

Improve Student Success with Open Source Software



Institutions seek ways to help their students meet their goals and graduate on time

Students may face obstacles in their academic and personal lives which prevent them from meeting their goals. The Student Success Plan (SSP) helps students remove these obstacles and create a clear academic pathway, positively impacting student success. Through SSP, counseling services, student services, and student support can determine student challenges and match students with the resources and courses they need to excel.



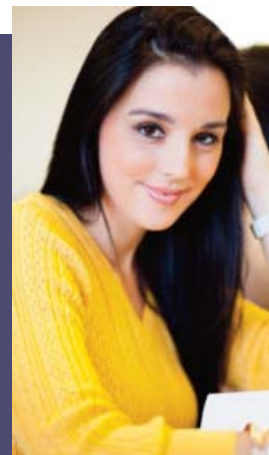
SSP is designed to improve retention, academic performance, persistence, graduation rates, and time to degree. The open source SSP case management software supports a holistic coaching and counseling model which expedites proactive interventions for students in need. Through counseling, web-based support systems, and proactive intervention techniques, targeted students are catalogued, supported, and monitored. SSP can be used with any targeted population of students, such as at-risk students or athletes.



SSP Advantages and Roles

There are many advantages to implementing SSP. They include:

- **Advance student completion rates of academic goals**
- **Improve educational achievement**
- **Improve student retention and success**
- **Increase graduation rate**
- **Implement a systematic, comprehensive 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**
- **Create self-help tools to connect students to resources that help them overcome challenges to their success**



Who Uses SSP?

Students

SSP is student centric—it is a holistic model that focuses entirely on the student. Students begin by filling out the self-service Student Intake form. Student input helps intervention staff determine the resources the student needs to succeed. Students experience improved academic performance, time to degree, and increased graduation rates.

Counseling and Student Services

Coaches, counselors, and advisors work collaboratively with faculty, support resources, and students to establish and overcome barriers to success. Unique Action Plans are created for each student and their progress is monitored, with plans revised as needed. Coaches, counselors, and advisors provide feedback to faculty and students.



Faculty and Staff

Faculty and staff use SSP to send Early Alerts for students, from a roster or learning management system. SSP notifies and routes the alert to intervention staff. Examples of reasons for an Early Alert include missing class or low test scores. Each college can configure to alert and track the things that are important to them. Once an alert is received, a coach, counselor, or advisor will then take action to put the student back on track. Faculty and staff receive feedback to stay updated on the student's progress.



Technology Augments Student Success

All who use SSP can take advantage of the technology that drives the system. The SSP technology provides an extensive toolset for users, to aid in promoting student success.

The technology behind SSP helps institutions monitor and assist groups of students throughout their academic career and provides Web-based support so that students can take responsibility for their own academic success. SSP is open source software, allowing for greater flexibility and control to meet the needs of any institution. Beyond its technical capabilities, SSP strengthens a process that encourages holistic student support and advising to bridge communication gaps between faculty, advising and counseling professionals, and students.

The screenshot displays the SSP web application interface. At the top, there's a navigation bar with 'SSP', 'My GPS', and 'Reports' tabs, along with a user profile for 'Garcia Ch'. Below this, a sidebar on the left lists various tools like 'Main', 'Intake', 'Action Plan', 'Journal', 'Early Alert', 'MAP', 'Accommodation', 'Documents', and 'Notes'. The main content area is titled 'Student: Patricia Mumford Davis - ID#: pdavis13' and includes a 'Coach: Chris Garcia' label. It features a 'Dashboard' tab with a student photo, contact information (Name, ID, DOB, Phone, Email), academic details (GPA, Comp Rate, Standing, Restrictions, Reg, Payment, FA Award, SAP, F1, Early Alerts, Action Plan), and service reasons (Career Coaching, Scholarship Recipient, Academic Advising). A 'Service Groups' section lists 'Seniors to Sophmores' and 'Honor Student'. At the bottom, it shows the 'Academic Program: Associates of Science in Computing', 'MAP: No Status', 'Name: Associates in Computer Science', 'Advisor: Chris Mumford Garcia', 'Last Updated: 09/04/2013', and 'MAP Projected Grad: FA2015'.

SSP provides an umbrella of tools designed to promote student success and retention. Students in need of assistance are classified through diagnostic tools, demographics, and a SSP Student Intake process. Targeted students are then provided holistic advising, coaching, and counseling facilitated by SSP technology. Ultimately, an individual Action Plan is created by counseling staff to address each student's challenges. Then intervention techniques, enhanced by Web technologies, assist in removing barriers to success. Student progression with the Action Plan can be monitored and tracked to ensure students take the steps needed to be successful. A Journal records all interaction and provides a historic look at the students' progress.

