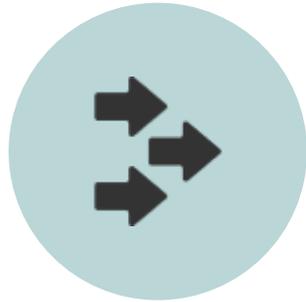ELEVATING STUDENT SUCCESS AT SUNY NEW PALTZ

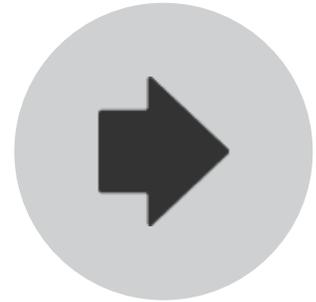# Student Success Evaluation and Planning

Strategic Review Meeting

Strategic Review Meeting Goals

Ensure alignment between activity in Starfish and your student success goals

Analyze the data to determine the impact of our student success work together

Verify our collective understanding and plan future student success work

Improving Outcomes for All Students

Our observations of your student success achievements

Key Accomplishments

- Successful transition to case management model in Office of Academic Advising

- Quick pivot to continuing to support students virtually and hybrid-models in 2020

- Increase faculty engagement through progress survey submission rates

- Increase student engagement through scheduling, intake form, and profile updates
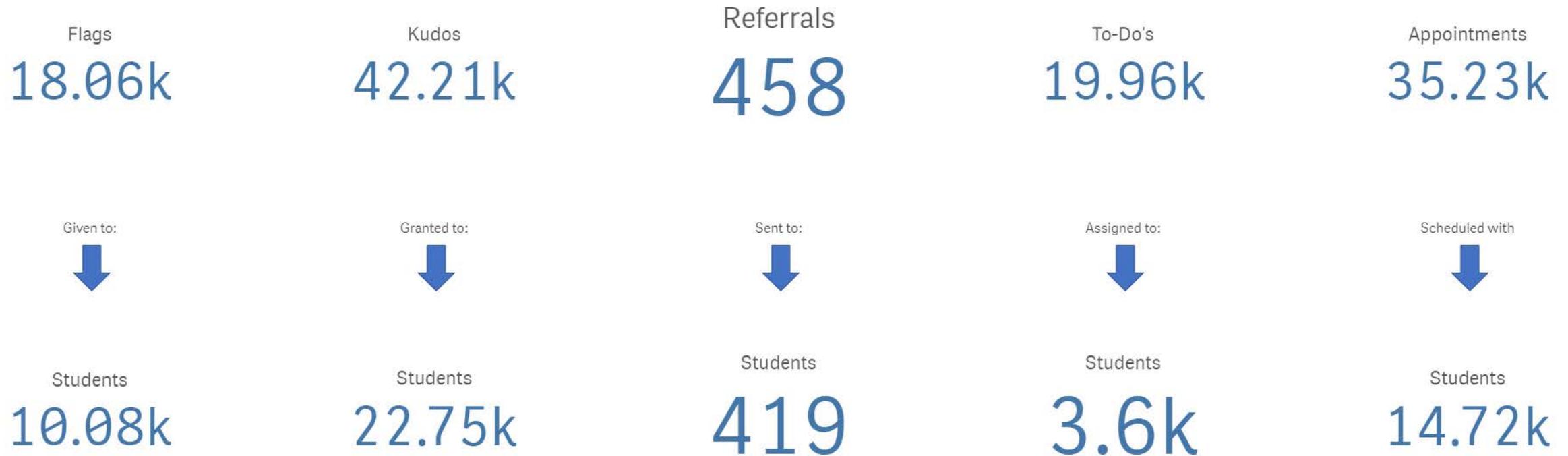
Questions to Consider

- How has your student success strategy changed since we implemented Starfish?

- How widely is Starfish being used and where is there opportunity for growth?

- How engaged is your leadership with using Starfish and overall student success initiatives?

