



Academic Success Technologies



Guidance. Persistence. Success.
Navigating your Academic Success

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Academic Success
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2022

Annual Report



Over this past year...

Jayhawk GPS (Guidance. Persistence. Success.) is KU's student success management system used primarily by Lawrence and Edwards campus undergraduate students and their affiliated academic advising and student support teams. A select cohort of graduate units are piloting appointment scheduling and appointment tracking as of Spring 2022. This technology continues to provide advisors and support staff with easy ways to provide wrap around support whether through an in-person or virtual presence.

During the 2021-2022 academic year, students, advisors, and support staff continued to expand overall engagement through the various tools whether through the staff interface or student mobile application. Advisors committed to serving KU students rely on these tools to quickly identify students seeking guidance and encouragement while on their Jayhawk journey. Students can easily locate and connect with their Student Success Team for support and resources as they navigate their personal journey as a Jayhawk from Orientation through Graduation.

This year focused on exploration and further innovation in the area of success technologies. EAB and Jayhawk GPS specifically continue to devote resources to improve re-enrollment efforts, transfer student transition support, improving student adoption, setting clear expectations and metrics, defining a coordinated training method, expansion of progress reporting and ongoing expansion of campus partnerships guiding us toward a more coordinated care network approach. The Provost's response to student feedback to align academic advising allows for clearer and consistent student support and continuing to improve KU's retention and graduation rates through the use of Jayhawk GPS at KU.

Jayhawk GPS provides students with individualized support through the use of 'Student Success Teams'. Teams are made up of staff specializing in specific support.

"I love that I can see my people, the people here [at KU] I can reach out to when I have questions."
- Film and Media Studies BA, Sophomore

"The new advisor descriptions help clarify which advisor advises for which topic or for which school."
-Advising Office Manager

"I like being able to see all my appointments all in one place. Like, I can see my Trio tutoring [appointment], my advisor [appointment] and financial aid appointment in the [Navigate Student] app."
- Sports Management BS, Senior

21-22 Initiatives

- Fall 2021**
 - Intentional Promotion of Navigate Student app
 - Launched Student Success Teams
 - Launched Student Navigator Pilot
 - Transfer Student Transition Initiative
- Spring 2022**
 - Launched Weekly Quick Polls through Navigate Student app to identify student trends and students in need of support
 - MATH 002 & 101 added to Progress Reports
 - Reviewed LMS API Possibilities

Student Success Teams

Jayhawk GPS provides students with individualized support through quick access to their Success Team. Teams are made up of staff or specific support units specializing in a variety of areas. Students can connect directly with a member of their Success Team directly through the Navigate Student app.

Your Success Team

- Jayhawk, Jay**
 Music Faculty Mentor
- Crimson, Mighty**
 Music Academic Advisor
- KU Writing Center, -**
 KU Writing Center
- Tutoring and Supplemental Instruction, -**
 Academic Learning Center
- Blue, Olivia**
 Financial Aid Counselor
- Star, Super**
 Athletic Academic Counselor

Additional support teams available to students beyond those displayed above

CARE UNIT ENGAGEMENT

The following represents overall engagement in Jayhawk GPS by care unit.

	Fall 2018	Fall 2019	Fall 2020	Fall 2021	Staff	Students
Academic Advising & Student Support Services	8,251	16,119	21,762	28,408	153	13,526
Financial Aid & Scholarships	473	608	903	1,011	8	792
Learning Support Services*	NA	2,225	2,160	2,236	33	179
Total	8,724	18,952	24,825	31,655		

Engagement based on scheduled appointments (includes no-shows, cancellations, drop-ins)
 N/A - Not using appointment functionality
 AY 20-21 was a full pandemic impact year
 *Only includes Trio tutoring & matching
 Data from KU Jayhawk GPS

KU STRATEGIC PLAN – JAYHAWKS|RISING

- Priority 1: Student Success
 - 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. 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.
 - Objective 2: Assure Retention and Completion Through Student Engagement and Satisfaction
Jayhawk GPS helps students engage more closely with their academic advisors and tutors/peer mentors. The app has increased advising appointments, reduced holds, and increased connection to services which are all indicators of increased student engagement. Without this tool, student engagement would have suffered.

