KU

Student Success Technologies

jayhawkgps.ku.edu

Guidance. Persistence. Success.

Navigating your Academic Success

KU Academic Success
academicsuccess.ku.edu

Student Success Technologies connects KU systems to provide students with individualized support with "Student Success Teams" made up of staff specializing in specific support and partner mobile apps to make service convenient.

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 piloting appointment scheduling and appointment tracking as of Spring 2022. 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.

Student Digital Experience Advisory Workgroup (SDE)
Success Technologies co-chairs this new 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.

Each project focuses on meeting strategic goals and are intended to improve the overall student experience and graduation goals for each student. The updates to the myKU portal are the first of such improvements.
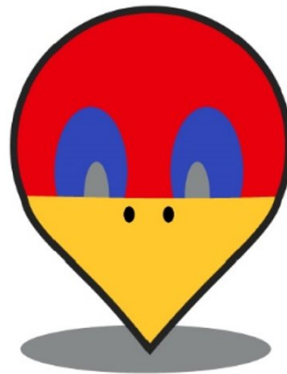
QLess

QLess serves at KU's digital check in desk or service kiosk. Critical to the work of drop-in advising, Financial Aid help rooms at Orientation, and picking up Student ID Cards, this tool has proven a vital piece of our technology ecosystem.

JAYHAWK GPS

During the 2021-2022 academic year, students, advisors, and support staff continued to expand overall engagement through the various tools whether through the staff interface or student mobile application. Advisors rely on these tools to quickly identify students seeking guidance and encouragement while on their Jayhawk journey. 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.

This year focused on exploration and further innovation around success technologies. EAB and Jayhawk GPS specifically continue to devote resources to improve re-enrollment efforts, transfer student transition support, improving student adoption, setting clear expectations and metrics, defining a coordinated training method, expansion of progress reporting and ongoing expansion of campus partnerships guiding us toward a more coordinated care network approach.
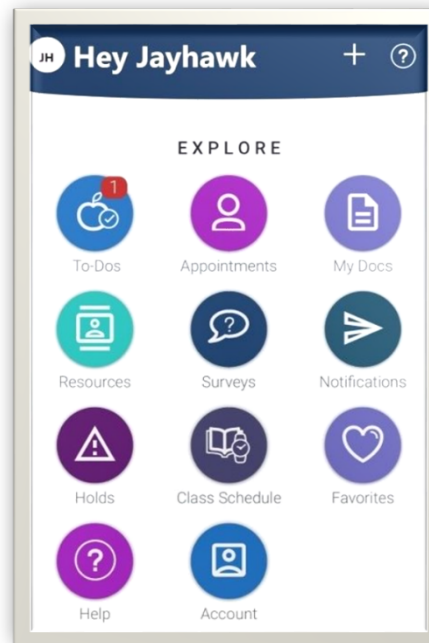
"I love that I can see my people - the people here [at KU] I can reach out to when I have questions."

- Film and Media Studies BA, Sophomore

INITIATIVES FOR ENGAGEMENT

21-22 Expansion

- Intentional Promotion of Navigate Student app.

- Launched Student Success Teams.

- Launched Student Navigator DFW Course Intervention Pilot.

- Transfer Student Transition & Welcome Initiative.

- Launched Weekly Quick Polls through Navigate Student app to identify student trends and students in need of support.

- MATH 002 & 101 added to Progress Reports.

- Reviewed LMS API Possibilities.

Student Success Teams

Jayhawk GPS provides students with individualized support through quick access to their Success Team. Teams are made up of staff or specific support units specializing in a variety of areas. Students can connect directly with a member of their Success Team directly through the Navigate Student app.

Care Unit Engagement

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

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 using JGPS Campaigns.
- Establish Jayhawk GPS as the "digital gateway to service" by incorporating all Academic Success appointment access through the app.
- Increased JGPS Partners to 26 units across campus.

Priority #4: Enhance support and clarity for students' major selection, career direction, and pathway to degree completion.

- Launch of student success teams increased student connections to academic advisors and financial aid.

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

- Leverage Jayhawk GPS Quick Polls and nudges to monitor student needs resulting in timely, personalized referrals and reminders.
- Through Quick Polls, connected students to services with 24,446 total student interactions collected.

Priority #6: Proactively connect students with career and experiential learning through curricular and co-curricular activities throughout their academic career.

- Create a map of career and experiential learning opportunities across the institution to identify pathways to participation for students.

"It excites me to see all the features Jayhawk GPS includes to help make my work easier."

KU Academic Advisor

GOALS AND METRICS

9,697
Total
Users*
up 600%

66.1%
Return User
Logins
up 28.5%

*Unique users last
logged in 6-1-2021
to 5-31-2022

Student Success

Objective 1: Increase the number of students through pipeline to completion.

Jayhawk GPS provides clear information on progress toward degree for both students and their advisors and intervention tools to support graduation. Jayhawk GPS offers centralized storage of advising notes and course history to allow both students and advisors to monitor the path to degree and help prevent roadblocks that delay graduation.

Objective 2: Assure Retention and Completion Through Student Engagement and Satisfaction.

Jayhawk GPS helps students engage more closely with their academic advisors and tutors/ peer mentors. The app has increased advising appointments, reduced holds, and increased connection to services which are all indicators of increased student engagement. Without this tool, student engagement would have suffered.

20 Days

the number of days FASTER students with the Navigate App cleared holds.

57

fewer holds blocking KU student enrollment than in previous years.

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