ELEVATING STUDENT SUCCESS AT SUNY NEW PALTZ

Student Success Evaluation and Planning

Strategic Review Meeting
Strategic Review Meeting Goals

Ensure alignment between activity in Starfish and your student success goals

Analyze the data to determine the impact of our student success work together

Verify our collective understanding and plan future student success work
Improving Outcomes for All Students

Our observations of your student success achievements

Key Accomplishments

- Successful transition to case management model in Office of Academic Advising
- Quick pivot to continuing to support students virtually and hybrid-models in 2020
- Increase faculty engagement through progress survey submission rates
- Increase student engagement through scheduling, intake form, and profile updates

Questions to Consider

- How has your student success strategy changed since we implemented Starfish?
- How widely is Starfish being used and where is there opportunity for growth?
- How engaged is your leadership with using Starfish and overall student success initiatives?
- Where do opportunities exist to break down silos and holistically support students?
Usage Data & Benchmarking
Holistic Activity
Spring 2018-Spring 2021

Flags: 18.06k
Kudos: 42.21k
Referrals: 458
To-Do's: 19.96k
Appointments: 35.23k

Given to: Students: 10.08k
Granted to: Students: 22.75k
Sent to: Students: 419
Assigned to: Students: 3.6k
Scheduled with Students: 14.72k
Usage Trends
Spring 2018-Fall 2020 (excluding summer terms)
## Recent Activity

**Spring 2020-Fall 2020**

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flags</td>
<td>9.43k</td>
</tr>
<tr>
<td>Kudos</td>
<td>18.29k</td>
</tr>
<tr>
<td>Referrals</td>
<td>87</td>
</tr>
<tr>
<td>To-Do's</td>
<td>12.39k</td>
</tr>
<tr>
<td>Appointments</td>
<td>16.28k</td>
</tr>
<tr>
<td>Given to: Students</td>
<td>4.74k</td>
</tr>
<tr>
<td>Granted to: Students</td>
<td>10.03k</td>
</tr>
<tr>
<td>Sent to: Students</td>
<td>83</td>
</tr>
<tr>
<td>Assigned to: Students</td>
<td>2.17k</td>
</tr>
<tr>
<td>Scheduled with Students</td>
<td>6.4k</td>
</tr>
</tbody>
</table>
## Fall 2019 Activity Summary

### Student Engagement
- **Student Created Appointments**: 5,741
- **Student Cancelled Appointments**: 669
- **Student Raised Items**: 19
- **Total Student Attendance Records**: 40,664
- **Intake Forms Created**: 36
- **Intake Forms Updated**: 1
- **Student Profiles Created**: 1,233
- **Student Profiles Updated**: 32
- **Photos Uploaded**: 0
- **Completed Success Plans**: 74
- **Active In-Process Success Plans**: 31
- **Prospective Students Created**: 0

### Faculty Engagement
- **Progress Survey: Raised Items**: 11,721
- **Progress Survey: Cleared Items**: 11,548
- **Attendance Tracking Instructors**: 54
- **Courses with Attendance Tracked**: 72
- **Course Sections with Attendance Tracked**: 72
- **Total Class Sessions Attendance Tracked**: 1,675

### Staff Engagement
- **Office Hours Created**: 9,938
- **Office Owner Created Appointments**: 4,604
- **Appointments with Prospective Students**: 0
- **Updated Appointments**: 6,289
- **Total Appointments Conducted**: 10,599
- **Speed Notes Recorded**: 2,927
- **Appointment Notes Recorded**: 9,076
- **Staff Cancelled Appointments**: 604
- **Manually Raised Items**: 1,246
- **Manually Cleared Items**: 1,027
- **Group Sessions Created**: 37
- **Events Created**: 674

