

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)	On track	85%	Most of the data cleaning is completed; Correlations is completed for outliers; Feature engineering is being worked on prior to testing model accuracy.
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)	On track	20%	We are setting the stage for model testing – This stage will lead to the development of risk scores.

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)	On track	85%	This on-going SIS and Blackboard is integrated. Starfish has proven to be complicated with the lack of certainty on whether the system will still be in the market over the next three years as a result of EAB recent merger.
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)
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Quarter	Status	% completed	Progress update
QT: 1 (10, 11, 12/2020)	Achieved	100%	<p>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 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)	On track	75%	During January, February, March 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 were notified via email/BSP that they should schedule their 3 rd formal meeting with their adviser for fall 2021 registration (still in process). We are currently on track and hitting our milestones as per the FY Advising Plan.
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%	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

			<p>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>
<p>QT: 2 (1, 2, 3/2021)</p>	<p>On track</p>	<p>75%</p>	<p>Currently with regard to Completion Coaches we have 3 coaches hired and recently received approval for a 4th coach. Sade is undergoing the train the trainer program, which will be helpful when we onboard the 4th coach. We hope to have someone hired by June. We are also in the process of finalizing the new space that coaches will move into late April. Coaches will have access to 2 large offices with privacy walls and 2 coaches will reside in each office. In the middle of the two offices is another large space that we are converting into a Resource Center. Here mentors and students can access this space to hold meetings or receive additional support. We are looking to open the center in the fall 2021 semester. Although engagement is still not quite where we want it, the spring has been much more consistent with student engagement compared to the fall. We believe that maintaining contact over the j-term and the fact that students have now officially experienced one full semester has played a significant role in what we are currently seeing.</p> <p>In the Spring 2021 semester we began a partnership with the school of social work. We currently work with 20 social work students who act as peer mentors for our current first year class. Based on engagement in the fall we have enhanced mentoring strategies to also include passive engagement (Humpday highlights, motivational minutes, bi-weekly walkup, new virtual programming) mentors take the lead I'm designing and delivering these engagement strategies with the support and direction of completion coaches. Within the last few weeks mentors have seen a slight uptick in student engagement. They are having most of their success from the Humpday highlight which aligns with the FY engagement plan, emails, the motivational minute, and text messaging. We suspect a level of "zoom fatigue" as students are still not showing up to virtual meetings.</p>

			<p>Engagement overall is still the larger issue. We are currently planning for the fall and will be making several changes in an effort to increase engagement. An introduction to campus supports email will go out on April 1st and this will mention the Roar 2 Success program. First year student orientation will also have breakout sessions with some being led by completion coaches. Caseloads are expected to be confirmed in late May early June. As a result our plan is to connect with students earlier. We will also explore a cohort model, this way students have a higher sense of connection to their coaches and mentors. We have prepared a postcard campaign and calling campaign to welcome students and let them know about the program. These efforts will culminate with the start of Countdown to College. We will once again be partnering with the school of social work; currently have 18 mentors confirmed for the fall. Mentors will also begin training in early June to allow them to build their skills prior to the start of the semester and to assist with the above initiatives.</p>
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)	On track	50%	All trainings listed above are continuing as plan. In addition, three staff member (two from Academic Affairs and one from Student Affairs) started the Observer certification training.
QT: 3 (4, 5, 6/2021)			

QT: 4 (7, 8, 9/2021)			
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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)	On track	25%	Professional advisers were given 2 surveys—1 for them to take in order to assess the FY Advising Plan so far; and another for them to give to their advisees to take regarding their assessment of the FY Advising structure and FY Engagement Plan.
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)	On track	25%	All first-year students that worked with a Professional adviser or FY Engagement Team are being asked to complete a survey about their experience working with this support staff. This feedback will be used to assessment FY Advising Plan and FY Engagement Plan.
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

<p>QT: 1 (10, 11, 12/2020)</p>	<p>On track</p>	<p>20%</p>	<p>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.</p>
<p>QT: 2 (1, 2, 3/2021)</p>	<p>On track</p>	<p>75%</p>	<p>Based on the survey that was sent in the fall we received preliminary feedback, which has been taken into account with the upcoming Countdown to College program. We are now using an all video based platform called flip grid. The pre-orientation tutorial is also housed in this platform so students will be familiar with using it by the time Countdown to College begins. This platform is very user friendly, easy to access, and social media-like, plus there is an app for it. We are hoping this will entice students to participate more. We have also added some additional live sessions to reinforce information, challenge completion is now connected to weekly raffles and giveaways, we will also utilize the SLE Ig account to engage students over the summer. Mentors will also help with more student-centered video content in the platform. A focus group is also</p>

			scheduled for next week and additional information from these sessions will be taken into consideration.
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)	On track	45%	Development is underway. We have two coaches who have worked closely to outline the content to be covered this summer. Our GA is now starting the process of creative development. Current mentors will help to create introductory content for the program and the incoming mentors will create the rest this summer. There is a live session for all 8 weeks which collaborates with a different office on campus weekly. We plan to live stream these sessions to make them more visible and accessible. The survey solicitation and focus group participation has also been built into the planning process this time, to hopefully allow for a greater response rate.
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)			Cohort 1 continues to refine materials and share them with colleagues. The scaling up has been slowed by the shift to remote instruction, but it is still moving forward.
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)	On track	45%	A software solution has been identified and Butler library has offered their assistance. Materials will be solicited from cohort 1 starting in June 2021 and uploaded through the summer to be ready for fall 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)	On track	20%	Recruitment will begin in April 2021 for programming during summer 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)	On track	20%	Recruitment for both cohorts will begin in April 2021 for programming during summer 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)	On track	20%	Cohort 1 will be assessed, and institutional data collected (same as year 1).
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)	On track	50%	Final draft of the plan is completed and will be shared with various groups on campus for feedback.
QT: 3 (4, 5, 6/2021)			
QT: 4 (7, 8, 9/2021)			