SSP is a collaborative system. Students, faculty, staff, advisors, coaches, and counselors stay in communication to provide the best possible outcome in student achievement. SSP is a multi-tiered system, with strong security controls to allow many different college roles to work with the student, while maintaining student privacy.

The software provides case management tools to assist:

- **My Academic Plan (MAP)**
- **MyGPS (student interface)**
- **Main dashboard**
- **Action Plan**
- **Journal**
- **Early Alert**
- **Accommodation**

SSP delivers one tool that is paramount in the creation of an academic plan to help students stay on track. Using the My Academic Plan (MAP) tool, advisors can build a course schedule with their students to help them stay on path towards program completion or a degree.

The screenshot shows a form titled 'MAT183 - Advanced Mathematics' with 'Save' and 'Cancel' buttons. It contains two text areas: 'Advisor/Coach Notes' with the text 'The student is planning to transfer to State U, and the program will only accept Advanced Mathematics MAT183 in the transfer agreement as program credit.' and 'Student Notes' with the text 'Or take MAT 211 Individualized Math, which will also apply to your degree.' Below these is a 'Credit hours(over ride):' field set to '3' and a 'Mark As Important' checkbox which is checked. At the bottom, there's a 'Program Elective' dropdown menu. The interface includes a sidebar with 'Tags' and 'HON' labels, and a 'Financial' icon on the right.

My Academic Plan (MAP)

Course Advising and a Student's Pathway to Degree Completion

MAP is a student advising process that combines the characteristics of prescriptive academic advising with the strengths of technology-supported record keeping. From the available course list that is pulled from the institution's student information system, the advisor and student partner together to map out the individual courses for the student. Once the plan is created, the advisor then has the ability to print or email the MAP to the student. The student also has access to their MAP from MyGPS.

MAP equips students with specific, long-range, and accurate plans for the completion of their academic goals. These plans guide the student's course selection term-by-term. The documentation of the plan by the advisor guides students' decisions on course selections that are in their best interest at the time of registration. These decisions help maintain the student's pursuit of academic goals. The MAP sets up appropriate goals and expectations for a student.

With MAP, advisors can build a schedule with their students to help them stay on track towards program completion or a degree.

The screenshot displays the My Academic Plan (MAP) interface for a student named Patricia Mumford Davis (ID#: pdavis13). The interface is divided into several sections:

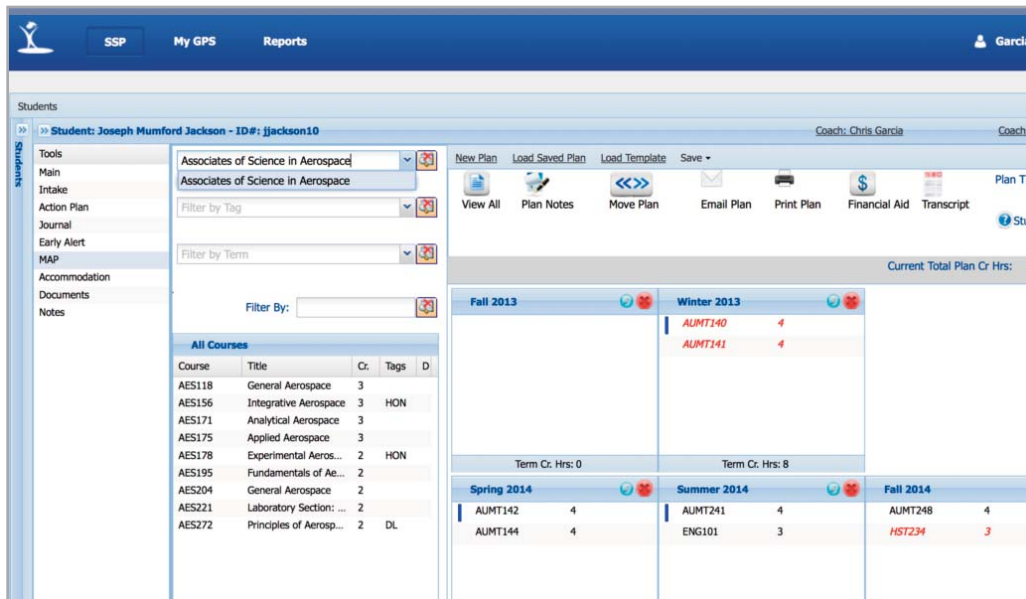
- Header:** Includes navigation tabs for SSP, My GPS, and Reports. The user is logged in as Garcia Chris, with a Sign Out option.
- Students Section:** Shows the student's name and ID, along with the coach's name (Chris Garcia) and a link to Coaching History.
- Tools Section:** Includes links for New Plan, Load Saved Plan, Load Template, Save, View All, Plan Notes, Move Plan, Email Plan, Print Plan, Financial Aid, and Transcript.
- Plan Information:** Displays the Plan Title (Associates in Computer Science) and the current status (Student is Currently: No Status).
- Current Total Plan Cr Hrs:** 82, Dev Cr Hrs: 0.
- Course Selections:** A table showing course selections for Fall 2013, Winter 2013, Spring 2014, Summer 2014, Fall 2014, and Winter 2014.

