Student Profiles

Overview

Student profiles are at the center of the advising application. However, to understand the importance of what the student profile can do, some background understanding is required, which is covered in this overview.

All student profiles can be opened by clicking a student's name in a work list or search results.

The student profile includes five pages: Overview, Success Progress, Term Details, History, and Major Explorer.

Understanding Student Profiles

What is the student profile?

The student profile is a set of information about the student and their academic performance at your institution. It has details similar to a limited SIS profile. However, our profile significantly differs in its focus and contains information centered on proactively identifying students at risk of not graduating in their major and providing the tools to remediate the student.

What is its value to my institution?

The value of the student profile is that it allows users to see the risk factors that could cause a student not to graduate in their major. Rather than focusing too heavily on individual performance indicators, it looks at the complete set of student performance information and compares it against historical data. It then predicts the student’s likelihood to graduate based on their performance. By identifying the most impactful factors, it gives users the ability to provide actionable guidance.

Why is the student profile focused around this concept of risk?

Research shows that targeted elements of institutional data can be accurate in predicting future student success. The student profile brings the insights found by mining institutional data forward so they can be actionable to a user. Risk is deconstructed into discrete factors so a user can highlight a student’s performance strengths and weaknesses and relate them to how critical they are to the student’s current path.

How does EAB’s Student Success Collaborative define “risk?”

EAB’s Student Success Collaborative defines success as a student completing their course of study and graduating. Risk embodies the possibility of a student not graduating. Typically, student risk is the possibility of not graduating under current course of speed of the student;
however, the advising application allows for exploration of risk under alternative paths or scenarios as well.

**How does EAB’s Student Success Collaborative generate the predictive risk indicator?**

The advising application uses advanced analytical methods to identify the most impactful trends in student data and highlight opportunities for more targeted intervention. What this means is the application’s predictive analytics have identified indicators of overall student academic health concerning GPA, trends in GPA, and credit accumulation so users can get a pulse check on student risk and work to share that information in a way that is easy to understand as well as motivating for the student. Users can use the application to evaluate the fit between the student and their current major and suggest majors that are a better match to the student’s strengths and weaknesses if necessary.

**How are a student’s risks measured?**

Historical course data shows patterns of grade performance in certain sets of courses. A composite index of grades from each set of clustered courses is formed for every student, who is judged against their peers to measure their level of risk. Optionally, institutions may include transfer coursework as well as pre-enrollment factors including standardized tests and high school GPA.

**What are the current limitations of EAB’s Student Success Collaborative’s predictive analytics?**

Graduation is a multifactorial event, all of which is not captured reliably and in readily accessible data stores. At this time, the analytics engine does not take into account risk attributed to financial information or student engagement. Also, predicted risk is measured by observed student performance. Statistical models find patterns of association and rarely find root cause. If a student is performing poorly, root cause will need to be determined by the user. Risk models are not a guarantee of future outcomes, but quantify the certainty of future events; i.e. the likelihood of a student to graduate based on historical data and their current performance. Finally, patterns in historical data may be have less predictive power for current students if the profiles of student risk have, over time, changed dramatically. Users should use their best judgment, combined with the tools and insights available in the advising application to integrate risk level into a holistic assessment of the student.

**What are the success markers?**

Success markers are another way the application attempts to warn users that students are at risk before a crisis occurs. Basically, the success markers manually identify key points in the course of study that tend to indicate a student will succeed or not in the major.

**How are success markers different from risk?**

Success markers are created manually in collaboration between the institution and EAB’s Student Success Collaborative consultants using a variety of factors which can include historic data as analyzed by the predictive model. Additionally, success markers are more focused on past performance, while risk is more focused on predicting future problems.
What is the purpose of statuses?

Statuses are created in collaboration between the institution and consultants based on the institutional need. While these were originally tied to a notion of risk, many institutions use the status to mark different stages in intervention workflow. Speak to your institutional administrator or EAB’s Student Success Collaborative consultant for more details.

Which GPAs will show on the student profile?

This is based on institutional settings. Cumulative GPA will now either be overall GPA or institutional GPA. Institution, major, and transfer GPAs may be displayed on the student profile if the data is available and your organization has chosen to use them.

How are midterm grades used in the application?

If your institution uses midterm grades, they will be shown on both Success Progress and Term Details as they are received. Midterm grades will be replaced by final grades once they are received. Because they may not be available for all students, or appear on different dates depending on when faculty submit them, EAB’s Student Success Collaborative will display a banner on the Student Overview page to let you know that at least one midterm grade is available for the student.

