

UT Academic Affairs & Student Success Summit



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UT Martin

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Leveraging Technology
for Take-Off



THE UNIVERSITY OF
TENNESSEE
MARTIN



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Technology Applications to Address Gaps

- Direct Approaches
- Indirect Approaches

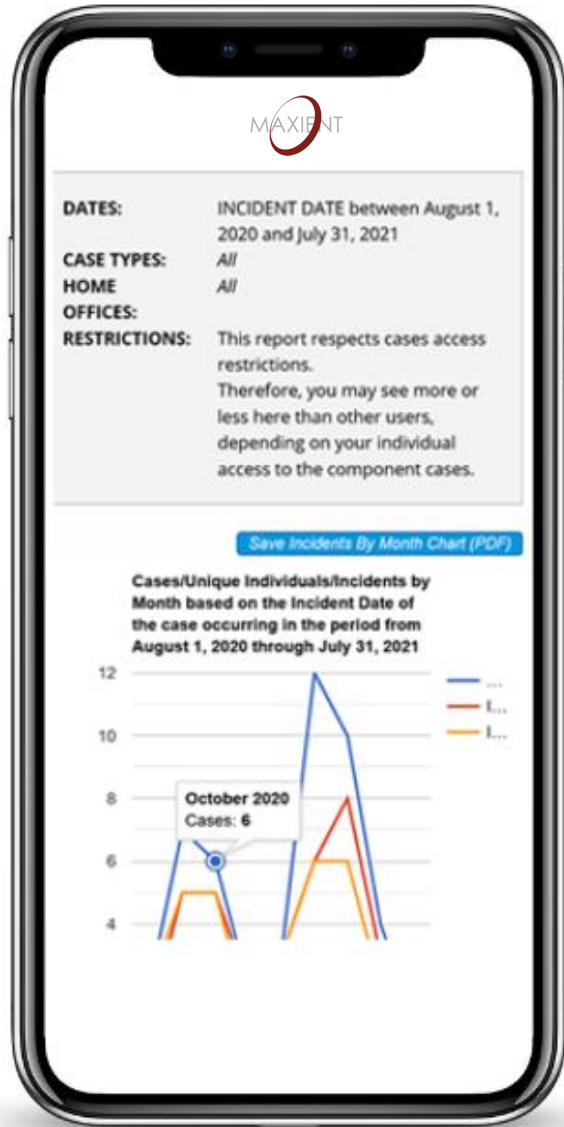
Digital Student Request Forms

- Skyhawks Share, Student Emergency Fund Request, Hawk Alert
- Allows a student to submit a form in a time of need without person-to-person contact
- Removes the stigma students may feel in a vulnerable state when asking for assistance or resources with food, funding, or mental health





- **Case Management Software**
- **Centralized reporting/Automated Referrals**
- **Connecting the dots and prevent students from falling through the cracks.**
- **Cross-Departments**



- **RECEIVE REPORTS**

Create your own online reporting forms, tailored by purpose and routed based on report content.

- **COMMUNICATION TOOLS**

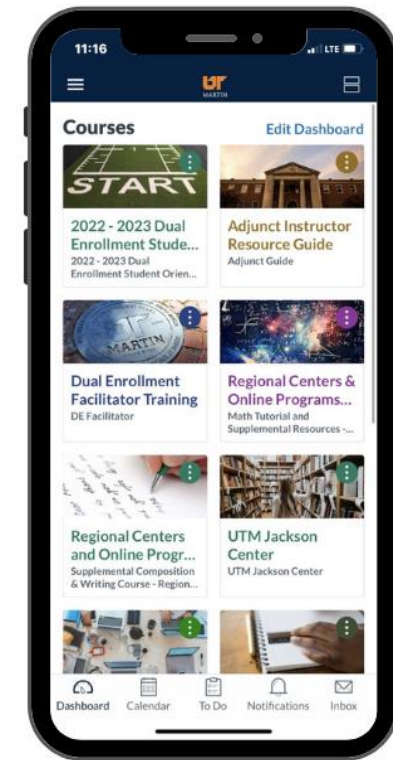
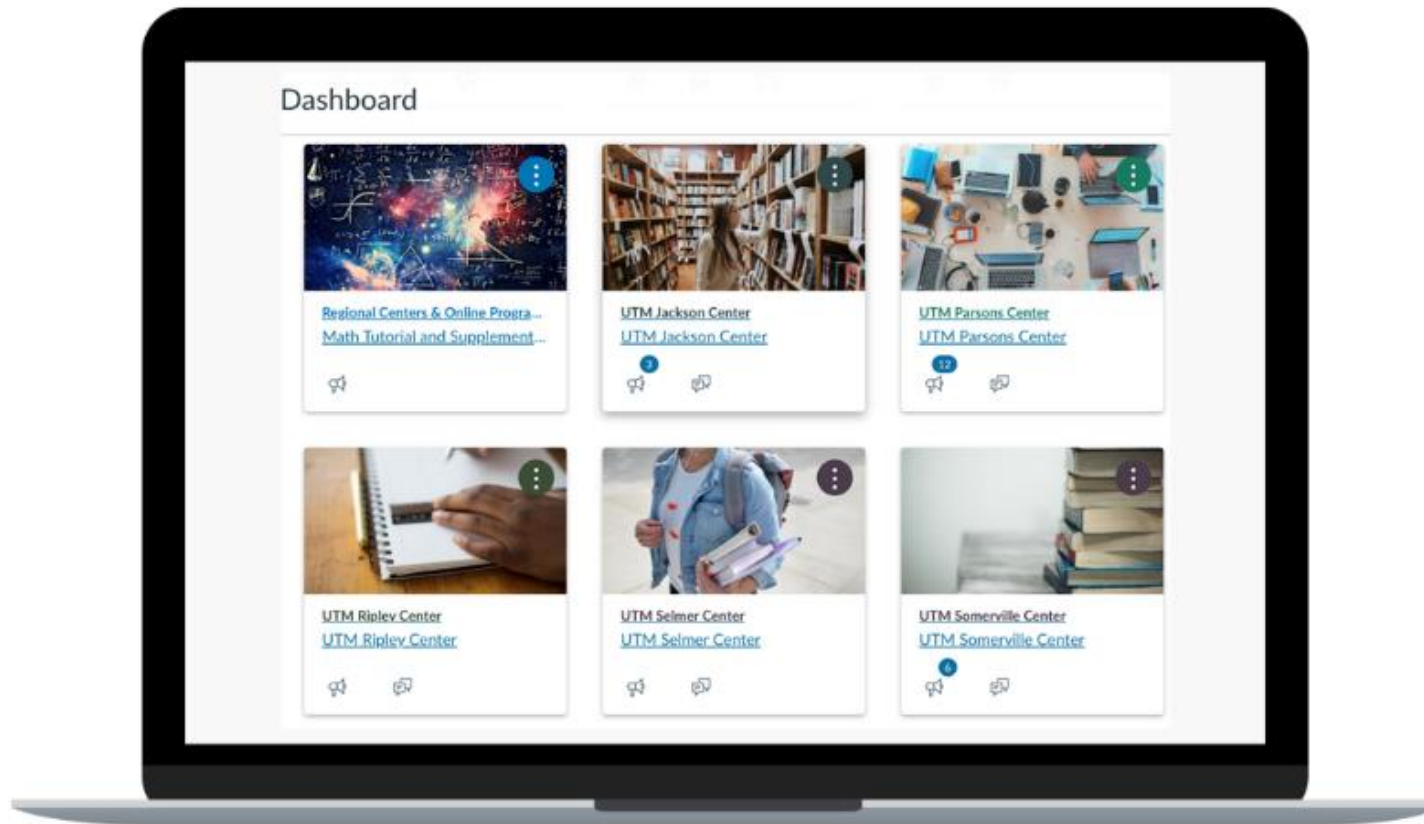
Rich text electronic letters with pickup notification and text messaging.

