Using MAP-Works to Understand Individual Students

Hands-On Sessions

These sessions are designed to:

- Let you use the system through the North State demo site
- Provide a model (and system) for training
- Let you try:
  "What happens if I ….?" – just try it!

Welcome to North State University!

In this session, we will:

- Talk about identifying issues and the Risk Indicator
- Introduce the MAP-Works concepts of Direct-Connects & Permission Sets
- Search and find a particular student
- Understand some basic methods for viewing individual student data
- Apply this knowledge to scenarios

Background – Understanding Individual Students

What kinds of individual student information are in MAP-Works?

- Risk indicator
- Demographics and pre-college data
- Enrollment, courses and grades
- Survey data
- Academic Updates
- Referrals
- Notes
- Faculty / Staff connections
- Contacts Activity

Why would you use MAP-works for work with individual students?

Purpose

- Move beyond “I’m fine.”
- Get up-to-date information
- Understand a holistic picture of a student
- Coordinate efforts

Activities

- One-on-one meetings
- Interventions
- Responding to issues (initiated by students, staff or faculty)
- Issuing a referral to reach out to another faculty/staff for a solution

MAP-Works Concept: Direct-Connect

- Direct-Connect is the relationship linking faculty/staff to a student

- A Direct-Connect Faculty/Staff member is a person who:
  - is responsible for a specific group of
  - will use MAP-Works to work with those students

MAP-Works Concept: Permission Sets

Permission sets establish what information faculty/staff may see about the students for whom they are responsible.

- Data points (survey, profile, grades)
- Use of Features
- Screens and reports

Five Basic Student Data Views

Talking Points

A chronological listing of strengths and weaknesses

About the Student

Student profile data, staff connections and student picture

Activity

Staff activity (Contacts, Notes & Referrals)

Academic Updates

Faculty input regarding course performance

Survey/Dashboard

Survey-specific visual displays

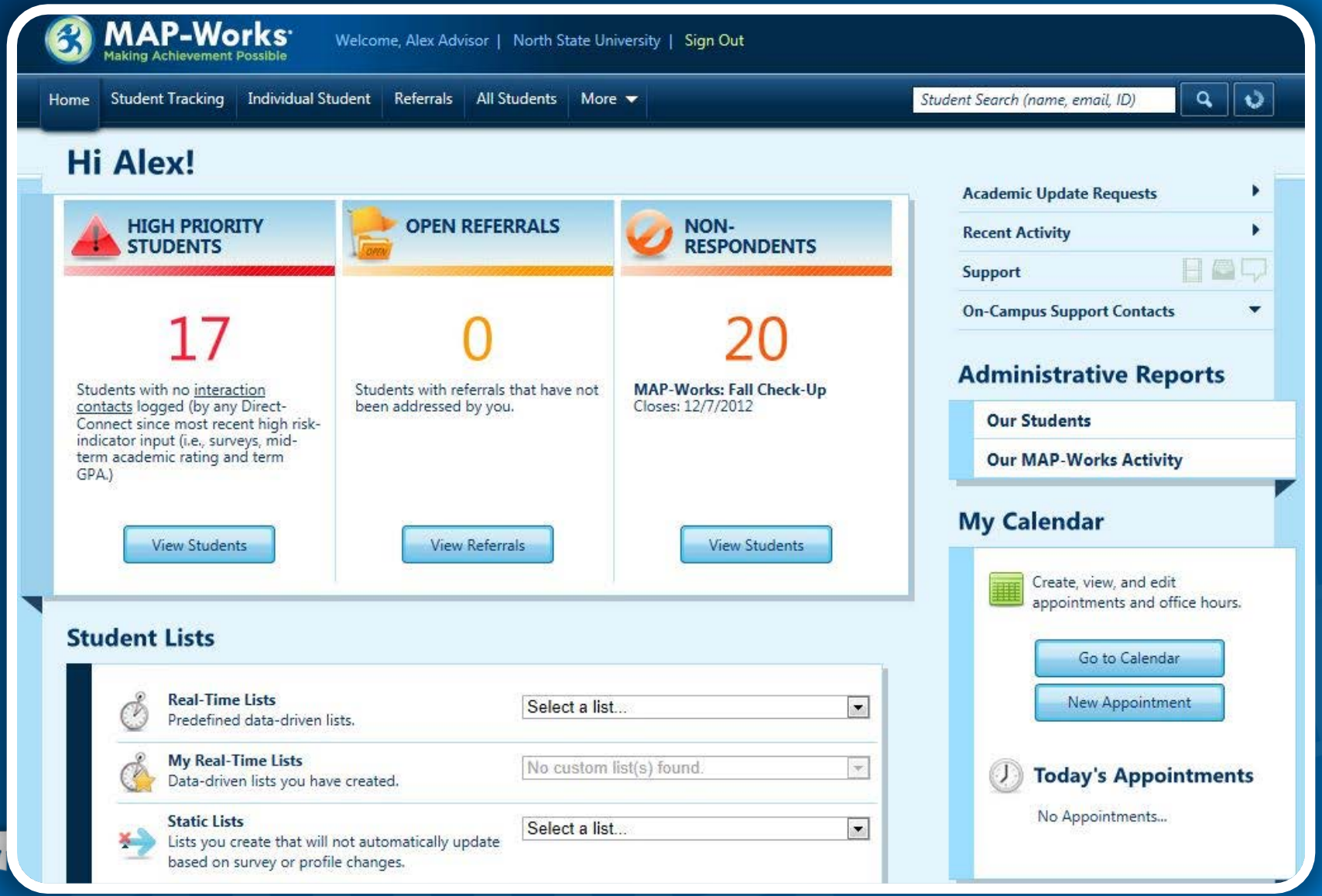
Module 1- Let’s log in:
You are now **Alex Advisor**, the academic advisor for first-year transfer students…

To sign into MAP-Works as Alex:

- URL for North State University:
  - http://demo.map-works.com
- Choose Ferris State University from the dropdown.
- Email: Alex@northstate2014.edu
- Password: 1012014

*This log-in information is used for training purposes.

Faculty/Staff Reporting Page

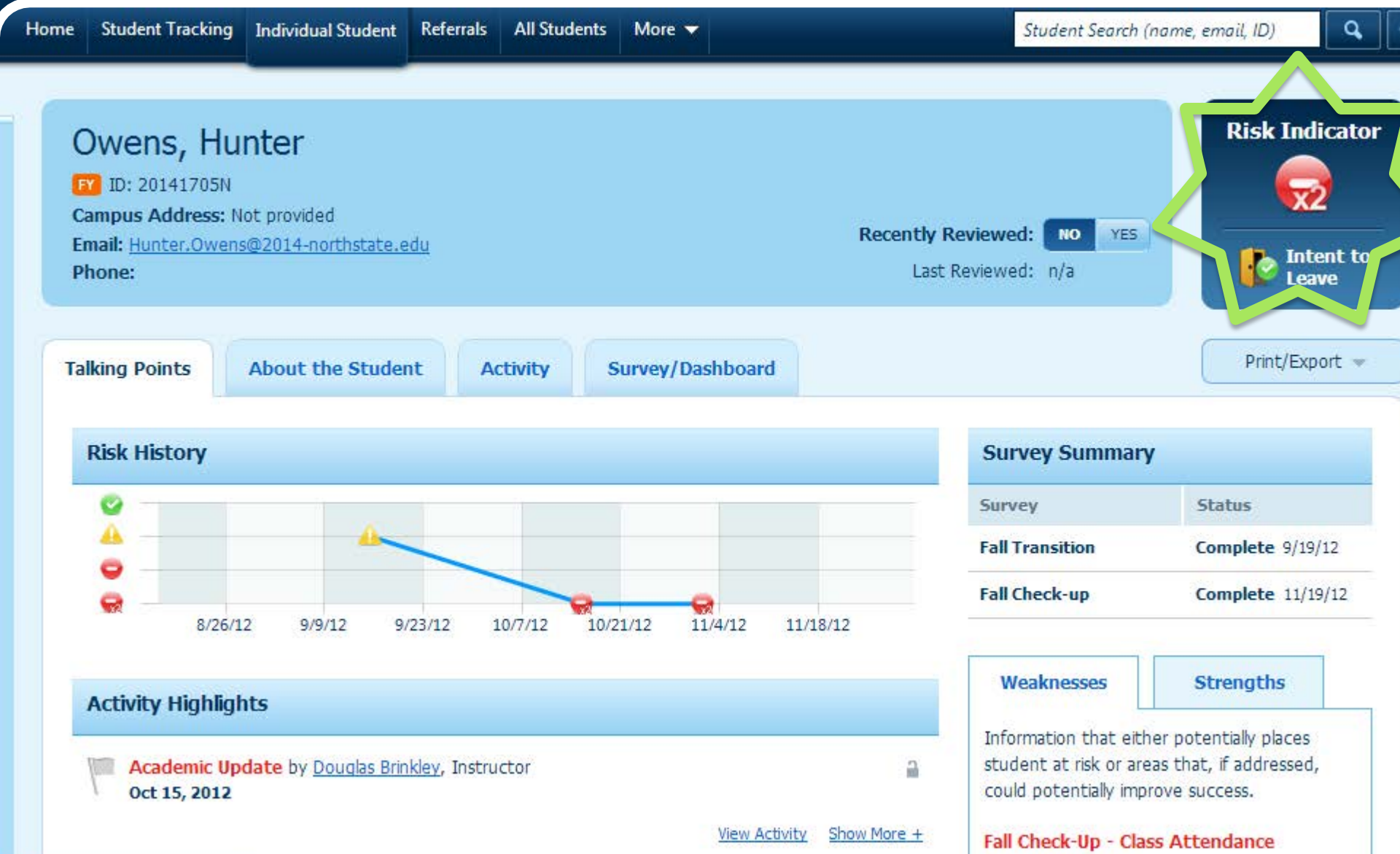


Tasks 1 & 2: Hunter Owens

Hunter Owens is coming for his next advising appointment and you want to talk with him about the most recent information.

- Task 1: Is he at risk?
- Task 2: What's new with Hunter?

Task 1: Hunter Owens



Task 2: Hunter Owens

- What's nev
  - Look thro
  - Anything y

A routine meeting and you're better prepared.

Weaknesses | **Strengths**

Information that either potentially places student at risk or areas that, if addressed, could potentially improve success.

Fall Check-Up - Class Attendance
Mon Nov 19, 2012
Routinely misses classes (i.e., frequently or most of the time). Strong predictor of academic performance. Explore reasons for class absences.