### Automation
- **System Raised Flags**: 577
- **System Cleared Flags**: 682
## Fall 2020 Activity Summary

<table>
<thead>
<tr>
<th>Student Engagement</th>
<th>Faculty Engagement</th>
<th>Staff Engagement</th>
<th>Automation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Created Appointments: 7,321</td>
<td>Progress Survey: Raised Items: 9,066</td>
<td>Office Hours Created: 9,152</td>
<td>System Raised Flags: 1,407</td>
</tr>
<tr>
<td>Student Cancelled Appointments: 592</td>
<td>Progress Survey: Cleared Items: 957</td>
<td>Office Owner Created Appointments: 889</td>
<td>System Cleared Flags: 926</td>
</tr>
<tr>
<td>Student Raised Items: 5</td>
<td>Attendance Tracking Instructors: 21</td>
<td>Appointments with Prospective Students: 0</td>
<td></td>
</tr>
<tr>
<td>Total Student Attendance Records: 15,196</td>
<td>Courses with Attendance Tracked: 34</td>
<td>Updated Apointments: 2,828</td>
<td></td>
</tr>
<tr>
<td>Intake Forms Created: 94</td>
<td>Course Sections with Attendance Tracked: 34</td>
<td>Total Appointments Conducted: 8,496</td>
<td></td>
</tr>
<tr>
<td>Intake Forms Updated: 94</td>
<td>Total Class Sessions Attendance Tracked: 661</td>
<td>Speed Notes Recorded: 3,649</td>
<td></td>
</tr>
<tr>
<td>Student Profiles Created: 508</td>
<td></td>
<td>Appointment Notes Recorded: 4,694</td>
<td></td>
</tr>
<tr>
<td>Student Profiles Updated: 24</td>
<td></td>
<td>Staff Cancelled Appointments: 440</td>
<td></td>
</tr>
<tr>
<td>Photos Uploaded: 2,241</td>
<td></td>
<td>Manually Raised Items: 5,229</td>
<td></td>
</tr>
<tr>
<td>Completed Success Plans: 4</td>
<td></td>
<td>Manually Cleared Items: 929</td>
<td></td>
</tr>
<tr>
<td>Active In-Process Success Plans: 480</td>
<td></td>
<td>Group Sessions Created: 47</td>
<td></td>
</tr>
<tr>
<td>Prospective Students Created: 0</td>
<td></td>
<td>Events Created: 2</td>
<td></td>
</tr>
</tbody>
</table>
Student Engagement
Spring 2020-Fall 2020

24%

student body received a flag during the 2020 calendar year
Benchmark Comparisons: Flags

Spring 2020-Fall 2020

- New Paltz: 24%
- Benchmark 4 yr. Public: 23%
- Benchmark 4 yr. Public 4,000-10,000: 31%
Benchmark Comparisons: Source of Flags

Spring 2020-Fall 2020

<table>
<thead>
<tr>
<th>Source</th>
<th>System</th>
<th>Manual</th>
<th>Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Paltz</td>
<td>23</td>
<td>42</td>
<td>35</td>
</tr>
<tr>
<td>Benchmark 4 yr. Public</td>
<td>16</td>
<td></td>
<td>38</td>
</tr>
<tr>
<td>Benchmark 4 yr. Public 4,000-10,000</td>
<td>13</td>
<td></td>
<td>37</td>
</tr>
</tbody>
</table>
Student Engagement
Spring 2020-Fall 2020

50% student body received a kudos during the 2020 calendar year

88% of Kudos were raised via Progress Survey
Benchmark Comparisons: Kudos

Spring 2020-Fall 2020

- New Paltz: 50%
- Benchmark 4 yr. Public: 24%
- Benchmark 4 yr. Public 4,000-10,000: 30%
Faculty Engagement
2020-2021 Academic Year

60% of faculty surveyed submitted a Progress Survey during the 2020-2021 academic year

55% of faculty surveyed submitted a Progress Survey during the 2019-2020 academic year
New Paltz surveys focused on attendance or enrollment verification, course materials or performance, and academic resource referrals. Spring 2021 pilot survey deployed to focus on Special Populations.
Student Engagement
Spring 2020-Fall 2020

32% of student body had an appointment tracked within Starfish during the 2020 calendar year

28% of student body had an appointment tracked within Starfish during the 2019 calendar year
Benchmark Comparisons: Appointment Scheduling

Spring 2020-Fall 2020

New Paltz: 32%
Benchmark 4 yr. Public: 29%
Benchmark 4 yr. Public 4,000-10,000: 19%
Appointment scheduling saved staff **629 hours** in 2020!

Spring 2020-Fall 2020

- 16,282 appointments scheduled in the 2020 calendar year
- 77% of appointments were scheduled by students (12,579)

- Each student-scheduled appointment saves your staff/faculty an average of 3 min. per appointment

Opportunities to save more time include maximizing SpeedNotes and utilizing Outcomes to write notes and follow-up with the student by sending a copy of Outcomes.
Planning and Next Steps