- **THE NUMBERS YOU NEED**

Powerful analytics and dashboards along with a custom reporting engine for constructing analytics on-demand. Including Clery features.



**Canvas
notifications and
resources at the
tip of the finger!**





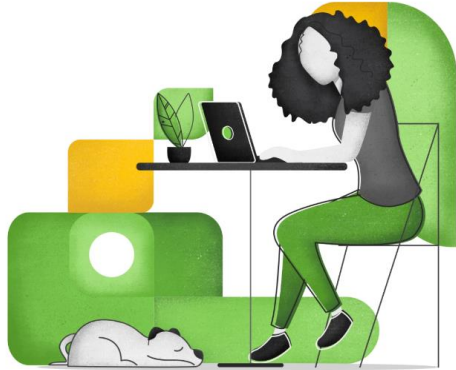
SKYHAWKS,



Welcome to the

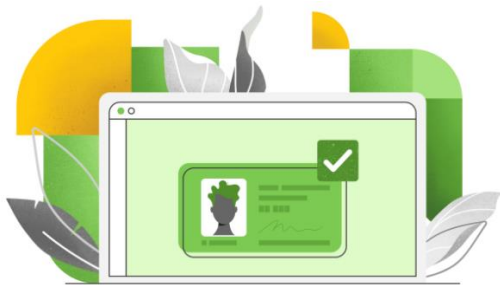
Dual Enrollment Student Orientation Course!

GET AHEAD WITH DUAL ENROLLMENT!



Online Proctoring

Used to deliver secure exam results



Identity Verification

Used to authenticate the test taker's identity



Content Protection

Alerts administrators when exams have been posted outside the assessment



Lock Down

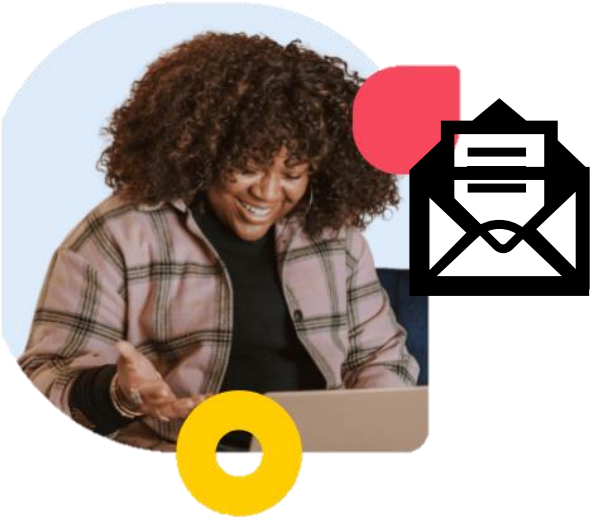
Ensures that test takers stay within the exam



Originality Verification

Detects plagiarism for online written assignments

Harmonize



Harmonize:
Helps foster an engaged learning
community with vibrant discussions.



PROUD TO PARTNER WITH



When you need help...it's there

tutor.com



24/7 Tutoring Anytime, Anywhere

1-to-1 tutoring available on demand in **250+ subjects**



Multimodal Support

Text, voice, and video options to accommodate all learner preferences



The Best Tutors

3,000+ rigorously vetted tutors who empower students to solve challenging problems



Predictive Insights

Real-time, actionable data and early alerts for accelerated intervention



Collaborative Platform

Proprietary online classroom with a range of interfaces and learning tools



Award-Winning Expertise

CODiE Award for Best Education Platform for PK-20, MLA Platinum Award Multiyear Honoree, EdTech Cool Tool Awards Finalist

Eden Wu ID#: 2250132

Objective Data

Orders

Flowcharts

Documentation

Objective Data

SOAP

Autosited Breath Sounds

Breath Sounds

- Normal breathing
- Expiratory wheezing
- Inspiratory wheezing
- Diminished breath sounds

Palpated Head

Palpated Radial Arteries

Palpated Femoral Arteries

Autosited Breath Sounds

Back



who presents to the emergency department with respiratory distress.