Fall Check-Up - Student Organization Involvement
Mon Nov 19, 2012
Low interest in campus activities. Campus involvement helps students integrate. Explore lack of interest in campus involvement.

Fall Transition - Analytical Skills
Wed Sep 19, 2012
Reports poor analytical skills. Refer to learning resources.

Fall Transition - Test Anxiety (Stressors)
Wed Sep 19, 2012
Student is experiencing high levels of test anxiety. Refer to academic support services.

Weaknesses | **Strengths**

These are items that the student excels at or are things that are positive for the student.

Fall Check-Up - Social Integration
Mon Nov 19, 2012
Feels he/she belongs at this school. Strong predictor of retention.

Fall Check-Up - Commitment to the Institution
Mon Nov 19, 2012
Committed to return next term. Strong predictor of retention.

Fall Check-Up - On-Campus Living: Roommates
Mon Nov 19, 2012

Fall Check-Up - Expected Grades this Term
Mon Nov 19, 2012

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- Task 3: Your
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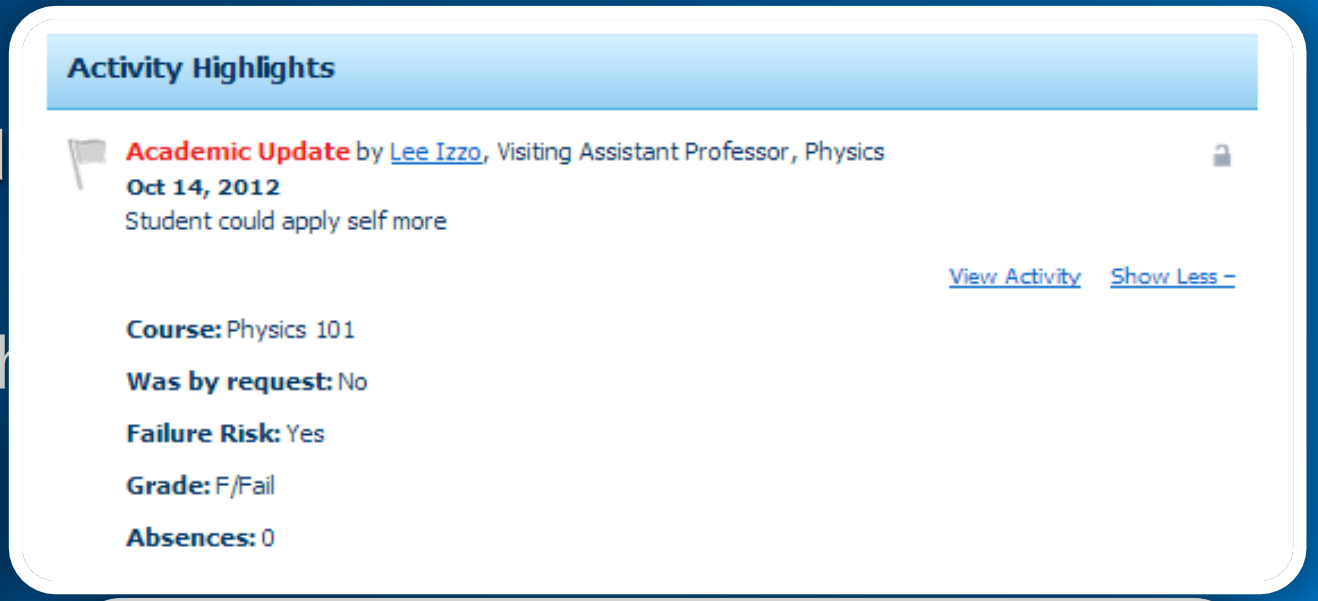
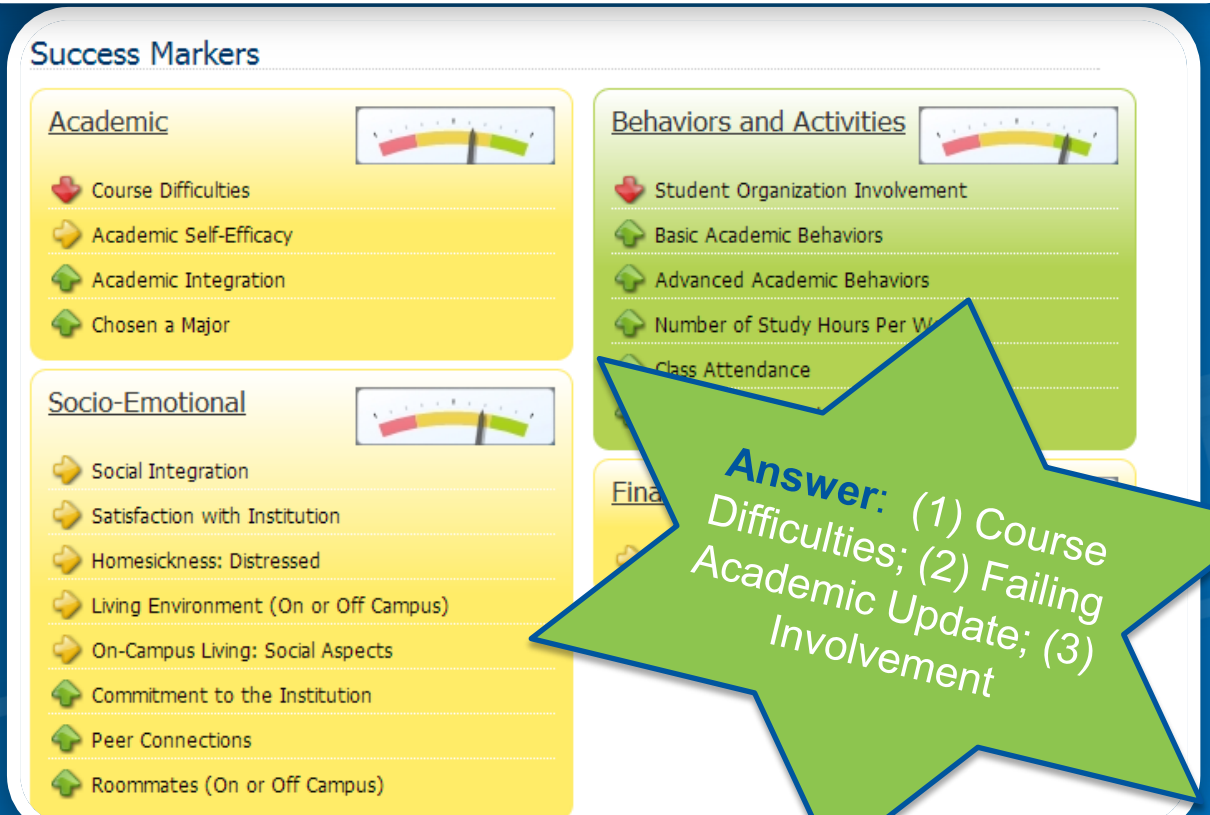
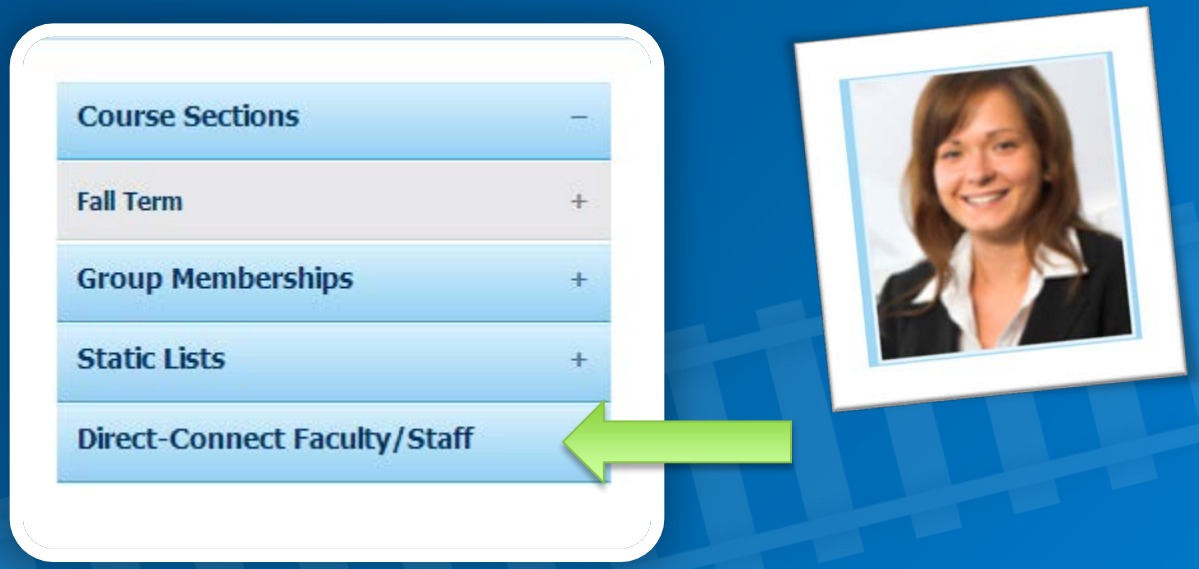




Emily Basker

- Task 4: Who else is connected to her?
- Answer: On About the Student page is a box called “Direct-Connect Faculty/Staff”.



Task 4: Emily Basker

Take a minute to familiarize yourself with all the other information on the About the Student page.

A walk-in and you're better prepared.

Student 3: Aaron Dillman

- Task 5: Wh
  interaction
  about?

Activity

Appointment with Don Jackson, Commuter Advisor
Sep 20, 2012
Responding to concerns raised in the Fall Transition survey

Add Related Activity — Show Less –

Category: Academic skills (e.g., time management, study skills, test-taking skills, etc.)

Appointment Date: 09/20/2012, 12:30PM to 01:00PM

Status: Completed

Email To Student from Don Jackson, Commuter Advisor
Sep 18, 2012
Thank you for taking the Map-Works fall transition survey. I'd like to meet with you in the next week to make sure you are adjusting to campus in the best way possible and taking advantage of all of the resources on campus.

Add Related Activity — Show More +

Email To Student from Opal Tiefenbach, Director of the Commuter Center and Off-Campus Services
Sep 12, 2012
Commuter Students! We're having our first meeting of the Commuter Students Association tomorrow night at 4:30pm in the Commuter Lounge. WeÆd love for you to be a member of our student organization. We'll be discussing how to get involved and take advantage of the resources on campus to be successful...

Add Related Activity — Show More +

Learn More Ideas

Look at Abigail Bowen

- Dashboard Comparison (under the Survey/Dashboard Screen)
- How has her experience changed?

