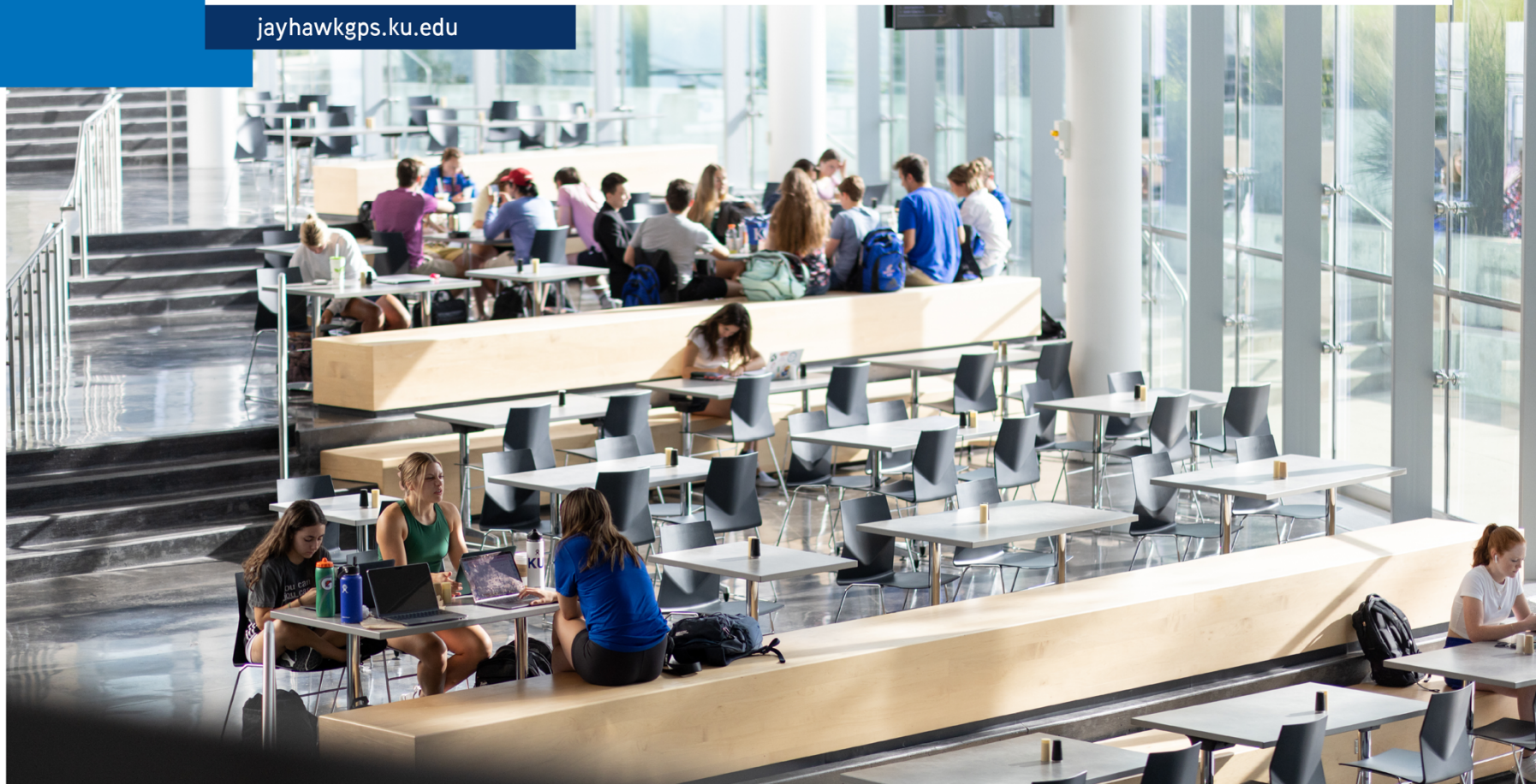




Annual Report 2022-2023

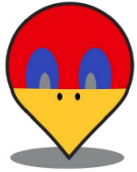
SUCCESS TECHNOLOGIES

jayhawkgps.ku.edu



Guidance. Persistence. Success.
Navigating your Academic Success

KU Academic Success
academicsuccess.ku.edu



Success Technologies strategically advances and supports success technologies within Academic Success by partnering with units across campus to enhance the overall KU student digital experience from admission through graduation, and beyond.