Paying for College

There is a smart way to pay for college and you can do it. Learn about funding options and create a savvy financing plan to help you get through school.



Money Management

Don't graduate with a poor credit score and a mountain of debt. Create a budget and develop the skills to be in the financial driver's seat when you graduate.



Real-World Finance

Learn how to navigate the road ahead. Manage your student loan repayment and find guidance on housing, auto, career, benefits, and more.



Learning to Learn

Benefit from insider guidance on academic topics. Discover tips and strategies to more easily navigate college level classwork.

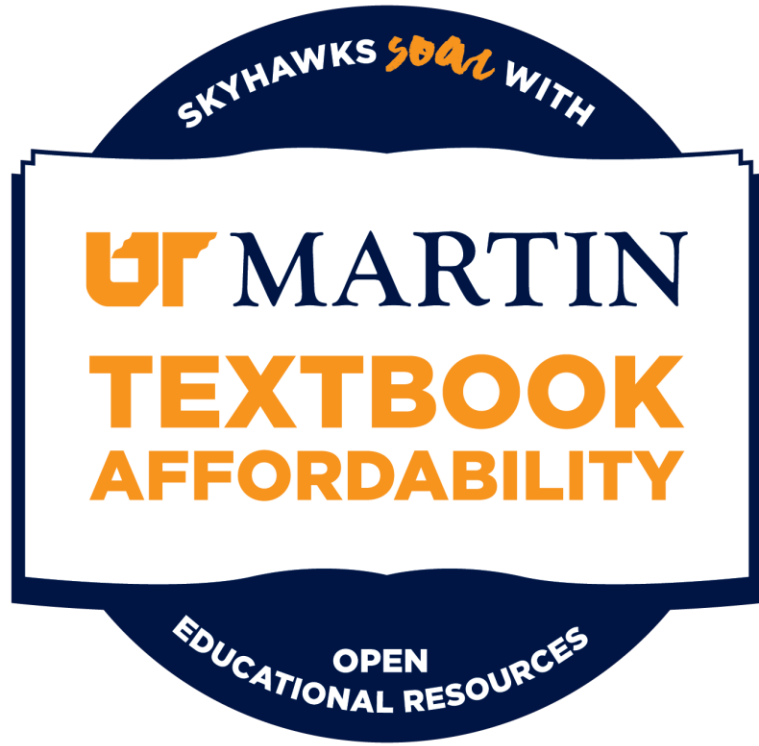


Life Skills for Success

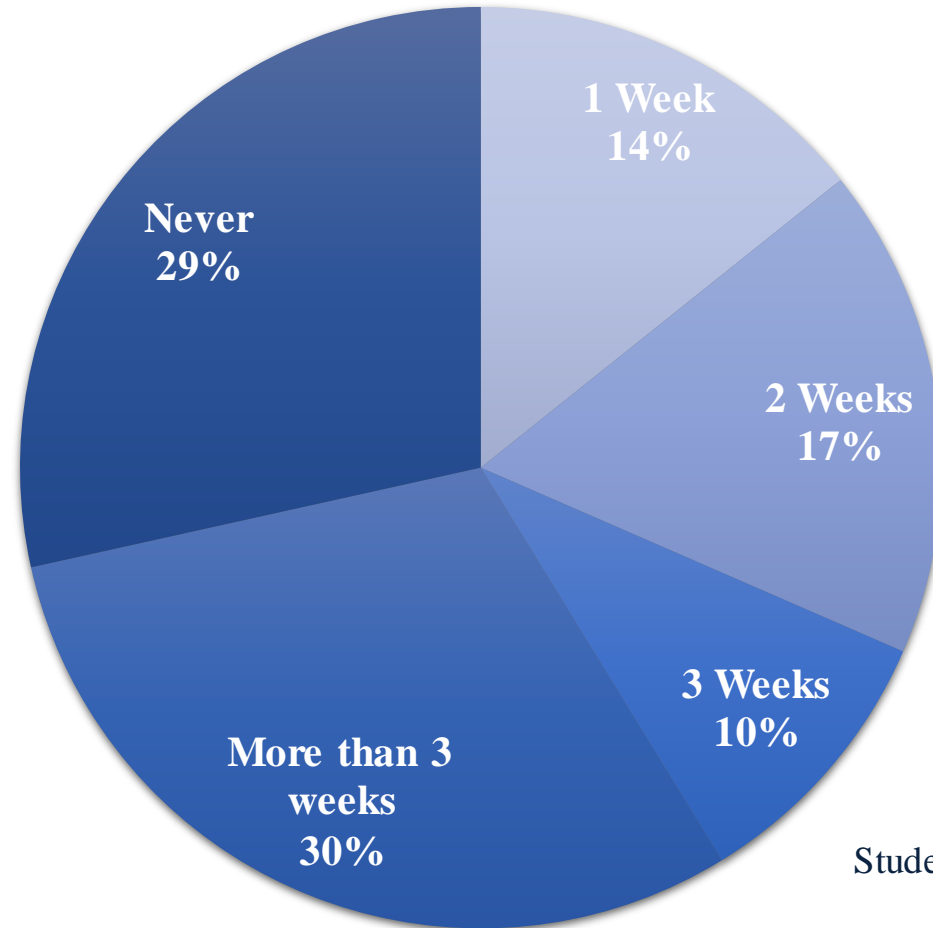
Develop your personal skills and abilities. Get valuable insight and support to achieve your short and long-term goals.



