UNDERSTANDING STUDENTS ON ACADEMIC PROBATION

MAP-WORKS: AN EARLY ALERT
SYSTEM FOR
STUDENT SUCCESS

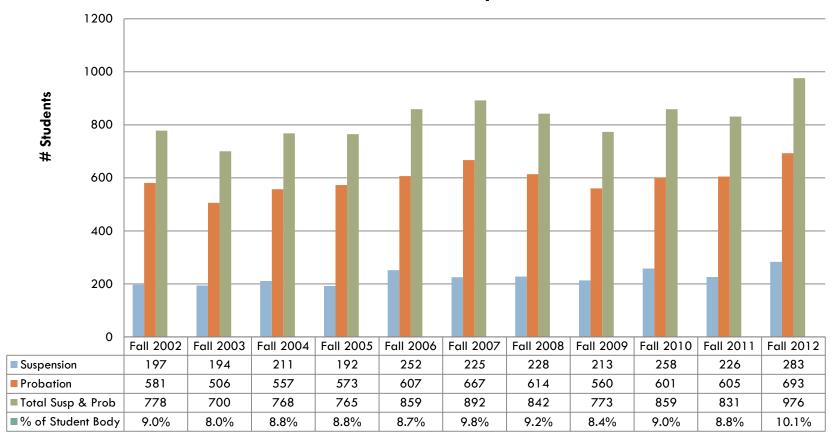
Toni Sage, MA – MAP-Works Coordinator, First Year Experience Cheryl Brickner – Instructor of FYS & English Andy Held – Advisor, Student Academic Advising Center Carol Lanphear-Cook – Advisor, Student Academic Advising Center Laura Polum – Advisor, Student Academic Advising Center

Kami Weis – Advisor, Student Academic Advising Center

Overview

- Demographics Analysis
- Interview themes and student quotes
- Recommendations to improve student success and persistence
- MAP-Works Early Alert System

UWSP Probation & Suspension



Demographic Characteristics	% on Probation/ Suspended	Demographic Characteristics (Over-represented)	% on Probation/ Suspended	Sig.
Caucasian	7.2%	Students of Color	16.0%	***
Females	5.3%	Males	10.8%	***
New	7.2%	Transfer	9.9%	***
Not Pell-Eligible	7.2%	Pell grant-eligible	9.6%	***
Under 24	7.5%	24 or Older	10.4%	**
Not First-Generation	9.0%	First-Generation	11.4%	*
* p < .05 ** p < .01 *** p < .	001			

ACT Composite Score	% of Cohort on Probation	Sig.
≥ 26 (A)	5.5%	** (D) *** (E)
24-25 (B)	5.9%	* (D ** (E)
22-23 (C)	6.7%	** (E)
20-21 (D)	8.4%	** (A) * (B)
≤ 19 (E)	9.8%	*** (A) ** (B) ** (C)
Unknown	10.6%	
** p < .01 *** p < .001		

High School Percentile	% of Cohort on Probation	Sig.
≥ 75 (A)	3.0%	*** (B,C)
50-74 (B)	9.2%	*** (A,C)
≤ 49% (C)	15.0%	*** (A,B)
Unknown	10.7%	
*** p < .001		

Classification	% of Cohort on Probation	Sig.
Freshman (A)	11.0%	*** (D)
Sophomore (B)	10.4%	*** (D)
Junior (C)	9.2%	*** (D)
Senior (D)	4.5%	*** (A,B,C)
*** p < .001		

Terms Completed	% of Cohort on Probation	Sig.
0-3 Terms (A)	10.7%	*** (B,C)
4-6 Terms (B)	7.4%	*** (A)
≥7 Terms (C)	6.1%	*** (A)
*** p < .001		

Vincent Tinto's Theory of Student Departure

The more a student integrates socially and academically into an institution, the greater will be their subsequent or on-going commitments to the institution and to the goal of degree completion.

