JAYHAWK GPS

Guidance. Persistence. Success.

Navigating your Academic Success

University of Kansas
Academic Success
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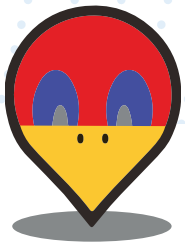
2020

Annual Report



Introduction

Jayhawk GPS (Guidance. Persistence. Success.) is KU's student success management system used by Lawrence and Edwards campus undergraduate students and their affiliated academic advising teams. This technology, contracted through EAB, helps to identify students who need extra assistance and allows for easy collaboration and tracking of conversions. The primary reason for moving to this technology was its ease of use for students. Our entire implementation is driven with a student-focused mindset.

Academic advisors fulfill a critical role in serving and supporting students at KU. They help students make meaning of their learning experiences while encouraging students to act with purpose and perseverance as they make academic progress. Students can rely on advisors for support information and resources as they navigate their personal journey as a Jayhawk.

Jayhawk GPS delivers key functionality like appointment scheduling, strategic outreach, appointment campaigns, individualized and targeted support and more. Jayhawk GPS also provides features that enhance how students engage with their academic advising experience helping them navigate their academic success.

Working within the decentralized context of advising at KU, Jayhawk GPS is centrally coordinated by KU Academic Success. We are committed to improving KU's retention and graduation rates through the use of Jayhawk GPS at KU as our results confirm.

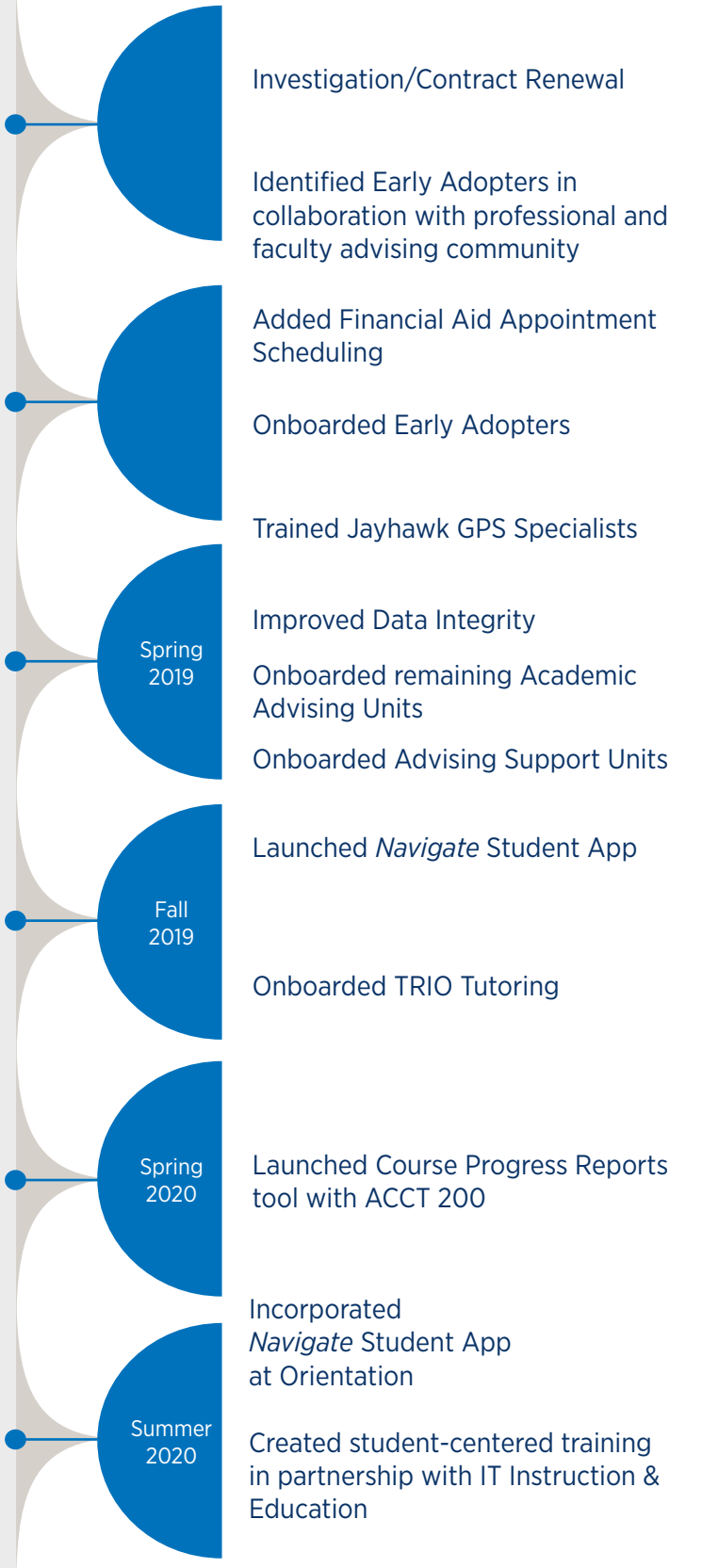
Jayhawk GPS is a platform that enables advisor and student interaction to improve student retention and success.

