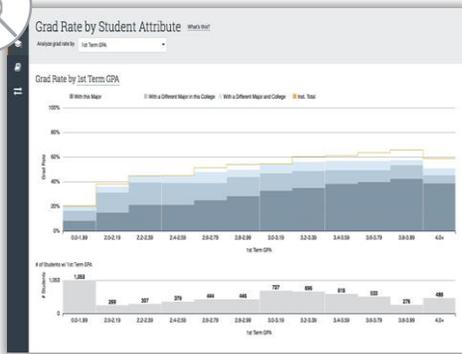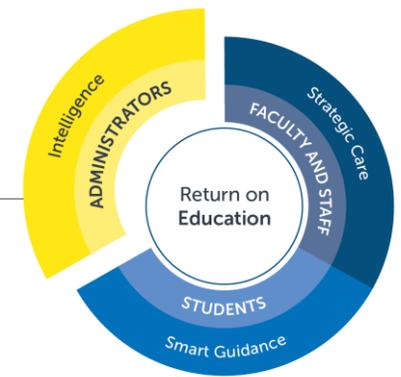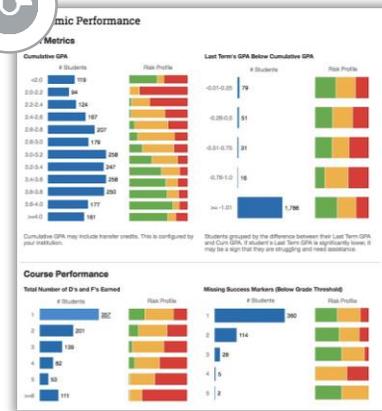# Intelligence for Administrators

Research-Based and User-Driven Analytics Help Leaders Translate Insights Into Action

Intelligence • ADMINISTRATORS • Strategic Care • FACULTY AND STAFF • Return on Education • STUDENTS • Smart Guidance

Historical Trend Analytics

Identify opportunities and evaluate patterns of student success, risk, and failure using up to 10 years of historical data unique to your institution.

Population Health Analytics

Track key academic performance and progress indicators with dashboards that help you identify intervention opportunities across discrete student populations.

Predictive Analytics

Understand both cohort-level and individual student risk to facilitate timely and strategic care across all students groups. Our **machine learning** engine ingests up to 10 years of historical data to custom configure a predictive model customized for your institution.

SSMS Activity Analytics

Access aggregate and line item reports on student groups, alerts, assignments, cases, appointments, attendance, and risk. Sample SSMS Activity reports include:

- Advisor Activity Reports
- Tutor Activity Reports
- Progress Reports
- Alerts Reports
- Absence and Enrollment Reports
- Assignment Reports

Members Unlocking the Power of Data to Guide Impactful Changes

8 fewer
Excess credit hours at graduation on average, after re-targeting resources based on analytics
GEORGIA STATE UNIVERISTY

2%
Increase in undergraduate persistence following data-driven changes to curricular policies
UNIVERSITY OF NORTH COLORADO

120
Degree plans created based on historical data trends, in order to reduce time to degree
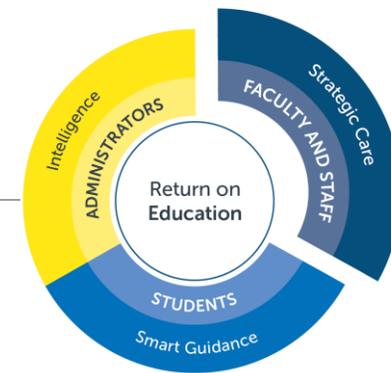SALISBURY UNIVERSITY

27+
Courses re-designed following analysis and identification of "barrier" courses
MIDDLE TENNESSEE STATE UNIVERSITY

Strategic Care for Faculty, Advisors, and Staff

Workflow Tools Enable Targeted Interventions and a Coordinated Network of Support

Return on Education — Intelligence / ADMINISTRATORS / FACULTY AND STAFF / Strategic Care / STUDENTS / Smart Guidance
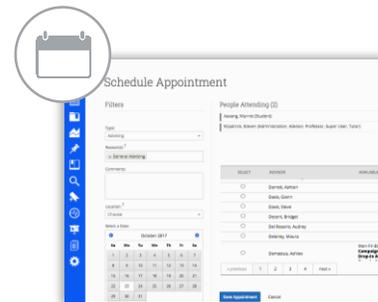
Smart Student Profile

We provide a 360-degree view of the most actionable student data (academic, financial, and behavioral) to support holistic and strategic student care. The Smart Student Profile includes:

- Personal information
- Key academic indicators including predicted risk
- Unofficial transcript and class information
- GPA and credit trends by term
- Alerts and cases
- Assigned advisors and tutors
- Mobile app engagement data

Coordinated Care Network

Coordinate campus-wide student support through observational early alerts, case referrals, closed-loop reporting, and centralized interaction records like notes, documents, and customizable permissions.