- Where do opportunities exist to break down silos and holistically support students?
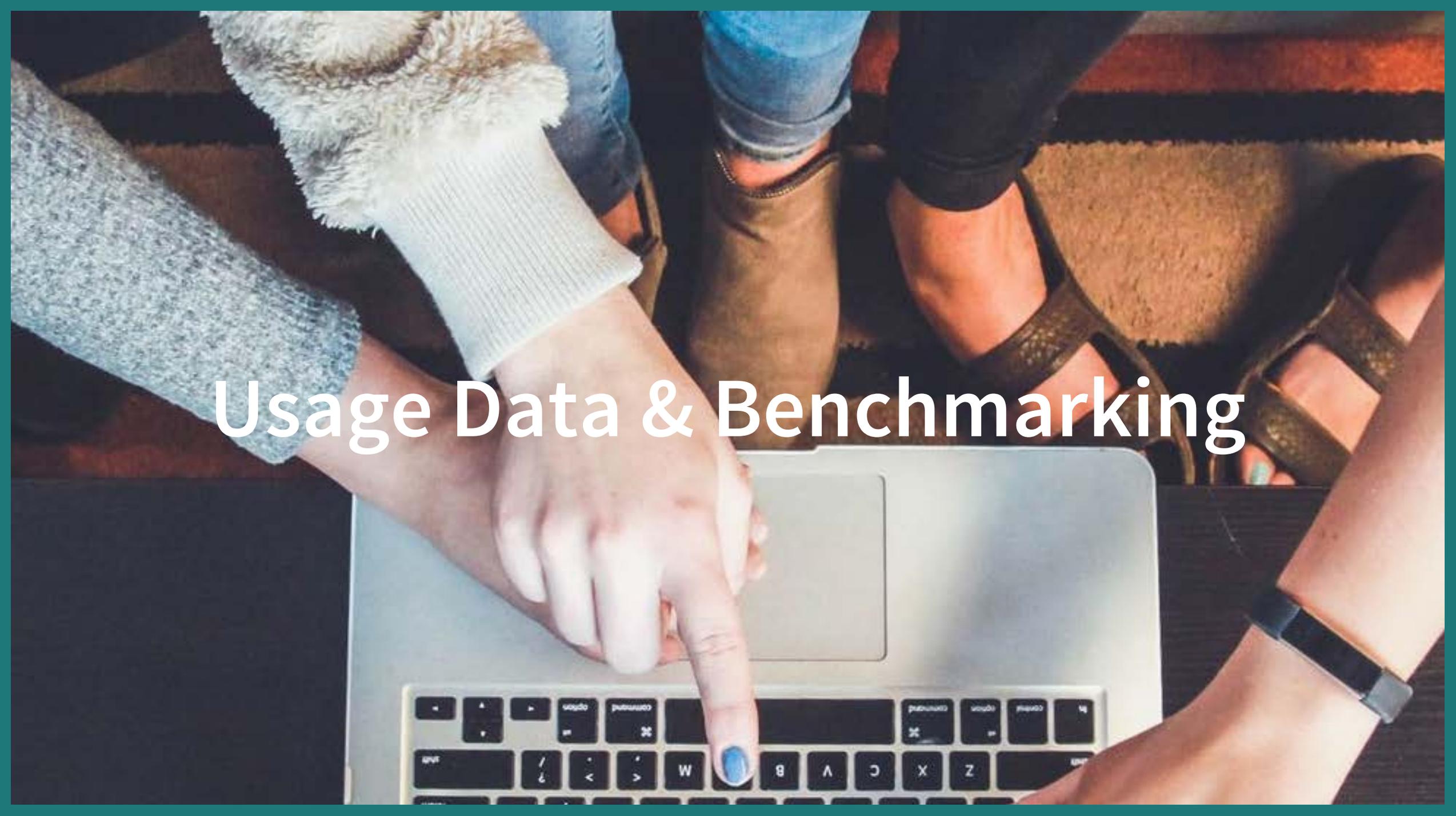
Usage Data & Benchmarking