Student Status & Risk Indicator

Two further concepts necessary to working with the student profile successfully are student status and risk level. The advising application uses the Risk Indicator and Student Status to help users identify students potentially at-risk. However, the two do this differently.

Risk Level uses the predictive analytics model to compare a student’s performance against historic student data for the major and generate a likelihood of completion based on current student performance.

Student Status is a manual status of the student as assigned by the user. Each institution can customize statuses in different ways. These statuses can indicate user-assessed risk or what actions have been taken on the student profile.

Student Overview Page

Overview gives an overview of the student’s performance, including the factors that determine the student’s risk level.
The Academic Summary shows the student’s major and division, number of Ds and Fs the student has received, number of repeated courses and withdrawals, the risk indicator for the student for his or her major, most recent term of enrollment, and a link to the degree map if available.

Underneath this information, users see the student’s major, GPA, total credits, institution completion ratio (earned credits divided by attempted credits), number of notifications, and if the student has received any intervention. By rolling over underlined information, users will get more detailed information. Clicking on the notifications number will take the user to the Success Progress page, where they will see details about the notifications.

Additional Information shows demographic and group information defined by your institution. This can include advisor assignments, transfer status, and other cohort membership useful for advising, tracking and outreach.
Tip! The Most Recent Enrollment area will show the term the student was most recently enrolled, including the current term. If your institution is currently between terms, it will show the most recent previous term the student was enrolled in.

The Risk Score Analysis shows the risk areas and how the student compares to students who successfully completed the major. Looking at risk area performance will also indicate why the student is or is not at high risk of not completing the major. For example, if an area shows red, it is usually because the student’s performance has a high importance to major completion and the student’s comparative performance is below average compared to the historical norm. In addition, the risk score analysis will make suggestions about what the student can do to improve chances of succeeding in each risk area.
Success Progress shows the student's academic summary as well as success markers and the student's performance against the success markers. It also shows GPA and credit accumulation charts. During the registration period, Success Progress also makes recommendations about courses students should take to make progress against their success markers.
Users can learn more about success marker details by clicking any requirement that is blue. They can also look at completed, current, or upcoming notifications by selecting the appropriate button.

<table>
<thead>
<tr>
<th>Notification</th>
<th>Outcome</th>
</tr>
</thead>
</table>
| **MTH126|LE**  
Recommended grade: B-  
Complete by Fall 2013 | Pending  
1 Attempt |
| **Biomedical Engineering Core Courses**  
Recommended grade: C (2 courses)  
Complete between 14 and 30 credits | Pending  
2 Attempts |
| **Rule to Test US22239 - 1**  
Recommended grade: C (1 course)  
Complete by Fall 2013 | Pending  
2 Attempts |

Users can disable notifications on the Success Progress page. See “Disabling Notifications” for more information.

In addition to traditional success markers, the Success Progress page also includes a Recommendations section that informs users of upcoming classes the student should register for to continue making progress against those success markers. This section will only appear during relevant times in the term.
The Student Progress section also shows the student’s GPA trend and credit accumulation, two factors used by the predictive model to determine student risk level. Users can view GPA term by term, at the institution, or overall (e.g. the combination of institutional and transfer GPA) by selecting a radio button. If your institution does not provide term and institution GPA, you will only see cumulative GPA. Likewise, users can view credit accumulation by term or cumulative credits accumulated, further broken out by credits attempted and credits completed when applicable. When a user hovers over an individual data point, more detailed information will display. Users can zoom in on the GPA chart to see more detailed fluctuations in GPA trend.
There are five default types of success marker notification statuses. Your institution may customize these instead.

**Needs Attention:** Success marker is not met. For example, ENG101 not completed within the designated range of credits or term GPA is lower than recommended.

**Completed:** Used for two types of success marker completion. First, completion of course success markers on the first attempt. Second, completion of course-based markers that have been met through a subsequent attempt (with that attempt history visible in Success Progress).

**Example:** First type - ENG101 grade threshold met by the appropriate semester or cumulative GPA higher than success marker within the credit range where cumulative GPA marker exists (e.g. 3.0 GPA between 15-30 credits). Second type – ENG101 failed in 0-15 credit range but repeated and passed in credit range 15-30.

**Pending:** This status is used for all future success markers, including both those with registrations and those simply existing in the future. Pending is also used when a student retakes a course after missing a success marker for it.