Term	Course	Title	Cr.	Tags	D
Fall 2013	MAT150		3		
	ENG101		3		
	CST101		3		
	HST201		3		
	PHL177		3		
Winter 2013					
Spring 2014	MAT183		3		
	ENG102		3		
	HST202		3		
	CST102		3		
	ENG205		3		
Summer 2014					
Fall 2014	ENG202		3		
	CST130		3		
	CST230		3		
	CST250		3		
	CST201		3		
Winter 2014					

My Academic Plan (MAP)

MAP can be customized to meet each institution's goals. MAP is designed to:

- Allow the advisor to capture detailed notes regarding the student's academic plan every step of the way. Notes can be captured for individual courses, terms, and at the overall academic plan. The advisor decides if the notes should appear for other advisors/coaches, and/or to students.



- Empower the institution to configure department/degree program templates to be utilized by the advisors. These templates create a blueprint for the course requirements for the advisors and coaches to build from when creating the individualized academic plans.

- Furnish an individualized, clear, and coherent pathway to completion for each student to prevent the confusion that recent research has shown comes from extensive choices and options.

- Demystify and rationalize the jumble of prerequisites, course sequences, degree requirements, etc. that students face during each course registration cycle.

- Adapt to the idiosyncratic character of each student's completion pathway. Unlike traditionally used degree audits, MAP charts the student's path according to their desired attendance pattern and their specific need for academic remediation as decided together by the student and advisor.

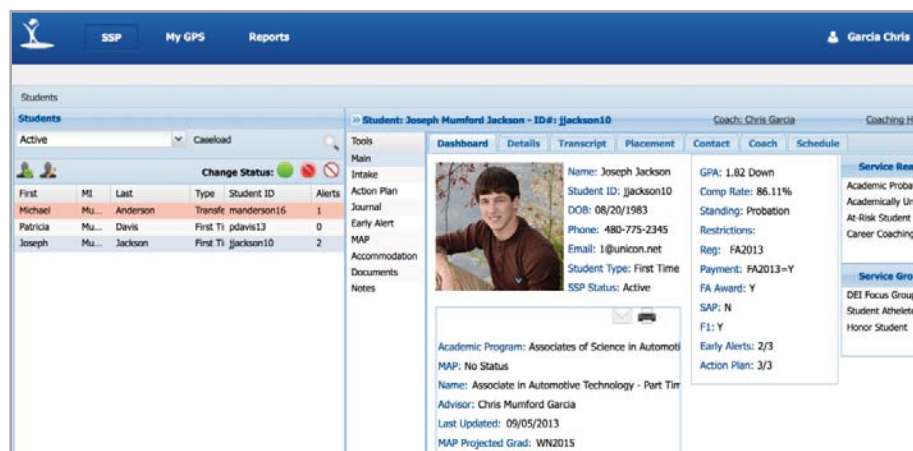
- Aggregate data across plans in order to provide course demand information to academic administrators who make course quantity and scheduling decisions for future terms.

Ultimately, the MAP tool provides structure around the way the college documents and communicates an individual student's path to success. MAP helps students stay on track by narrowing down course options so students can enroll in appropriate courses.