Holistic Activity

Spring 2018-Spring 2021

Flags	Kudos	Referrals	To-Do's	Appointments
18.06k	42.21k	458	19.96k	35.23k
Given to:	Granted to:	Sent to:	Assigned to:	Scheduled with
↓	↓	↓	↓	↓
Students	Students	Students	Students	Students
10.08k	22.75k	419	3.6k	14.72k

Usage Trends

Spring 2018-Fall 2020 (excluding summer terms)
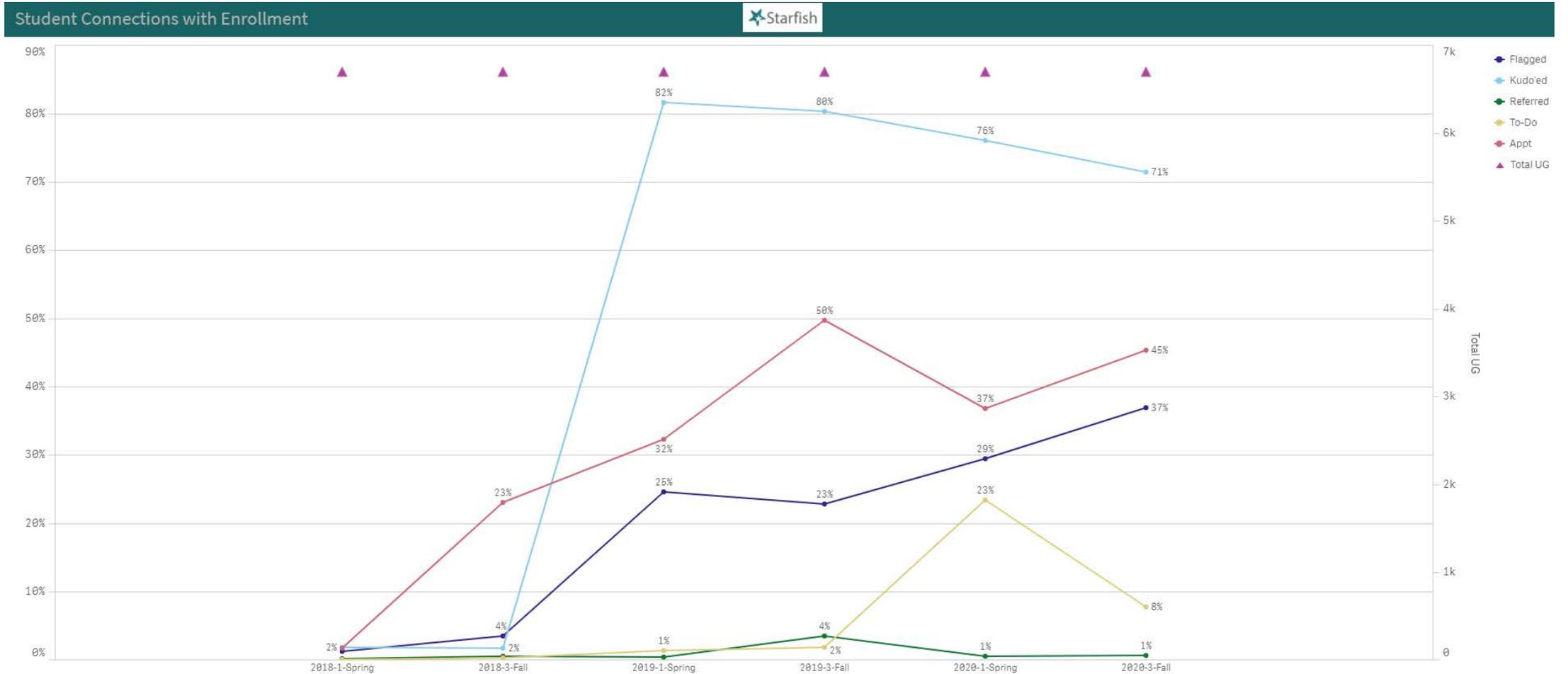
Recent Activity