Themes from 20 Interviews

- Under-Preparedness/Lack of Academic Success Strategies (17)
- Institutional and Instructional Challenges (13)
- Lack of Meaningful Advising and Mentoring Experiences (13)
- Reluctance to Seek Help (9)
- □ Lack of Knowledge and Use of Support Services (≈8)
- □ Interference from Disabilities (\approx 7)
- Financial Challenges (6)
- Web of Compounding Challenges (20)
- Reaction to Being on Probation (8)

Under-Preparedness/ Lack of Academic Success Strategies (17/20)



Quotes Re: Under-Preparedness/ Lack of Academic Success Strategies

- "Tests are harder. The questions are a lot more specific. When you are studying your notes you have to look at all the fine details, like the small numbers and calculations that were produced and certain things. In high school, questions were more in general. [In college] there are a lot of things you have to do outside of lectures like taking your notes and actually going on the internet and analyzing certain things, like looking up why this happens and for what reasons. But in high school they go over that in class so you wouldn't really have to figure that stuff out on your own."
 - John (HS GPA=3.7, HS%=57, ACT Comp=25)

Institutional and Instructional Challenges (13/20)



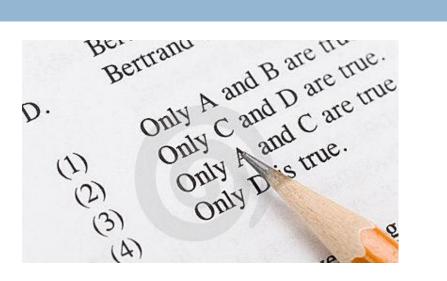






Institutional and Instructional Challenges (13/20)







Historically Difficult Courses

Historically Difficult Courses

Curriculum	Course	Total Sections	Total DFWs	Total Enrolled	% DFW
Anthropology	101	8	78	368	21%
Biology	100	20	106	471	23%
Biology	285	47	227	1152	20%
Biology	387	15	87	389	22%
Chem	105	98	523	2344	22%
Chem	325	29	160	660	24%
Chem	326	20	101	411	25%
Geology	104	22	136	667	20%
History	257	13	172	681	25%
Math	90	37	181	928	20%
Math	100	45	297	1470	20%
Math	109	47	385	1490	26%
Math	111	45	385	1490	26%
Math	112	7	43	218	20%
Math	118	16	180	545	33%
Math	120	21	144	679	21%
Math	121	16	107	461	23%
Natural Resources	372	20	200	785	25%
Philosophy	270	5	45	198	23%

Criteria: Courses in the top 20% of all courses in total enrollment and DFW rates > 20% Fall 2008 - Spring 2011

Quotes Re: Institutional and Instructional Challenges

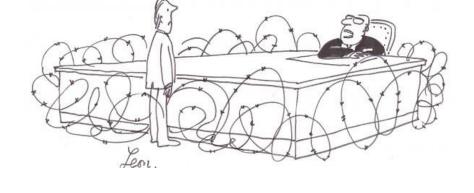
- "I really struggled on the exams in that course. . . . He would do PowerPoint slides and he would pull the information for the tests from the slides. But when you've got almost 50 slides per chapter . . . and you are being tested on four or five chapters at a time. I just had a really hard time—and it was multiple choice and that is apparently no longer my strong suit. . . . I think there were four exams, but we covered a lot. I asked questions and I did really well when we had to do a paper. . . . But it was always these exams. He took pride and pleasure in tricking you by switching up one word. I didn't feel like he really wanted his students to be successful all the time because he would tell our class, 'I don't expect you guys to get better than a 70 on this' and that didn't seem to bother him a bit."
 - Sara (First-generation, transfer student, HS%=76, Age 28, Pell grant-eligible. Earned an D in the course referred to above.)

Quotes Re: Institutional and Instructional Challenges

- □ "The class was very different. First, I thought the instructor was amazing! I understood her explanations very well. She was fabulous at explaining difficult concepts in easy to understand terms. Secondly, it was writing emphasis, so there was no multiple choice. Every answer had to be done completely from memory and written in paragraph form on blank sheets of paper in my words and interpretations. That was easier for me than trying to figure out what an instructor wants based on how they word things."
 - Sara (Earned an A- in the class referred to above after retaking it with second professor. Earned D previously.)