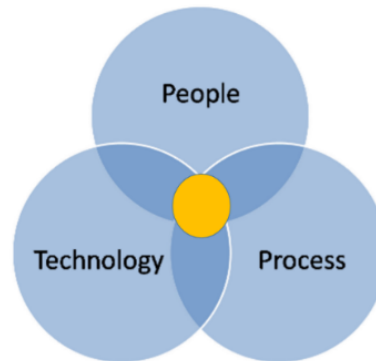
ACADEMIC SUCCESS TECHNOLOGIES

Jayhawk GPS

Jayhawk GPS (Guidance. Persistence. Success.) is KU's student success management system used primarily by Lawrence and Edwards campus undergraduate students and their affiliated academic advising and student support teams. A select cohort of graduate units are continuing to pilot appointment scheduling and appointment tracking as of Spring 2023. This technology continues to provide advisors and student support staff with easy ways to provide wrap around support through an in-person or virtual presence. Usage continues to expand across campus while also seeing a large increase in student engagement with the companion app, Navigate.

Student Digital Experience Advisory Workgroup (SDE)

Initiated in 2021, Success Technologies co-chairs this group in partnership with IT to prioritize key student technology improvement projects, research solutions, and recommend priority rating, timeline, and course of action for each project that results in an improved KU student digital experience for both undergraduate and graduate students.



Coordinated improvements to the myKU portal, overseeing the RFP process for a degree mapping solution, and offering student-focused system demonstrations were identified as priorities for 2022-2023. Ultimately, the Stellic platform was chosen as a result of the RFP with plans for initial implementation taking place by Fall 2024.

QLess

QLess continues to serve as KU's digital check in desk or service kiosk for our largest student-facing appointment and drop-in servicing units. Critical to the work of drop-in advising and Financial Aid help rooms at Orientation, as well as picking up Student ID Cards, this tool has proven to be a vital piece of our technology ecosystem. Academic Success took on the contract management during 2023 and continues to research solutions for a more streamlined approach to appointment check in workflows.



EAB

Expanding use across campus each semester. Staff are finding value in having student interactions display in one place. Students find it helpful to have only one place to go when scheduling appointments with their Success Team.



EAB

The companion app to Jayhawk GPS was intentionally promoted as part of summer orientation by Orientation Assistants, advisors, presenters, tabling teams, and more.



EAB

Jayhawk GPS offers an appointment or drop-in check-in tool, allowing Academic Success to track the number of students attending Supplemental Instruction, write-ins, appointments, Hawk Link events, and more.



Symplicity

University Career Center student appointments and notes. Data feeds into Jayhawk GPS to provide a broader scope of student support.

Staff Users: 95

active users: 9,868

UCC appointment: 2,116



Used by the KU Writing Center and Academic Learning Center to schedule, track, and facilitate tutoring and writing support. Transitioning to Jayhawk GPS Summer 2024.



Informs students where they are in the 'virtual' line and their estimated wait time for service.

Staff Users: 149

Checks Ins: 9,868

JAYHAWK GPS / NAVIGATE STUDENT

Growing in popularity, Jayhawk GPS and the Navigate Student App create a streamlined approach to student success. The 2022-2023 Academic Year saw a continuation towards efforts to expanded engagement and coordinated communication. Students, advisors, and support staff continue to find the features to be critical to their work and navigating campus. Students can easily locate and connect with their Student Success Team for support and resources as they navigate their personal journey as a Jayhawk from Orientation through Graduation.



Our focused work in Jayhawk GPS demonstrates our commitment to continuous improvement in Academic Success. EAB specifically continues to devote resources to improve re-enrollment efforts, transfer student transition support, improve student adoption, set clear expectations and metrics, define a coordinated training method, and expand progress reporting and campus partnerships, guiding us toward a more coordinated care network approach.

”

“...It was really cool to see the coordination between Navigators, Advisors, and the UNIV 101/105 instructors to communicate with and support these students...”

- Academic Success unit director



INITIATIVES FOR ENGAGEMENT

22-23 Expansion

- Intentional promotion of Navigate Student app
- Updates to Student Access Center appointment workflow
- Implementation of Math Help Room Drop-in Kiosk
- Inclusion of University Academic Support Centers to progress report workflow and student outreach
- Development of Student Navigator Canvas Training Course
- Addition of MATH 104, 115 and 125 Progress Reports
- Usage of Academic Success Data & Technology Training and Jayhawk GPS User Agreement
- Addition of Jayhawk Jumpstart Technology Training Session

System Support Tickets

- Approximately 320 access requests per year
- Approximately 500 questions and troubleshooting per year
- 83 + group or individual training sessions

