

Early Alert System (DropGuard)

Communication Plan

Goal:

To inform the New River educational community of the nature of the project with details regarding the positive impact and any changes to existing procedures with periodic updates as project milestones are completed.

History:

About five years ago, a small group of New River faculty led a grassroots effort to improve communication among themselves regarding at-risk students. This group struggled to find tools that would allow them to (1) identify at-risk students, (2) share the information among themselves, and (3) sustain this communication about at-risk students beyond a single term. They chose to use Google Docs since it was freely available. This effort sparked a movement that eventually led to this project – the implementation of a college wide **Early Alert System**.

Two groups contributed to the early work involved in identifying the criteria to use so that we could then choose among commercially available Early Alert Solutions – the **Persistence and Completion Committee** and the **Persistence and Completion Academy Team**. The Academy Team participated in a roundtable during the summer of 2015 at the Q Center in Saint Charles, IN and chose the topic of implementing an Early Alert System as their highest priority focus. Then, in the summer of 2016, a group of us selected **DropGuard** as the solution to implement. Implementation began in the fall of 2016 and we plan to have this tool fully available by Spring 2017.

An Early Alert System is comprised of many features, but key features of **DropGuard** include the ability to:

- *Upload and store student demographic data for added dimensions of pre-enrollment attrition risk analysis.*
- *Update, correct, and delete data in real time, so institutional support staff can instantly track at-risk management procedures.*
- *Customize warning flags and numeric severity levels to gauge attrition risks with precision accuracy.*
- *Automated email reminders effortlessly engage the continued participation of faculty and staff in reporting students' academic or personal difficulties.*
- *Intuitive user interfaces for faculty, staff and administrators.*
- *DropGuard™ reports present an ordered list of students, making it easy for your school to allocate valuable institutional support services to students most prone to dropout.*
- *Easily disseminate at-risk student reports to appropriate individuals and campus offices.*
- *Export your reports into a full range of formats including PDF, XLS, CSV, and more.*

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Summary and Benefits of DropGuard Implementation:

There are many anticipated benefits of implementing DropGuard at New River CTC and they include:

1. Enable faculty to better identify at-risk students.
2. Lower the institution's attrition rate and improve **retention** and **graduation** rates.
3. Saving valuable tuition dollars for students and the College by improving **student success**.
4. Improve communication among advisors, instructors, students, and other support staff.
5. Align tutoring services more effectively with at-risk students.

For more information and to review a case study done with Mississippi colleges, please view this information:

[http://info.smartevals.com/\(S\(1kgix5yu4hkn4rwgzaqdqzan\)\)/DropGuard.aspx](http://info.smartevals.com/(S(1kgix5yu4hkn4rwgzaqdqzan))/DropGuard.aspx)

Key Contacts:

1. President's Cabinet
2. Faculty
3. Students
4. DropGuard Support
5. New River Implementation Task Force

Communication Outlets:

1. Front Page News
2. Social Media Outlets (New River's Facebook Page, Twitter)
3. Direct Email to Groups (Faculty, Students, President's Cabinet)
4. Portal Announcements
5. Printed Signs

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Overview of Project Timeline:

Date	Event or Communication	Audience and Key Contacts	Communication Outlet
09/23/2016	Kickoff Meeting	EAS Task Force and GAP Support	Direct Email
09/27/2016	Integration with Blackboard	Ayersman	Direct Email
10/11/2016	Data Imports from Banner	Garris	Direct Email
10/14/2016	Request milestones and time frame info from GAP support.	GAP Support	Direct Email
10/07/2016	Working Meeting to Develop Warnings and Milestones	EAS Task Force	Direct Email
10/20/2016	Project Overview and Announcement	New River Students and Employees	Email, Front Page News, Social Media, Portal
11/18/2016	Update Announcement on Implementation Progress	New River Students and Employees	Email, Front Page News, Social Media, Portal
12/16/2016	Final Update Announcement on Implementation Progress	New River Students and Employees	Email, Front Page News, Social Media, Portal
TBA	Training	Advisors, Support Staff, and Instructors	Email, Front Page News

DropGuard Implementation Task Force for New River CTC:

Name	Position Title	Campus
Ayersman, David	VICE PRESIDENT OF TECHNOLOGY SERVICES	RCC
Baisden, Martha	STUDENT PROGRAM ADVISOR	NCC
Davis, Shirley	PROFESSOR OF MATHEMATICS	RCC
Epling, Peggy	COORDINATOR OF CAMPUS LEARNING CENTERS	RCC
Garris, Jason	SYSTEMS PROGRAMMER	RCC
Layer, Marianne	DEAN OF TRANSFER PRE-PROFESSIONAL PROG	RCC
Lewis, Donna	STUDENT SERVICES SPECIALIST	GVC
Lilly, Sandra	ASSIST PROFESSOR OF DEVELOPMENTAL MATH	RCC
Pagan, Richard	VICE PRESIDENT OF ACADEMIC AFFAIRS	RCC
Ritchie, Deena	FINANCIAL AID MANAGER	RCC
Schofield, Jan	REGISTRAR	RCC
Hazelwood, Joey	INTERIM DEAN, WORKFORCE	ATC
Tyson, Diane	INSTRUCTOR/DIRECTOR OF MLT PROGRAM	RCC
Wawiye, Joycie	ASSOCIATE PROFESSOR OF BIOLOGY	RCC
Whitlow, Harry	STUDENT PROGRAM ADVISOR	MCC

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