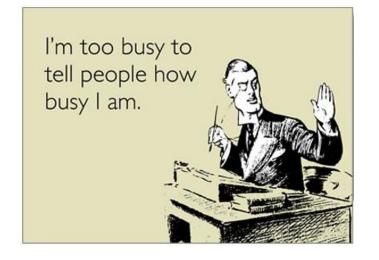
Lack of Meaningful Advising and Mentoring Experiences (13/20)





HELLO my name is

Anonymous



Lack of Meaningful Advising and Mentoring Experiences (13/20)









Quotes Re: Lack of Meaningful Advising and Mentoring Experiences

- "The first meeting I came to sit down with her—I always have an idea of what I want to take next semester. She was just kind of like 'all right' and signed off on it. And I was just like—I don't know. I kind of wanted her to care a little bit and kind of check up on it. I don't know. My past advisors know the student body and know what professors are like. They say 'I would recommend this professor over this professor' based on what you are looking for in a professor. . . . It's just nice to get to know your student and kind of show a little bit of interest. Being at a university [as opposed to community college], you have better research opportunities. . . . I've always had advisors that get to know me. So if something does come up they let you know. But I feel like I've had to find everything out on my own here, which I kind of feel like I shouldn't. I mean don't get me wrong, you have to—But people who work here know what's going on and if you know this person, why not offer them stuff that this campus is going to have? I just feel [my advisor] never got to know me, my interests. Which was kind of difficult for me being, you know, way out of my element and just finding everything on my own . . . which is— I don't know—I mean if you want to do it, you got to do it yourself. I know you can't depend on other people to do it for you. But it would just be nice. You're here. It's not like it's your first year here."
 - Karen (Transfer student, first-generation, HS%=92, from urban area, difficulties finding friends with similar interests)

Quotes Re: Lack of Meaningful Advising and Mentoring Experiences

- "My advisor at [new university] was just—wow. Being from kind of not so great advising appointments—He got to know me. We discussed [professional/graduate] schools and prerequisites and we were even talking about the GRE and what his students experienced. . . . Then we talked about graduation requirements and what's going on this semester that I could sign up for. You know, kind of like a plan which I never really got here. Then we even talked about clubs on campus that would benefit me. Like he even talked about his [subject] honor society. He's like, 'based on what you have here, you can go ahead and apply for it.' And it was just—I was just like—It was just twenty minutes long, but I had got so much out of it."
 - Karen (Had made arrangements to transfer from UWSP to another university)

Reluctance to Seek Help (9/20)

- Large class sizes intimidating
- Apprehensive to visit professors
- Fear of being judged
- Sociocultural value of independence



Quotes Re: Reluctance to Seek Help

- "I already have a problem asking for help in any way, shape, or form...is just against my nature. Like—I think I have come down to the basement of the library [the tutoring center] this semester 10, 11 times. Come down to this room and just turned around. I just couldn't do it [actually walk into the tutoring center]. It was more of a fear thing and less of a pride thing. It's a fear of being judged about it. Even though I know from a personal standpoint that asking for help is in no way, shape, or form a sign of weakness, that really it is. That somehow that this—that I'm less of a person than someone who just chugs through it on their own. The good news is that now that I have been down here once, I am probably going to be down here as often as I can. Because once I break that one-time barrier, then I am set. Then I can just walk in anytime I want."
 - Hayden (Transfer student, HS%=69)

Interference from Disabilities (≈7/20)

- Diagnosed disabilities
 - Not taking medication
 - Not registered with Disability Services = no accommodations

- Undiagnosed/suspected disabilities
 - (mainly ADD/ADHD)



Quotes Re: Interference from Disabilities

- "I have a difficult time applying myself. I like applying myself in courses that I enjoy. If I am doing a course because it's required or because of some other reason besides my engagement in the topic, I feel I don't apply myself in those courses. I am very good at procrastinating, which I don't enjoy on most occasions. It's obvious by my grades. Last semester I got three As and two Fs. It was like that in high school as well, As and Fs all over the board. . . . I feel like I learn the material, but I just don't apply myself on assignments and tests."
 - David (Comp ACT=31, HS%=52, first-generation. Had 4/4 unsuccessful semesters at UWSP.)
- "Through the years—I think some of it has to do with how congenial the instructor is. You can tell if they are interested in the subject. If they're not, I am not a fan of that. . . . It's their energy, I guess. I don't know. I've never really thought about it this in-depth before. I probably should have."
 - David

