

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 web.ramapo.edu, my.ramapo.edu or Moodle and automatically displays students that are enrolled in your courses.]

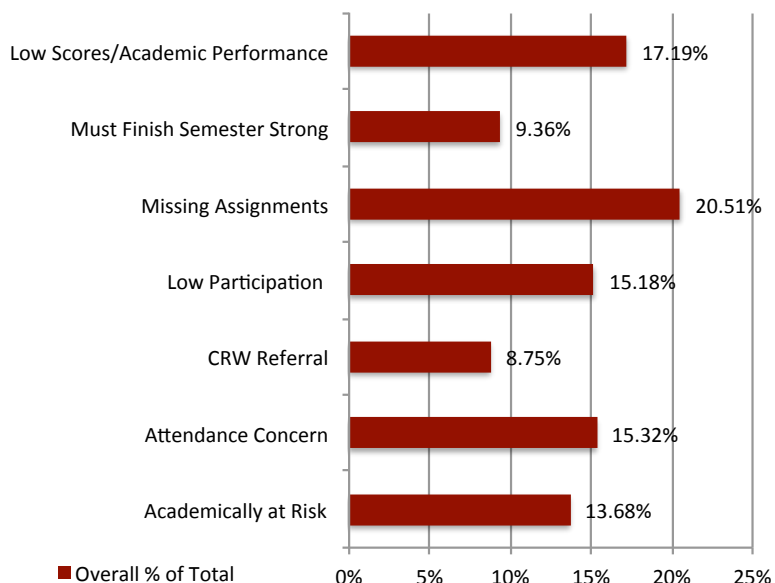
>> How was Connect implemented across campus?

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 2014-2015

- **1959 of 3621 Surveys Completed**
✓ **54.10% Completion**
- **358 of 467 Faculty Surveyed Participated**
✓ **76.66% Participation**
- **11,003 Total Progress Items Raised**
✓ **4124 Academic Progress Items**
✓ **6385 Good Work/Showing Improvement**
- **2218 Total Unique Students Reviewed**
This number comes out of populations of FY, SY, EOF, OSS TRIO, and athletes

Academic Progress Items



>> How will we use Connect next year?

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

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, Financial Aid, OSS, Residence Life, Scholarships and Student Success. Student Success will continue to expand student information in Connect to include information helpful to advisors, such as certain academic holds and student major, and will integrate information to reach students most identified as at-risk.

Faculty: Faculty will be asked to complete one Academic Progress Survey each semester for the above students. In addition, faculty can raise flags for students on an ad hoc basis as well as through the scheduled surveys. For faculty members that are assigned sophomore and junior 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. More information can be found at: www.ramapo.edu/connect

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How is Connect helping our students?

First-hand accounts from our users...

"Anthony" definitively fit the profile of an "at-risk" student. As a first-year undeclared student from out of state, he had been peppered with flags raised by his instructors in the first two months since he arrived, and was regularly missing in action academically. Students like him are not surprisingly hard to contact. After multiple phone calls, a letter sent to his permanent address, and countless emails, I still had no response from him. Short of tracking him down in his classes, it almost felt like he was avoiding advisement. However, even though he was unresponsive, I knew he was struggling in silence.

Then one day, I happened to see his name appear in the waiting room during walk-in hours and I caught up with him in the front office. He was apologetic for missing all my attempts at communication, but he admitted he was in over his head. In the context of our first impromptu meeting, we addressed each of his flags and developed a success plan to help get him on track academically. I also referred him to the Center for Reading and Writing. I was further able to track his progress in his first semester and we developed a stronger rapport as he got more comfortable with me addressing his academic issues.

As a result of this intervention, he was able to salvage his first semester and finish it with a GPA above a 2.0. In the past, students like Anthony would slip away quietly with tens of thousands of dollars in student loans to shoulder and nothing to show for it, haunted by the notion that no one cared enough to intervene. Connect has helped us bridge that gap.

Academic Advisor, Student Success

Connect has positively impacted my communication with students. One instance involves an International student. The student in question was unable to register for the upcoming semester, stopped attending classes and missed his mandatory advisement. Connect allowed me to bring the student into consultation with his professor and Counselors/Advisors by being able to communicate with all those who were connected with the student. With the help of International Studies Counselors and faculty, I was able to track down this student and persuade him to meet with us to resolve his issues.

Academic Advisor, Student Success

Through the Connect system, I was able to see which students from my area were struggling. I found this to be extremely helpful because I would reach out to my students offering to meet with them so I could provide them resources or direction. Many students took advantage of my outreach and met with me. Through these interactions, my students were appreciative that someone took the time to reach out and just ask "how are doing, is there anything I can help you with?"

Area Director, Residence Life

My students come to me to correct their problems. I think it is a great tool! It really gets their attention.

SSHS Faculty Member

>> Where can I view more information about Connect?

The Connect resource center can provide additional information at: www.ramapo.edu/connect. This resource center provides "how to" guides, general information, frequently asked questions and important dates regarding Academic Progress Surveys.