UT Academic Affairs & Student Success Summit

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UT Martin

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Leveraging Technology for Take-Off
Technology Applications to Address Gaps

• Direct Approaches
• Indirect Approaches
Digital Student Request Forms

• Skyhawks Share, Student Emergency Fund Request, Hawk Alert

• Allows a student to submit a form in a time of need without person-to-person contact

• Removes the stigma students may feel in a vulnerable state when asking for assistance or resources with food, funding, or mental health
• Case Management Software

• Centralized reporting/Automated Referrals

• Connecting the dots and prevent students from falling through the cracks.

• Cross-Departments
• **RECEIVE REPORTS**
Create your own online reporting forms, tailored by purpose and routed based on report content.

• **COMMUNICATION TOOLS**
Rich text electronic letters with pickup notification and text messaging.

• **THE NUMBERS YOU NEED**
Powerful analytics and dashboards along with a custom reporting engine for constructing analytics on-demand. Including Clery features.
Canvas notifications and resources at the tip of the finger!
SKYHAWKS,
Welcome to the Dual Enrollment Student Orientation Course!
GET AHEAD WITH DUAL ENROLLMENT!
Online Proctoring
Used to deliver secure exam results

Identity Verification
Used to authenticate the test taker’s identity

Content Protection
Alerts administrators when exams have been posted outside the assessment

Lock Down
Ensures that test takers stay within the exam

Originality Verification
Detects plagiarism for online written assignments
Harmonize: Helps foster an engaged learning community with vibrant discussions.
When you need help...it's there

24/7 Tutoring Anytime, Anywhere
1-to-1 tutoring available on demand in 250+ subjects

The Best Tutors
3,000+ rigorously vetted tutors who empower students to solve challenging problems

Collaborative Platform
Proprietary online classroom with a range of interfaces and learning tools

Multimodal Support
Text, voice, and video options to accommodate all learner preferences

Predictive Insights
Real-time, actionable data and early alerts for accelerated intervention

Award-Winning Expertise
CODiE Award for Best Education Platform for PK-20, MLA Platinum Award Multiyear Honoree, EdTech Cool Tool Awards Finalist
who presents to the emergency department with respiratory distress.
Paying for College
There is a smart way to pay for college and you can do it. Learn about funding options and create a savvy financing plan to help you get through school.

Money Management
Don't graduate with a poor credit score and a mountain of debt. Create a budget and develop the skills to be in the financial driver's seat when you graduate.

Real-World Finance
Learn how to navigate the road ahead. Manage your student loan repayment and find guidance on housing, auto, career, benefits, and more.

Learning to Learn
Benefit from insider guidance on academic topics. Discover tips and strategies to more easily navigate college level coursework.

Life Skills for Success
Develop your personal skills and abilities. Get valuable insight and support to achieve your short and long-term goals.
Have you ever attended a class without purchasing the textbook after....

Students Surveyed: 330
In general, how often do you purchase the required textbooks for the courses you take?

- Never: 51%
- Rarely: 14%
- About Half the Time: 6%
- Often: 28%
- Always: 1%

Students Surveyed: 329
Distance Learning Classrooms:

- UTM Jackson: 3 classrooms
- UTM Parsons: 6 classrooms
- UTM Ripley: 6 classrooms
- UTM Selmer: 7 classrooms
- UTM Somerville: 6 classrooms
- UTM Main: 23 classrooms

Total: 51 classrooms
Grant Expansion:
USDA Distance Learning & Telemedicine Grant allowed for expansion or improvements to our Distance Learning Technology across 7 area high schools.

1. Camden Central
2. City University School
3. Fayette-Ware
4. Halls
5. Huntingdon
6. Lake County
7. Ripley
TOP 25 ZOOM ROOMS USAGE BY MINUTES

- Somerville 141
- Bus. Admin. 36
- Jackson 233
- Gooch 209
- Parsons 105
- Somerville 159
- Selmer 113
- Selmer 112
- Bus. Admin 33
- Humanities 115