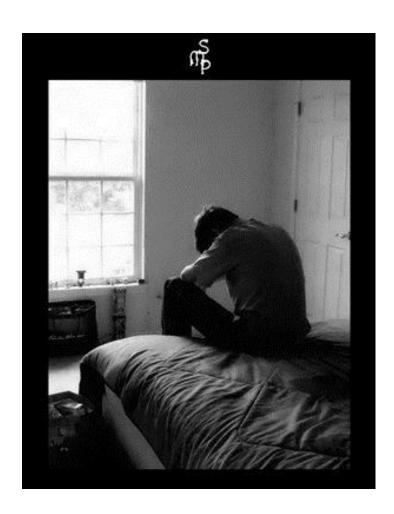
Reaction to Being on Probation (8/20)

Embarrassed

Scared

Shocked

Devastated



Traumatic

Fearful

Shameful

Depression

Quotes Re: Reaction to Being on Probation

"I graduated from high school with like a 3.7 [GPA]. I didn't know I could get down this low. I didn't feel—like I was that s—Am I really not that smart? I mean here in college. It was extremely devastating. It's like, where do I go from here?"

Greg

College Student Retention by Alan Seidman

"A student's unwillingness to seek help in college should not be a surprise to college administrators. After all a student directly out of high school is used to having someone tell him or her that a problem exists and an intervention is needed. In college it is left up to the student to seek help when necessary. A college needs to be proactive and facilitate this process."

"College student departure is an ill-structured problem which defies a single solution."

Recommendations

- Probation Intervention Program
- Mentoring & Professional Development for Advisors
- Enrollment Management Efforts
- Analysis of DFW Courses and Curriculum Alignment
- Assist Students with Development of Academic Success Strategies
 - Study skills courses, FYS, Library Resources, etc.
 - Relocation of support services
 - free/low cost
 - semantic changes in promotion

Semantic changes in support promotion

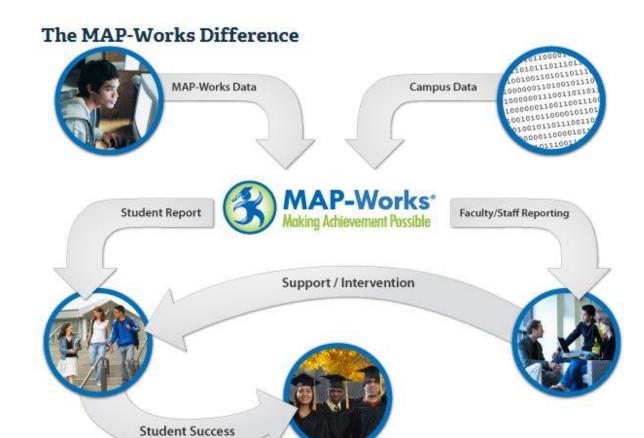
Reluctance - "Struggle" = Deficiency
Reframe as an integral part of college learning and expectation of use

- Example
 - "Your university courses will be much more demanding than your high school or community college courses. Even students who were previously high-achievers are often surprised by the level of difficulty of their assignments and exams and the amount of time it takes to be successful. In college, students have less in-class time. Therefore, you are expected to visit your instructors outside of class and make use of additional resources such as study groups, tutors, and librarians in order to master course material and do well. These individuals are here to assist in your development into a successful college student."

Recommendation: Early Warning System



- Provides early intervention to students who may benefit from additional assistance
- Aligns student expectations with actual outcomes
- Cultivates student involvement
- Facilitates the social and emotional transition to college



Is MAP-Works an Accurate Predictor of Academic Success & Persistence?

