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LEARNING LOG

Using a Student Intake Survey to Identify and Mitigate Risk Factors

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DETAILS

MAKING IT WORK, UNDERSTANDING WHAT WORKS, AND SHARING WHAT WORKS

TITLE

Using a Student Intake Survey to Identify and Mitigate Risk Factors

SOLUTION

Redesigned Planning Advising and Student Services

CAPACITIES

Information Technology

Owner

[Jeffrey Grebinoski \(/education/s/profile/0053600000461z9AAA\)](/education/s/profile/0053600000461z9AAA)



Record Type

Monthly-Current 2017



INSTITUTION

Northeast Wisconsin Technical College

REFLECTION

SITE INITIATIVE

Our college utilizes the Starfish Early Alert System, which helps us identify and track students who need attention once classes begin. Our goal was to identify certain risk factors earlier (prior to the start of class), and to communicate with and refer students to services we offer. We developed an in-house Student Intake Survey that is administered to students who are new to a program/major when they register for classes. The online survey takes less than three minutes to complete and asks students about some of the barriers to their success, such as how much time they will spend working, how confident they are using a computer, how certain they are of their career choice, whether they have a plan to pay for college, etc. The responses are compiled and referrals to services are sent to students through Starfish. Faculty and advisors are also able to view individual student survey responses.

PROGRESS TOWARD STUDENT SUCCESS

Over 3,300 students completed the Student Intake Survey for Fall and Spring Semesters, and more than 2/3 of the students reported at least one risk factor. A total of 2,150 referrals were sent to students through Starfish, and almost half of those referrals resulted in a meaningful communication between staff and the student.

IMPACT

Students who had a meaningful communication with staff regarding their Student Intake referral(s) persisted at a higher rate (78%) than those who did not (73%).

INTERNAL/EXTERNAL RESOURCES

A team was assembled of representatives from across the college to create the survey items and align them with student services we offer. We also gathered qualitative data from students regarding the items. Representatives from the different student support offices were included and understood how to handle and process Student Intake referrals. Utilizing internal technical expertise was key, as the raw survey data had to be programmed to quickly identify risk factors based on survey responses. Finally, our external evaluators for iPASS provided some key methodological feedback on our survey items.

NEXT CRITICAL STEPS

Conducting a deeper analysis with the Student Intake Survey data is key. We made adjustments to the survey each time we have implemented it (Fall, Spring, Summer), which makes it more difficult for us to track outcomes over time. However, we feel the survey will not need any more major changes. We are improving

our process to lessen the time it takes to compile/score the survey results and put the referrals into Starfish, as there still is some manual work associated with this effort.

OPPORTUNITIES/CHALLENGES ⓘ

Our goal is to incorporate Student Intake Survey responses into our predictive analytics efforts. Since we made adjustments to the survey each time we have implemented it (Fall, Spring, Summer), it makes it more difficult for us to track certain outcomes over time.

QUESTIONS/REQUESTS ⓘ

Are there certain risk factors to student success that your college has identified? How have you collected and used that data?

STATUS

Final

Completion Date ⓘ

5/31/2017

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Jeffrey Grebinoski (/education/s/profile/005360000046lz9AAA) (Northeast Wisconsin Technical College) updated this record.
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STATUS

Draft to Final

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