Look at Erica Busse

- Academic Updates
- Are there any issues in her courses?

Sign in as a Peer Mentor
(Patrick@northstate2014.edu)

- Patrick is a peer mentor, and thus has limited permissions.
- Look at a Dashboard or Talking Points. Notice differences?

Using MAP-Works to Understand Individual Students

Now you know how MAP-Works can help!

Hands-On Module 2

Using MAP-Works to Work with Individual Students

The next exercises are designed to let you use the system through the North State demo site to find out:

"What happens if I ….?" – just try it!

Welcome back to North State University!

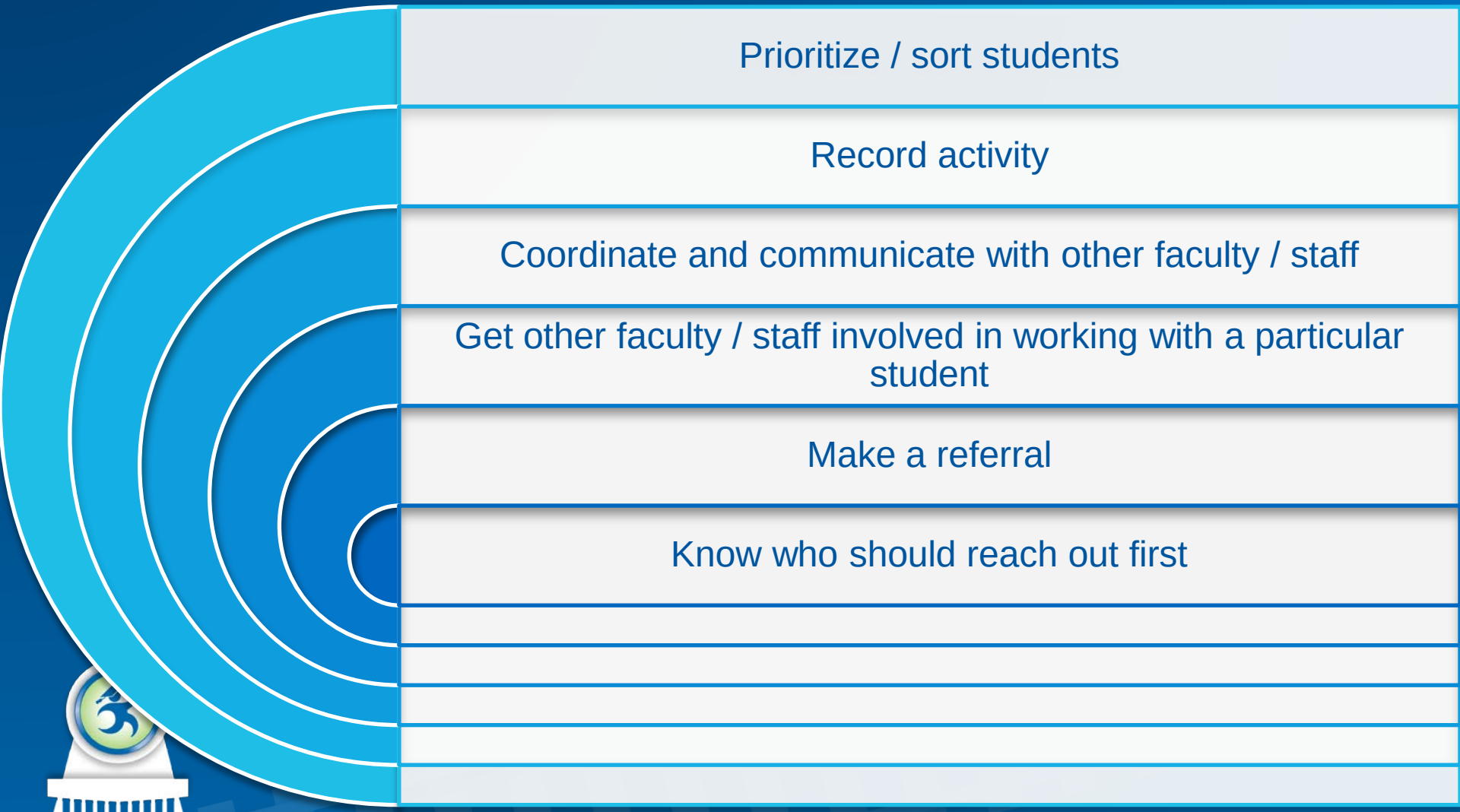
- In the last module, “Understanding Students,” we learned how to look up and view individual students.

- This module will help us manage, coordinate, and communicate so that our work with individual students is more efficient and effective.

More specifically, we will

- Talk about High Priority Students
- Understand the Student Tracking page
- Understand Activity Logs
- Set follow-up date
- Issue a referrals
- Use the system to apply this knowledge to scenarios

How can MAP-Works be used to manage your work?



Faculty/Staff Roles

Direct Connect

Campus Resource Contact (Power User)

Campus Coordinator / Technical Administrator

Input Only (IO)

Permission Sets control the information that can be seen by different individuals/offices.

Activity

Contacts

- Records interactions and communications with students

Notes

- Records information
  - Example – “Wants to be a history major”