UWSP Fall-to-Spring Retention and Average GPA by Risk Indicator

MAP-Works Risk Indicator	Total Students	Average GPA	Returned	Did Not Return
Green	1246 (73.0%)	3.32	1210 (97.1%)	35 (2.8%)
Yellow	167 (9.8%)	2.39	156 (93.4%)	10 (6.0%)
Red	146 (8.5%)	2.10	99 (67.8%)	46 (31.7%)
Red ₂	149 (8.7%)	1.15	75 (50.3%)	74 (49.7%)
Total	1708	2.94	1540 (90.2%)	165 (9.7%)

Student Tracking Page

STUDENT RISK COUNT	② I	LOW	▲ MO	DERATE		HIGH		VER	Y HIGH	O UN	IKNOWN	TOTAL	
	358 (63.9%)	82 (1	.4.6%)	4.	1 (7.3%)		79 (1	4.1%)	0 ((0.0%)	560	
Students		Risk			Status/Activity					Direct-Connect			
Name Select all students on this page Manage Checked	<u>RISK</u>	<u>Date</u>	<u>Intent to</u> <u>Leave</u>	Referrals Assigned To Me	Review Status	Follow- Up Status	Quick Log Activity	<u>Log</u> <u>Activity</u>	Academic Updates	Activity Count	<u>Last Activity</u> <u>Logged</u>	<u>Last Activity</u> <u>Logged By</u>	Priman
Ackerson, Ethan	0	10/23	6	None		Not Set	log	log	1	12	9/11/2012	AdvisingCenter, Anne	You
🛚 🛐 Adams, Benjamin 🔻	—	10/25	1	None		Not Set	<u>log</u>	log	<u>0</u>	<u>20</u>	9/17/2012	You	
Adams, Seth	0	10/29	1	None		Not Set	log	log	2	3	9/11/2012	AdvisingCenter, Anne	
Adkins, Riley	0	10/22	-	None		Not Set	<u>log</u>	log	<u>12</u>	3	9/14/2012	FinancialAid, Frances	You
Adolph, Bernadette	A	10/28	1	None		Not Set	log	log	1	5	9/14/2012	FinancialAid, Frances	You
Afzal, Holly	0	10/17	1	None		Not Set	<u>log</u>	log	1	2	9/18/2012	AdvisingCenter, Anne	
Agee, Nafateria	0	10/31	-	None		Not Set	<u>log</u>	log	1	2	9/14/2012	FinancialAid. Frances	
Alcantar, Amber	2	10/17	1	None		Not Set	log	log	1	8	9/11/2012	AdvisingCenter, Anne	You
Manderson, Dena	0	10/23	6	None		Not Set	<u>log</u>	log	<u>0</u>	<u>3</u>	9/14/2012	FinancialAid, Frances	You
Andres, Jaime	0	10/24	6	None		Not Set	log	log	3	3	9/14/2012	FinancialAid, Frances	
Moes, Britny	7 2	10/22	1	None		Not Set	log	log	0	9	9/14/2012	FinancialAid,	

Risk History



Dashboard Comparison

Self-Ratings Legend

: No Response

🔷 : Low

: Average

🛖 : High

NA: Not Applicable

Change Legend

: Very Negative Change

: Negative Change

==: No Change

Positive Change

right : Very Positive Change

NA: Not Applicable

D	First Year Fall Transition	First Year Fall Check-Up	Char
<u>Description</u>	(9/15/2012)	(10/22/2012)	Change
Academic: Course Difficulties	4	>	_
Socio-Emotional: Peer Connections	~	>	_
Performance and Expectations: Expected Grades this Term	~	>	_
Behaviors and Activities: Basic Academic Behaviors	>	•	_
Behaviors and Activities: Class Attendance	-	•	_
Behaviors and Activities: Time Management	>	•	-
Academic: Academic Self-Efficacy	•	•	=
Academic: Chosen a Major	•	•	=
Social Integration	>	>	=
Socio-Emotional: Commitment to the Institution	>	•	÷
Socio-Emotional: Satisfaction with Institution	>	•	-
Socio-Emotional: On-Campus Living: Social Aspects	•	-	-

Talking Points



Weaknesses

Strengths

These are items that the student excels at or are things that are positive for the student.

Fall Term Outcomes - Fall GPA - Green Fri Jan 18, 2013

Fall Term GPA is 2.50 or higher.

Weaknesses

Strengths

Information that either potentially places student at risk or areas that, if addressed, could potentially improve success.

Fall Check-Up - Course Difficulties

Sun Nov 18, 2012

Struggling in two or more courses. Strong predictor of poor academic performance. Discuss issues, encourage meeting with instructors, and refer to learning resources.