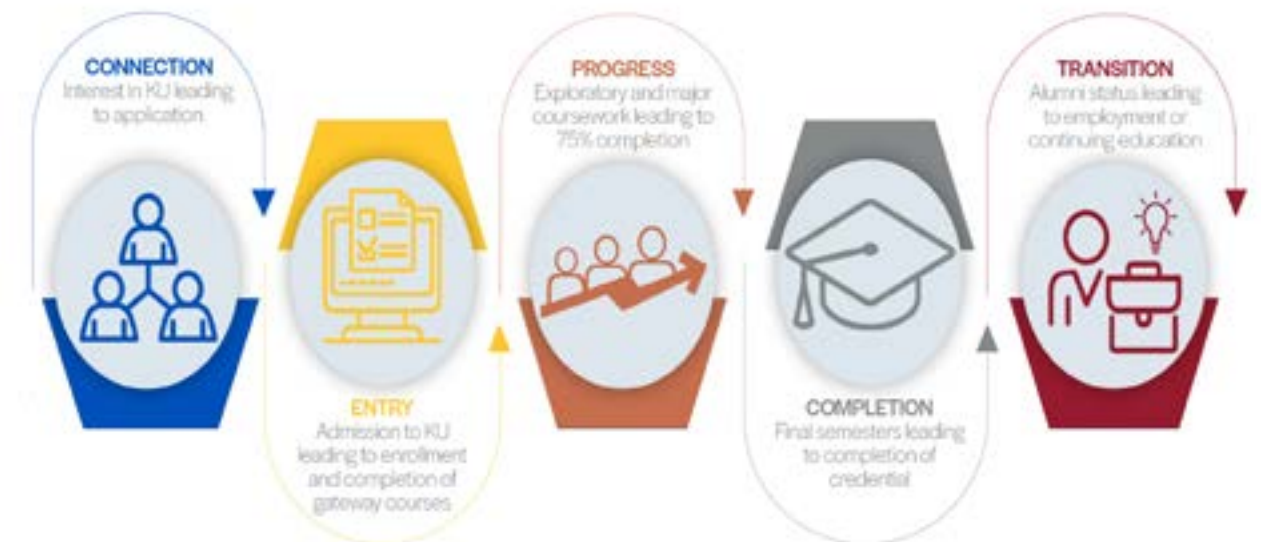
ACADEMIC SUCCESS 2021-2022 STRATEGIC PRIORITIES

- Priority #2: Coordinate academic support programs and technologies to promote an integrated student services model.
 - Develop an outreach plan that results in timely undergraduate student re-enrollment
 - Establish Jayhawk GPS as the “digital gateway to service” by incorporating all Academic Success appointment access through the app.
- Priority #4: Enhance support and clarity for students’ major selection, career direction, and pathway to degree completion.
 - Partner with Academic Affairs to incorporate degree maps usage into undergraduate academic advising.
- Priority #5: Support the mental, physical, and financial well-being of students through personalized referrals and collaborative programming.
 - Leverage Jayhawk GPS Quick Polls and nudges to monitor student needs resulting in timely, personalized referrals and reminders.
- Priority #6: Proactively connect students with career and experiential learning through curricular and co-curricular activities throughout their academic career.
 - Create a map of career and experiential learning opportunities across the institution to identify pathways to participation for students.

“It excites me to see all the features Jayhawk GPS includes to help make my work easier.”
-International Support Services Employee

ACADEMIC SUCCESS 2021-2022 STRATEGIC PRIORITIES, CONT.D

- Priority #7: Expand opportunities for Academic Success staff development, growth, and recognition with a focus on fostering a collaborative, student-centered, and equity-minded culture.
 - Prioritize training and development opportunities to increase awareness of the needs of student populations, trends in higher education, and resources to inform and improve work practices.
 - Leverage annual performance review processes to establish goals for for each staff member that prioritize learning including one goal focused on DEIB related training and development
 - Encourage staff participation in development and training opportunities available on campus including events through DEIB, Student Affairs, and Faculty-Staff Councils.
 - Establish student-to-staff ratios to monitor caseloads and to proactively advocate for resoruces to adjust to student population shifts.
 - Promote and coordinate recognition opportunities available on campus or through professional associations.



Academic Success Student Service Model

EVOLUTION OF ACADEMIC SUCCESS TECHNOLOGIES

- Fall 2016 set out to shift the landscape on success technologies at KU by expanding awareness, identifying duplicate systems, uncovering need to streamline and coordinate efforts while supporting and further developing EAB Navigate/Jayhawk GPS.
- Fall 2021 - Student Digital Experience Advisory Workgroup (SDE) prioritize key student technology improvement projects, research solutions and recommend priority rating, timeline, and course of action for each project that results in an improved KU student digital experience for both undergraduate and graduate students. Each project focuses on meeting strategic goals and are intended to improve the overall student experience and graduation goals for each student. The updates to the myKU portal is the first of such improvements.