**Example:** ENG101 taken during current term but grades not yet available, or the course is part of a two-course group with ENG102 which has not yet been taken within the credit range listed. As this class has not been taken and the credit range the student can take it within is still valid, the status is Pending.

**Disabled:** This status is for any success marker that has been manually disabled by a user.

**Example:** Student’s transfer credit for a success marker course has not yet been added to the SIS. The user disables the success marker to prevent the student from appearing on their Needs Attention list. The status of the success marker is Disabled.

**Tip!** Only one GPA marker is active at a time in the Student Success Collaborative system. If a student previously did not meet a GPA success marker, this marker will clear in the future. However, if the student still does not meet a recommended GPA, new GPA success markers will be marked Needs Attention.

Users can disable notifications on a student profile. Once disabled, this notification will not be listed in a way that brings the notification to the attention to any user using the tool. Disabled notifications may be re-enabled at any time.

Disabling notifications allows users to override notifications quickly and reduce the amount of “noise” generated by notifications.

To disable a notification:

1. Open a student profile.
2. Open the Success Progress page.
3. Find the notification that you wish to disable.
4. Click or roll over the edit icon next to the notification.

5. Select **Disable Notification**. The notification will now be disabled and display this way in the student profile.

<table>
<thead>
<tr>
<th>Notification</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Biomedical Engineering Core Courses</td>
<td>Needs attention</td>
</tr>
<tr>
<td>Recommended grade: C (2 courses)</td>
<td>2 Attempt</td>
</tr>
<tr>
<td>Complete between 14 and 30 credits</td>
<td>Disable Notification</td>
</tr>
</tbody>
</table>

To enable a notification, users will need to open the Success Progress page, find the notification that needs to be enabled, and select “Enable Notification” once they roll over the edit icon next to the notification.

**Term Details** provides a term-by-term view of the student’s academic record, together with important metrics like term GPA and completion ratio. Unlike the History page, which shows course registration and other course events as they happen, Term Details shows only courses that part of the student’s academic record. If a student registers for a course but withdraws prior to the close of registration, it will not be shown in Term Details.

Pre-enrollment data, if provided by the institution, will appear in the student’s first term. The amount and type of pre-enrollment data may vary depending on what is available for a particular student, but will generally include standardized test scores, high school name, and high school GPA.
Term Details shows “Term at a Glance” highlights for each term. These include the cumulative GPA, credits, and credit completion ratio (the percentage of attempted credits that the student completed). Institutions that provide a term GPA will also see it in the Term Details.

Users can get more details about a course by rolling over the course title.

In addition, if your institution sends Term GPA, users can look at term trends by clicking the View More button in the “Term at a Glance” highlights.
History shows activity that has occurred on the student's profile, including student course history, status changes, notes added, if the email link was clicked, major changes, and reminders. In addition, changes in risk level will also appear.

In addition to providing information about the student's progress, users can perform actions in the student profile using the actions on the right side of the page.

Major Explorer uses the advising application's predictive analytics model to guide student and user decisions about major decisions. Because many users and students will be curious about how Major Explorer does this, we have included a brief explanation of how predictive modeling works in this case.

The Student Success Collaborative data platform predicts individual students' likelihood to graduate in a wide range of majors on each campus. Data on historical student cohorts is collected from your information systems and used to generate an initial series of candidate academic metrics. Advanced multivariate statistical and machine learning techniques perform variable selection and conduct hypothesis testing to highlight the most impactful trends in student data. Results are cross-validated for accuracy and compared with known research on student success outcomes. This process may be referred to as "model training" by your consultant.

Major Explorer uses a predictive algorithm to generate information about whether a course of study is a good fit for the student, attempting to find the majors where the student has the highest chance of graduating. To do this, the algorithm analyzes basic data from the student information system. Items like GPA and credit accumulation start to determine the degree to which a student is at risk. Additionally, student coursework is analyzed to determine the level of skill a student has demonstrated in a content domain such as the humanities, STEM courses such as biology and mathematics, business and economics, et cetera. The student's skills are matched to their current major. Risk is mitigated when their skill strengths create a high match with the skills needed to excel in the major. Finally, Major Explorer generates a red/yellow/green risk level that estimates how likely the student is to complete the major. Red suggests that without intervention, the student will have the most challenge in completing the major. Yellow suggests the student is statistically more likely to complete these majors, but there is more challenge for the student than a major with a green indicator. Green indicates majors the student will have the least challenge completing overall.
To open Major Explorer, open a student profile and click **Major Explorer**.

