Researchers at the University of South Florida have created a student success management platform that supports students based on their requirements.

In the United States there exists a national problem of low and unacceptable graduation rates in higher education. Colleges and universities know and promote the various programs and practices that promote student success, but the support units rarely communicate or collaborate effectively with each other to promote student success. Support personnel typically operate in isolation from other providers in financial aid offices, residence halls, career services, counseling centers, libraries, and tutoring centers. Hence, there is a need for a platform which can provide the necessary support to the students by sharing the work and can eventually increase the graduation rates in higher education.

Student Affairs and Student Success organizations at USF collaborated with Information Technology to create a student success management platform. This platform brings together all the student support personnel into a coordinated network of providers who will provide the right support, to the right students, at the right time. This network of providers, the “Care Team,” utilizes predictive analytics to identify struggling students, and coordinates timely interventions to promote persistence and completion. A student not likely to pass a given course will receive immediate attention from a tutor, career counselor, or mental health professional, depending upon the outcome of the triage by a cross functional team known as a Persistence Committee. Therefore, this system is an effective method to provide support to the students throughout higher education.

ADVANTAGES:

- Coordinates the delivery of the right support, to the right student, at the right time
- Enhanced quality and timeliness of advice
- Delivers “wraparound care” to students based on their needs and interests

Student Success Management System for Higher Education

Continuous Online Communication and Work Sharing Platform