Adopt,
Adapt,
and/or
Create



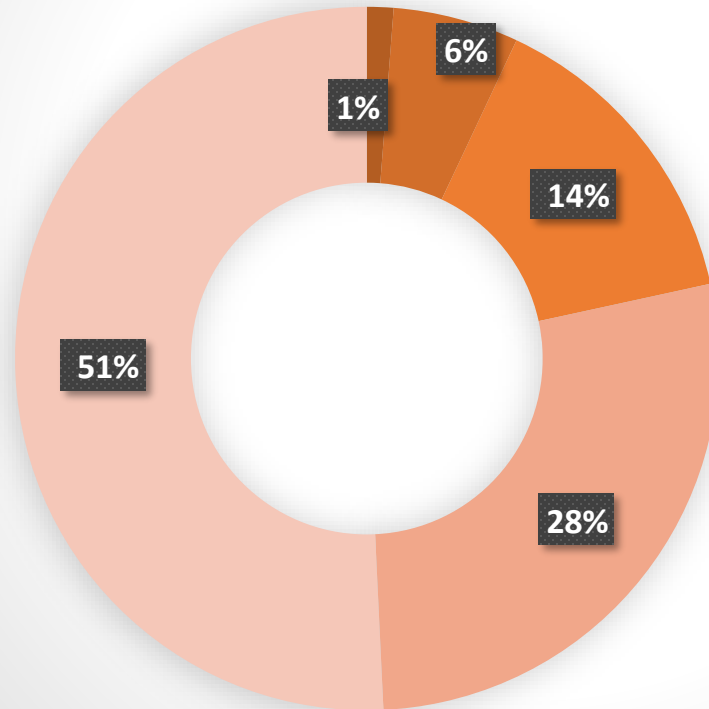
Have you ever attended a class without purchasing the textbook after....



Students Surveyed: 330

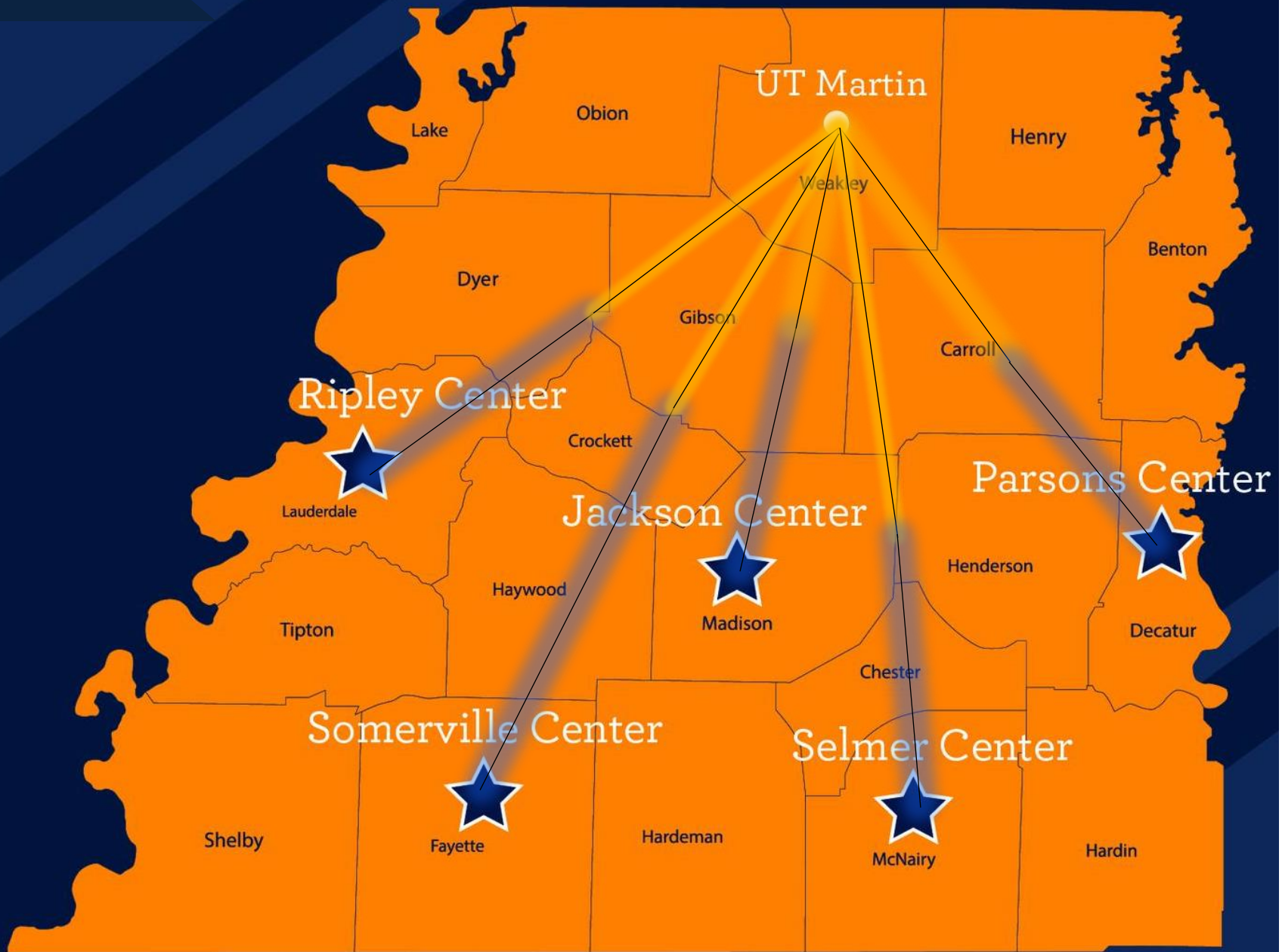
■ 1 Week ■ 2 Weeks ■ 3 Weeks ■ More than 3 weeks ■ Never

In general, how often do you purchase the required textbooks for the courses you take?