Recommended majors are shown in order beginning with the best match according to risk. Students who are at moderate or high risk in one major may not have a low-risk match because the factors determining their risk (GPA, credit accumulation, etc.) are applicable to all majors. Major Explorer provides other options to guide a student toward a major, including filtering by majors available in a college or searching directly for a major or career.

Clicking on a major name will take the user to a page that describes the major and shows careers related to the major. Additionally, users may search for majors not shown on the page for the student to investigate. The student’s current major will be listed first for
comparative reasons. Major Explorer displays the risk color associated with the student’s likelihood to graduate in the major for each major on the page.

<table>
<thead>
<tr>
<th>MAJOR EXPLORER</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACADEMIC SUMMARY</td>
</tr>
<tr>
<td>COURSE GRADE OF B+</td>
</tr>
<tr>
<td>REPEATED COURSES</td>
</tr>
<tr>
<td>WITHDRAWALS</td>
</tr>
</tbody>
</table>

### CURRENT MAJOR

<table>
<thead>
<tr>
<th>Major Name</th>
<th>Risk Level</th>
<th>Related Careers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marketing</td>
<td>Moderate Risk</td>
<td>Account Manager / Representative Accountant</td>
</tr>
<tr>
<td>College of Business</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### MAJOR OPTIONS

<table>
<thead>
<tr>
<th>Major Name</th>
<th>Risk Level</th>
<th>Related Careers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accountancy</td>
<td>Moderate Risk</td>
<td>Advertising / Promotions Manager Advertising Sales Representative Art Director Call Center Manager Communications Coordinator 21 more…</td>
</tr>
<tr>
<td>College of Business</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Biomedical Engineering</td>
<td>Moderate Risk</td>
<td>Account Executive Account Manager / Representative Accountant Accounting Supervisor Accounts Payable / Receivable 21 more…</td>
</tr>
<tr>
<td>College of Science &amp; Engineering</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Business</td>
<td>Moderate Risk</td>
<td>Advertising / Promotions Manager Advertising Sales Representative Art Director Call Center Manager Communications Coordinator 21 more…</td>
</tr>
<tr>
<td>College of Business</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The career information is provided by Burning Glass, a leading career information provider and Student Success Collaborative partner. Users can also use the search box to search for related careers as well as majors to compare. Clicking on a related career will share more information about the career and national hiring statistics.
MAJOR EXPLORER

Working with a Student Profile

Art Director
Directs style and visual image for a company. Directs the work of other design staff including artists, photographers, writers and editors. Works on page layout and cover art in print or web publishing, or the visual aspects of a design or media camp... View more

Related titles: UI/UX Designer, Producer, Writer, Photographer, Multimedia Designer / Animator, Fashion Designer, Graphic Designer / Desktop Publisher, Communications Manager, Web Designer, Interior Designer, Public Relations Manager

National Hiring Statistics
This information is intended to provide insight into the average salary, hiring demand, and employer requirements for this occupation and its related titles. Unless noted otherwise, the information is derived from nationwide, online job listings posted in the last 12 months.

Salary: $71K - $80K
Hiring Demand: Medium

Typical Employer Requirements

<table>
<thead>
<tr>
<th>Education</th>
<th>Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associate's Degree</td>
<td>&lt;2 years</td>
</tr>
<tr>
<td>Bachelor's Degree</td>
<td>2-5 years</td>
</tr>
<tr>
<td>Graduate/Prof. Degree</td>
<td>5-8 years</td>
</tr>
<tr>
<td>High School Degree</td>
<td>&gt;8 years</td>
</tr>
</tbody>
</table>

Skills in order of importance
1. Strategic Planning
2. Creative Problem Solving
3. Project Planning and Development Skills
4. Business Presentations

Related Majors

Accountancy

Business

Test
Once the user has opened a profile, they should review and verify the data the profile provides. In most cases, that means viewing the student risk indicator and status.

Users should then look at the academic summary on the main/overview page. It shows basic academic information like the student's division, risk level, enrollment status, credits attempted, credits earned, major, cumulative GPA, last profile edit, et cetera.

To examine notifications on a student's profile, users should go to the Success Progress page. This page will contain all of the success markers a student should meet for his or her major. Users can see these markers by selecting Completed, Current, or Upcoming while in the Academic Notifications section.

The requirements are determined by the major's success markers. Users may want to verify the information in the Success Progress section against known departmental requirements as well as the student information system to make sure the notification is accurate.