Spring 2020-Fall 2020

Flags	Kudos	Referrals	To-Do's	Appointments
9.43k	18.29k	87	12.39k	16.28k
Given to:	Granted to:	Sent to:	Assigned to:	Scheduled with
↓	↓	↓	↓	↓
Students	Students	Students	Students	Students
4.74k	10.03k	83	2.17k	6.4k

Fall 2019 Activity Summary

Student Engagement

Student Created Appointments	
5,741	
Student Cancelled Appointments	
669	
Student Raised Items	
19	
Total Student Attendance Records	
40,664	
Intake Forms Created	
36	
Intake Forms Updated	
1	
Student Profiles Created	
1,233	
Student Profiles Updated	
32	
Photos Uploaded	
0	
Completed Success Plans	
74	
Active In-Process Success Plans	
31	
Prospective Students Created	
0	

Faculty Engagement

Progress Survey: Raised Items
11,721
Progress Survey: Cleared Items
11,548
Attendance Tracking Instructors
54
Courses with Attendance Tracked
72
Course Sections with Attendance Tracked
72
Total Class Sessions Attendance Tracked
1,675

Staff Engagement

Office Hours Created
9,938
Office Owner Created Appointments
4,604
Appointments with Prospective Students
0
Updated Apointments
6,289
Total Appointments Conducted
10,599
Speed Notes Recorded
2,927
Appointment Notes Recorded
9,076
Staff Cancelled Appointments
604
Manually Raised Items
1,246
Manually Cleared Items
1,027
Group Sessions Created
37
Events Created
674

Automation

System Raised Flags
577
System Cleared Flags
682

Fall 2020 Activity Summary

Student Engagement

Student Created Appointments
7,321
Student Cancelled Appointments
592
Student Raised Items
5
Total Student Attendance Records
15,196
Intake Forms Created
94
Intake Forms Updated
90
Student Profiles Created
508
Student Profiles Updated
24
Photos Uploaded
2,241
Completed Success Plans
4
Active In-Process Success Plans
480
Prospective Students Created
0

Faculty Engagement

Progress Survey: Raised Items
9,066
Progress Survey: Cleared Items
957
Attendance Tracking Instructors
21
Courses with Attendance Tracked
34
Course Sections with Attendance Tracked
34
Total Class Sessions Attendance Tracked
661

Staff Engagement

Office Hours Created
9,152
Office Owner Created Appointments
889
Appointments with Prospective Students
0
Updated Apointments
2,828
Total Appointments Conducted
8,496
Speed Notes Recorded
3,649
Appointment Notes Recorded
4,694
Staff Cancelled Appointments
440
Manually Raised Items
5,229
Manually Cleared Items
929
Group Sessions Created
47
Events Created
2

