

Title III goals and milestones for Year 3

Design Teams Quarterly Updates

Goal 1: Continue development of Predictive Analytics Framework/CRM

Milestone: Develop a model to identify success variable for first-year students			
Quarter	Status	% completed	Progress update
QT: 1 (10, 11, 12/2020)	On track	70%	Continuing data mining for predictive analytics by identifying numerous variables from our Student Information System (Banner); at this time focusing on three major categorical areas (student admission data, student financial aid data and student registration data). The data is in the cleansing stage using python as well as some preliminary correlation analysis to establish relationships to first year retention and first-term GPA.
QT: 2 (1, 2, 3/2021)			
QT: 3 (4, 5, 6/2021)			
QT: 4 (7, 8, 9/2021)			

Milestone: Develop a risk score for student retention			
Quarter	Status	% completed	Progress update
QT: 1 (10, 11, 12/2020)	On track	5%	Work just began.
QT: 2 (1, 2, 3/2021)			
QT: 3 (4, 5, 6/2021)			
QT: 4 (7, 8, 9/2021)			

Goal 2: Continue building data warehouse

Milestone: Conduct migration of the 3 systems (Student Information System, Starfish, Blackboard) into data warehouse			
Quarter	Status	% completed	Progress update
QT: 1 (10, 11, 12/2020)	On track	80%	We have integrated our Student Information System (Banner) with our Learning Management System (Blackboard). We are currently testing data from fall 2012 to Fall 2020. We have provided training to an integrated group of stakeholders. These stakeholders (faculty, coordinators, chairs, and deans) were identified from recommendation of each decanal unit head. The integrated reports are built into Blackboard Collaborate which faculty members have to access through their courses. Predesigned summary reports for advisors, department chairs and deans are available for access.
		10%	Working on the Integration of Starfish and Slate into A4Learn.
QT: 2 (1, 2, 3/2021)			
QT: 3 (4, 5, 6/2021)			
QT: 4 (7, 8, 9/2021)			

Goal 3: Pilot Automated Early Alert and Retention Management System (RMS)

Milestone: Noel Levitz College Student Inventory (CSI) results integration with Starfish/Bengal Success Portal (BSP)			
Quarter	Status	% completed	Progress update
QT: 1 (10, 11, 12/2020)	Achieved	100%	A total of 53% of first year students completed the Noel Levitz College Student Inventory. All individual students' results were integrated into Starfish. Additionally, based on students' individual results, automated flag were raised in Starfish for students that faced 5 or more challenges. The automated flags and access to individual results aid professional advisors and completion coaches in reaching out and helping students. All staff members were trained on how to read individual student results, how to discuss

			<p>them with students, as well as where to find the Noel Levitz flag and individual students' survey responses in Starfish.</p> <p>Lastly, to aid all first-year students success, access and training was provided to other support programs at Buffalo State (EOP, SayYes, Honors, and International).</p>
QT: 2 (1, 2, 3/2021)			
QT: 3 (4, 5, 6/2021)			
QT: 4 (7, 8, 9/2021)			

Goal 4: Pilot Enhanced First-Year Experience

Milestone: Pilot First Year Advising Plan			
Quarter	Status	% completed	Progress update
QT: 1 (10, 11, 12/2020)	On track	50%	<p>During October, November, December the advisers conducted regular outreach to students for flags raised in BSP, discussed course withdrawals and pass/fail grading options prior to the deadline. Students had their 2nd formal meeting with their advisees for spring registration (still in process). Professional advisors finished out the fall semester having discussions with students about academic standing and their possible options for spring if they were on academic warning, probation or dismissal. We are currently on track and hitting our milestones as per the FY Advising Plan.</p>
QT: 2 (1, 2, 3/2021)			
QT: 3 (4, 5, 6/2021)			
QT: 4 (7, 8, 9/2021)			

Milestone: Pilot First Year Engagement Team Plan (Completion Coaches and BEAT Peer Mentors)			
Quarter	Status	% completed	Progress update

QT: 1 (10, 11, 12/2020)	On track	50%	<p>Following COVID-19 safety protocols during the first quarter our 3 Completion Coaches and 25 BEAT Peer Mentors hosted various academic/social programs, such as monthly group study halls, self-care workshops, trivia nights and our new signature engagement program called “The Weekly Walkup.” Here students are invited to socially distance and engage with peer mentors and coaches in a walkup manner to obtain quick updates, resources, or ask any questions they may have. Due to COVID-19 face to face interactions are limited, but we are still connecting and working with students. We are hosting “Weekly Virtual Office Hours” to offer one on one opportunities for students to ask questions and seek help. In addition, to encourage that connection we send out e-mails with “Weekly Highlights” that cover topics listed in the First Year Engagement Plan. To ensure students that they can always reach out we end each electronic message with “you may not need us now, but we are here for you whenever you do.” Lastly, to manage their caseloads the Completion Coaches prioritize their outreach to students that seem to be facing more challenges. Students who are higher risk are engaged more vigorously by their Completion Coach (weekly) and those on the lower end of risk are engaged bi-weekly or monthly regarding setting up meetings. Overall, students feel comfortable reaching out to us for help and are benefiting from learning about various topics that we bring to their attention.</p>
QT: 2 (1, 2, 3/2021)			
QT: 3 (4, 5, 6/2021)			
QT: 4 (7, 8, 9/2021)			

Milestone: Implement training from Inside Track			
Quarter	Status	% completed	Progress update
QT: 1 (10, 11, 12/2020)	On track	25%	During the first quarter various Buffalo State staff members participated in 3 Coach Trainings. Specifically, the Completion Coaches, Professional Academic Advisors, EOP Counselors, and SayYes Counselors took part in monthly Ongoing Coach