"I like being able to easily find my class schedule and schedule appointments from my phone."
- Student

"It helps me make sure students don't fall through the cracks."
-Advisor

"I appreciate that Jayhawk GPS makes advising more accessible to students by seamlessly connecting them to their degree plans, academic progress, and our calendars."
- Advisor

Implementation timeline



KEY STAKEHOLDERS

Jayhawk GPS Specialists: Serving as subject matter experts (SMEs) for Jayhawk GPS and Academic Advising, these super-users and trainers are embedded in advising units. They work directly with the system administrator to identify needed support, recommend enhancements and develop best practices for system use. A listing of these 20+ staff can be located on the Jayhawk GPS website: **jayhawkgps.ku.edu/people**

Undergraduate Advising Executive Council (UAEC): UAEC serves as the advising leadership team for KU with advising directors from each School/College represented. UAEC serves as the advisory board for Jayhawk GPS implementation and use.

CARE Units: Coordinated Care Units create a network that extends to areas outside of academic advising to make it easier for students to navigate the system and receive holistic support. Through the Care Units, students can schedule appointments with Financial Aid and Tutoring/Peer Mentoring while also allowing those areas to communicate directly with advising on individual student success.

Additional Partner Users: Academic Accelerator Program, University Academic Support Centers, Applied English Center, Financial Aid & Scholarships, International Support Services, Multicultural Scholars Program, Office of Multicultural Affairs, Student-Athletic Support Services, Study Abroad & Global Engagement and University Honors Advising

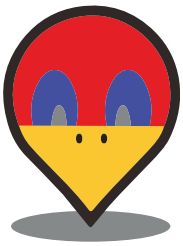
KU STRATEGIC PLANNING 2020 – JAYHAWKS|RISING

- Priority #1: Student Success
  - **Master Objective 1: Increase the number of students through pipeline to completion**
    Jayhawk GPS provides clear information on progress toward degree for both students and their advisors and intervention tools to support graduation.
  - **Master Objective 2: Reduce average time to degree**
    Jayhawk GPS offers centralized storage of advising notes and course history to allow both students and advisors to monitor the path to degree and help prevent roadblocks that delay graduation.
  - **Master Objective 3: Assure student engagement and satisfaction**
    Jayhawk GPS helps students engage more closely with their academic advisors and tutors/peer mentors. This tool made virtual advising possible during the spring 2020 online transition. Without this tool, student engagement would have suffered.

"Finding your advisees is super easy. Jayhawk GPS helps me stay organized in my daily work."
- Advisor/Specialist

ACADEMIC SUCCESS 2018-2021 STRATEGIC PRIORITIES

- Goal #1: Identify and maximize partnerships to enhance programs and services
  - **Objective 1: Pursue collaborations with internal KU units and external partners to enhance student opportunities and impact**
    Jayhawk GPS is a partnership between Academic Success, campus partners, and Navigate EAB that creates advising continuity across campus. It allows for targeted outreach to vulnerable student populations and increases ease of access for students to connect with advisors.
- Goal #2: Innovate programs and services to meet the needs of all students
  - **Objective 1: Identify students' needs, reduce barriers and develop opportunities to enhance learning and success both in and out of the classroom**
    Jayhawk GPS provides a one-stop location for student advising needs, allowing students to easily see upcoming appointments, deadlines, current holds, and previous advising notes.