Automation

System Raised Flags
1,407
System Cleared Flags
926

Student Engagement

Spring 2020-Fall 2020
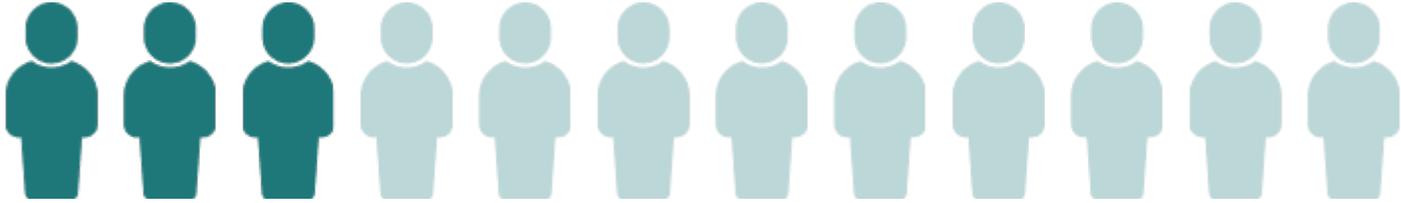
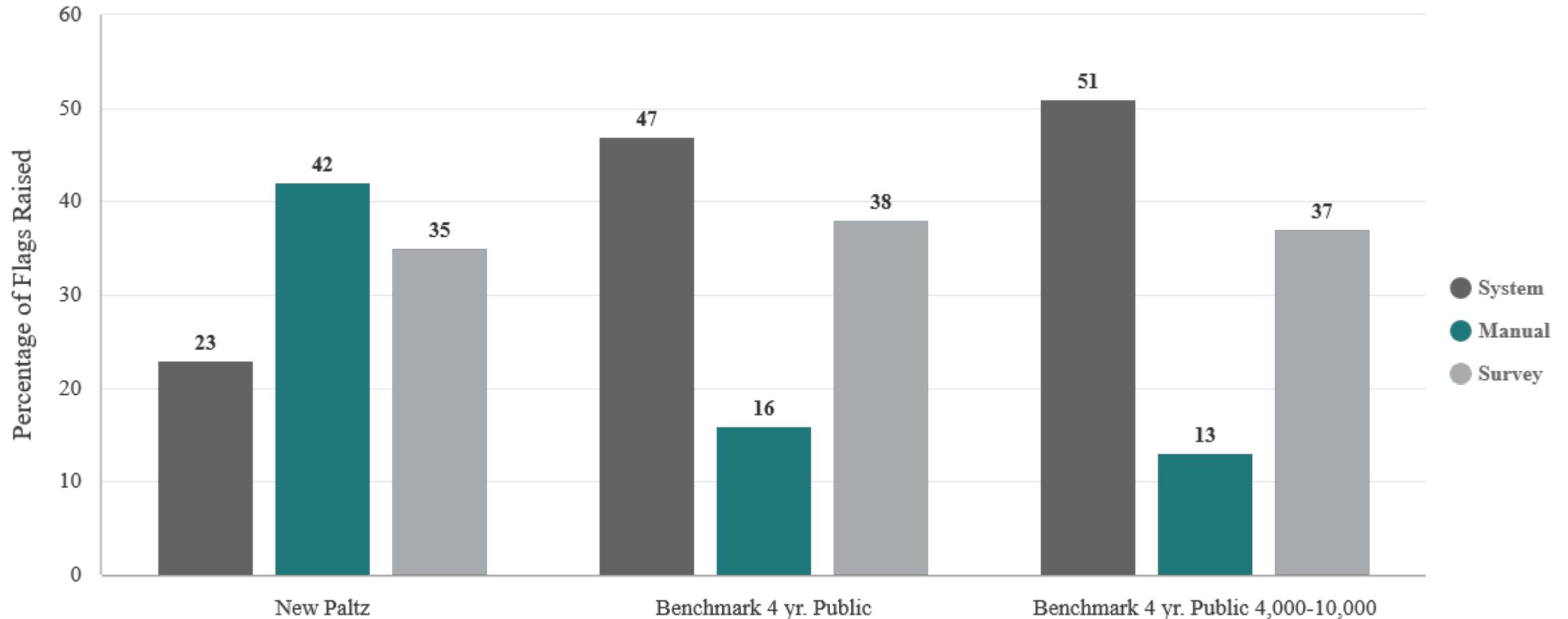**24%** student body received a flag during the 2020 calendar year