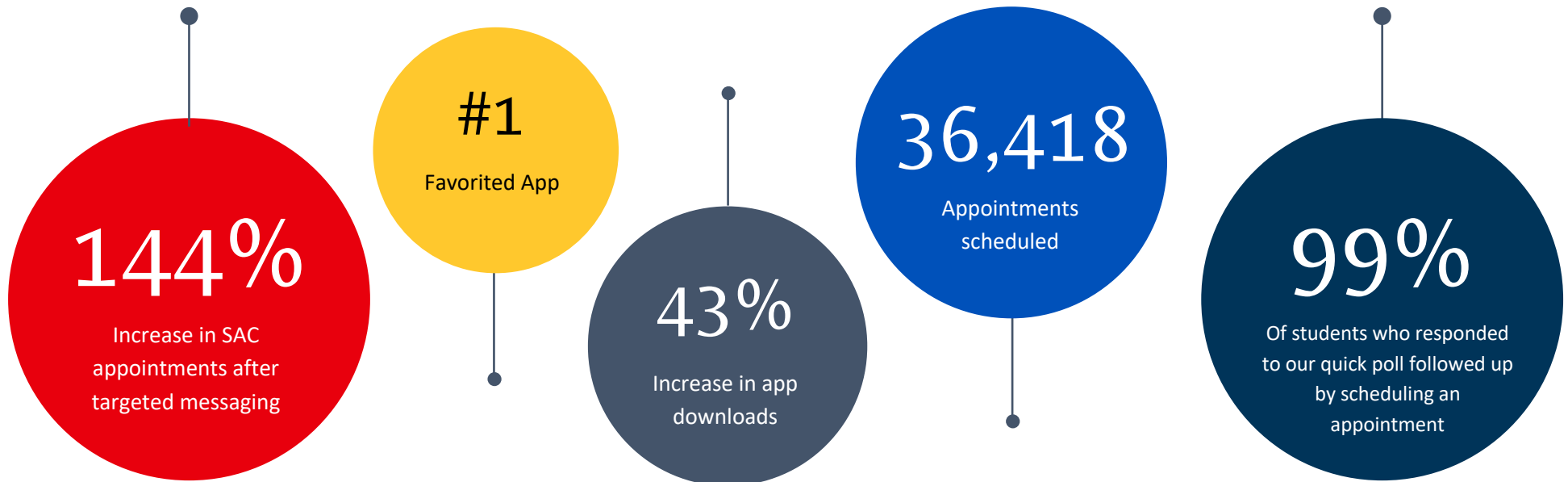
System Efficiencies

- Symplicity (HireJayhawks) appointment information integration project
- System enhancements due to advising alignment

Care Unit Engagement

	F '18	F '19	F '20	F '21	F '22
Academic Advising & Student Support Services	8,251	16,119	21,762	28,408	31,519
Financial Aid & Scholarships	473	608	903	1,011	1,121
Learning Support Services	N/A	2,225	2,160	2,236	2,349
Total	8,724	18,952	24,825	31,655	34,989

BY THE NUMBERS



Efficacy

Students have demonstrated receptiveness and action when messaged through Jayhawk GPS.

High Marks

Students have favorably rated EAB Navigate, as well as the four other apps supported by UASC.

Growth

More students have downloaded the Navigate app this year compared with last year.

Support

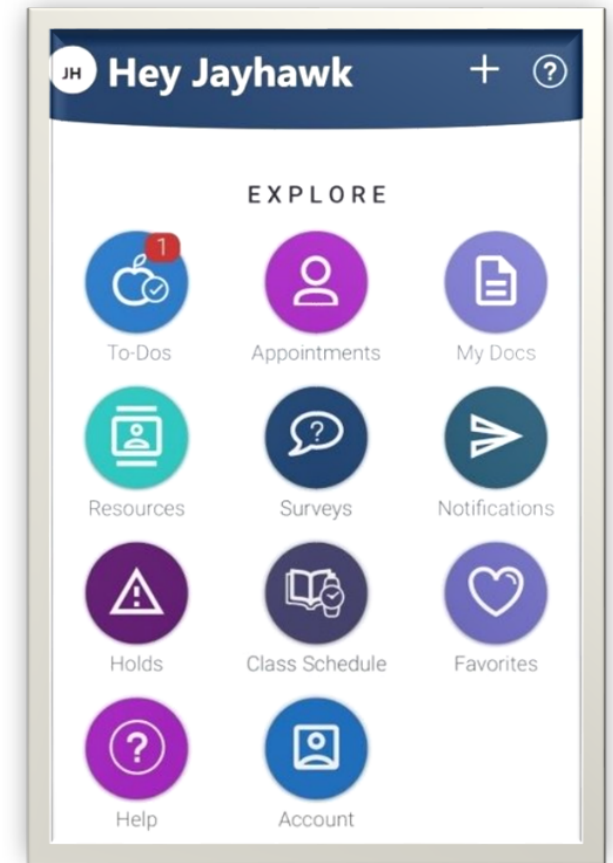
In 2022-2023, more than 36 thousand appointments were scheduled with the Navigate app.