AY 2021-2022 at a glance

20 Days

the number of days FASTER students with the Navigate App cleared holds.

57

fewer holds blocking KU student enrollment than in previous years.

ADMINISTRATIVE ENROLLMENT HOLDS

Academic Success lead the charge in AY22 to review all holds used across campus restricting students from making changes to their record or enrolling. As a result, KU has 57 fewer holds which leads to more timely and streamlined enrollment transactions.

This past year, students who have the app cleared holds approximately 20 days faster than those without the app. Continued improvements are being made in this area.

PERSISTENCE RATES BY ACADEMIC LEVEL

Persistence levels continue to validate the need for proactive advising.

Level	Students with Appointments		Students without Appointments	
	Fall 2020-2021	Fall 2021-2022	Fall 2020-2021	Fall 2021-2022
Freshmen	73.7%	91.1%	49.9%	80.7%
Sophomore	81.5%	93.7%	66.0%	90.1%
Junior	81.6%	89.5%	65.4%	86.8%
Senior	31.1%	32.4%	19.6%	26.7%*

* Fall to Fall provide lower Senior retention results due to Spring/Summer graduation.

PERSISTENCE RATES BY SPECIALIZED POPULATION

Grouping	Students with Appointments		Students without Appointments	
	Fall 2020-2021	Fall 2021-2022	Fall 2020-2021	Fall 2021-2022
First-time full-time (FTFT)	80.8%	91.6%	61.2%	84.0%
TFT	73.4%	90.5%	71.0%	91.6%
First Generation	63.2%	79.7%	37.0%	36.4%
*Conditional Admits (all)	*	73.2%	*	60.5%

* Conditional Admit tracking adjusted due to program revision, data unavailable

Data provided by EAB

PROGRESS REPORTS

CONTINUED EXPANSION

Progress Reports create an avenue for immediate instructor feedback when a course is in progress. This past AY students in ACCT 200, BIOL 100, MATH 002, MATH 101 and UNIV 101 benefited from the process. Academic Success piloted a new program to case manage students after receiving instructor course feedback with Student Navigators. These student hourly employees were hired and trained to serve as peers trained to refer struggling students to the needed campus resources, make connections with their assigned advisor and peer-level support through connection and reflection.

Instructors can raise alerts or share their concern for different reasons. Those reasons include:

- Attendance
- Missing Assignments
- Non-Academic Concern
- Not Paying Attention/Sleeping
- Poor Grades
- Should Seek Tutoring / Supplemental Instruction (SI)
- Unable to Purchase Course Materials

After Student Navigators attempt to contact the student, as many as 4-6 times, the case will be closed. When closing the case, Student Navigators select one of the follow reasons. Once case is closed, instructors receive an email notification explaining what has transpired since the concern was raised.

- Action Plan in Place - Meeting with Instructor
- Action Plan in Place - Referred to Tutoring or SI
- Action Plan in Place - Meeting with Advisor
- Student Acknowledges and Accepts Need for Change in Behavior
- Issue No Longer Valid (Withdrew/Dropped)
- Reached out - No Reply from Student
- Reached Student - Student Refused Services

Course Participation

AY22	Planned for AY23	
ACCT 200	ACCT 200	MATH 115
BIOL 100	BIOL 100	MATH 125
MATH 002	MATH 002	UNIV 101*
MATH 101	MATH 101	
UNIV 101*	MATH 104	



"Hello! Thank you for checking in on me. My semester is going well so far. I took your advice and decided to look into some tutoring for my class. Yes, it seems like the tutoring is helping a lot..."
-Anonymous Student Responding To Student Navigator By Text

Continuous Quality Improvement Efforts

STUDENT NAVIGATORS

Vision

Student Navigators aspire to empower KU students through targeted support and connection focused on personal and academic growth.

Mission

To provide KU students with meaningful connections and actionable information by delivering personalized, intentional, and comprehensive outreach.

Outcomes

Students who engage with Student Navigators will:

1. Develop a sense of belonging within the University of Kansas community.
2. Experience increased levels of academic achievement.
3. Demonstrate increased awareness of departmental and college resources.
4. Experience a higher level of satisfaction with the college experience.
5. Demonstrate increased levels of self-esteem and confidence.
6. Develop supportive connections with peers, staff, faculty, and administrators.
7. Demonstrate a greater rate of persistence as a result of all the above.