  - **Objective 3: Extend programs, services, and communications through the creative use of technology, staff, and resources**
    Jayhawk GPS combines web and app-based platforms to enable students to manage academic issues such as holds, deadlines and advising appointments in one location.

"Throughout my first year at KU, it has been extremely beneficial in my success."
-Student

Students who met with advisors using Jayhawk GPS in spring 2020 had a

12.6%

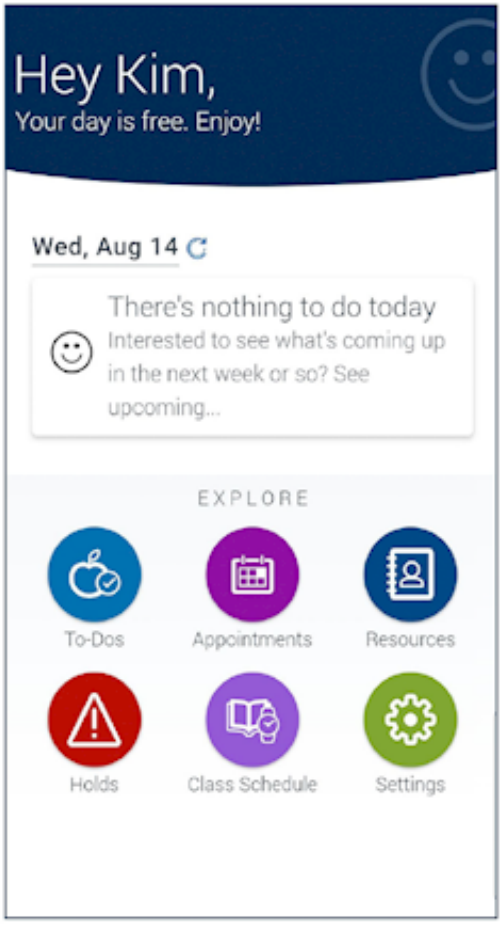
HIGHER RE-ENROLLMENT RATE.

ADVISING AMIDST A CRISIS, SPRING 2020

Students who met with advisors using Jayhawk GPS during the spring 2020 transition had a 12.6% higher re-enrollment rate than students who did not.

Because it is centrally coordinated and utilized consistently across all academic units, this technology was essential for students to navigate the online advising transition.

"It empowers students to seek advising resources and information when they need it, without barriers."
- Advisor



NAVIGATE STUDENT APP

Jayhawk GPS uses a companion app, *Navigate* Student, which is student-centered by providing essential student success information. Students have access to their current course schedule, active enrollment hold information, campus resources and the ability to schedule advising appointments with their academic advisor using any mobile device.

The app had a soft launch in summer 2019, and we are incorporating the introduction of Jayhawk GPS and downloading of app into summer 2020 orientation.

960 Total Users*	**11.1%** New User Logins	**88.9%** Return User Logins

**Unique users who last logged in between 6-1-2019 and 5-31-2020*

In an effort to increase app usage during Fall 2020, Academic Success has partnered with IT Instruction & Education to develop a student-focused recorded training session specific to Jayhawk GPS and how to stay engaged with advisors and campus support.

Learn more at: jayhawkgps.ku.edu/student-navigate

2018-2020 at a glance

Use of Jayhawk GPS has grown since 2018.

An increase in use of Jayhawk GPS means that more students are able to connect directly with their advisor, schedule appointments or drop-in sessions and receive early alerts to stay on track and persist to graduation. In summer 2020, all incoming students will receive personal training to ensure they are aware of Jayhawk GPS and connected with their advisor.

AVERAGE PERSISTENCE RATE CHANGE

The following shows the the average increase in persistence for students with at least one advising appointment compared to students who did not have an advising appointment.

