

Connect

A Look at Connect's Impact on Student Success

>> What is Connect?

Connect gives you a convenient way to support your student's learning and progress by raising academic progress items when you observe excellent work or performance that concerns you, ensuring that the people on campus who can intervene are aware. [Connect is accessible through my.ramapo.edu or Moodle and automatically displays students that are enrolled in your courses.]

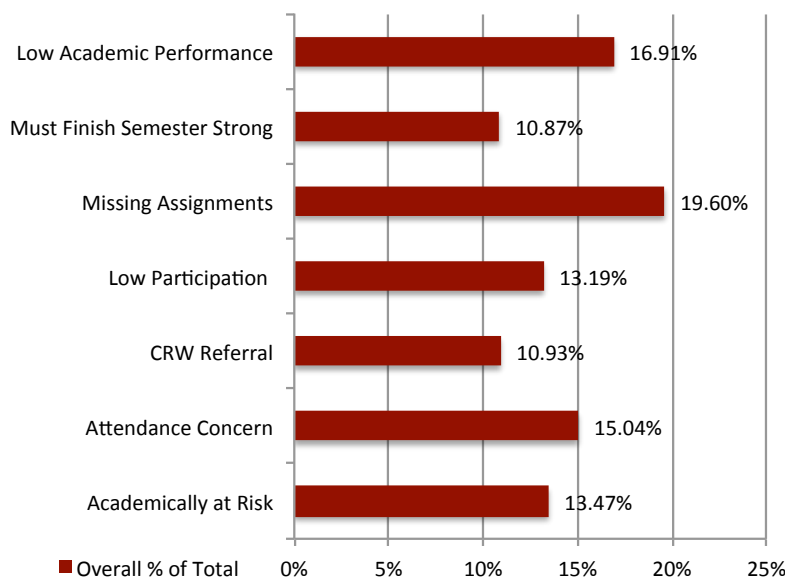
>> How was Connect implemented across campus?

Prior to utilizing Connect less than 50% of academic progress reports distributed by EOF, OSS and Athletics were submitted. Connect has successfully achieved over a 50% completion rate per survey each semester. Through the online process, Academic Progress Surveys have reached advisors in a timely manner to influence important student success decisions.

Academic Year 2013-2014

- **2037 of 3593 Surveys Completed**
✓ **56.69% Completion**
- **381 of 493 Faculty Surveyed Participated**
✓ **77.28% Participation**
- **7905 Total Progress Items Raised**
✓ **3312 Academic Progress Items**
✓ **4579 Good Work/Showing Improvement**
- **1592 Total Unique Students Included**
✓ **99% had feedback sent to advisor**
✓ **73.74% had academic items raised**

Academic Progress Items



>> How will we use Connect next year?

Students: We will continue to include Athletics, EOF, first-year and OSS students. We will also administer the Academic Progress Surveys for our second-year students, who were part of Connect this year.

Campus: The following offices will continue or expand usage of Connect as a tool to manage their outreach with students: Adult Degree Completion Program, Athletics, Cahill Career Development Center, Center for Reading and Writing, Enrollment Management, EOF, OSS and Student Success (CAAFYE). Student Success will expand student information in Connect to include information helpful to advisors, such as STAMP Scores (foreign language placement) and certain academic holds, and will integrate information to reach students most identified as at-risk.

Faculty: Faculty will be asked to complete Academic Progress Surveys for the above students. For faculty members that are assigned sophomore advisees, they will receive a summary email(s) during Academic Advisement Month about the academic progress of their students for whom flags have been raised.

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How did Connect help my students?

First-hand accounts from our users...

As a peer advisor, Connect has **improved the quality of customer service** with the use of the search for students function and the student profile window that appears when clicking on a student's name. This window has greatly improved my ability to assist students and address their questions better.

- CAAFYE Peer Advisor

I believe I am **better informed about how my students are doing in the classroom**. Connect has often prompted me to reach out to a student that I might have otherwise overlooked. When students receive a Connect report from a professor **they respond more proactively** than an email just from me.

- OSS Advisor

Connect identifies students who are struggling or are having academic difficulty, which is a benefit to the student and me.

We are able to determine the support mechanisms needed.

- Student Success (CAAFYE Advisor)

I found it **very helpful and easy to use!** I used it to email all my students and did not have any problems!

- EOF Supplemental Instructor

Having **Connect has made it much easier to literally "connect" Peer Facilitators to their FYS students**. The ability to send emails of events, journals, activities, etc., with the ease that Connect provides is extremely helpful.

- Peer Facilitator

It saves time by not having to construct a Word document with a table in it, then cut and paste it into an email.

- Ramapo Faculty Member

As an adjunct last semester, Connect managed to scare some of my students into doing their missing assignments. It was **effective too because the athletics department intervened in response to my referral** and told a student he could not come to practice until I said his work was turned in.

- Adjunct Faculty Member

Working with **Connect has made the advisement process more interactive** between the students and myself.

It really is a great central system that has even more capabilities than we are currently doing. I think the biggest relationship it has improved has been between student and faculty member. Students get flagged and once I have been able to get in touch with them, a lot of them have already spoken to their faculty member. **It has given the students a better sense of ownership in terms of their progress.**

- EOF Advisors

Connect has helped improve the waiting experience at the Center, as the waiting room feature automatically keeps track of who's in line, and I think **students feel more comfortable about putting their names down and being called in turn when there is a long wait.**

- Center for Reading and Writing Staff

I think it is a huge improvement; it has definitely **improved communication with students.**

- Ramapo Faculty Member

My hope is that **students will now feel less invisible** because the system allows them to see us seeing them.

- Adjunct Faculty Member

>> Where can I view more information about Connect?

We are currently configuring a Connect resource center at www.ramapo.edu/connect. This resource center will provide "how to" guides, general information, frequently asked questions and important dates regarding Academic Progress Surveys. This website will be fully functioning by the fall 2014 semester.

Connect Open Houses will be held on May 13 from 3-4pm and May 14 from 1-2pm in A-224 to learn more about Connect.