Case Management Tools for Counselors

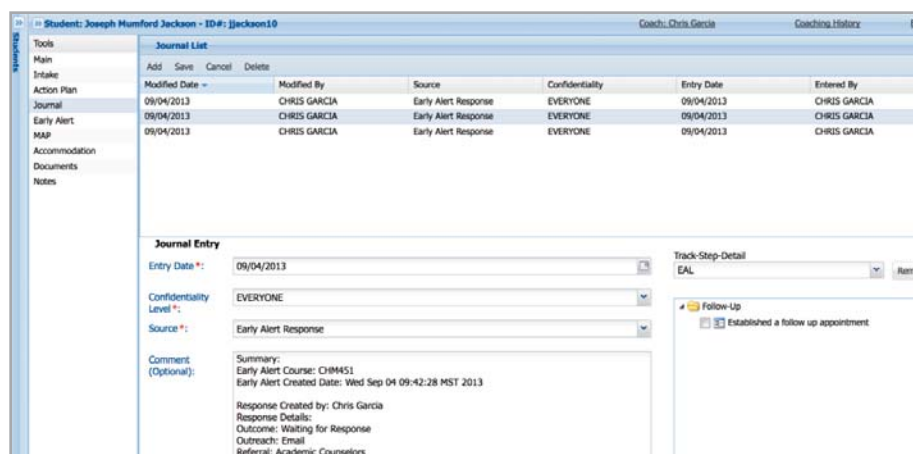
A suite of tools provides quick and easy access for student success:

MyGPS: Students can work through a set of questions on their own that will then facilitate a meaningful conversation with the student's advisor, coach, or counselor around their strengths, challenges, and academic goals. The intake feature helps highlight a student's challenges so that an action plan can be created to connect students to resources on campus and in their community that will help them overcome these challenges. Students can manage their action items and view their MAP through MyGPS. Reference guides connect students to campus and community resources. Self-help guides are collections of references that advisors can direct students to for additional help.



Main: This tool provides advisors, coaches, or counselors access to student information including academic records. This information assists in effective interactions between intervention staff and students since intervention staff have access to early alert status, history report, student transcripts, GPA, and hours enrolled. This tool offers a complete view of student information; counselors do not need to log in to separate systems to receive the information they need. The Main tool also contains student profiles, allowing counselors to view all concurrent or historical interactions with a specific student, based on the users access level, and what they "need to know". Student photos can

be added to profiles, helping advisors, coaches, or counselors to recognize their students.



Journal: Note taking for advising and counseling professionals. Journaling allows everyone involved to document what has occurred with a student and allows individuals to communicate information about students to each other. Sharing this information allows each individual to build on the work of another, make interactions as seamless as possible, and support the student with the most accurate information.

Action Plan: The Action Plan is comprised of tasks for students to overcome identified challenges to success. The Action Plan highlights the students' academic goals and strengths so that

the message of the Action Plan is positive. These plans connect students to resources available at the institution and in the community. Reference guides provide a shared knowledge base of support offerings, referrals, tools, and resources, allowing coaches, counselors, and advisors to choose the best available options for students, and create an Action Plan for them to use for the student. Counseling staff have access to all reference guides to add specifically to the student's Action Plan. The student will access these reference guides as resources in their customized Action Plans.

SSP Case Management Tools and Features



Early Alert

Early Alert Details

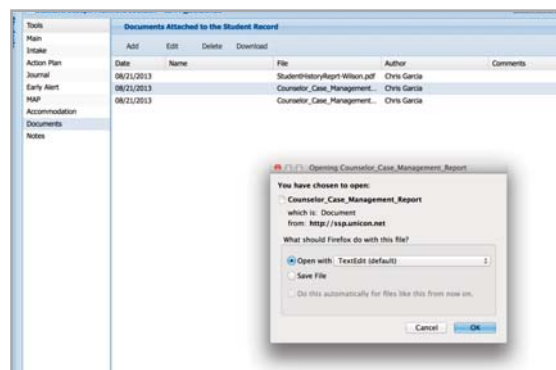
Course: CHM451 - Higher Chemistry
Term: FA12
Student: Joseph Jackson
Enrollment Status: E
Net ID: jjackson10
Student Email: 1@unicon.net
Student Type: First Time in College
Assigned Counselor/Coach: Garcia, Chris
Office:
Phone:
Department:
Email cc:
Campus: * Select a campus...
Referral Reason: * Select a reason...
Faculty Suggestions: [Add/Edit](#)

Early Alert: Early Alerts provide an easy way for faculty to alert student support professionals if they are concerned about a student or need to connect that student to resources on campus. Faculty and advisors, coaches, or counselors work together to engage students who are struggling. Early Alerts promote student success through identification and proactive interventions, including a feedback loop to faculty so they know the outcomes.

Accommodation: Advisors, coaches, or counselors can populate information from the Office of Disability into SSP. The tool is a repository for this information, which highlights what accommodations the institution is required to put into place for the student.

Student Documents

Advisors, coaches, counselors, and faculty can upload files within student records, and can set confidentiality levels for the files. For example, counseling staff can upload a signed copy of a student's Action Plan.