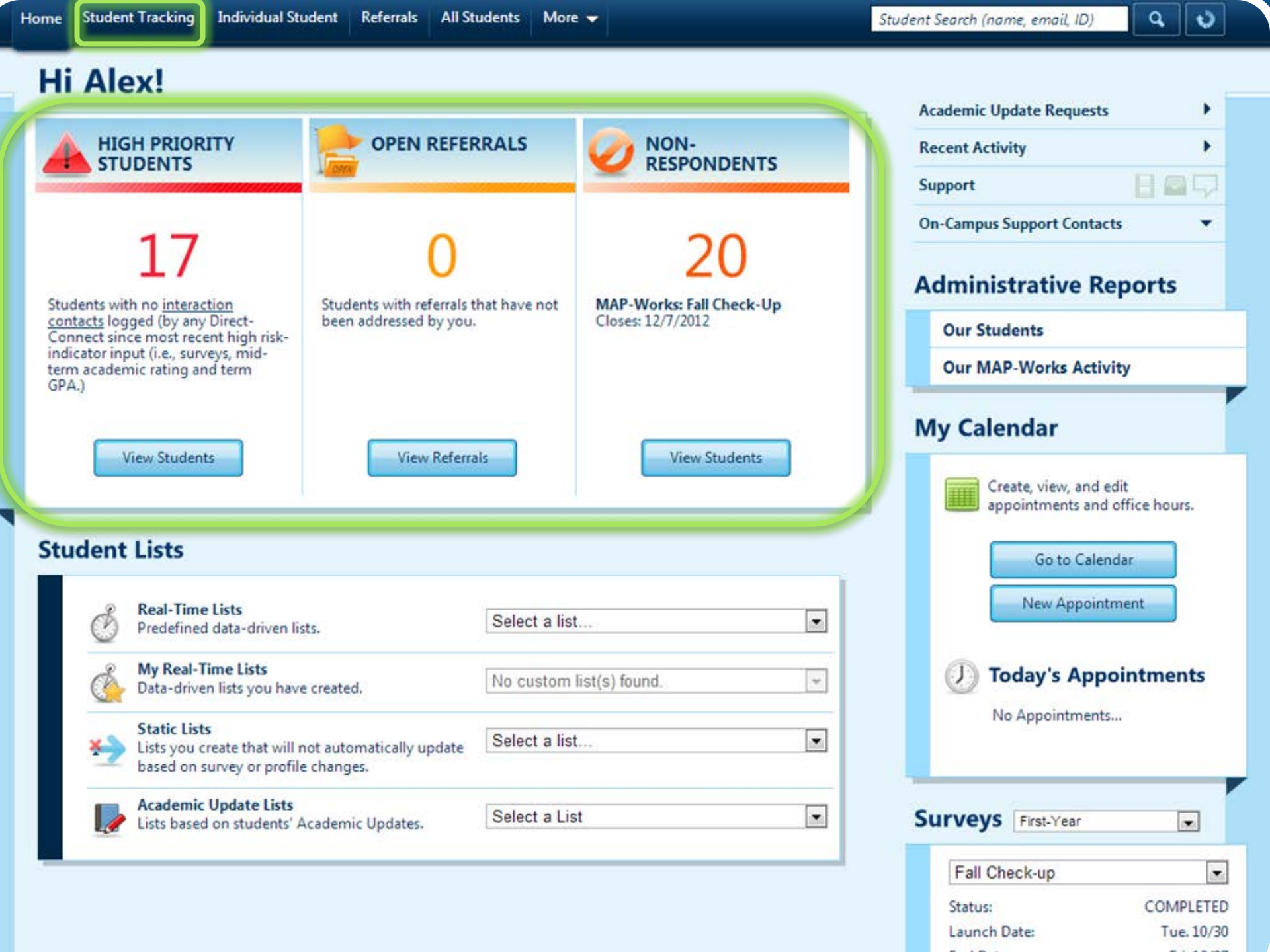
Referrals

- Communication to a colleague about a student

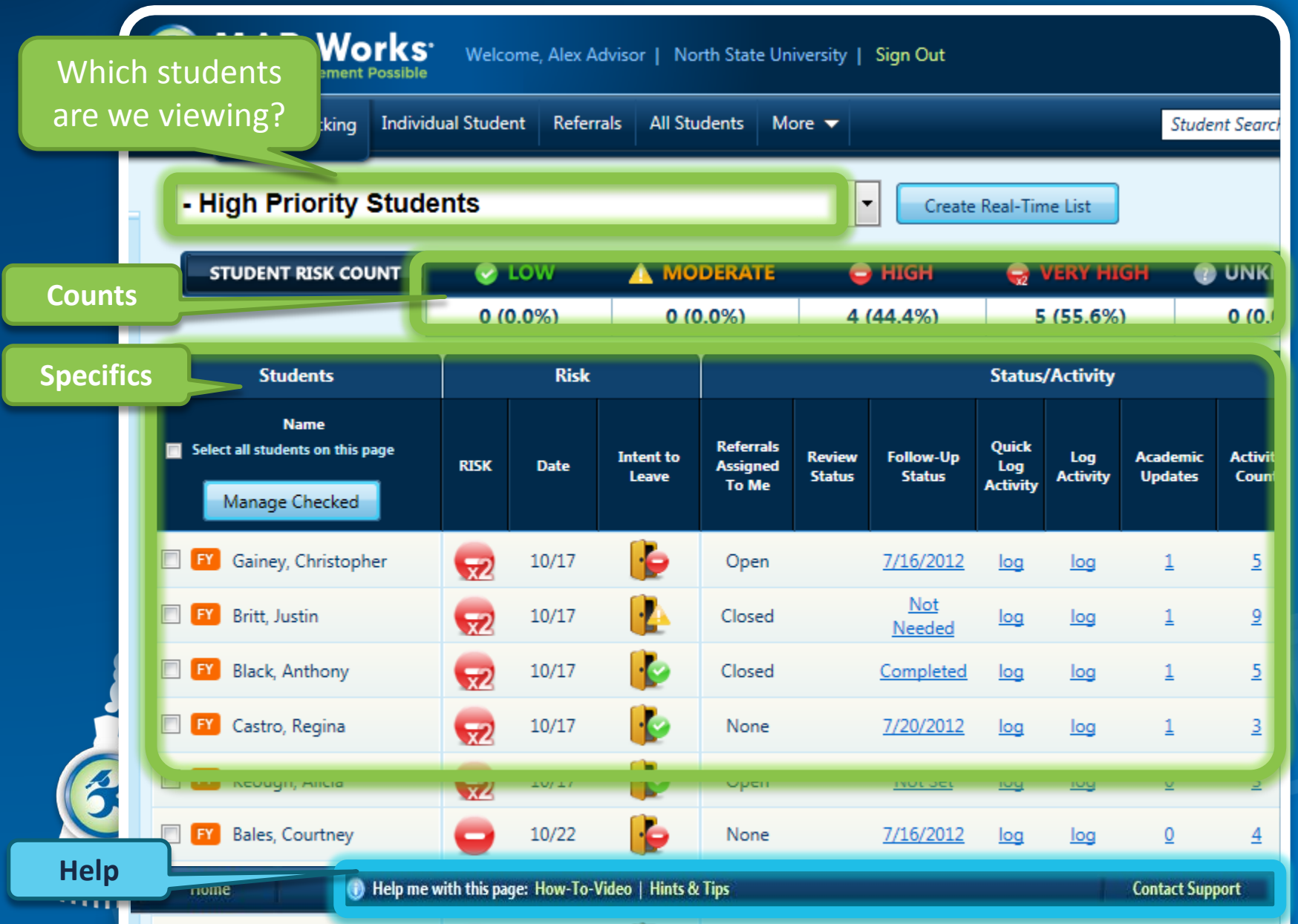
Academic Updates

- Course related information

Contacts, Notes, and Referrals can be private, shared with a team or public.


Home
Student Tracking
Individual Student
Referrals
All Students
More
Student Search (name, email, ID)
Hi Alex!
HIGH PRIORITY STUDENTS
17
Students with no interaction contacts logged (by any Direct-Connect since most recent high risk-indicator input (i.e., surveys, mid-term academic rating and term GPA.)
View Students
OPEN REFERRALS
0
Students with referrals that have not been addressed by you.
View Referrals
NON-RESPONDENTS
20
MAP-Works: Fall Check-Up
Closes: 12/7/2012
View Students
Academic Update Requests
Recent Activity
Support
On-Campus Support Contacts
Administrative Reports
Our Students
Our MAP-Works Activity
My Calendar
Create, view, and edit appointments and office hours.
Go to Calendar
New Appointment
Today's Appointments
No Appointments...
Student Lists
Real-Time Lists
Predefined data-driven lists.
Select a list...
My Real-Time Lists
Data-driven lists you have created.
No custom list(s) found.
Static Lists
Lists you create that will not automatically update based on survey or profile changes.
Select a list...
Academic Update Lists
Lists based on students' Academic Updates.
Select a List
Surveys
First-Year
Fall Check-up
Status: COMPLETED
Launch Date: Tue. 10/30

Student Tracking



Let's Log-In as:

Fred FYE Instructor

To sign into MAP-Works as Alex:

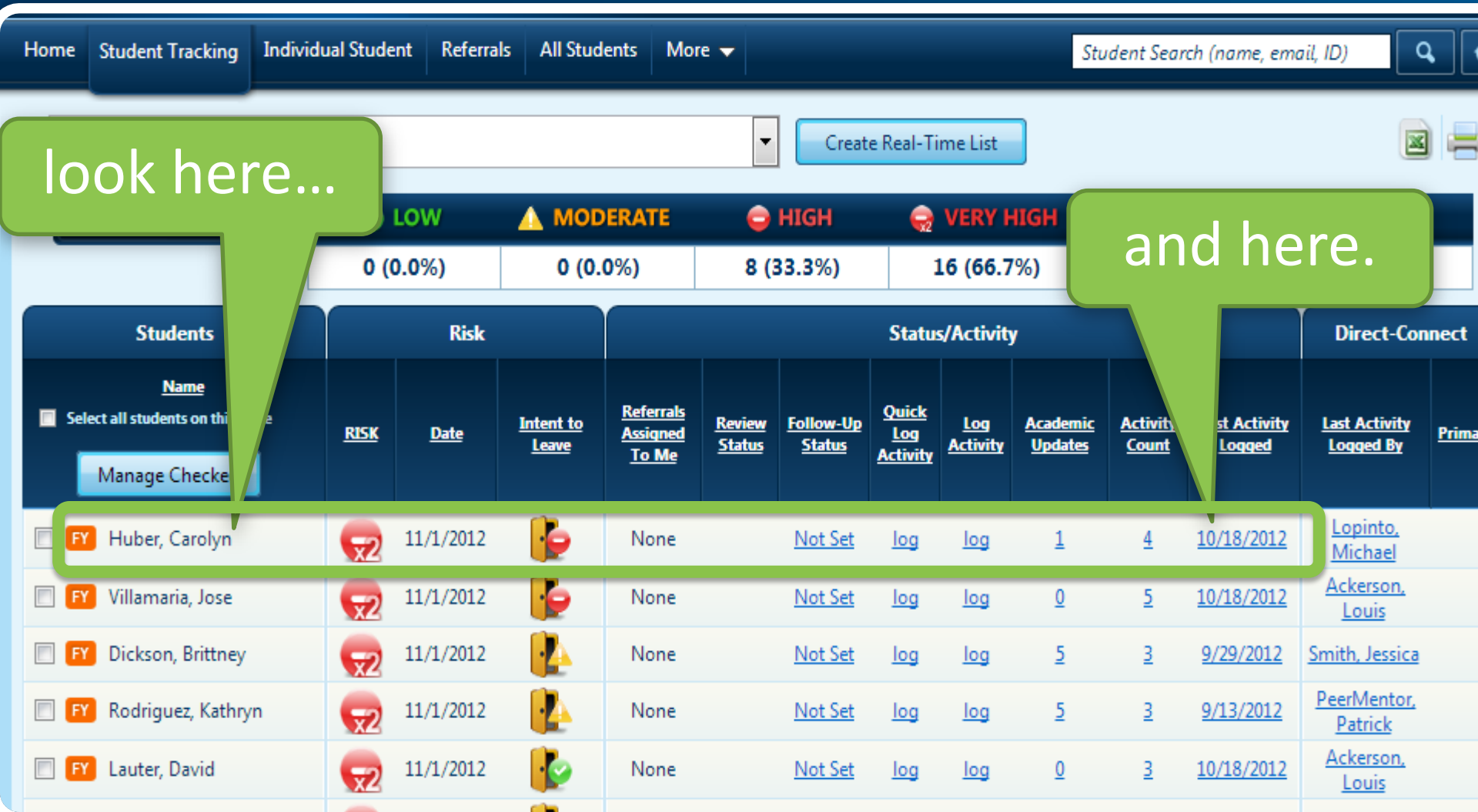
- URL for North State University:
  - http://demo.map-works.com

- Email:
  - fred@northstate2014.edu
- Password: 1012014
  - *This log-in information is used for training purposes.

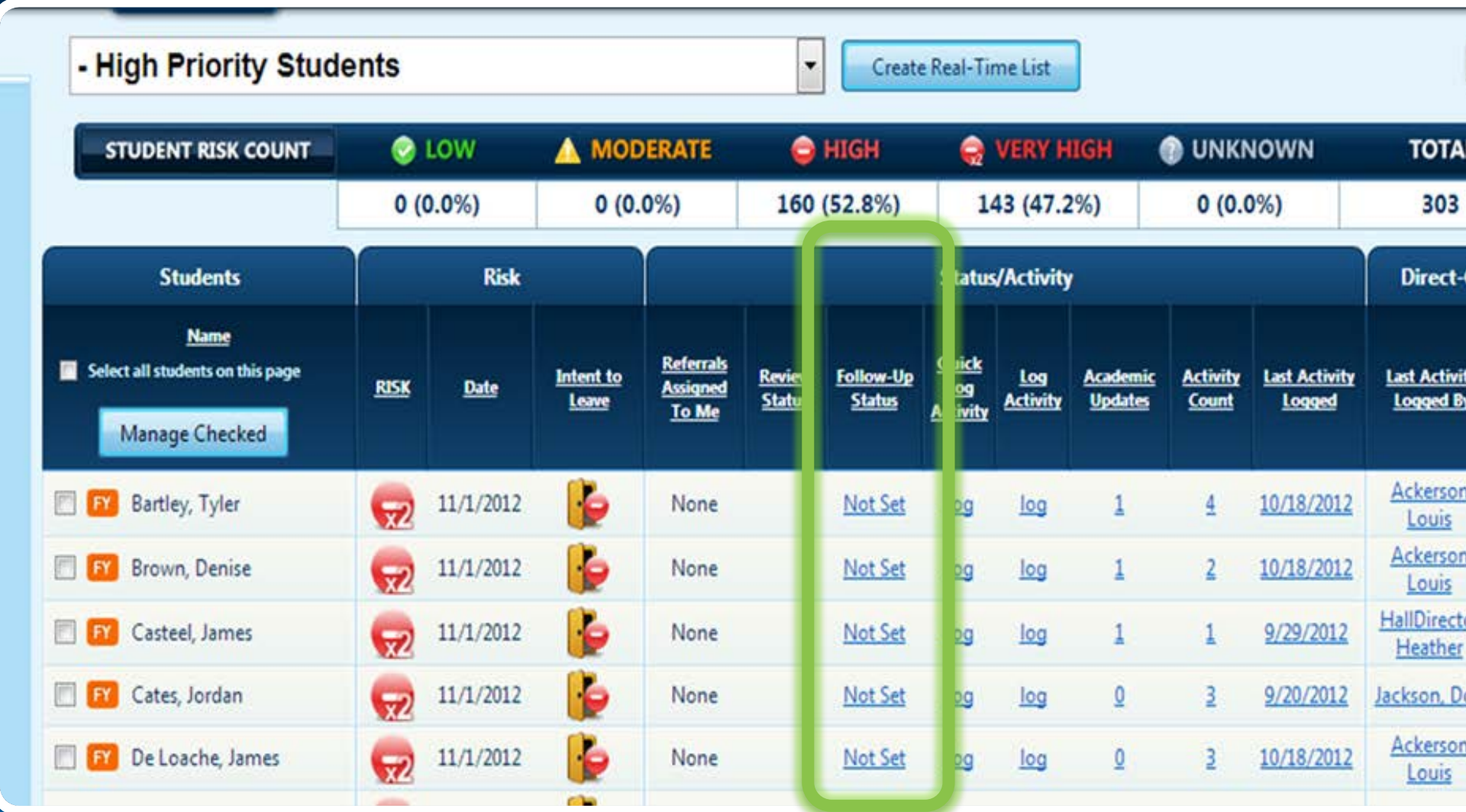
Task 1: How Many High Priority Students?