Fall Check-Up - Expected Grades this Term

Sun Nov 18, 2012

Expecting to earn low grades this term. Not a typical response from students and could indicate potential academic issues. Assist in developing a plan to enhance study habits and to take advantage of learning resources.

Fall Check-Up - Estimated Current Grades

Sun Nov 18, 2012

Estimating low grades currently. Could indicate potential academic issues. Contact student to discuss issues or refer to learning resources.

Fall Check-Up - Basic Academic Behaviors

Sun Nov 18, 2012

Reports poor basic academic behaviors (i.e., taking good notes and turning in required homework). Strong predictor of academic performance. Encourage student to improve all these behaviors ASAP. Refer to learning resources.

Fall Check-Up - Class Attendance

Sun Nov 18, 2012

Routinely misses classes (i.e., frequently or most of the time). Strong predictor of academic performance. Explore reasons for class absences.

Fall Check-Up - Student Organization Involvement

Sun Nov 18, 2012

Low interest in campus activities. Campus involvement helps students integrate. Explore lack of interest in campus involvement.

Fall Check-Up - Time Management

Sun Nov 18, 2012

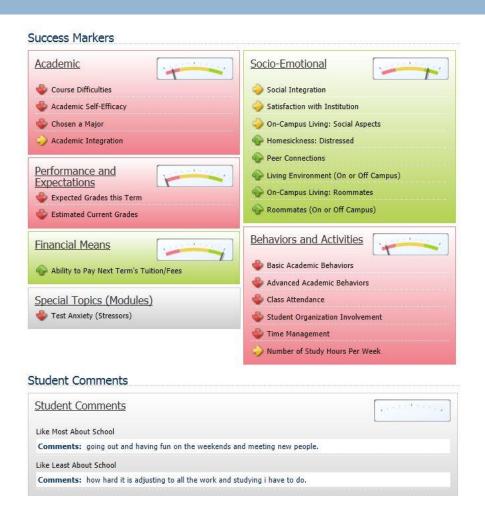
Poor time management skills. Predictor of academic performance. Discuss strategies for improvement or refer to learning resources.

Fall Check-Up - Test Anxiety (Stressors)

Sun Nov 18, 2012

Student is experiencing high levels of test anxiety. Refer to academic support services.

Student Survey Dashboard



Student Survey Dashboard



Student Comments Student Comments Like Most About School Comments: Independencel and I like how much the college is there to help freshman and all of the reminders are amazing Like Least About School Comments: that it costs so much Person on campus who has helped you the most in your success Comments: laura my advisor

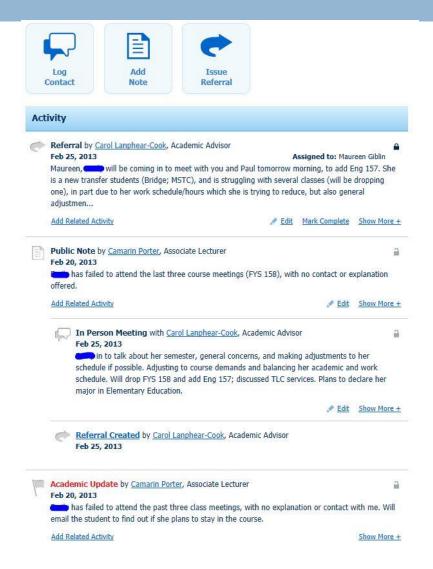
Timeline of Contacts

- 9/18 Attended New Student Meeting
- □ 9/25 Student completes Fall MAP-Works survey
- \square 10/1 Attends Fall pre-advising appointment with SAAC peer mentor
- \square 10/9 I met with student for Fall advising appointment
 - Reviewed results from MAP-Works survey (yellow and red)
 - Referred to Financial Aid to steps to pursue this process
 - Referral made to Ron Strege
 - Also referred student to meet with Toni Sage, MAP-Works coordinator, for extra support and set of ears to listen to her
- □ 10/10 Student meets with Toni Sage
- \square 10/16 I make follow up phone call to student for check-in
- \square 10/23 I meet with student again for a check-in and review spring course selections
- □ 10/24 Student meets with Toni Sage
- \square 12/20 Student meets with me for final spring course checkup and check in of issues
- \square 12/21 Toni meets with student for semester wrap up check in