			Training and their supervisors participated in monthly Manager Development training. In addition, the three Completion Coaches participated in Coaching Quality Development sessions.
QT: 2 (1, 2, 3/2021)			
QT: 3 (4, 5, 6/2021)			
QT: 4 (7, 8, 9/2021)			

Milestone: Assess and improve First Year Advising Plan (summer 2021)

Quarter	Status	% completed	Progress update
QT: 1 (10, 11, 12/2020)	Not started	0%	
QT: 2 (1, 2, 3/2021)			
QT: 3 (4, 5, 6/2021)			
QT: 4 (7, 8, 9/2021)			

Milestone: Assess and improve First Year Engagement Team Plan (summer 2021)

Quarter	Status	% completed	Progress update
QT: 1 (10, 11, 12/2020)	Not started	0%	
QT: 2 (1, 2, 3/2021)			
QT: 3 (4, 5, 6/2021)			
QT: 4 (7, 8, 9/2021)			

Goal 5: Offer Enhanced Onboarding
Milestone: Assess and improve Online Summer Engagement Program (OSEP) – “Countdown to College” from summer 2020

Quarter	Status	% completed	Progress update

QT: 1 (10, 11, 12/2020)	On track	20%	At the end of the OSEP – “Countdown to College” students were asked to complete a four questions survey. Out of the 869 students that accessed the program 123 (14%) completed the survey and shared positive feedback. For instance, 89% agreed or strongly agreed that after participating in this program they felt more connected to Buffalo State and 85% agreed or strongly agreed that they felt more ready to start the fall semester. In the open-ended questions (with a total of 83 responses) 40 students shared that the best part of this program was feeling more connected and another 40 felt that they received useful information. The last open-ended question asked if we should change or add anything else to this program. There was a total of 74 responses and 52 of them stated that nothing needs to be changed or added. Another 5 suggested more information such as tutoring and access to help; and other 5 asked for more connection/interactions with other students and faculty/staff. This is information plus data about student performance during fall semester will be used to enhance summer 2021 version of this program.
QT: 2 (1, 2, 3/2021)			
QT: 3 (4, 5, 6/2021)			
QT: 4 (7, 8, 9/2021)			

Milestone: Offer OSEP - “Countdown to College” during summer 2021			
Quarter	Status	% completed	Progress update
QT: 1 (10, 11, 12/2020)	Not started	0%	
QT: 2 (1, 2, 3/2021)			
QT: 3 (4, 5, 6/2021)			
QT: 4 (7, 8, 9/2021)			

Goal 6: Continue implementation of Digital Supplemental Instructions Modules (DSIM)

Milestone: Implement Cohort 1, year 2			
Quarter	Status	% completed	Progress update
QT: 1 (10, 11, 12/2020)	Achieved	100%	Even amid a pandemic and the realities of remote learning, our cohort continued to create and refine their supplemental materials. One instructor, for example, created additional supplemental videos and added in-video quizzes. Another instructor spent time repackaging existing Open Educational Resources. The cohort continues to share with colleagues to expand the reach of the supplemental materials. Some materials were shared with instructors from other sections of the same courses. Some found that upper division courses were adopting and finding success using them despite the fact the materials were originally designed for introductory courses. One department chair even expressed an interest making supplemental materials available to all members of the department.
QT: 2 (1, 2, 3/2021)			
QT: 3 (4, 5, 6/2021)			
QT: 4 (7, 8, 9/2021)			

Milestone: Develop digital repository for DSIM			
Quarter	Status	% completed	Progress update
QT: 1 (10, 11, 12/2020)	On track	35%	The design team continues to work on a digital repository that will make supplemental materials available to all faculty for use in their courses. We are just now approaching a time when materials have been tested, refined, and ready to be placed in a repository.
QT: 2 (1, 2, 3/2021)			
QT: 3 (4, 5, 6/2021)			
QT: 4 (7, 8, 9/2021)			

Milestone: Plan Cohort 2, year 1			
Quarter	Status	% completed	Progress update
QT: 1 (10, 11, 12/2020)	On track	10%	Because of the shift to remote learning, Cohort 2 year 1 will be folded into the programming for Cohort 3 year 1 (see below).
QT: 2 (1, 2, 3/2021)			
QT: 3 (4, 5, 6/2021)			
QT: 4 (7, 8, 9/2021)			

Milestone: Plan Cohort 3, year 1			
Quarter	Status	% completed	Progress update
QT: 1 (10, 11, 12/2020)	On track	10%	As with Cohort 1 year 1, the design team will be offering programming during the summer to help instructors from high DEW and “gateway” courses to redesign their courses and locate the “pain points” or “bottlenecks” within their courses. These are the places where students routinely struggle and places that are ripe for supplemental materials. The team will also provide a variety of resources that will help faculty to discover and design supplemental materials.
QT: 2 (1, 2, 3/2021)			
QT: 3 (4, 5, 6/2021)			
QT: 4 (7, 8, 9/2021)			

Milestone: Assess Cohort 1, year 2			
Quarter	Status	% completed	Progress update
QT: 1 (10, 11, 12/2020)	On track	10%	The design team will exam institutional data (e.g., retention, grades) related to student performance in courses employing DSIM. Because of the realities of remote instruction, we elected not to survey faculty and students as we did in year 1.
QT: 2 (1, 2, 3/2021)			

QT: 3 (4, 5, 6/2021)			
QT: 4 (7, 8, 9/2021)			

Goal 7: Design plan for targeted tutoring

Milestone: Design plan for targeted tutoring			
Quarter	Status	% completed	Progress update
QT: 1 (10, 11, 12/2020)	On track	25%	The first draft of the plan has been completed.
QT: 2 (1, 2, 3/2021)			
QT: 3 (4, 5, 6/2021)			
QT: 4 (7, 8, 9/2021)			