Here's the answer – but your number may be different.

Task 2: On the High Priority List…



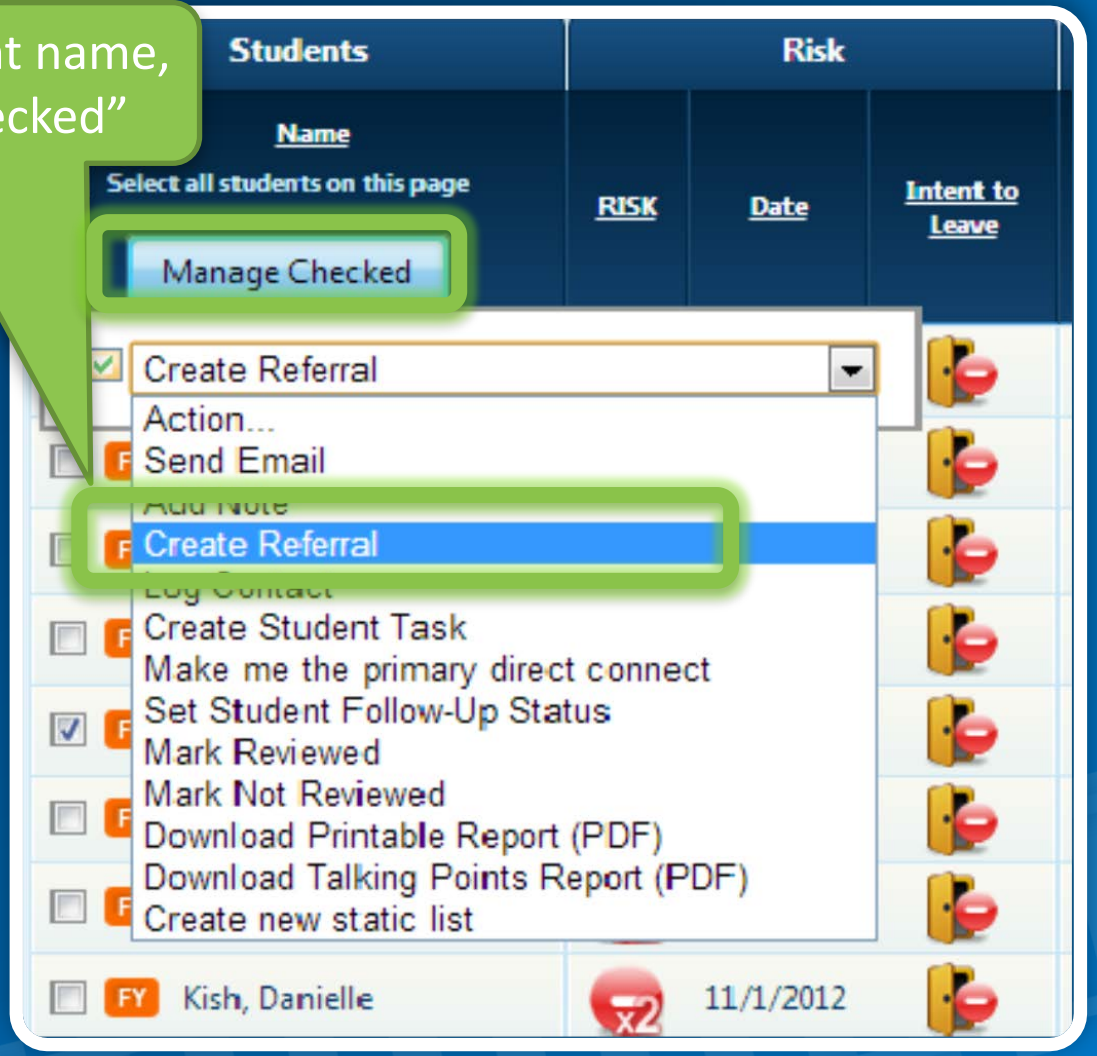
Task 3: Set a Follow-up Date



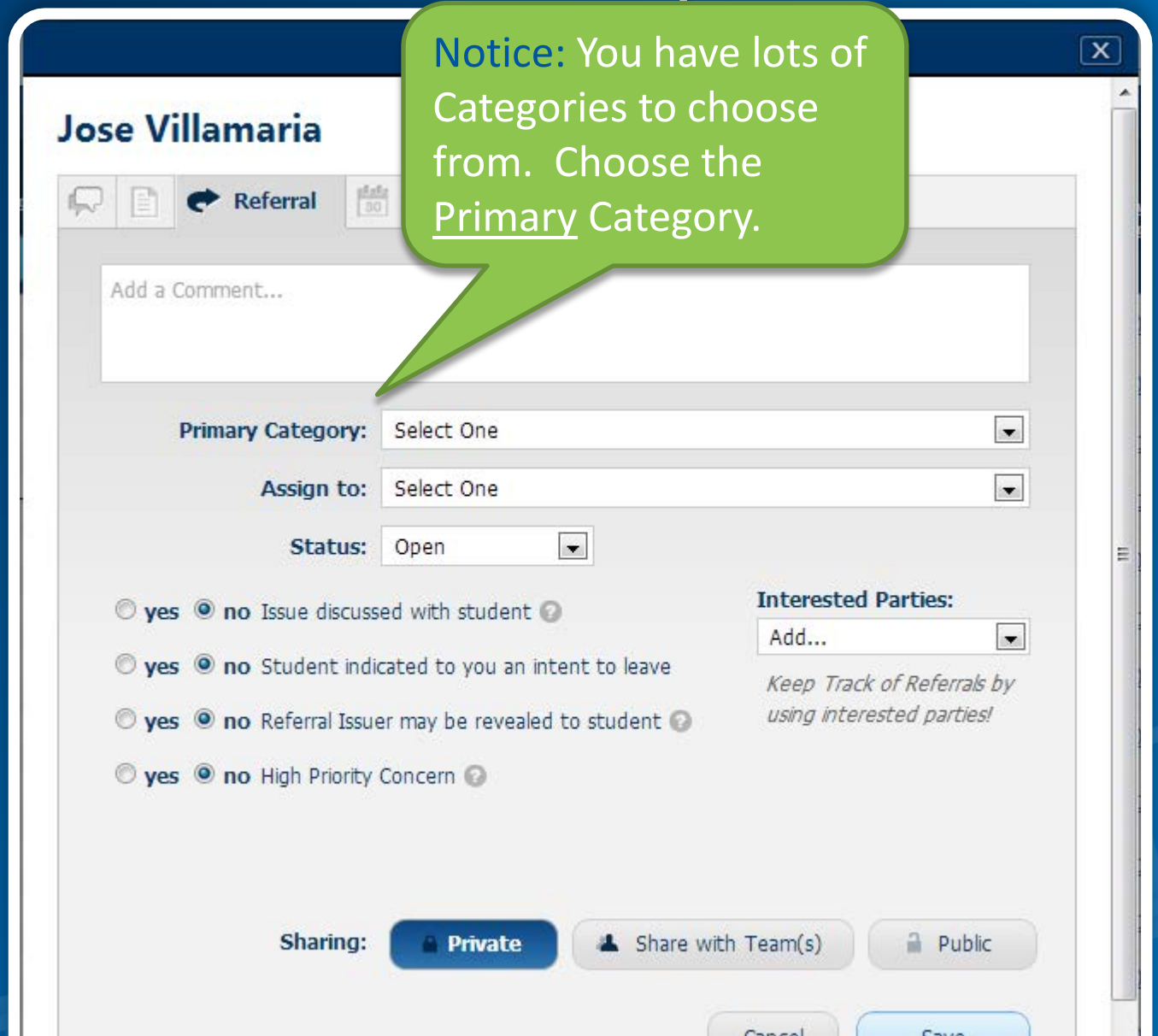
Task 4: Log an Activity (Phone Call)