Benchmark Comparisons: Flags

Spring 2020-Fall 2020

New Paltz **24%**

Benchmark 4 yr. Public **23%**

Benchmark 4 yr. Public
4,000-10,000 **31%**
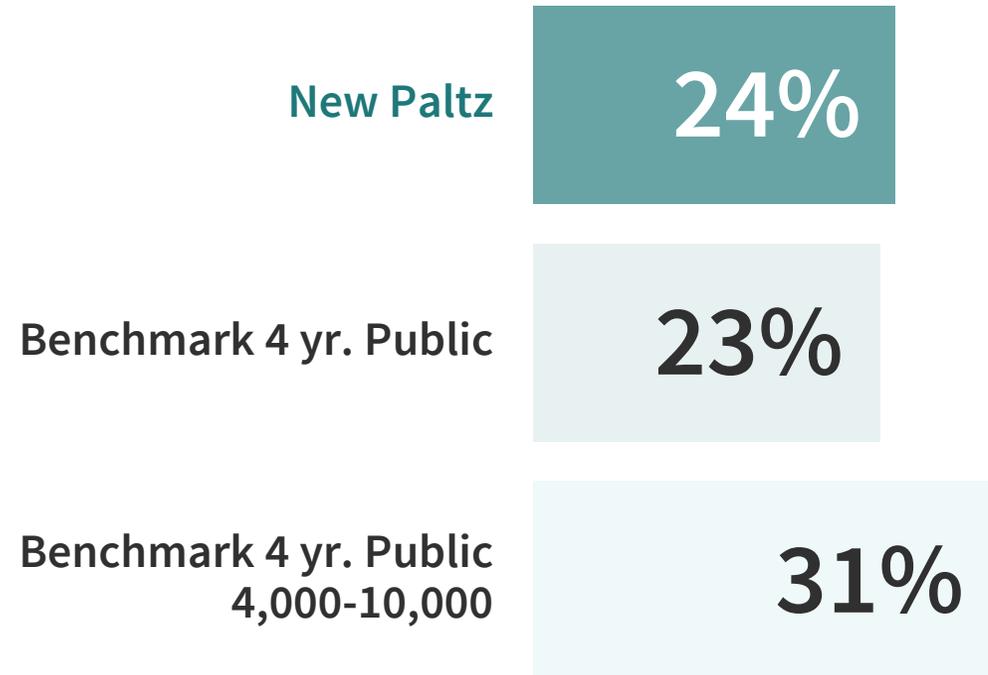
Benchmark Comparisons: Source of Flags

Spring 2020-Fall 2020

Benchmark Comparisons: Kudos

Spring 2020-Fall 2020
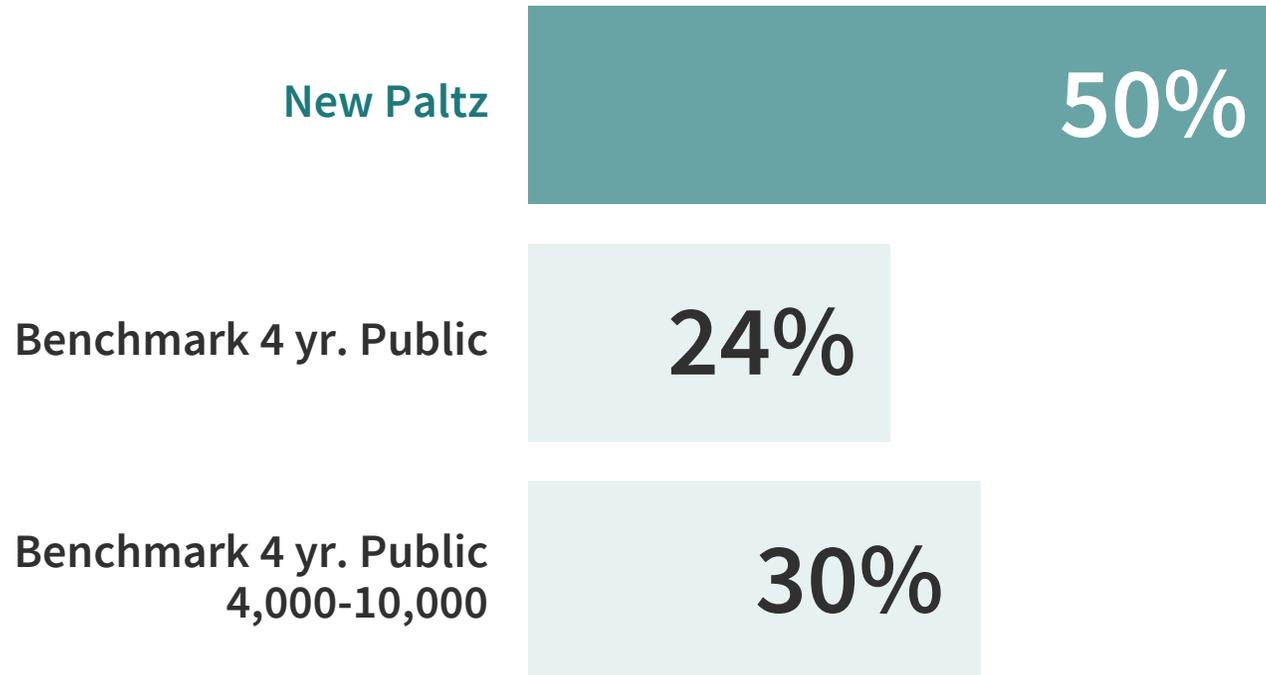
New Paltz — **50%**