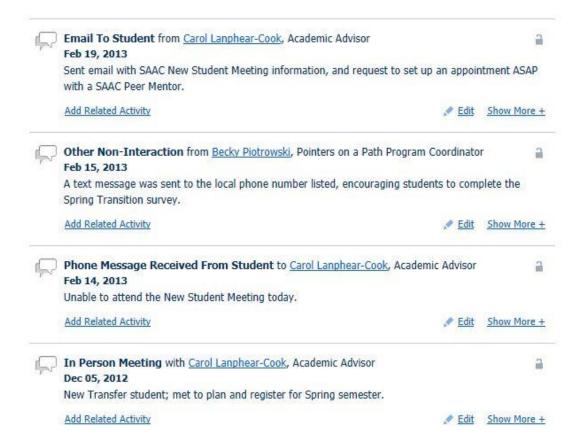
Students earns a 3.18 fall semester GPA

ACT=17

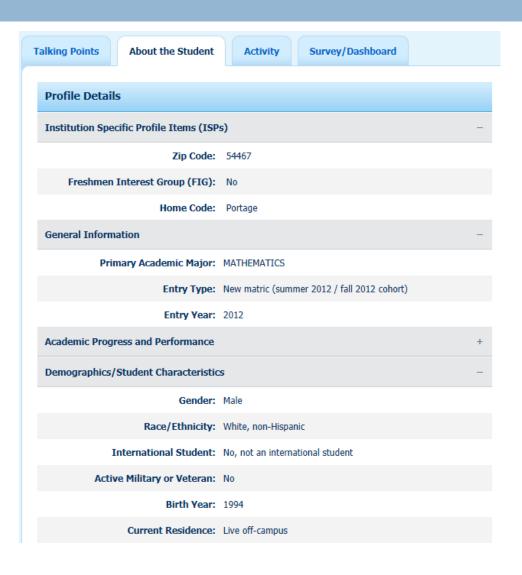
Activity/Contacts Log



Activity/Contacts Log



About the Student



Activity Log

Activity



In Person Meeting with You

Mar 06, 2013

Met with today. He is pretty quiet. We looked up and discussed the possibility of getting involved in the math club. He asked about motivation-how do get yourself motivated for things. I gave him some advice about trying to find relevance to your life (future career, member of society, being an i nformed voter, etc.)

I encouraged him to visit Career Services, TLC (for Academic Literacies) and other resources. Contact me for more info.

Add Related Activity

Edit

Show Less -

Category: Category Not Selected

Contact Type: In Person Meeting



Phone Message Left For Student from You Mar 05, 2013

Left message to set up a meeting.

Add Related Activity



Edit Show More +

How much time do we have left?

First-Year Student Challenges

Identified by MAP-Works

	Fall Transition Mean	Fall Check Up Mean	Spring Transition Mean
Homesickness: Separation	3.67		4.03
Test Anxiety	4.18	4.51	4.53
Advanced Academic Behaviors	5.02	5.21	5.22
On-Campus Living: Social Aspects	5.03	5.19	5.16
Financial Means	5.05	5.00	5.02
Self-Assessment: Communication Skills	5.08		
Self-Assessment: Analytic Skills	5.10		
Academic Self-Efficacy	5.25	5.37	5.21
Social Integration	5.41	5.56	5.39
Peer Connections	5.43	5.31	5.44
Homesickness: Distressed	5.60	4.75	5.70
Time Management	5.64	5.70	5.24

Additional Factors Measured by MAP-Works

	Fall Transition Mean	Fall Check Up Mean	Spring Transition Mean
Satisfaction with Institution	5.73	5.63	5.63
Academic Integration	5.77	5.82	5.68
On-Campus Living: Environment	5.80	5.76	5.79
Off-Campus Living: Environment	5.85	5.96	5.76
Self-Assessment: Self-Discipline	5.88		5.55
Basic Academic Behaviors	6.14	5.82	6.07
On-Campus Living: Roommate Relationship	6.28	6.13	6.17
Commitment to the Institution	6.36	6.40	6.04

Goal Mean = 5.50

