



Project Overview Statement

Executive Summary

Project Title: Retention Tracking Feedback to Faculty
Project Leader: Clive Scott / Diana Rowe
Department: Student Affairs
Executive Sponsor: Angelia Millender
Project ID: 147 **Last Updated:** August 12, 2008
Mandated: Federal State Accreditation **Date Required:**
 Other

PROJECT BUSINESS CASE

Project Overview
<p>Broward Community College has collaborated with faculty for many years on an early alert/academic intervention program. This program aims to connect students with support services who are struggling during the first few weeks of the semester. The use of a paper and pencil system was used for many years but delayed a timely response to students and faculty.</p> <p>A recent pilot of a web-based system (labeled 'Retention tracking') has proven very efficient for faculty referrals to Student Affairs. Faculty and Student Affairs staff is requesting a web-based automated system to provide faculty with feedback on student referrals. This system should include:</p> <ol style="list-style-type: none"> 1) Ability to contact student and by what means – phone, email, in person 2) Type of intervention used or that student is referred to <ul style="list-style-type: none"> • Tables with lists of possible contact means and interventions can be developed. Ability to make comments on each student to the individual faculty member is essential.
Business Goals
<ul style="list-style-type: none"> • Information sent to faculty about interventions made • Data to track success of interventions
Success Factors
<ul style="list-style-type: none"> • Faculty are aware of interventions made • Interventions increase student success by ??%

Criteria Ranking	Supporting Information	Score* (5=High 1=Low)
Significantly improves student success	
Improves customer service or transforms a business practice (increase)	



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productivity/time saving)
Aligns with college-wide strategic initiative
Meets state, federal, accrediting or other mandate (identify mandate)
Affects a large number of stakeholders (define stakeholders: students, business, employees...)
Supporting information for "Date Required"
Financial Impact (saves money, earns money,
Increases enrollment/retention (reduces attrition)
Impact if not accomplished
Quick Win (accomplish in short time frame)
Overlap with another project
Consortium project

* Criteria scores will filled in by Technology Advisory Committee

Scope

Provide a means for success coordinators to capture and track information on interventions made. Up to 20 different interventions should be allowed for and a comment area with at least 1000 characters. Coordinators should be able to check each intervention that was made. The userid of the person who did the intervention should also be stored. Ideally, security should be so that only the success coordinators can maintain the data. When the information is saved, an email should be sent to the faculty member who requested the intervention to inform them that it happened. A copy of the email should be sent to the person who did the intervention.

Provide a screen for coordinators to input tracking records for students in a reference number that does not have the Special Designator for the instructor to request an intervention via the faculty web schedule.

Provide a date window that the Report option on the Faculty web schedule will be available. This should be driven by the session withdrawal date and parameters for how many days before and after this date should be provided for.

In order to satisfy Title V grant requirements, the existing Report option on the faculty web schedule should be modified to cater for specifying up to 5 special designators that when defined will create two emails, one for students on the roster that have one or more of the special designators and another for students that do not have any.