Users who wish to share information with students without exposing risk colors or other sensitive information may switch to the Student View. Turning on the Student View removes the following from the screen:

- **Student Overview** – Risk color, Risk Score Analysis, notes
- **Student Progress** – Risk color
- **Term Details** – Risk color
- **Major Explorer** – Risk color for alternative majors
- **History** - All information

Tip! Print from the Student View to provide students with a risk-free takeaway from their advising session.
Taking Action on the Student Profile

Overview

The advising application is built to make recording interventions with students simple, so that it’s easy to create paper trail that can be shared with other users. This section explains how and why users will take action on a student profile.

Four actions can be performed on a student profile. These actions are:

**Change student status**: Users can change the status of a student.

**Email student**: Users can send a student an email from their own external email account.

**Add a reminder to follow up**: Users can set a reminder on the student profile. This reminder will create a new reminder alert for the user and can be used to follow up with a student.

**Add a note to the student profile**: Users can place a note about the student in the profile. This note will appear in the History section of the profile.

Changing Student Status

To change student status:

1. Open a student profile.

2. Click **Change student status**.
3. Select the appropriate status from the list. Set a reminder date and add a note.

4. Click **Submit** to change the student status.

![Change student status dialog](image)

**Email a Student**

To notify a student of an upcoming meeting or communicate a success marker notification to them, users will use your external email system such as Outlook. However, by selecting the action within the advising application, there will be a record of the action in the student history.

To email a student:

1. Open a student profile.
2. Click **Email Student**.
3. Compose and send the message using the linked external email client.

**Add a Note to Student Profile**

At any time, you are able to add a note about a student to the profile, e.g. after a meeting or if the notification is incorrect or incomplete. Notes can also be added when you take any action on the student. These notes will appear in the History section of the student profile as well as the Recent Notes section of the main student profile page. Notes may also be edited or removed. Removing a note means that a note will no longer be visible to Student Success Collaborative users but will still exist in the database.

![HISTORY](image)

Notes can be public or private and a date may be added that is not the current date if your institution permits this. Public notes can be seen by all users of Student Success Collaborative. Private notes can only be seen by the user who created the note. This setting is controlled by your institution so it may not be available to you.
If a note is “backdated” the actual date added as well as the date the note is set for will appear on screen as shown below.

Notes can also be printed by opening the menu on each note on the student and selecting **Print Note** as shown in the screenshot below.
To add a note:
1. Open a student profile.
2. Click **Add a note on this student**.
3. Enter the note in the text box.
4. Choose whether the note will be public or private.
5. Click **Submit** to add the note to the student profile.

### Set a Reminder

Once users have taken an initial action, like setting up a meeting with a student, the user may have no further work to perform at the present time. However, users will want to revisit the student’s file. In this case, the advising application provides users with the ability to set a reminder on a student profile. This reminder will appear in the student list. In addition, it’s possible to set a reminder when changing the student’s status.

#### Reminders

<table>
<thead>
<tr>
<th>Student Name</th>
<th>Major</th>
<th>Cum. GPA</th>
<th>Notifications</th>
<th>Last Edit</th>
<th>Next planned outreach</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adams, Sabina</td>
<td>Finance</td>
<td>3.2577</td>
<td></td>
<td>4 weeks ago</td>
<td>In 3 weeks</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>No action taken</td>
<td>Feb 17, 2015</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Advisor: Calder Stember</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>De La Cruz, Elias</td>
<td>Finance</td>
<td>0.0</td>
<td></td>
<td>13 minutes ago</td>
<td>In 2 months</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>No action taken</td>
<td>Apr 8, 2016</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Advisor: Calder Stember</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alvaro, Donato</td>
<td>Finance</td>
<td>3.0</td>
<td></td>
<td>4 weeks ago</td>
<td>In 4 months</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Student Status:</td>
<td>Jun 2, 2016</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>No action taken</td>
<td>Advisor: Calder Stember</td>
</tr>
</tbody>
</table>

To set a reminder on a student:
1. Open a student profile.
2. Click **Remind me to follow-up**.
3. Select a date.
4. Enter a note about why you are setting the reminder if desired.
5. Click **Submit** to set the reminder.

Once you have set a reminder notification on a student profile, that student will be saved in a reminder work list. The reminder list is organized by date: overdue students will show first, followed by students with upcoming reminders. Students on the reminder list may be sorted by clicking on the column headers.
To dismiss a reminder:

1. Click the **Reminders** tab on the student list.
2. Select the student whose reminder you want to dismiss.
3. Click **Clear Reminder** in the advising section of the Overview page.

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