Task 5: Create a Referral

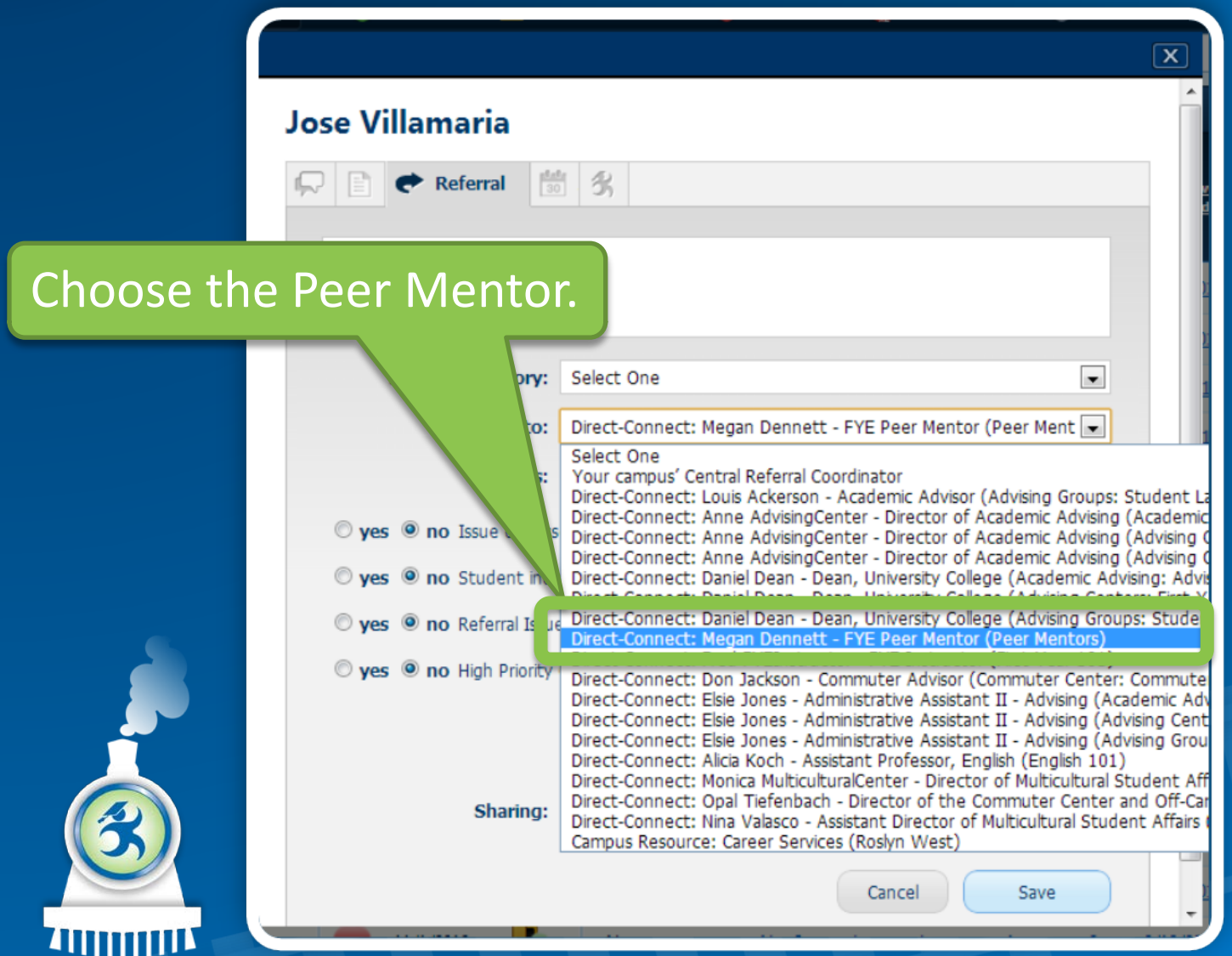
Check next to student name, then: “Manage checked”



