Integrated Planning and Advising for Student Success (iPASS): Lessons from the Field

Susan E. Metros
Principal, Metros Consulting

Kathe Pelletier
Director, Student Success Community Programs, EDUCAUSE
Agenda

- Describe what constitutes student success

- Describe iPASS and share insights from EDUCAUSE’s Report “iPASS: Lessons from the Field”

- Identify Points of Pride and Obstacles and share Takeaways for planning your institution’s student success initiatives
What does Student Success mean to you?

- Go to [POLL EVERYWHERE LINK] to:
  - Share your definition of student success
  - Share one initiative (aspirational or in progress) related to student success on your campus
The *teaching and learning community* program is committed to the advancement of learning through the development and diffusion of best practices and the creative and transformative application of learning technology.

**Pillars**
1. Learners
2. Learning Principles and Best Practices
3. Learning Technologies

*Student Success* community programs promote student engagement, learning, and progress toward the student’s own goals through cross-functional leadership and the strategic application of technology.

**Pillars**
1. Whole Student
2. Advising and Co-curricular Supports
3. Data and Analytics
iPASS Vision

- **iPASS: Integrated Planning & Advising for Student Success**
  - An integrative approach to student success
  - Promotes shared ownership for educational progress among students, faculty, and staff
  - Encompasses technology-enabled advising services that help students formulate and advance toward educational goals
iPASS Grant Challenge

- Established October 2015 and funded by The Bill & Melinda Gates Foundation and the Leona M. and Harry B. Helmsley Charitable Trust

- EDUCAUSE and Achieving the Dream provided 3 years of financial, technical, and change-management support to 26 institutions to implement systems to improve student success and degree completion

- Culminated in a Report…
iPASS Report


Funded by The Bill & Melinda Gates Foundation and the Leona M. and Harry B. Helmsley Charitable Trust

#ELI2019
iPASS Report

**ACTIONS**

**ENVISION**
1. Strategy and Vision
2. Executive Champion and Buy-in
3. Transformation and Change

**IMPLEMENT**
4. Focus
5. Process
6. Teamwork
7. Professional Development

**CONNECT**
8. Stakeholders and Partnerships
9. Communication
10. Data and Metrics

**PERSPECTIVES**

Points of Pride
Lessons Learned
Tips and Tricks
The work must be included in the institution’s strategic vision.
ENVISION

Strategy and Vision

Partners in Success

The entire UCF community is responsible for student success

University-wide Initiatives

Large-scale undertakings are coordinated and designed to enable students to succeed
Table Talk

- Points of Pride
- Obstacles
- Takeaways

Strategy and Vision

Transformation and Change

Executive Champion and Buy-In

ENVISION
Focus

Teamwork

Professional Development

Process over Product

IMPLEMENT

#ELI2019
Focus

“Don’t be distracted by all the things you COULD find out; focus on the things you NEED to find out.

We are data rich and information poor.”

Lessons Learned

Say “no” to some things to stay focused on “yes.”
Professional Development

Points of Pride

PD activities led to deeper conversations around advising transformation and student success.

Original Task for Our Group

How advisers should take action on information related to student performance.

Questions to consider:

- Which students end up in a “bad spot”?
- What are the best ways to find those students?
- What data is relevant?
- What does the data tell us about ways we can help those students?

A presentation slide from University of Washington’s Advisor Academy Training institute
Table Talk

- Focus
- Teamwork

Professional Development

Process over Product

IMPLEMENT

Points of Pride

Obstacles

Takeaways
Stakeholders and Partnerships

Communication

Data and Metrics

CONNECT

#ELI2019
Choose metrics that will measure success as defined by the initiative.

Northeast Wisconsin Technical College’s Weekly Tracking Report
Your Takeaways?
Share one action you will take toward a student success initiative when you return to campus

<table>
<thead>
<tr>
<th>ACTIONS</th>
<th>ENVISION</th>
<th>IMPLEMENT</th>
<th>CONNECT</th>
</tr>
</thead>
<tbody>
<tr>
<td>10. Data and Metrics</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Perspectives
- Points of Pride
- Lessons Learned
- Tips and Tricks
iPASS Grantees’ Takeaways

1. Measurably improved student experiences and outcomes.
2. New, deep collaboration across campus units and increased institutional alignment.
3. A shift in advising from transactional/drop-in to relationship-based and intentional and a broadening of the advising from narrow, course-based context to a holistic, career-focused context.
4. Professionalization of the advising function on campus with advisors participating on their campuses in new and more influential ways.
5. A holistic view of a student’s academic experience available to every department with a much more complete view based on instant access and new and better information.
6. Semi-centralization of the advising function (on campuses with a decentralized function); development of common goals, language, and cultural approach for professional advisors; and renewed energy compared to previous advising structures.
7. New and stronger relationships between advisors and colleagues on the student success team and with institutional research (IR) and information technology (IT) staff.
8. A shift in the focus for student success initiatives from the technology to the advisors, with the overarching goal of improving the student experience.
Stay in Touch!

Susan E. Metros
Principal
Metros Consulting
metrosconsulting@gmail.com

Kathe Pelletier
Director for Student Success Community Programs
EDUCAUSE
kpelletier@educause.edu

EDUCAUSE’s iPASS Grant Challenge Website
https://www.educause.edu/ipass-grant-challenge
Session Evaluations

There are two ways to access the session and presenter evaluations:

1. In the online agenda, click on the “Evaluate Session” link.

2. From the mobile app, click on the session you want from the schedule > then click the associated resources > and the evaluation will pop up in the list.