Notes

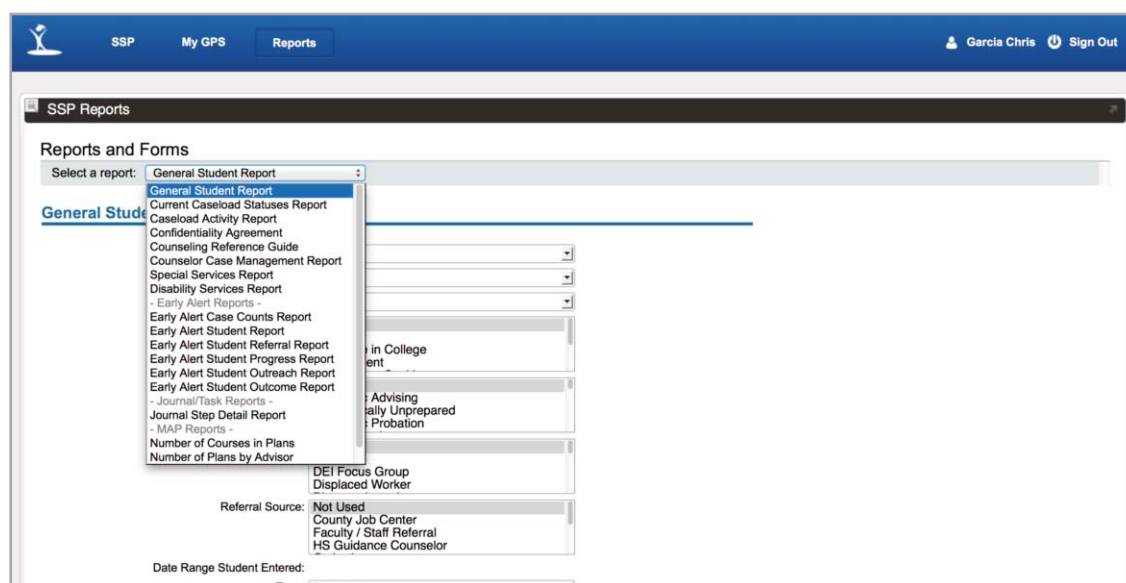
Counseling staff can populate information from other systems into SSP. For example, detailed notes relating to a student's grades can be viewed in this single location where all imported notes can be reviewed.

Caseload Reassignment

If an advisor, coach, or counselor leaves the institution, a set of administrative tools helps to reassign the student to a new member of the counseling staff.

Reports and Data

SSP collects data on populations, services provided, referrals made, and student actions. Reports created from this data can be presented to administrators to illustrate the outcomes of efforts and measure improvements in student success and retention. Reports include early alert outcomes, early alert outreach, student task status, and many more. The analysis of these reports and underlying data can influence change, resulting in an even greater positive impact on student success. Each institution will determine what works best for them, their students, and the resources they have available.



Open Source Software with a Proven History

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SSP is case management software supported by a proven retention model. It is mature technology that has been in use for 10 years. It has been recognized with 11 national awards, and the project has received grant funding, including the latest grant from Next Generation Learning Challenges (NGLC).

SSP History

SSP was developed by Sinclair Community College. Sinclair's data indicates that students who are involved in SSP are more likely to return the next term; they are more likely to complete more courses successfully; they have higher GPAs; and they are more likely to be enrolled two years later.

According to Sinclair statistics from 2005 – 2011, students using SSP were five times more likely to graduate. For quarter to quarter retention rates (Fall '10 to Winter '11), transitioned SSP students (students who have completed the SSP process) had a 37% higher rate of retention compared to students who qualified for the program but did not participate and a 26% higher rate of retention than students not designated "at risk".



SSP is Open Source Software

SSP became open source software through a NGLC grant. NGLC partners include CCSSO, EDUCAUSE, The Bill & Melinda Gates Foundation, The William and Flora Hewlett Foundation, iNACOL, and The League for Innovation. SSP is currently emerging from Apereo's incubation process, to be a fully sponsored Apereo software project.

Advantages of Open Source Software

There is a toolkit of reliable open source solutions, built by higher education for higher education, to address institutions' needs. Building solutions on open source allows for quality, cost effective systems that return control of IT to the CIO and give institutions a variety of choices. The solutions are backed by communities of support, which grants institutions the ability to collaborate and innovate directly with other users in the continued development of the solutions.



Apereo, a non-profit membership organization, is a consortium of educational institutions and commercial affiliates sponsoring open source software projects for higher education.

SSP is open source and distributed under the Apache License, Version 2.0, available at: <http://opensource.org/licenses/Apache-2.0>.

Find out more about the Apereo community:
<http://www.apereo.org>.



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