

Building a Data-Activated Student Support Ecosystem

Improving Student Retention & Completion with a Connected, Data-Informed Student Success Model

Background:

The University of Texas at San Antonio (UTSA) is a Carnegie R1, urban-serving, Hispanic thriving institution deeply committed to student success and academic excellence. To meet the needs of its primarily Hispanic and first-generation students, UTSA has implemented institution-specific insights and a data-activated student success coalition charged with improving student outcomes.

The Challenge:

The national data trends that many universities use to improve student outcomes did not reflect UTSA's primarily Hispanic, first-generation, and Pell-eligible student population. Without institution-specific, student-level insights throughout the term, UTSA wasn't able to consistently deliver proactive support. Without accurate visibility into their students' needs, opportunities to better support students and refine existing approaches were unclear.

The Strategy:

1. Establish an Integrated Planning & Operational Framework

The leadership team established a series of standing committees incorporating key stakeholders into regular collaboration. Campus leaders meet weekly to review student success data to inform planning and strategic decision-making. Additionally, key departments come together to operationalize interventions and coordinate services.

2. Unify the Institutional Approach to Student Success

UTSA has implemented a "hub and spoke" model for student success, consisting of the centralized Division of Student Success and Student Success Centers within each academic college. The Division of Student Success offers a range of programs and services, including academic advising, academic support, and success coaching.

3. Use Actionable Insights to Find Opportunities to Better Support Students

Implementing the Civitas Learning Student Impact Platform has enabled UTSA to access more of its institutional data, analyze trends, develop intervention strategies, and observe the impact of support initiatives on specific student populations to find the right combination of strategies to improve student outcomes.

4. Connect Student Success Efforts with an Integrated Student Success Platform

By partnering with Civitas Learning, UTSA has connected its student success efforts into one integrated student success platform. Leaders and frontline student success staff can access the information they need to provide individualized support. Departments across campus can coordinate action. Leaders can easily analyze the effectiveness of their efforts to inform future strategies and investments.

UTSA

The University of Texas at San Antonio™

UTSA Achieves Significant Student Outcomes & Institutional Goals:

+23 pp increase
in first-year retention rate from 2009 to 2023

+26 pp increase
in the overall six-year graduation rate from 2009 to 2023

Decreased Average Time to Degree,
5.3 years in 2012 to 4.3 years in 2022

3rd among HSIs
with R1 Carnegie Classification

1 of 30 institutions
to receive the Seal of Excelencia

The Civitas Learning Platform Supports UTSA's Success Work By:

✓ Making Institutional Data More Accessible

Insightful dashboards and easy-to-use reporting make real-time, actionable insights available to all involved stakeholders, empowering data-informed decision-making and action.

✓ Enabling Data Disaggregation by Student Group

Leaders dismantled the "one-size-fits-all" mentality that limits effective solutions by identifying gaps and institutional barriers affecting specific student populations.

✓ Easing Student Success Initiative Efficacy Assessment

The team can understand the efficacy of specific interventions and which most effectively improve outcomes through quick initiative analysis.

✓ Empowering Staff to Deliver Proactive Support at Scale

Intelligent case management and communication capabilities enable leaders, faculty, advisors, and student success professionals with the insights and tools to eliminate inefficiencies, ease capacity constraints, and coordinate student care across departments.

✓ Surfacing Course Impact on Persistence to Graduation

Faculty and leaders can precisely refine curriculum and tailor academic support by using Course Insights to determine which courses negatively impact persistence and graduation.



Civitas Learning helps higher education institutions improve student outcomes through data-activated decision-making and collaboration. Intelligent student success software equips teams with real-time insights and workflow solutions to support the entire student lifecycle, enabling leaders to implement strategies that improve retention and graduation rates and promote the financial health of their institutions.



The Civitas Learning Student Impact Platform allows us to view student success through a data-focused lens. It ensures we're not leaving any gaps that students could fall through along the way. And in this time of limited resources and budgets, it enables us to avoid offering redundant services."



- **Dr. Tammy Wyatt**

*Vice Provost for Student Success
The University of Texas at San Antonio*

**To learn more about
Civitas Learning's Student
Impact Platform, visit:
www.civitaslearning.com**