Student Navigators will:

1. Experience increased levels of belonging within the KU community.
2. Develop leadership capacities that transfer into the workforce.
3. Demonstrate and reinforce individual study skills and resource knowledge.
4. Demonstrate higher levels of confidence and motivation for college completion.
5. Demonstrate a greater rate of persistence as a result of the above.

STUDENT NAVIGATOR CASE MANAGEMENT

	Fall 2021	Spring 2022	AY22 Totals
Feedback Shared			2,102
High Five!	369	427	796
Alert/Concern	748	558	1,306
Cases Opened	1,592*	633	2,225*
Outreach			3,427
Calls	927	517	1,444
Texts	756	418	1,174
Emails	572	237	809

* Multiple cases opened per student FA21. Limited to 1 case per student per class in SP22. Outreach goal was between 4-6 attempts per student before closing case.



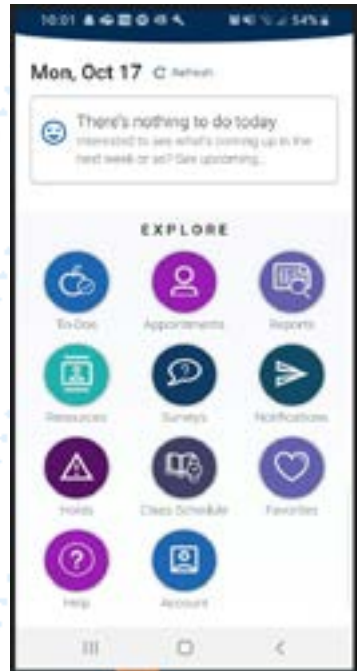
Created by Spring 2022 Student Navigator Team

STUDENT NAVIGATOR EMPLOYMENT FOR 2021-22

AVG # of Student Navigators per/term 4	3,427 Total Outreach Attempts	100% Cases Closed	AVG # of Navigator Hours/Week 28
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"My favorite part about working as a Student Navigator was connecting with students knowing that I helped them... I loved talking with students who were passionate about wanting to do better and even wanted us to continue checking in on them because we motivated them to continue doing well in school. It felt like the work was really impactful." - Student Navigator, Junior

DRIVING ENGAGEMENT through app usage



Navigate Student, the companion app to Jayhawk GPS focuses on providing a student-centered experience to students. Students continue to find the app user friendly and a great resource to stay connected and find what they need. App promotion and the collaboration with different teams across campus to inform and educate students on the tools provided in the app are paying off. This past AY we had a 600% improvement in unique user downloads. Over 17,744 all-time KU student users since 2018 with March 2022 being our heaviest user logins at 2,301. Efforts in promotion continue through intentional transfer and first year student technology training sessions offered through Academic Success Technology Initiatives. More about the app can be found at jayhawkgps.ku.edu/navigate-student-app.