- Never
- Rarely
- About Half the Time
- Often
- Always

Students Surveyed: 329



Distance Learning Classrooms:

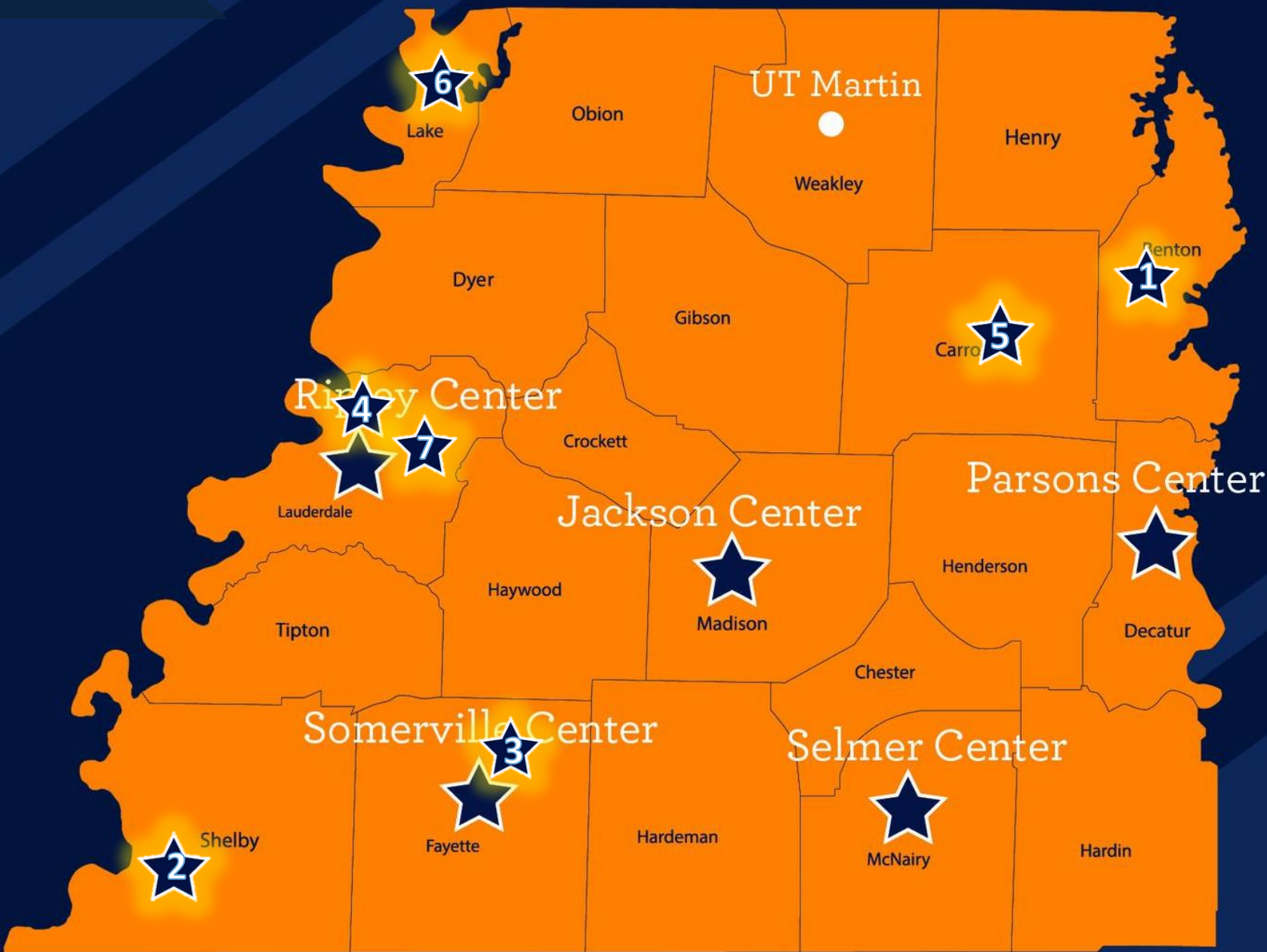
- UTM Jackson: 3 classrooms**
- UTM Parsons: 6 classrooms**
- UTM Ripley: 6 classrooms**
- UTM Selmer: 7 classrooms**
- UTM Somerville: 6 classrooms**
- UTM Main: 23 classrooms**

Total: 51 classrooms

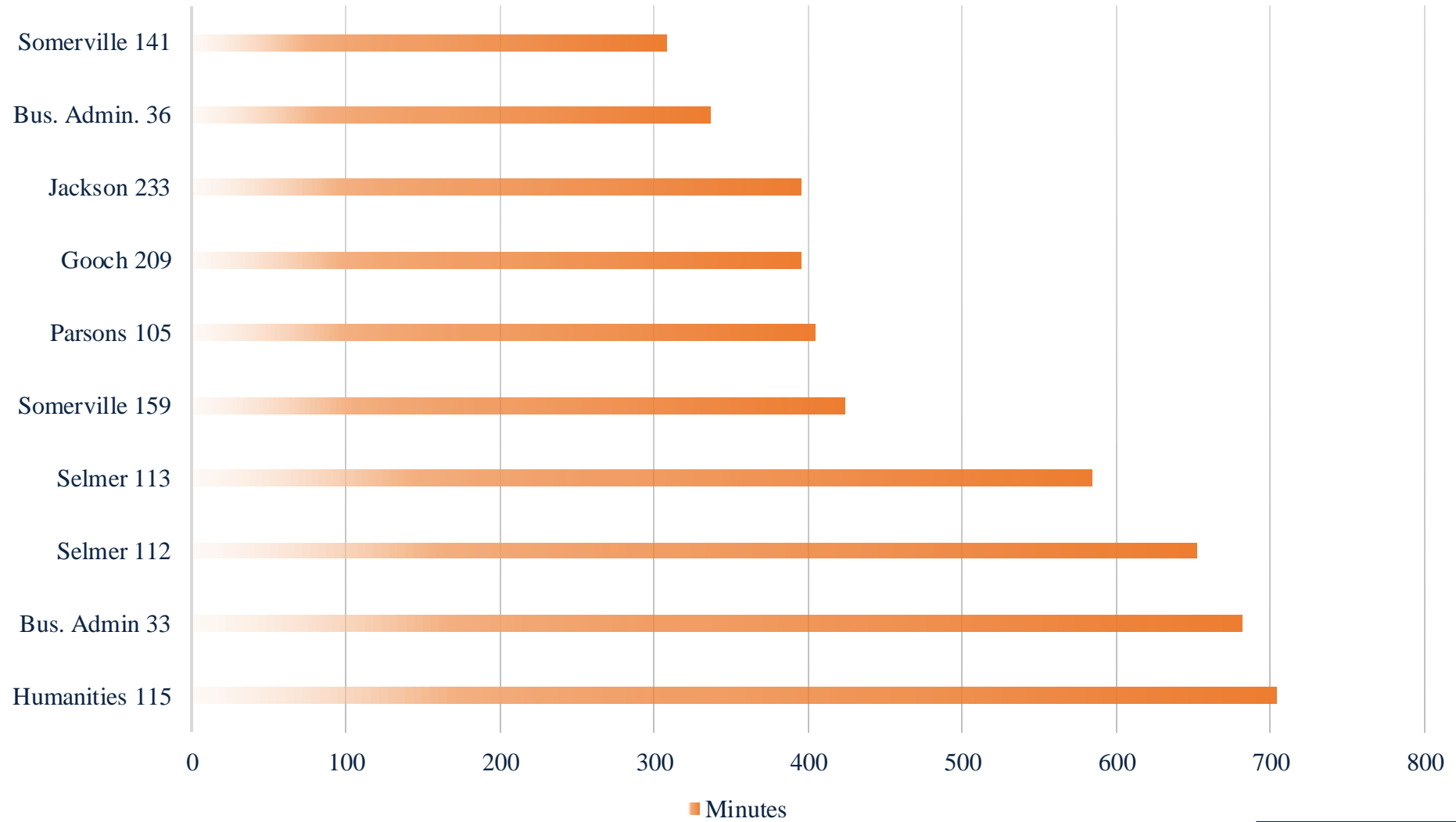
Grant Expansion:

USDA Distance Learning & Telemedicine Grant allowed for expansion or improvements to our Distance Learning Technology across 7 area high schools.











1. Camden Central
2. City University School
3. Fayette-Ware
4. Halls
5. Huntingdon
6. Lake County
7. Ripley



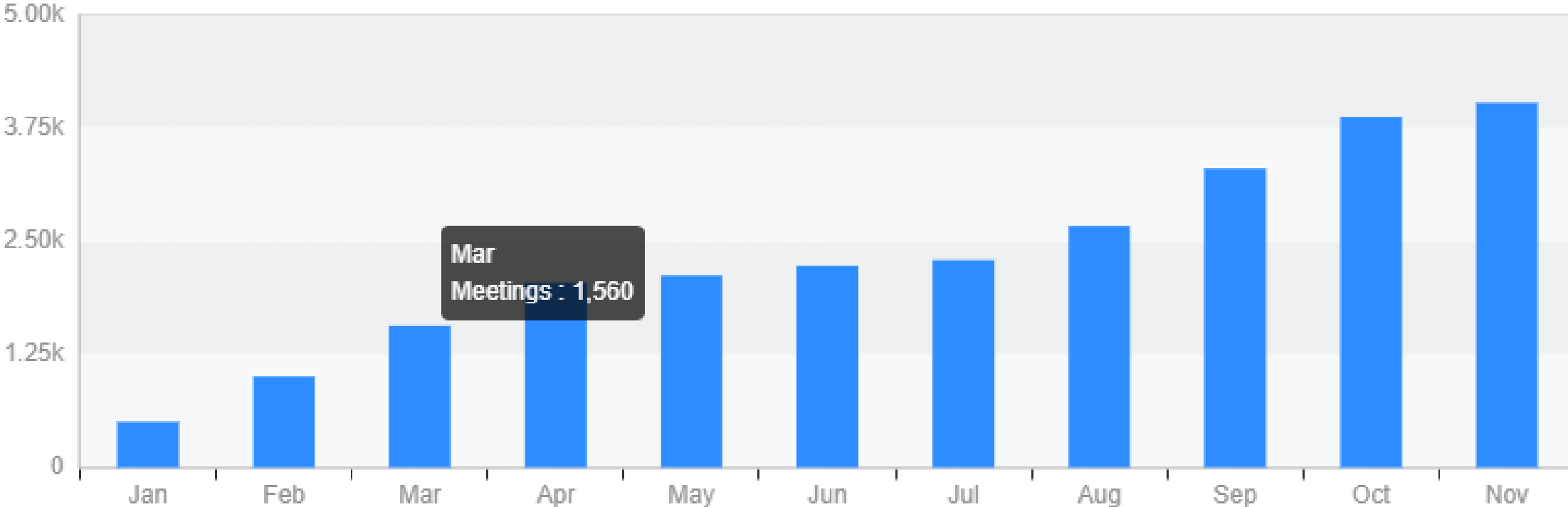
TOP 25 ZOOM ROOMS USAGE BY MINUTES



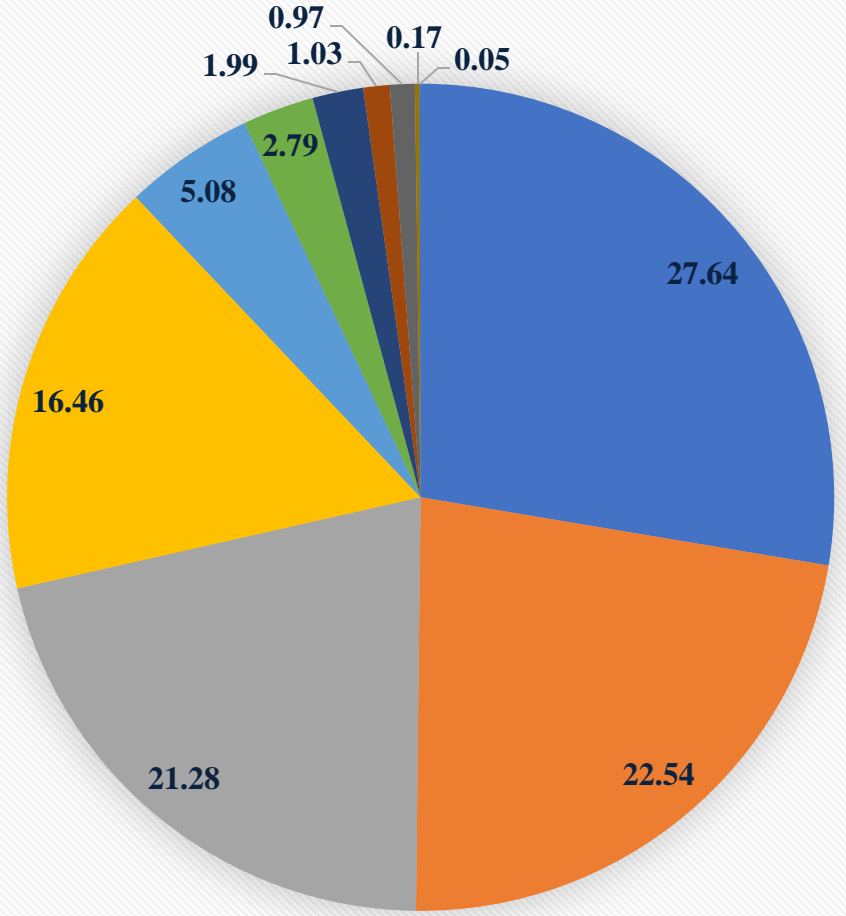
Top 10 Locations By Meeting Participants

1	 United States	21062
2	 Egypt	21
3	 United Kingdom	17
4	 Japan	16
5	 Germany	12
6	 France	6
7	 Brazil	2
8	 Canada	1
9	 Singapore	1
10	 Ghana	1

Zoom Meetings Year-To-Date January 1, 2022 – Present



Devices Used for Zoom Meeting



■ Zoom Rooms ■ H.323/SIP ■ Windows ■ Mac ■ iOS ■ Web ■ Chrome OS ■ Android ■ iPad ■ Unkown ■ Phone

Indirect Approaches

- How are we using technology to help our students in ways that they'll likely never know?