Minutes
## Top 10 Locations By Meeting Participants

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<tr>
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<th>Location</th>
<th>Participants</th>
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<tbody>
<tr>
<td>1</td>
<td>United States</td>
<td>21062</td>
</tr>
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<td>2</td>
<td>Egypt</td>
<td>21</td>
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<td>3</td>
<td>United Kingdom</td>
<td>17</td>
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<td>4</td>
<td>Japan</td>
<td>16</td>
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<td>5</td>
<td>Germany</td>
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<td>France</td>
<td>6</td>
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<td>7</td>
<td>Brazil</td>
<td>2</td>
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<tr>
<td>8</td>
<td>Canada</td>
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<tr>
<td>9</td>
<td>Singapore</td>
<td>1</td>
</tr>
<tr>
<td>10</td>
<td>Ghana</td>
<td>1</td>
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Zoom Meetings Year-To-Date
January 1, 2022 – Present
Devices Used for Zoom Meeting

- Zoom Rooms: 27.64%
- H.323/SIP: 16.46%
- Windows: 21.28%
- Mac: 2.79%
- iOS: 1.99%
- Web: 1.03%
- Chrome OS: 0.97%
- Android: 0.17%
- iPad: 0.05%
- Unknown: 0.05%
- Phone: 0.05%
Indirect Approaches

• How are we using technology to help our students in ways that they'll likely never know?
"To reach the students we have not yet reached, we'll need to do the things we have not yet done."

To get the right intervention to the right students at the right time, we should use our technology solutions to craft interventions that are:

- Sustained
- Strategic
- Integrated
- Proactive
- Personalized
Campus Resources Exist!

"If I had only known . . ."

• Ask the right questions.
• Identify areas of need.
• Craft meaningful responses.
Point to Point and Real Time Reporting

Retention Dashboards

• Disaggregated Data
• Drilldown Capability
• Accessibility and Transparency

ARGOS Reporting

• Customizable
• Real Time Data Access
• Accessibility and Transparency
Dashboards and Year to Year Trend Data:
High attrition and low progression programs, High DFW by Stop Out, High Enrolled Courses by Stop Out
Example – Assessment of SI Allocation

- Overall 1 year retention (F21-F22) for all students attending any SI: 89%
- Retention after 1 year (F21-F22) for Freshmen attending any SI: 81%
**Disaggregated Look at Efficacy**

- **Biology 130** – total enrollment of 43

<table>
<thead>
<tr>
<th>BIOL 130 Fall 21</th>
<th>No SI</th>
<th>At Least Once</th>
<th>5-9 Times</th>
<th>10 + Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>SI Attendance</td>
<td>44%</td>
<td>56%</td>
<td>21%</td>
<td>19%</td>
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<tr>
<td>Course GPA</td>
<td>1.16</td>
<td>2.75</td>
<td>2.54</td>
<td>3.41</td>
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<tr>
<td>Average ACT</td>
<td>22</td>
<td>22</td>
<td>22</td>
<td>23</td>
</tr>
<tr>
<td>Average HS GPA</td>
<td>3.72</td>
<td>3.84</td>
<td>3.75</td>
<td>3.86</td>
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HOPE Retention and Stop Out Correlation in First Year Students

- Aggregated data from THEC show a direct correlation between FTFF retention and retention of the HOPE scholarship
- Over 85% of incoming UTM freshmen routinely receive the HOPE scholarship
- Institutional data show that of the 2021 degree seeking freshmen students receiving HOPE scholarship, 51.4% were Pell eligible.
HOPE Retention Campaign Using Argos

- Partnering with FA on outreach to students at risk
- Leveraging existing relationships
- Creation of informational "cheat sheet"
- Email, Text, Call
Re-Enrollment Campaign

- Argos lists of non-returners
- Coordinated communication plan (Email, Text, Postcard, Call)
- Shared files with common notes

Results:
Original targeted cohort of 569, 268 or **47.1%** enrolled as of administrative drop date. This represents just over **5.5%** of the entire UG degree seeking headcount from the previous AY.
Communication Tools – Meeting Students Where They Are

- **Mainstay** – Chat Bot with Targeted Texting Capabilities
  - Tiered Response Structure
  - Analysis and Reporting on Selected Responses

*Adapted from College Success, and OER resource published by OpenStax
https://openstax.org/details/books/college-success
Campaign Examples

Re-Enrollment Campaign
• July 12th, 413 potential students targeted.
• 13.6% response rate – 4 possible questions.
• What did we learn?

New Student Welcome Campaign
• July 27th, 990 potential students targeted
• 10.7% response rate – 7 possible questions.
• What did we learn?
What is your campus doing?

1. What technologies have been working well on your campus? Are they currently being leveraged as effectively as possible?

2. Do you have access to the data you need to make your approaches as effective as possible? Do solutions exist to make this easier to access?
Questions?