Benchmark 4 yr. Public — **24%**

Benchmark 4 yr. Public
4,000-10,000 — **30%**

Benchmark Comparisons: Progress Surveys

2020-2021 Academic Year

New Paltz	**60%**
Benchmark 4 yr. Public	**42%**
Benchmark 4 yr. Public 4,000-10,000	**51%**
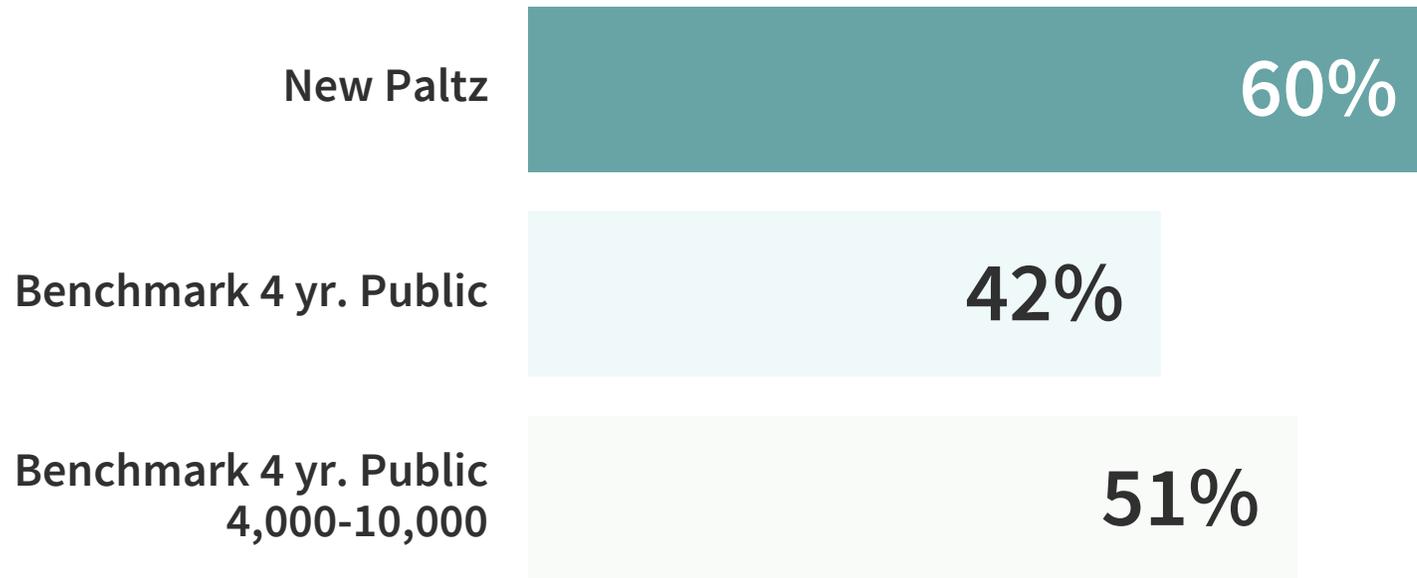
New Paltz surveys focused on attendance or enrollment verification, course materials or performance, and academic resource referrals.