"To reach the students we have not yet reached, we'll need to do the things we have not yet done."

To get the right intervention to the right students at the right time, we should use our technology solutions to craft interventions that are:

- Sustained
- Strategic
- Integrated
- Proactive
- Personalized

Campus Resources Exist!

"If I had only known . . ."

- Ask the right questions.
- Identify areas of need.
- Craft meaningful responses.

Point to Point and Real Time Reporting

Retention Dashboards

- Disaggregated Data
- Drilldown Capability
- Accessibility and Transparency

ARGOS Reporting

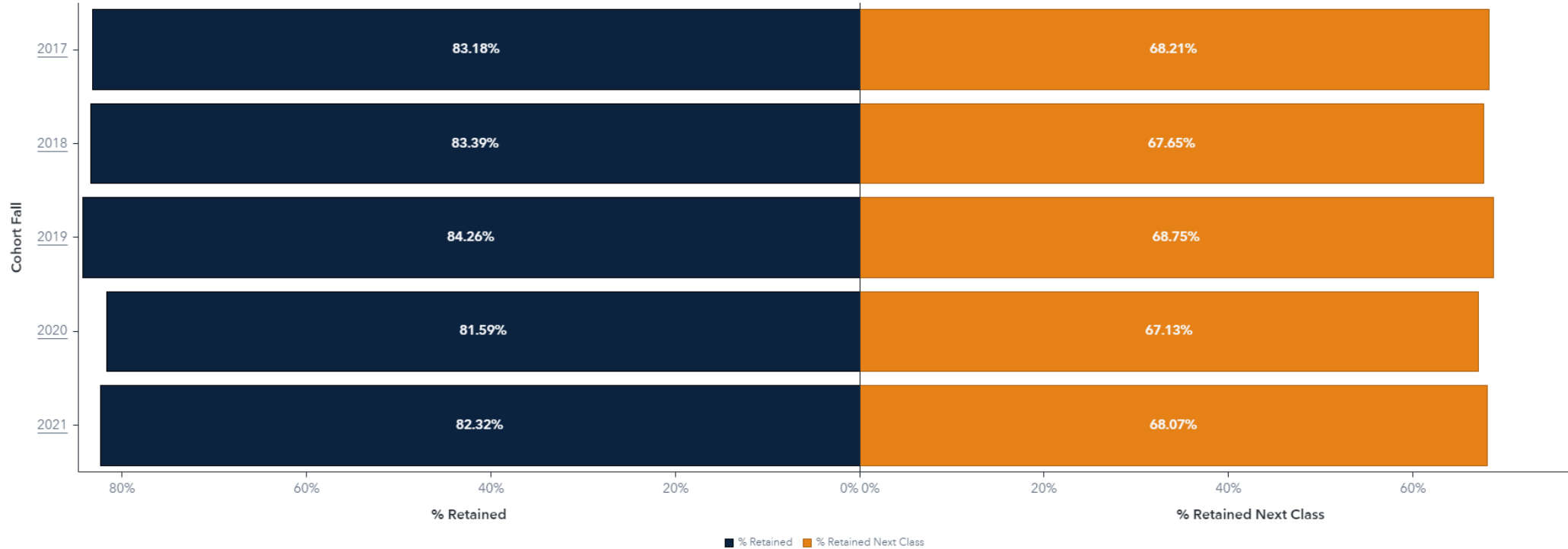
- Customizable
- Real Time Data Access
- Accessibility and Transparency

Dashboards and Year to Year Trend Data:

High attrition and low progression programs, High DFW by Stop Out, High Enrolled Courses by Stop Out