Action

Of the 350 students who answered one of our quick polls, 348 scheduled appointments.

FEATURE USE

Feature Name	Number of Clicks	Purpose
Schedule Appointment	36,418	Schedule Appointments with Departments
Class Schedule	11,605	List or Calendar View of Class Schedule
Reports	11,513	Appointment Summaries, Notes, Progress Reports, Hand Raises
Messages	8,966	Email Messages Sent as Nudges and Reminders
Hold Center	7,950	Hold Notification and How to Clear
Success Team Appointments	7,428	Scheduling Appointments Viewing Success Team Members (<i>Learning Outcome Metric</i>)
Surveys	6,369	Quick Polls and Surveys Launched Through App
Notifications	5,187	Push Notifications Regarding To-Dos, Reminders, Events, and Surveys
Resources	3,731	Exhaustive List of KU Campus Resources
To Dos	3,493	Reminders Regarding Timely Steps to Take



79.1%

Return student
logins, a 468%
increase from AY22

13,902

Unique students
logged in

2,588

First Generation
student downloads

2,557

Transfer student
downloads

36,418

Appointments
scheduled by
students

STRATEGIC PRIORITIES

Priority 1: Personalize the new student experience and establish foundational campus knowledge for all incoming students.

Improve advising and enrollment coordination/on-boarding for new students including a comprehensive communications plan that is personalized and available year-round.

- QLess traffic counts = 9,868 students “summoned” by advisors in queue
- JGPS Financial Aid care unit usage rates = 1,121 appts scheduled

Priority 2: Coordinate academic support programs and technologies to promote an integrated student services model.

Develop an outreach plan that results in timely undergraduate student re-enrollment.

- Not Yet enrolled outreach campaign pre-post counts

Establish Jayhawk GPS as the “digital gateway to service” by incorporating all Academic Success appointment access through the app.

- Navigate App downloads = 13,902
- Jayhawk GPS Care Unit traffic (see page 6)
 - Academic Advising & Student Support Services = 31,519; Financial Aid & Scholarships = 1,121; Learning Support Services = 2,349
- Jayhawk GPS Success Team usage data = 7,428 appointments scheduled in app using Success Team
- # of students using the resource section of Navigate = 3,731
- # of card swipes in AS units (kiosk data etc.) = 6,983

Priority 5: Support the mental, physical, and financial well-being of students through personalized referrals and collaborative programming.

Leverage Jayhawk GPS Quick Polls, surveys, and nudges to monitor student needs resulting in timely, personalized referrals and reminders.

- Quick Poll data from SAR related questions in the sequence = 524 total student responses

PEER IMPACT

When asked what they've learned in their role, Student Navigators report,

"...how education is truly a gift and that I have the drive to complete my goals and there are people all around me on this campus...helping me to reach those goals..."

Student Navigators engage directly with students and act as a referral agent to other units and departments as needed. The goal of the position is to ensure students have an advocate and accountability partner to increase student completion in gateway courses at KU.



Student Employee Recognition Ceremony Sp23

”

"...I'm not afraid to ask questions or ask for help, which I think is a valuable skill to do an effective job."

"...how much I really do enjoy doing something meaningful with my work. I learned I value having what I spend my time doing, improves other lives whether that be directly with school or just letting them know someone wants and cares that they succeed."

-Sp23 Student Navigators

PROGRESS REPORTS

Courses with Progress Reporting	# of Opened Cases
Fundamentals Financial Accounting ACCT 200	223
Calculus I MATH 115/125	759
MATH-115	379
MATH-125	380
Precalculus Mathematics MATH 104	62
College Algebra MATH 101	356
Intermediate Mathematics MATH 002	265
Mathematical Workshops MATH 197	13
Jayhawk Success Seminar UNIV 105	4
Orientation Seminar UNIV 101	2
Grand Total Cases	1,684
Unique Students with Cases	1,074
High Fives (Kudo alerts)	460

Student Navigators shortened the time a case is open by an average of 42%. Cases closed on average in 19.4 days, down from an average of 25 days the year prior.

Percentage Point Change in DFW rate from prior academic year:

	+/- DFW rate from F21	+/- DFW rate from Sp22
ACCT 200	9.9 reduction (in DFW rate)	11.0 reduction
MATH 115	1.6 reduction	5.1 increase
MATH 125	3.2 increase	4.5% increase
MATH 104	14.3 reduction	data not yet available
MATH 101	1.0 increase	0.8 decrease
MATH 002	1.3 reduction	0.6% increase
UNIV101	2.1 increase	data not yet available



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