Spring 2021 pilot survey deployed to focus on Special Populations.

# Student Engagement

Spring 2020-Fall 2020

32% student body had an appointment tracked within Starfish during the 2020 calendar year

28% of student body had an appointment tracked within Starfish during the 2019 calendar year

Benchmark Comparisons: Appointment Scheduling

Spring 2020-Fall 2020

New Paltz — 32%

Benchmark 4 yr. Public — 29%

Benchmark 4 yr. Public 4,000-10,000 — 19%
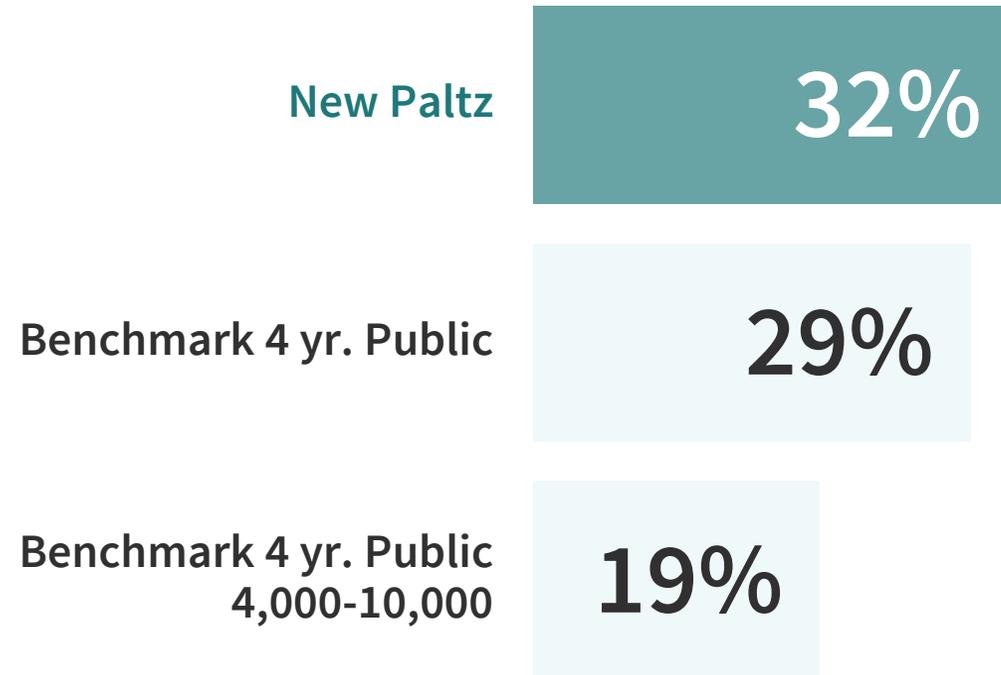
Appointment scheduling saved staff 629 hours in 2020!

Spring 2020-Fall 2020

- **16,282 appointments scheduled in the 2020 calendar year**

- **77% of appointments were scheduled by students (12,579)**

- **Each student-scheduled appointment saves your staff/faculty an average of 3 min. per appointment**

Opportunities to save more time include maximizing SpeedNotes and utilizing Outcomes to write notes and follow-up with the student by sending a copy of Outcomes

Planning and Next Steps