
Student Hub Phase 2 - the next "sprint"

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Good Morning and Happy Friday!

This week's update introduces three new features currently under development and highlights the progress we've made with the IntraEdge team.

The approach IntraEdge takes with this project is to first determine whether originally proposed student success scenarios can be programmed using data already available within the Student Hub environment. This process involves a series of lengthy, back-to-back working sessions over a two-day period that are appropriately called sprints.

This week, we participated in four sprint meetings focused on evaluating and planning the structure of three new features designed to enhance and streamline the work we do to support students:

- **Early Alerts** – A proactive notification process that identifies students who may be at risk academically, behaviorally, or through engagement indicators and alerts the appropriate staff member or advisor so timely outreach can occur.
- **Pulse Checks** – Brief, possibly recurring check-ins sent to students to gauge wellbeing, engagement, or satisfaction, with responses routed for follow-up as needed.
- **Learner Watchlists** – A list-based view that allows advisors to monitor defined groups of students who require ongoing attention, with key student information readily available for review.

During the two days of discovery work, we explored several student scenarios, or "use cases," and identified three that have the potential to significantly improve our ability to support students who may be at risk:

1. Students who drop a course after census.

This scenario could help address concerns related to scholarship and financial aid eligibility with real time intervention. Additionally, persistence data continues to show that students who withdraw from three or more courses face additional barriers to graduating in a timely manner.

2. Students experiencing a significant decline in GPA from one semester to the next.

This has been an area of focus among advising leaders across the colleges. In the past you may have heard me use the term *sliders*. By identifying these students earlier, we may be able to intervene before they reach academic warning or probation status, providing support before more serious academic challenges develop.

3. Students who are not engaging in Canvas-supported course requirements.

Lack of early engagement is a strong indicator of potential course difficulties and can be challenging for students to recover from once they have fallen behind.

While all three scenarios have value, the data currently available in Student Hub impacts their immediate feasibility. Because of this, IT representatives joined yesterday's sprint sessions to discuss whether the additional data needed for these scenarios could be imported in the near future. Based on those discussions, the team determined that identifying students who withdraw from courses after census is currently the most realistic scenario to implement because the necessary data is more readily available. The other two cases will be added to a list of possible additions after the initial launch and addressed as the necessary data becomes available.

Once that determination was made, the team shifted its focus to designing how alerts, pulse checks, and watchlists could work together to support students in a meaningful way without creating an overwhelming workload for student success staff.

The IntraEdge team is now developing an automated process intended to balance student support needs with staff workload considerations. I am hopeful that next week's update will include a first look at this initial design.

Thank you for all that you do to support our students, and I look forward to sharing more as this work progresses. As always, if you have questions, feel free to reach out.

Best,
Steph



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