it, they will "train the trainers"; from our perspective, that means preparing UNM staff to become creators and administrators of these tools.

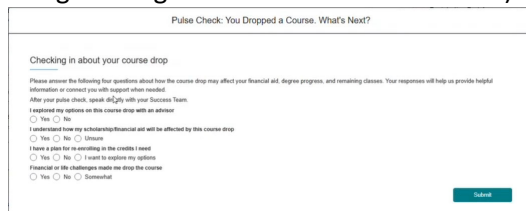
The same approach applies to the Alerts sprint. IntraEdge presented three potential alert scenarios, and we selected the one that could be developed using data already available within our systems. As you may

remember from my email 2 weeks ago, we chose to create an alert process for students who drop a course after census and do not immediately replace it.

What Has Been Built

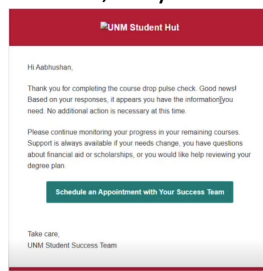
The workflow currently functions as follows:

1. A student drops a course after census and does not immediately (within the same day) enroll in a replacement course.
2. The student automatically receives an email asking them to complete a **Pulse Check** (a short survey designed to gather additional information).

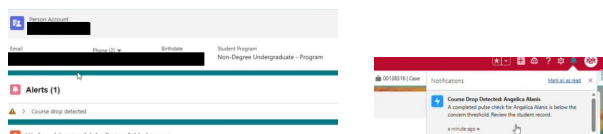


The screenshot shows a survey form titled "Pulse Check: You Dropped a Course. What's Next?". The form asks the student to answer four questions about their course drop. The questions are: 1. "I requested my options on this course drop with an advisor." (Yes/No), 2. "I understand how my scholarship/financial aid will be affected by this course drop." (Yes/No/Unsure), 3. "I have a plan for re-enrolling in the credits I need." (Yes/No/Unsure), and 4. "Financial or life challenges made me drop the course." (Yes/No/Unsure). A "Submit" button is at the bottom right.

3. If the student does not respond:
 - A reminder is sent after 7 days.
 - The Pulse Check expires after 14 days.
4. Based on the student's responses:
 - If the responses indicate that the student understands the situation and has a plan moving forward, they receive a confirmation message with appropriate guidance.



- If the responses suggest potential risk or concern, an **Alert** is generated, and both the student and the Success Team are notified.
5. Advisors can view these alerts within Student Hub and receive notifications when alerts are raised.



6. Once an alert is created, the student is encouraged to schedule an appointment.
7. The alert remains active for 14 days.
8. Advisors have the ability to:
 - Snooze an alert
 - Close an alert
 - Determine whether outreach is necessary (advisor outreach is not required simply because an alert exists)
9. Advisors may also add students to a personal **Watch List**.

Add to Watchlist

* Watchlist Learner Name

Enroll ☐

Care

Care Plan

Program Enrollment

Category

Reason Description

Start Date

End Date

Cancel Add

10. Watch Lists allow advisors to track students for a self-defined period of time and organize them into categories for future reference.

My Watchlist

Watchlist Learner Name	Care	Category	Active	Start Date
1 [Redacted]	✓	Academic Support	✓	8/12/2024, 12:00 PM
2 [Redacted]	✓	Academic Support	✓	8/12/2024, 12:00 PM
3 [Redacted]	✓	Enrollment	✓	8/12/2024, 12:00 PM
4 [Redacted]	✓	Enrollment	✓	8/12/2024, 12:00 PM

Next Steps

This week, we will be testing each component of these three features, identifying any issues or enhancement opportunities, and working with IntraEdge to address those items. Once testing is complete, we will move toward finalizing these features and preparing for Sprint #3.

If you have interest to "see behind the curtain" I would be happy to show any of you what is built so far. We also have some time at the September PCA set aside for questions.

Best,
Steph



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Note: In order to comply with the Family Educational Rights and Privacy Act of 1974 (FERPA), students must email with their UNM Account. For information on FERPA, please visit <http://ed.gov/policy/gen/guid/fpco/ferpa/students.html>