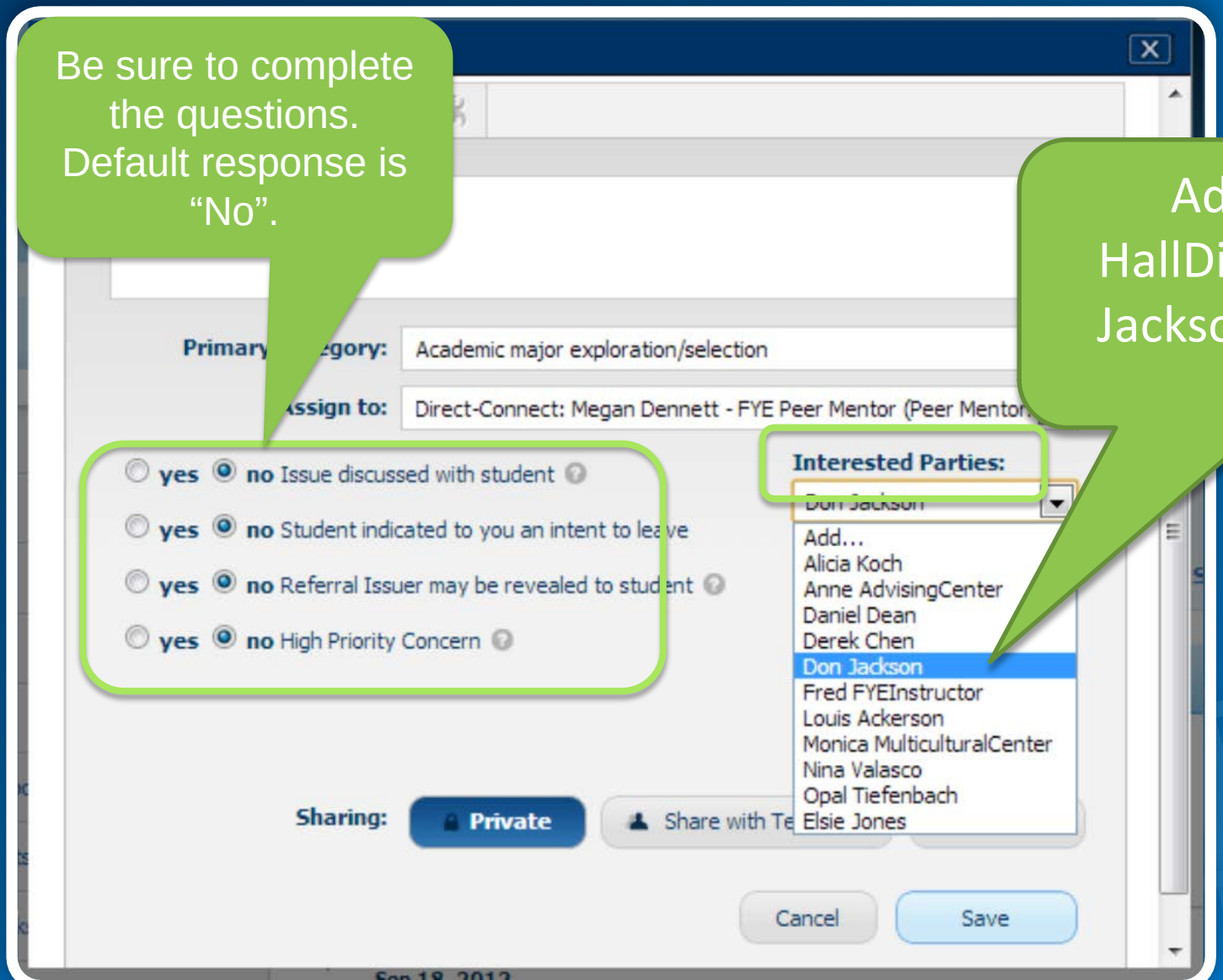
Referral Options



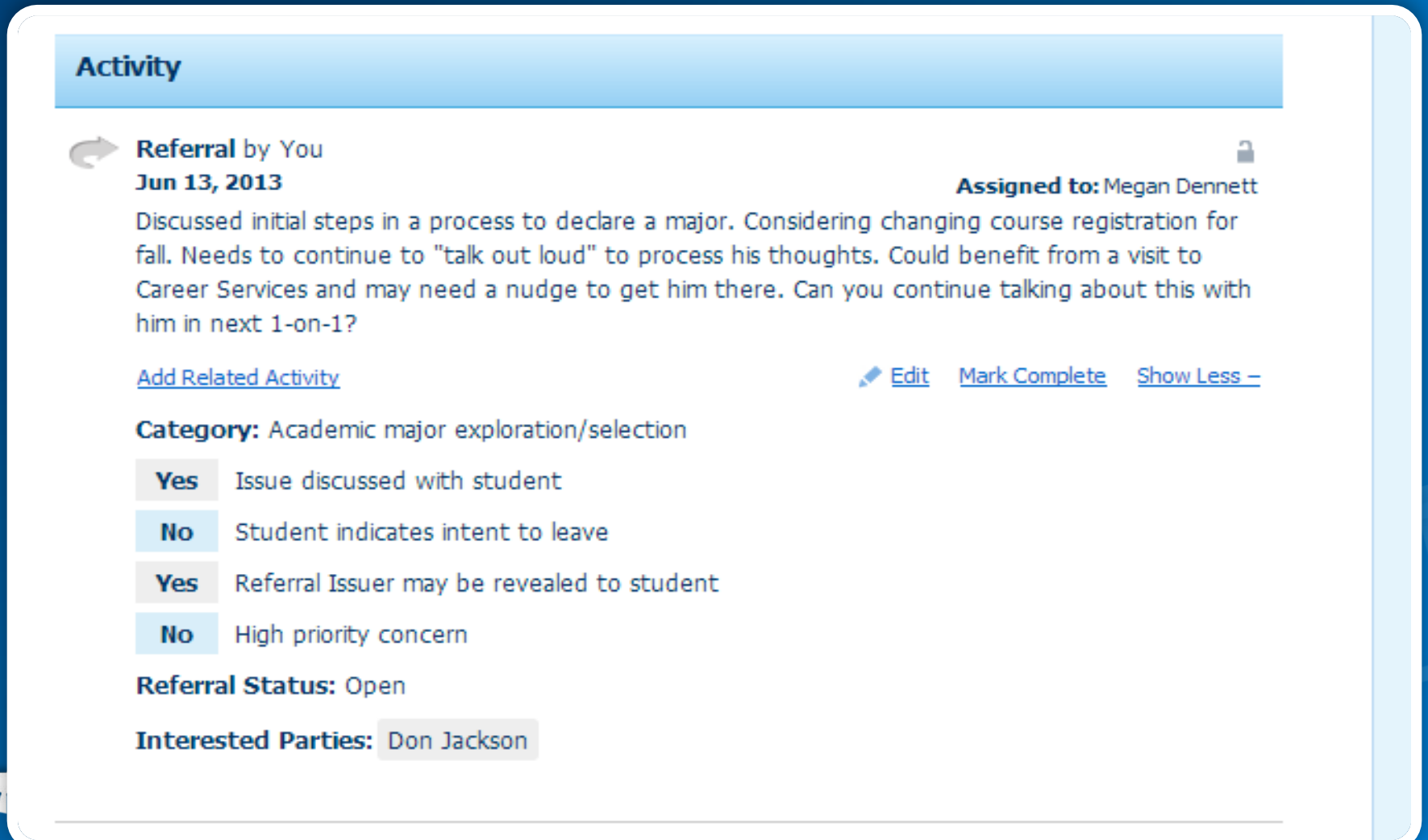
Referral Options



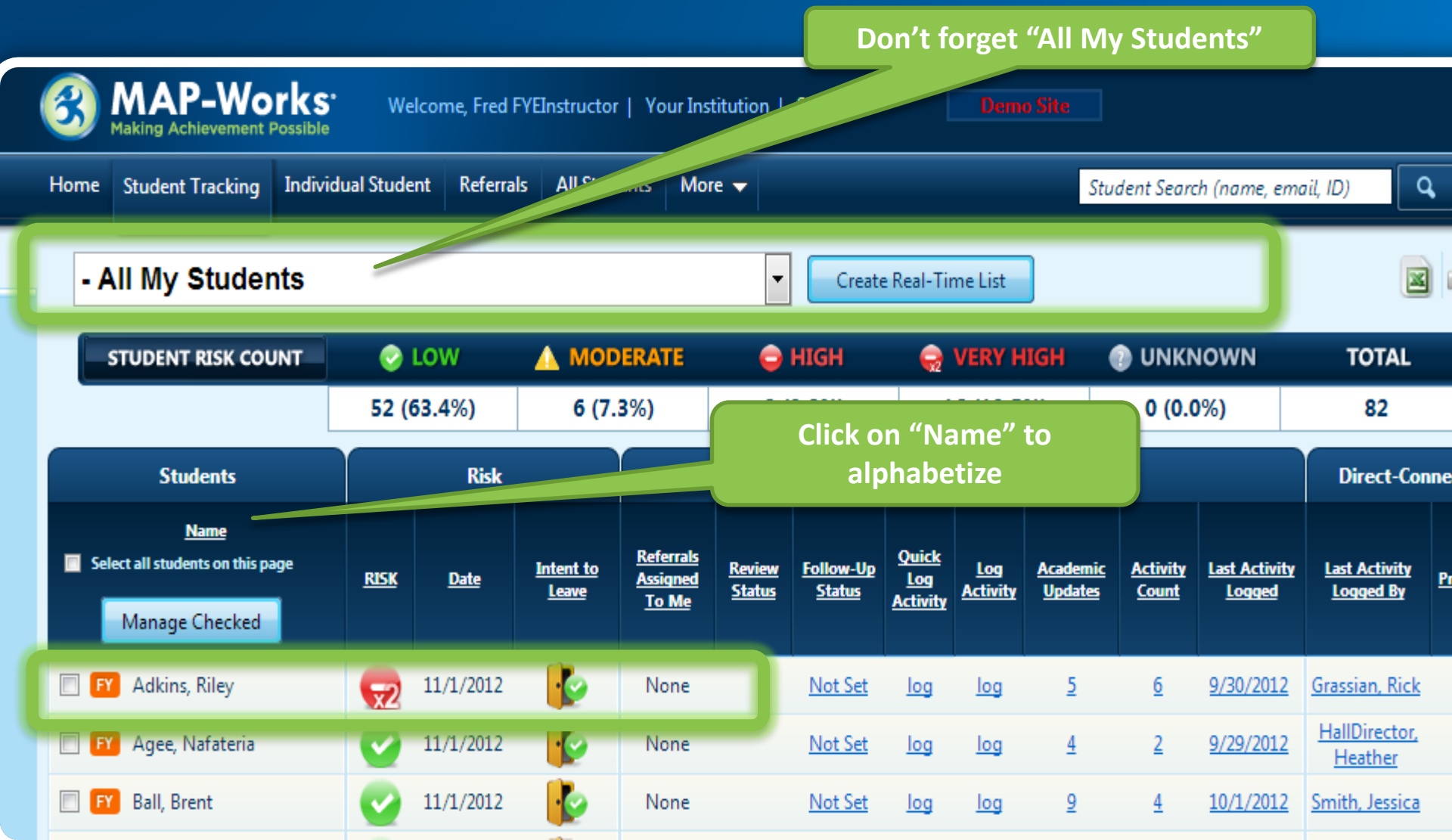
Referral: Add an Interested Party



Want to see your Contact & Referral?



Task 6: First Student Alphabetically Back to Student Tracking



How did you do?

- Can you:
  - Find the Student Tracking Page
  - Identify the columns on the Tracking Page
  - Change the Follow-up Status
  - Log a contact
  - Create a referral

If yes, then you're learning the basics!

Hands-On Module 3

Prioritizing Student Interventions in MAP-Works

In this hands-on session, new users will work inside the MAP-Works system to learn which students should be reached out to first.

North State University

- SO FAR, we have:
  - learned how to log activity
  - Create a referral for an individual student.

- NEXT, we will:
  - help us prioritize student interventions so that our work with individual students is targeted.

In this section, we will:

- Learn about the MAP-Works concepts
  - High Priority Students
  - Intent to Leave
  - Non-Respondent
- Use the system to apply this knowledge to scenarios

Concepts

High Priority	• Students with no interaction contact logged by any Direct-Connect since the most recent data input (i.e., surveys, mid-term academic rating, or term GPA.)
Intent to Leave	• Students' survey response on whether they intend to return to the institution the next term
Non-respondent	• Students that did not respond to the survey(s)

Let's Log-In as:

Heather HallDirector,

the Hall Director for Campbell Hall.

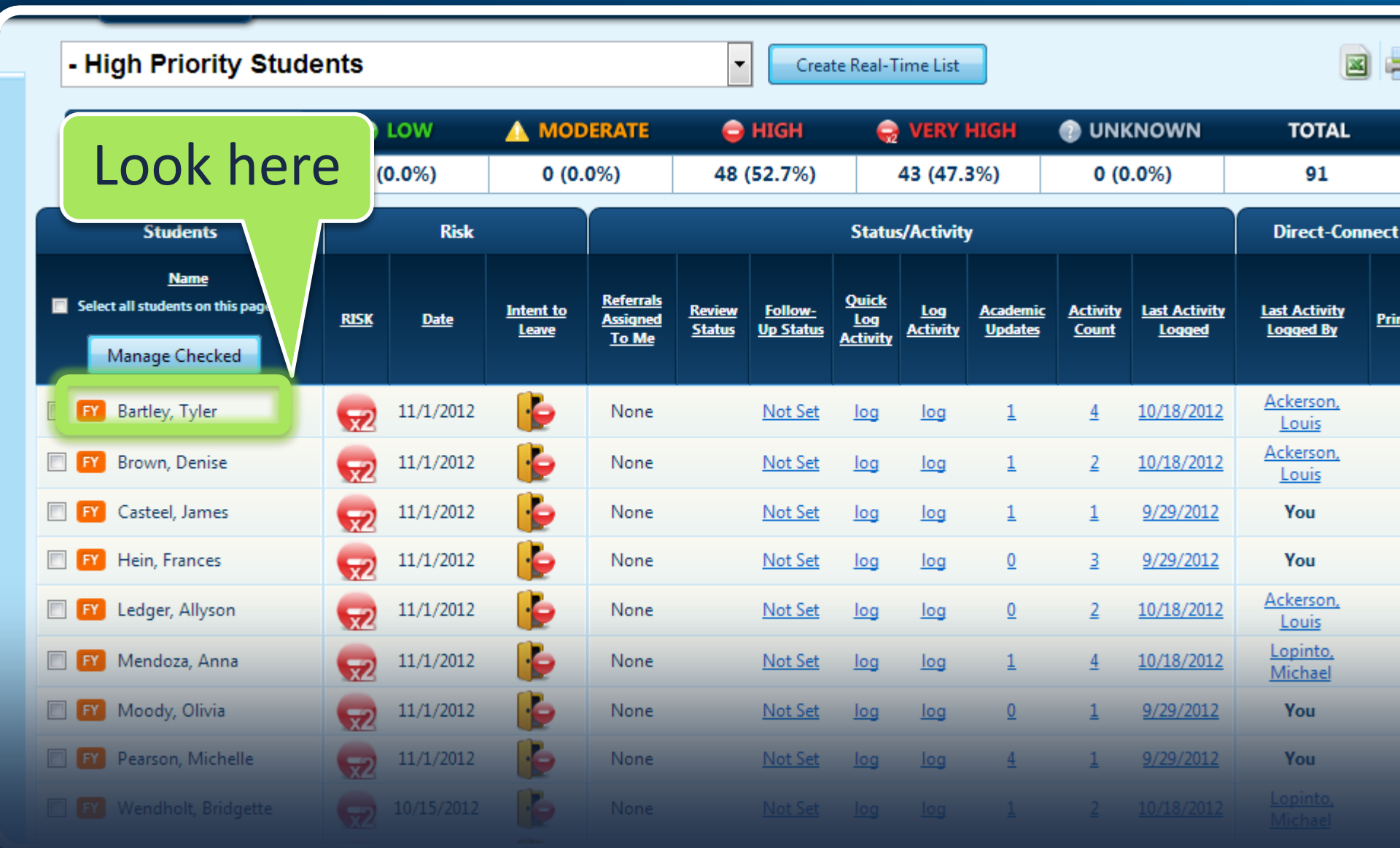
To sign into MAP-Works as Heather:

- URL for North State University:
  - http://demo.map-works.com
- Email:
  - Heather@northstate2014.edu
- Password: 1012014
  - *This log-in information is used for training purposes.

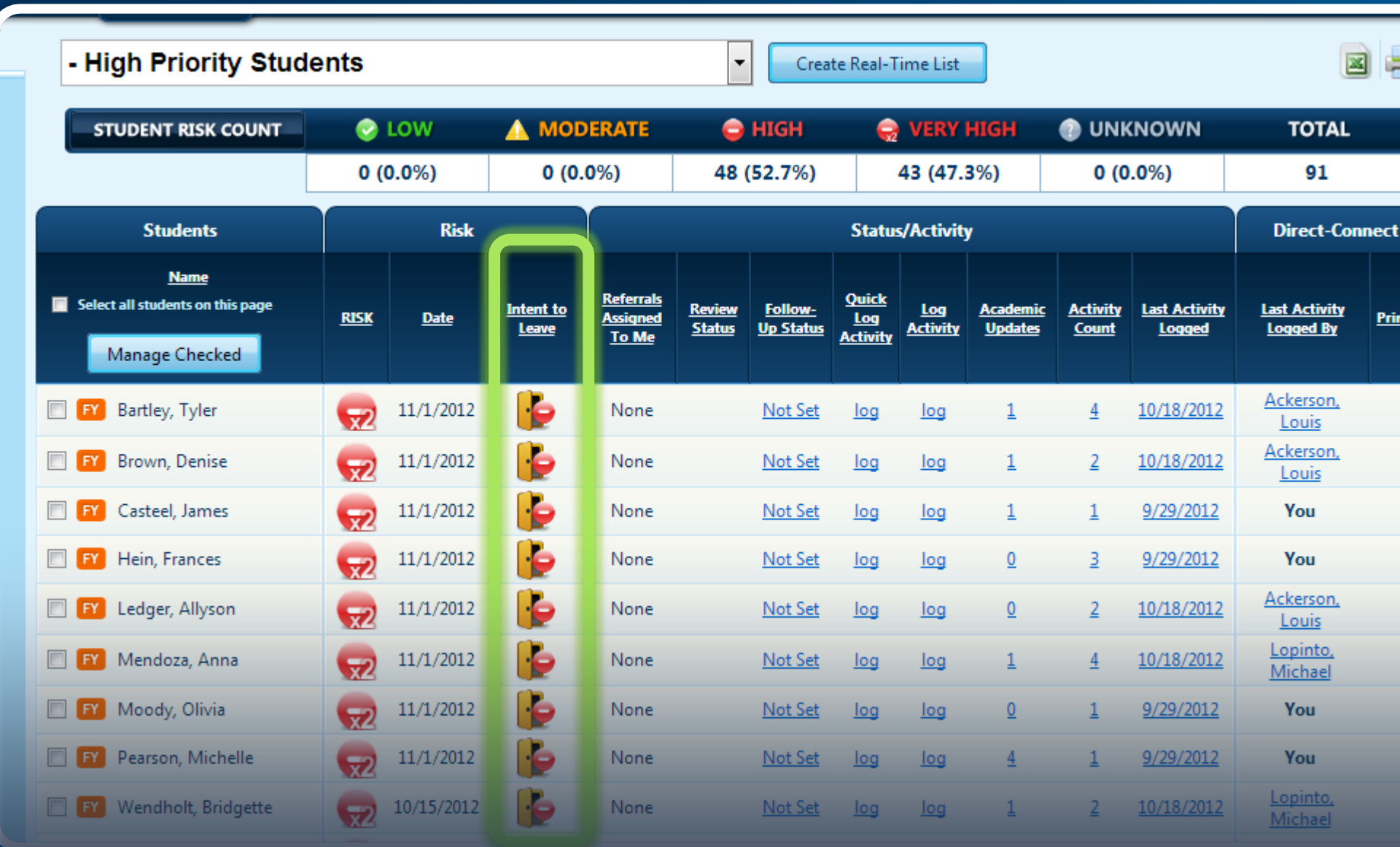
Task 1: How Many High Priority Students?