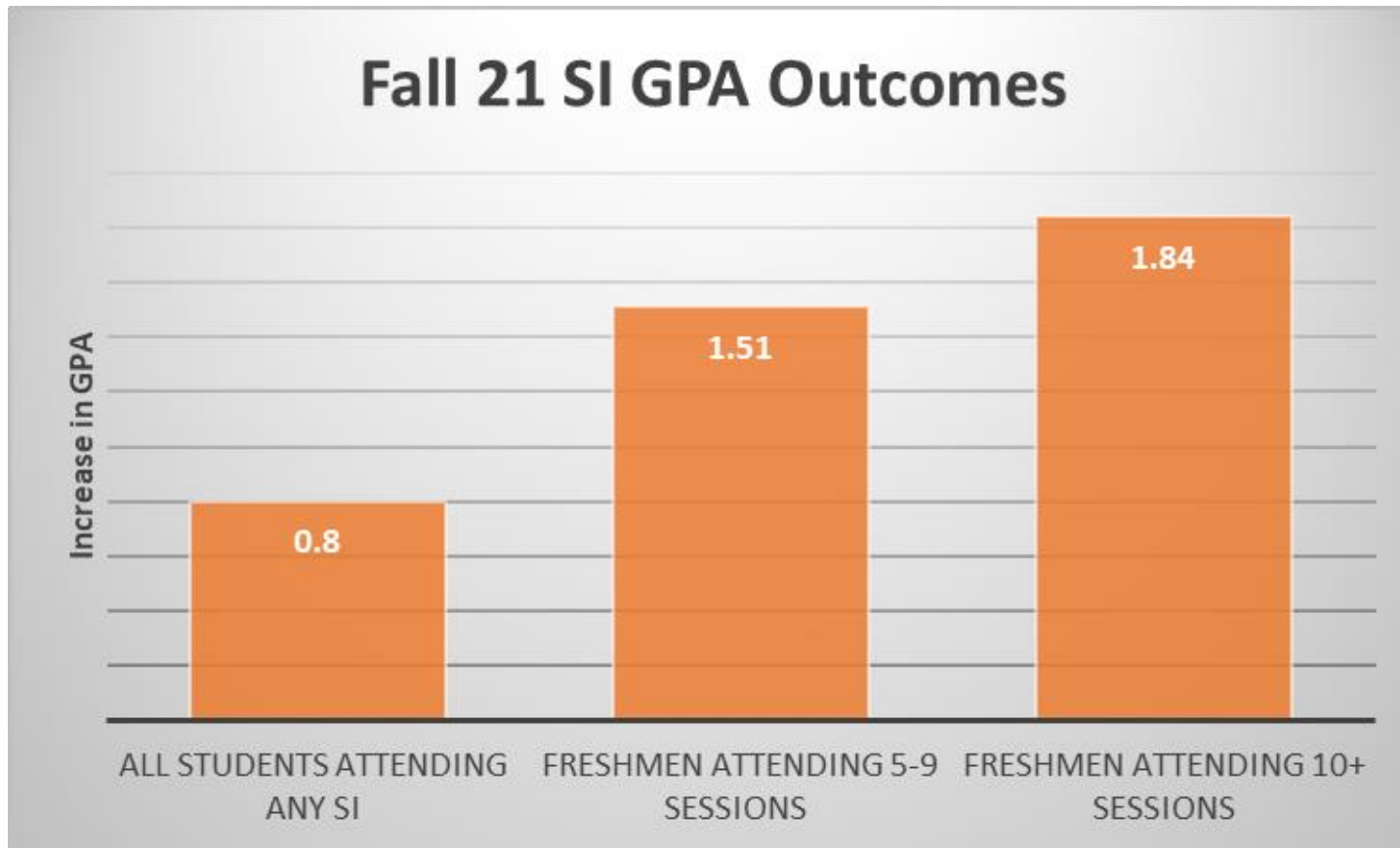
Retention Rate / Next Class Retention Rate (incl. graduates)

(drill for college/department/major)



Example – Assessment of SI Allocation

- Overall 1 year retention (F21-F22) for all students attending any SI: **89%**
- Retention after 1 year (F21-F22) for Freshmen attending any SI: **81%**



Disaggregated Look at Efficacy

- **Biology 130 – total enrollment of 43**

BIOL 130 Fall 21	No SI	At Least Once	5-9 Times	10 + Times
SI Attendance	44%	56%	21%	19%
Course GPA	1.16	2.75	2.54	3.41
Average ACT	22	22	22	23
Average HS GPA	3.72	3.84	3.75	3.86

HOPE Retention and Stop Out Correlation in First Year Students

- Aggregated data from THEC show a direct correlation between FTFF retention and retention of the HOPE scholarship
- Over 85% of incoming UTM freshmen routinely receive the HOPE scholarship
- Institutional data show that of the 2021 degree seeking freshmen students receiving HOPE scholarship, 51.4% were Pell eligible.

HOPE Retention Campaign Using Argos

- Partnering with FA on outreach to students at risk
- Leveraging existing relationships
- Creation of informational "cheat sheet"
- Email, Text, Call

Re-Enrollment Campaign

- Argos lists of non-returners
- Coordinated communication plan (Email, Text, Postcard, Call)
- Shared files with common notes

Results:

Original targeted cohort of 569, 268 or **47.1%** enrolled as of administrative drop date. This represents just over **5.5%** of the entire UG degree seeking headcount from the previous AY.

Communication Tools – Meeting Students Where They Are



- Mainstay – Chat Bot with Targeted Texting Capabilities
 - Tiered Response Structure
 - Analysis and Reporting on Selected Responses

*Adapted from *College Success*, and OER resource published by OpenStax
<https://openstax.org/details/books/college-success>

Campaign Examples

Re-Enrollment Campaign

- July 12th, 413 potential students targeted.
- 13.6% response rate – 4 possible questions.
- What did we learn?

New Student Welcome Campaign

- July 27th, 990 potential students targeted
- 10.7% response rate – 7 possible questions.
- What did we learn?

What is your campus doing?

1. What technologies have been working well on your campus? Are they currently being leveraged as effectively as possible?
2. Do you have access to the data you need to make your approaches as effective as possible? Do solutions exist to make this easier to access?

Questions?