Campaign Management

Improve advisor efficiency and promote proactive advising with targeted mass outreach to students, including responsive scheduling and tools to monitor campaign results.
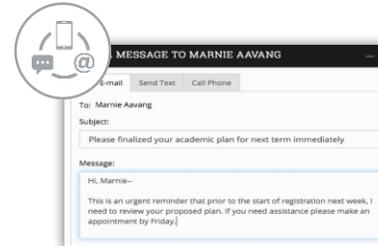
Appointment Scheduling

Provide faculty and staff with flexible appointment scheduling and tools to promote better planning and availability management.

Multi-Modal Student Communications

Engage with individual and groups of students through email, text, or click-to-call directly through the platform.

Staff Embedding Strategic Care Tools into Their Daily Work—Leading to Impressive Results

100%
Of full-time advisors using the system daily
BOWLING GREEN STATE UNIVERISTY

22
Percentage point increase in student satisfaction with advising
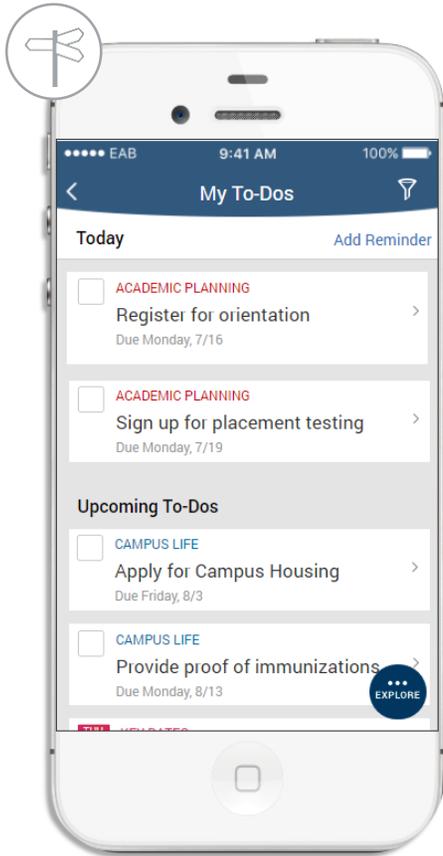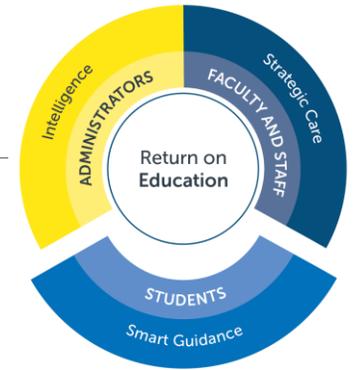UNIVERSITY OF SOUTH CAROLINA

8
Percentage point increase in four-year graduation rate
VIRGINIA COMMONWEALTH UNVIERSITY

$674K
In additional tuition revenue with zero increase in staff
SAMFORD UNIVERSITY
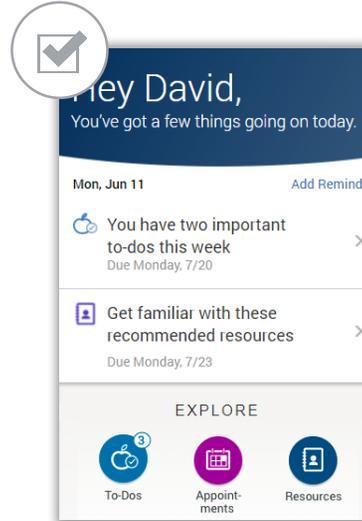
Smart Guidance for Students

Dynamic Mobile Platform Provides Intelligent, Tailored Guidance to Help Students Succeed

Guided Onboarding

A timeline of to-dos helps students navigate the transition to college with timely, customized support. Alert notifications remind students about important deadlines and overdue tasks.
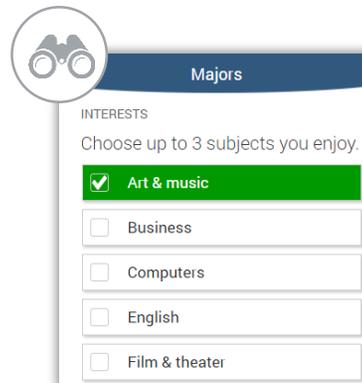
The experience is customized based on student SIS and intake survey data; the timeline dynamically updates based on student progress and in-app activity.

College Milestone Guide

Post-onboarding, students can see important college milestones disaggregated into tasks and alerts to help them plan their term.

Self-service tools allow students to connect with their personal success team, schedule their week, and receive customized guidance.

Major Selection Guidance

The Major Explorer mobile tool simplifies the major selection process, allowing students to make simpler, smarter decisions early in their college experience.

After capturing students' interests and career preferences, the Major Explorer generates a customized a list of best-fit programs and job recommendations.

