

University of South Florida iPASS Grant Report

Interim Progress Reports

In five pages or fewer, please provide the following information.

1. Please restate your current iPASS grant vision. Describe activities and accomplishments to date, including where the work stands now in relation to your vision.

USF's vision for iPASS is to bring all student support personnel into a coordinated network of providers that will contribute more timely and targeted support to at-risk undergraduate students so as to accelerate USF's path to state Preeminence and AAU eligibility.

Activities and accomplishments during this reporting period include:

- Successfully supporting the persistence, retention, and timely graduation of actual students directly through the Case Management process/system
- Collaborative design, development, and implementation of two full phases of work on the Case Management process and supporting system
- Awarding of additional resources/funding for a third phase of development to further enhance the Case Management system in FY18
- Successfully training more than 150 professionals on new ways of communicating and coordinating delivery of student support services through the system
- Successfully piloting new functionality with both students (student dashboard; contacting Care Team members) and faculty (Early Alert functionality) in Summer 2017
- Uptake of the Case Management system by USF St. Petersburg and USF Sarasota-Manatee, two institutions in the USF System who serve approximately 6,000 additional students who'll now receive services provided through the system
- Presentation (and acceptance for future presentation) of the Case Management process and system at multiple conferences, nationally and internationally

Though we have made great progress in the past year, much work remains to achieve the broader goals of our iPASS vision. In the coming year, among other efforts we plan to: launch a comprehensive communication campaign with students as well as student support services professionals around students' Care Teams and the Case Management model; develop more specific, measureable goals to track progress toward the iPASS vision across all five of the uptake and changes measures to close a gap identified in our Year 2 Site visit; further enhance the Case Management process and system for both Care Team members and students by through a third phase of enhancements.

2. Have any major factors or conditions, such as staffing or funding, changed during the reporting period? How have these changes affected the work?

Though there have been organizational changes and changes in roles, including for members of the grant leadership team, the grant work has continued on track (through focused planning) and we will have a net positive change in the number of iPASS contributors. For example, Dr. Travis Thompson transitioned into a new role in IT leading the Archivum platform implementation (to include Case Management) and Leslie Tod, Director for Academic Advocacy, joined the leadership team representing functional areas. Soon the new Assistant Dean for Advising and Analytics in Undergraduate Studies will be joining USF and become part of the iPASS transformation work as well.

Funding for the iPASS grant work has increased since last year, with a competitively awarded internal budget amount of \$142k allocated for a third phase of work, and further investment is now actively being sought for FY18.

3. Do you anticipate a budget revision? Do you anticipate requiring more time to complete the activities? Please elaborate.

A budget revision is not yet needed, though it has taken more time than anticipated to award the micro-grants that were a part of our original grant proposal. These micro-grants were designed to support innovation from within the advising community by providing “seed” investment for key change-enabling work or activities related to iPASS that otherwise might not have been undertaken. The iPASS leadership team sought “applications” for these micro-grants from a broad group of advisors in Summer but did not receive enough related proposals so as to award all of the funds. The grant leadership team will be returning to further cultivate micro-grant proposals and based on uptake may need to make a budget revision.

4. How have you addressed the programmatic and administrative problems you have encountered?

While we have experienced and overcome challenges (such as those outlined above), we have not experienced substantive programmatic or administrative problems with our work.

5. How are you continuing to build *true* urgency for your iPASS work on campus? What evidence do you have that you have hit the “50% + 1” critical mass needed to achieve a change? If you have not reached critical mass, what next steps do you plan to take?

Among other activities, we continue to build true urgency by: foregrounding this work as a priority and backgrounding other priorities; implementing feedback received from front-line staff through to executive stakeholders, and quickly evolving Case Management to meet the needs of new efforts such as the Provost’s Finish in Four initiative that might otherwise detract from iPASS attention if a separate process/system emerged; focusing on evolving daily work practices of student support services professionals; and engaging students in ways that matter both for the students and for their supporting Care Team professionals, which helps USF’s professionals become invested in change and changing together with their students.

6. What measures are you using to track your progress (e.g. adoption, satisfaction, improvements in completion, etc.) and what outcomes are you seeing? Please be specific.

- Adoption of the Archivum Case Management platform includes all of academic advising and academic advocacy, career services, financial aid, housing, library, new student connections, and orientation. The academic success center is in-progress of adoption.
- The adoption of Case Management has supported USF’s retention efforts and we are seeing a 2 percentage point improvement in where we were last year compared to this year at the same time as we track to the goal of 90%. This should allow for improvements overall in term-to-term persistence and the first-year retention rate.
- The adoption of Case Management has also supported improvements in the 4-year graduation rates and we are seeing a 3 percentage point increase compared to this time last year as we track to the goal of 60%.
- In addition to these measures and building on Ana’s recent visit to USF, we are revisiting our success measures to even better track progress both qualitatively and quantitatively.

7. What does the transformation of advising look like on your campus as a result of the iPASS work?

- We are moving from a passive yet effective support service, which required a lot of work to reach goals and coordinate efforts, to a proactive and coordinated support service which targets those students who need more coordinated care and brings in the appropriate support personnel to share in that care.
- We are moving away from silos of service and student support into transparency of efforts. ACM supports the motto that “Student success is everyone’s responsibility.” The result is transformational for advising as it moves beyond holding advising accountable and provides a space where advisors’ own accountability commitments (such as to their students) can be recognized.
- The ACM also allows for full circle advising that is more coordinated than ever before. It provides a platform to refer a student to a service and see in that platform the resulting actions, without the advisor having to follow-up with the service or with the student. The advisor also gets the professional’s response as well as the students in one place, so the sharing of information is much more transparent.

8. What achievement are you most proud of in the second year of your iPASS work?

- The overall efforts of everyone involved has meant that during a stage of system implementation, we still made gains on our student success metrics, it did not break our stride.
 - Still on track for 90% retention
 - Still on track for 70% 6-year graduation
 - Tracking 3% improvement towards goal of 60% 4-year graduation

9. Briefly describe major activities planned for the next phase of the project. Please include your approach to scaling and sustainability after the end of the grant period.

- Reporting and building ability to jointly track efforts for Finish in Four initiatives.
- More areas are interested in learning about or participating in Case Management, so integration of further student support service offices.
- Scaling to all students is necessary, as currently focused on cohort tracking.
- Improving integration of faculty in iPASS and Case Management through LMS early alerts.
- Stretch goal to integrate appointment setting as it would engage students and other support personnel more consistently.

10. Aside from funding, in what areas or on what issues do you need additional support?

- Generating or identifying the most effective and appropriate measures of iPASS success for USF along the five identified dimensions from the Year 2 site visit.
- Sharing our story with others and perhaps even hosting a conference on integrating case management concepts to student success initiatives.
- Gaining further insight to the potential of the Archivum Case Management system.