Here's the answer – but your number may be different.

Task 2: First On the High Priority List…



Task 3: How Many Indicated Intent to Leave?



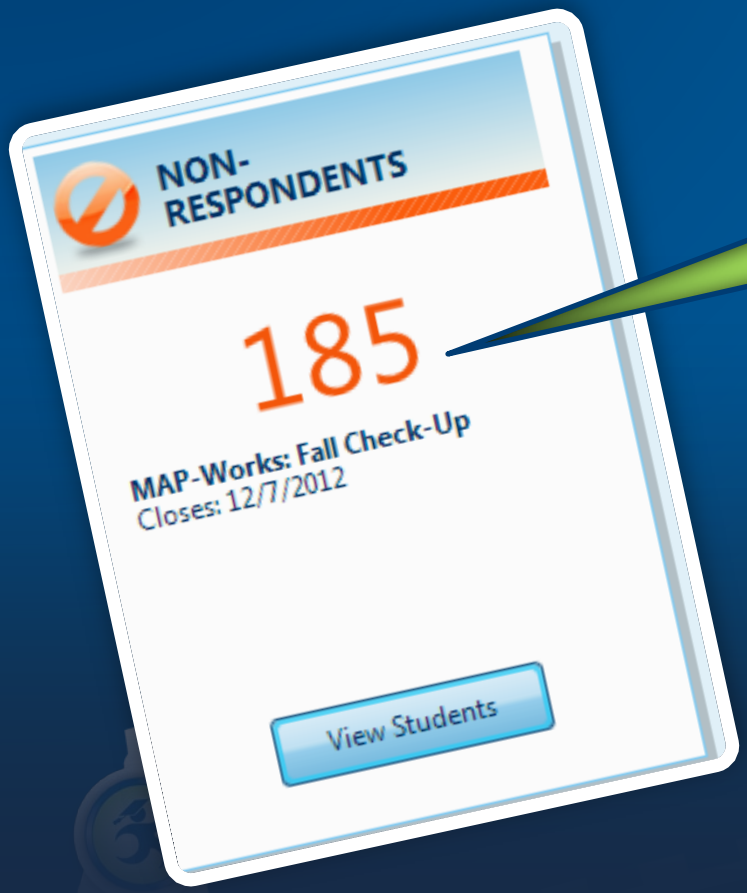
- High Priority Students

Create Real-Time List

STUDENT RISK COUNT	LOW	MODERATE	HIGH	VERY HIGH	UNKNOWN	TOTAL
	0 (0.0%)	0 (0.0%)	48 (52.7%)	43 (47.3%)	0 (0.0%)	91

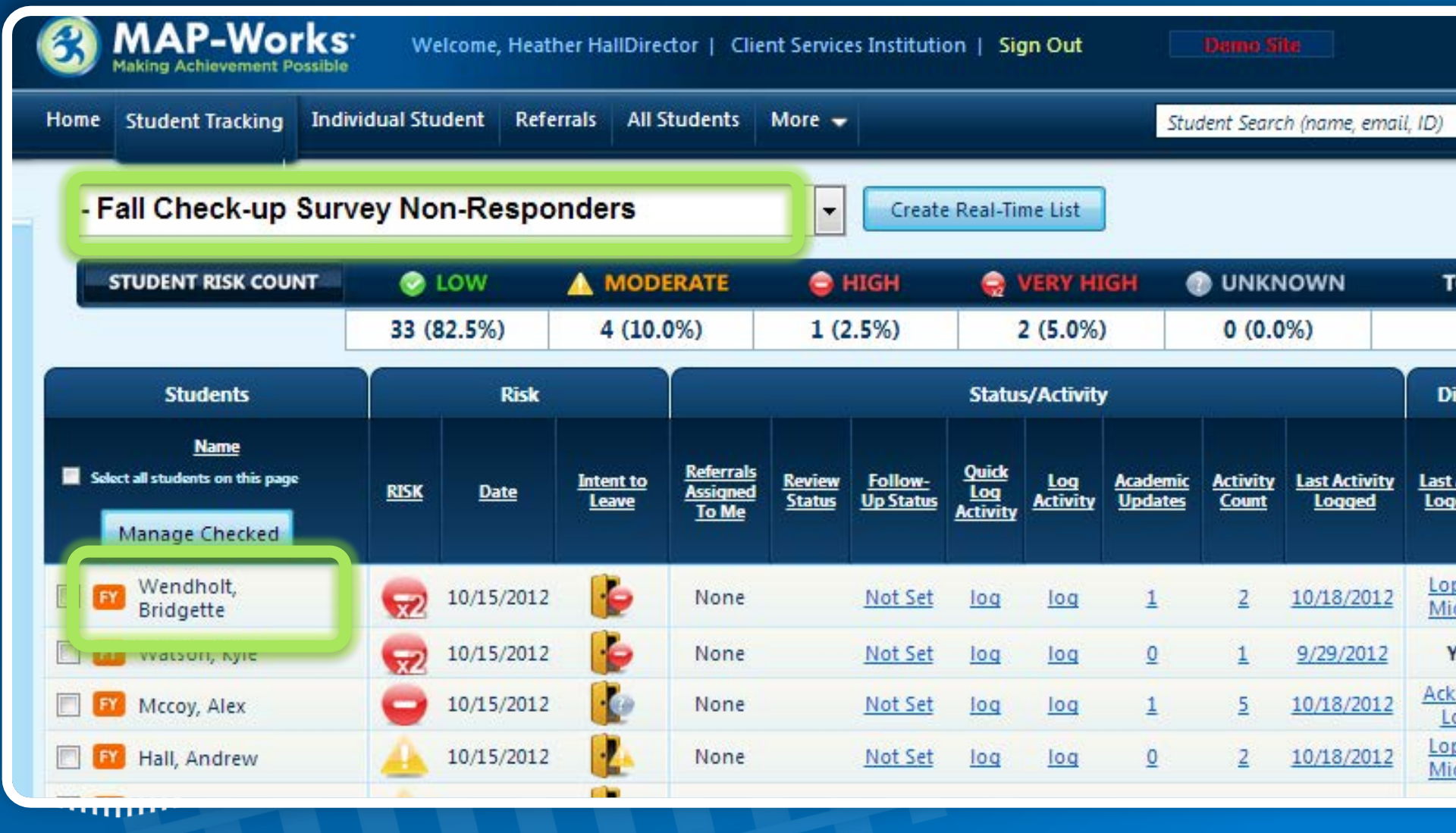
Students	Risk			Status/Activity								Direct-Connect
Name Select all students on this page Manage Checked	RISK	Date	Intent to Leave	Referrals Assigned To Me	Review Status	Follow-Up Status	Quick Log Activity	Log Activity	Academic Updates	Activity Count	Last Activity Logged	Last Activity Logged By
FY Bartley, Tyler	x2	11/1/2012		None		Not Set	log	log	1	4	10/18/2012	Ackerson, Louis
FY Brown, Denise	x2	11/1/2012		None		Not Set	log	log	1	2	10/18/2012	Ackerson, Louis
FY Casteel, James	x2	11/1/2012		None		Not Set	log	log	1	1	9/29/2012	You
FY Hein, Frances	x2	11/1/2012		None		Not Set	log	log	0	3	9/29/2012	You
FY Ledger, Allyson	x2	11/1/2012		None		Not Set	log	log	0	2	10/18/2012	Ackerson, Louis
FY Mendoza, Anna	x2	11/1/2012		None		Not Set	log	log	1	4	10/18/2012	Lopinto, Michael
FY Moody, Olivia	x2	11/1/2012		None		Not Set	log	log	0	1	9/29/2012	You
FY Pearson, Michelle	x2	11/1/2012		None		Not Set	log	log	4	1	9/29/2012	You
FY Wendholt, Bridgette	x2	10/15/2012		None		Not Set	log	log	1	2	10/18/2012	Lopinto, Michael

Task 4: How Many Fall Check-Up Survey Non-Respondents?



Here's the answer (but your number may be different).

Task 5: First Student on Fall Check-Up Non-Respondent list?



So how did you do?

- Can you:
  - Find and sort the High Priority Student Real-Time List
  - Find Intent to Leave indicators
  - Identify Non-Respondent population
  - Switch between surveys

Additional task: Email a student!

Learn More Ideas

Try making a note

- Private, Team or Public?

Sign in as Paige Professor

- Email: Paige@northstate2014.edu
- She is a faculty IO – and thus can only input information
- Create an Academic Update

Learn More Ideas

Use "Manage Checked" Button

- On Student Tracking, select multiple students then click the Manage Checked button to perform an action for all.

Check out the drop-downs

- On Student Tracking, click on a student's name and see all the options available
- Click on the blue drop-down at the top of the page to see different views for Student Tracking

Surveys Box

- Check out the Surveys box at the bottom right of the Home Page for stats and info.

Prioritizing Student Interventions in MAP-Works

Now you know how MAP-Works can help!