Members Seeing Rapid Adoption and Robust Usage Among Their Students

86%
Of first-time freshmen downloaded the mobile platform at orientation
ABILENE CHRISTIAN UNIVERSITY

93%
Of freshmen downloaded the mobile platform in first-year seminars
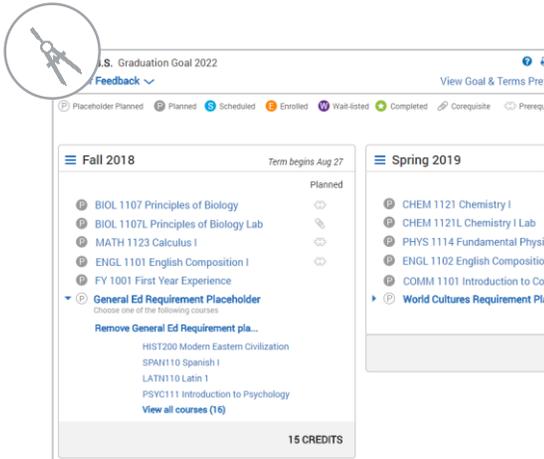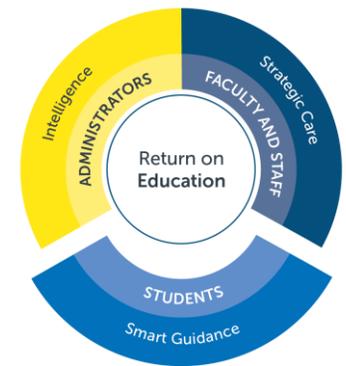ROBERT MORRIS UNIVERISTY

80%
Of steps completed by students in the mobile platform on average
METROPOLITAN STATE UNIVERISTY OF DENVER

+13K
Steps completed in the mobile platform during orientation
UNIVERSITY OF MARY WASHINGTON

Academic Planning for Students

Collaborative Academic Plan Building, Scheduling, and Registration within a Single Platform

Return on Education

Intelligence — ADMINISTRATORS
Strategic Care — FACULTY AND STAFF
STUDENTS — Smart Guidance

Shared Workspace

The shared workspace fosters ongoing collaboration between advisor and student and encourages meaningful interactions.

Advisors can edit student plans, add comments, flag courses, and send messages explaining the changes. Using Advanced Search, advisors can easily identify students with planning errors, and then contact those students through targeted campaigns.
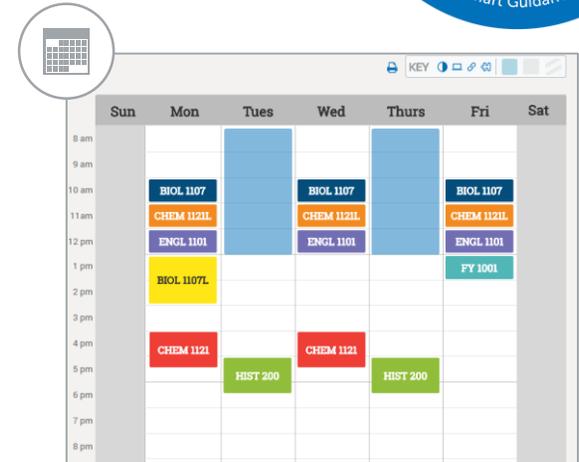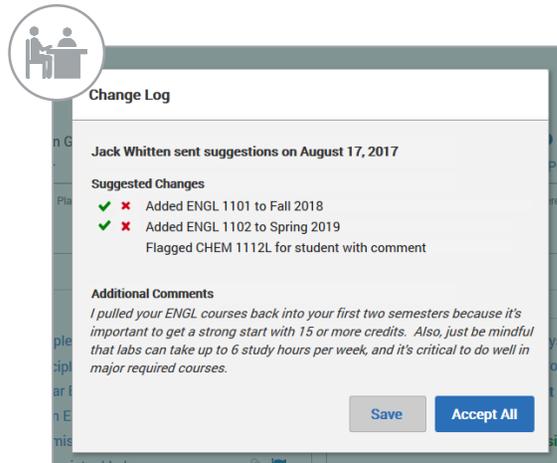

Course and Term Planning

The planning tool helps students to build academic plans to optimize for on-time graduation by co-locating degree maps, program requirements, and completed coursework in one intuitive platform.

Automated guardrails alert students to common planning errors and inefficiencies like out-of-sequence courses and unproductive credits.

Best-Fit Scheduler and One-Click Registration

The advanced scheduling tool quickly builds course schedules that align with students' availability, preferred course format, and location preferences.

Students can register for courses directly in the platform (at schools with access to APIs for registration).

Academic Planning Efficiencies Improve Enrollment Conversion While Saving Advisor Time

$79K
Additional revenue from higher applicant enrollment rate through optimized advising
WIREGRASS COMMUNITY COLLEGE

34.9%
Percent increase in applicant conversion due to streamlined academic scheduling
CERRO COSO COMMUNITY COLLEGE

20 hrs
Estimated advisor time savings per month with use of academic planning and strategic care tools