8.9%
across all undergraduate students

8.5%
across all analyzed special populations

14.75%
across all analyzed first-generation students

PERSISTENCE RATES BY ACADEMIC LEVEL

Level	Students with Appointments	Students without Appointments	Delta
Freshmen	92.0%	89.0%	3%
Sophomore	95.2%	92.3%	2.5%
Junior	95.8%	93.5%	2.9%
Senior	90.2%	74.5%	15.7%

PERSISTENCE RATES BY SPECIALIZED POPULATION

Level	Students with Appointments	Students without Appointments	Delta
First-time full-time (FTFT)	96.9%	95.7%	1.25%
TFT	89.5%	83.3%	6.2%
First Generation	93.6%	78.9%	14.75%
Conditional Admits (all)	94.8%	82.8%	12%

Data provided by EAB

APPOINTMENTS SUMMARY DATA

The following represents advising appointments facilitated by Jayhawk GPS with KU's Academic Advising Units within schools, the College, and the Undergraduate Advising Center (UAC).

	Fall 2018 (Onboarding)	Fall 2019	% Increase
# of Appointments Scheduled	18,098	21,619	19%
# of Appointments Associated w/Campaign	5,492	6119	11%
# of Drop-in	2,511	4,550	81%
# of Distinct Student Appointments	11,301	11,715	4%
# of Appointments Attended	13,752	15,730	14%
# of No-Show	1,927	2,636	37%
# of Canceled Appointments	2,374	3,253	37%
# of Summaries Completed for Appointments Scheduled	10,074	14,999	49%
% of Scheduled Appointments with Summaries Complete	57	69	21%

APPOINTMENTS SUMMARY DATA BY DIVISION

The following represents advising appointments facilitated by Jayhawk GPS by school and unit.

	Fall 18	Fall 2019	% change	Advisors	Students
College of Liberal Arts and Sciences	8,484	8,259*	-3%	41	4,843
Edwards Campus Advising	248	530	114%	9	354
School of Architecture & Design	641	867	35%	2	565
School of Business	1,370	2,906	112%	9	1,908
School of Education	829	1,219	47%	9	856
School of Engineering	607	1,500	147%	42	773
School of Journalism and Mass Communications	1,145	1,465	28%	3	795
School of Music	N/A	N/A	N/A	N/A	N/A
School of Pharmacy	N/A	42	N/A	1	41
School of Social Welfare	N/A	227	N/A	2	156
Undergraduate Advising Center	6,313	6,790	8%	38	3,412
Total	**19,637**	**23,804**		**156**	**13,703**

N/A - Not onboarded or not using appointment functionality
*Includes College Departmental Advising & College Online Advising

"...easier to schedule appointments online than before." - Student

Use case highlights

UNDERGRADUATE ADVISING CENTER

- Exploratory Pathways students receive periodic newsletters specific to their chosen Pathway. Other systems do not provide "sub-plan" information for students with Undecided CLAS codes, so with Jayhawk GPS, everyone on staff can easily access the information to complete the newsletter task, a true game-changer for first-year advising.
- In spring 2020, the UAC used Appointment Reports to better understand the effects of the shift to remote learning and advising. "This has informed our strategy for how we plan to structure advising as the semester wraps up (e.g., appointments vs. drop-ins)."
- Jayhawk GPS allowed UAC to execute the new *Crossroads Holds Initiative* for conditional admits.
- Welcome Advising could finally be accurately managed using the Jayhawk GPS leveraging the Enrollment History filter within Advanced Search.

Jayhawk GPS = Better GPAs

Students who had appointments through Jayhawk GPS had increased academic improvement as measured by GPA increases from spring to fall 2019 compared to general population for all undergraduate classifications.

Students who accessed tutoring through Jayhawk GPS had an

11.8%

HIGHER PERSISTENCE RATE.

"Very intuitive. Easy for students to use." - Advising Unit Leader

AREAS FOR CONTINUED IMPROVEMENT

Need identified to differentiate between semester and orientation appointments

- Incorporated fix beginning spring 2020 by creating separate Service for Orientation Appointments

Need for access to student advising hold information

- Project in place to incorporate all academic advising enrollment holds in upcoming semester

Need for continued growth in onboarding student support units beyond academic advising

- Expand partnerships allowing for continued onboarding and further advancement toward KU's student success goals

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