9,697
Total Users*
up 600%

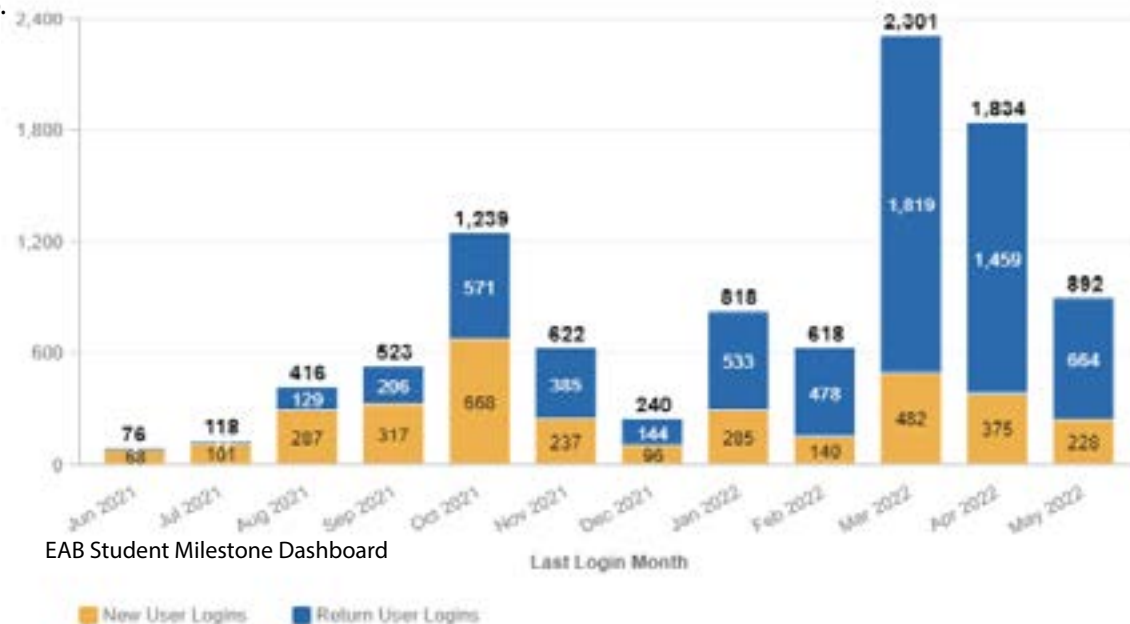
66.1%
Return User Logins
up 28.5%

*Unique users last logged in 6-1-2021 to 5-31-2022

"It's nice to know someone cares enough to call to see if I need help."
-Anonymous Student Responding to Student Navigator by Text

STUDENT USER LOGINS PER MONTH

The number of unique new users or returning users who last logged in between 06-01-2021 and 05-31-2022. A new user is defined by EAB as someone who accepted terms and conditions upon login to the Navigate Student app.



EAB Student Milestone Dashboard

QUICK POLLS

WEEKLY STUDENT QUESTIONS

Spring '22 provided us the ability to ask KU students engaging in the app a variety of questions. Each poll remained open for 7 days before the next question would trigger. Answers to these questions help to guide programming and take an active approach in supporting students at their time of need. Some questions had simple yes/no answers while others offered follow-up questions to guide students to needed resources.

Purpose

- Wellbeing and Connection
- Awareness of Services (i.e., KU's Career Services, Academic Support Centers, etc.)
- Plans for Future Enrollment (i.e., Summer, Next Term)
- Interest in Helping KU Improve Overall Student Digital Experience
- Post-Graduation Plans
- Promote Completion of Surveys (i.e., First Destination, Advisor of the Year, Faculty Evaluations, etc.)

9
New Quick Polls Launched

1,146 students were confident or extremely confident they'd be returning to KU for the Fall 2022 term.

24,446**
Quick Poll Student Responses Total

QUICK POLL RESPONSE RATES SPRING 2022 PILOT

	Month	Total Responses
KU Spring Classes	Feb	798
KU Connection	Feb	1,020
University Career Services	Mar	1,629
Academic Support	Mar	1,006
Returning to KU?	Mar	1,663
Summer 2022 Classes?	Mar-Apr	1,616
Improving KU's Student Digital Experience	Apr	1,476
First Destination / Graduating	Apr	938
KU Academic Advising	July	888
Overall Student Responses		11,034*

*First Level Question

**First Level and Branched Question Responses Combined

UNIT SPECIFIC INITIATIVES AND CONTINUOUS QUALITY IMPROVEMENT EFFORTS

Need for improved advisor to student engagement awareness with the University Academic Support Centers

- Fall 2022 pilot tracking Supplemental Instruction attendance, participation in progress report case management, Student Success Team member, etc.

Need for expanded partnerships allowing for further onboarding of student support units beyond academic advising advancing KU's student success goals

- In-progress - University Academic Support Centers, event attendance tracking, Financial Aid & Scholarships, Graduate Studies, Applied English Center, Study Abroad & Global Engagement

Need to improve data flow and reduce time for data to be updated, i.e., Holds, Courses, Majors, etc

- Currently in collaboration with Information Technology to develop routine API feeds

Need for strategic approach to better leverage and utilize system data and scale processes in alignment with Jayhawk Rising priorities.

Need to identify improved appointment check-in and queue workflow

- Determine if continuing with QLess contract or identify alternative approach.

"Having this app makes all the difference. It's so easy to schedule appointments when I need to!"
- Sports Management BS, Senior

Campus Partners

Academic Retention & Engagement Center
Analytics, Institutional Research, & Effectiveness
Applied English Center
Center for Undergraduate Research
College of Liberal Arts & Sciences
Edwards Campus Advising
Financial Aid & Scholarships
Haskell Exchange Program*
International Support Services
Military-Affiliated Student Center
Multicultural Scholars Program
Office of Admissions
Office of Multicultural Affairs
Orientation & Transition Programs*

School of Architecture & Design
School of Business
School of Education & Human Sciences
School of Engineering
School of Journalism & Mass Communication
School of Pharmacy
School of Professional Studies
School of Social Welfare
Student-Athletic Support Services
Student Affairs*
Study Abroad & Global Engagement
TRIO SES & STEM
Undergraduate Advising Center
University Honors Advising

*New this reporting period



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