



**EDUCAUSE**  
ANNUAL CONFERENCE

20  
24

**OCTOBER 21-24**  
San Antonio, TX

**NOVEMBER 13-14**  
Online

# Empowering Success: Using Connected Technology to Create a Data-Informed Student Support Ecosystem

**Melissa Vito**

*Vice Provost for Academic Innovation*

**Amy Buechler-Steubing**

*Associate Vice Provost for Strategic Initiatives and Learning Innovation*

**Mark Appleford**

*Associate Vice Provost for Undergraduate Studies*

**Steve Wilkerson**

*Associate Vice President and Chief Analytics Office*



# Agenda

- About UTSA
- Building the Ecosystem
  - Data Agency
  - Learning Innovation
  - Student Success
- Results and Outcomes
- Lessons Learned

# Audience Question:

**Poll:** What aspect of connected technology do you find most beneficial for student support?

- Real-time data analytics
- Personalized communication
- Early intervention systems
- Other (please specify)

# UTSA Designations



## Tier One Research Classification

---

Recognizes UTSA as one of USA's top 4% research institutions



## Excelencia in Education Seal of Excelencia

---

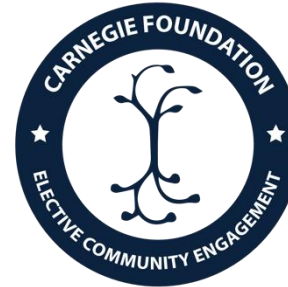
Recognizes UTSA's leadership in advancing Latino student success



## Alliance of Hispanic Serving Research Universities

---

Highlights UTSA as one of 20 founding members



## Community Engagement Classification

---

Highlights UTSA's commitment to serving the San Antonio region



## Innovation & Economic Prosperity University

---

Recognizes UTSA's leadership in fostering economic growth, prosperity and innovation.

# Our Students

# 34,864

## Fall 2023 Enrollment

<b>30,020</b> undergraduate	<b>4,844</b> graduate
--------------------------------	--------------------------

REPRESENTING

**82**  
nations

**50**  
states

**201**  
TX counties

**45%**  
first-gen

**74%**  
full-time

**43%**  
Pell eligible

**41%**  
transfer

**16%**  
military affiliated

**78%**  
work

**21%**  
work full-time

**4.4 years**  
undergraduate  
average time to  
graduate

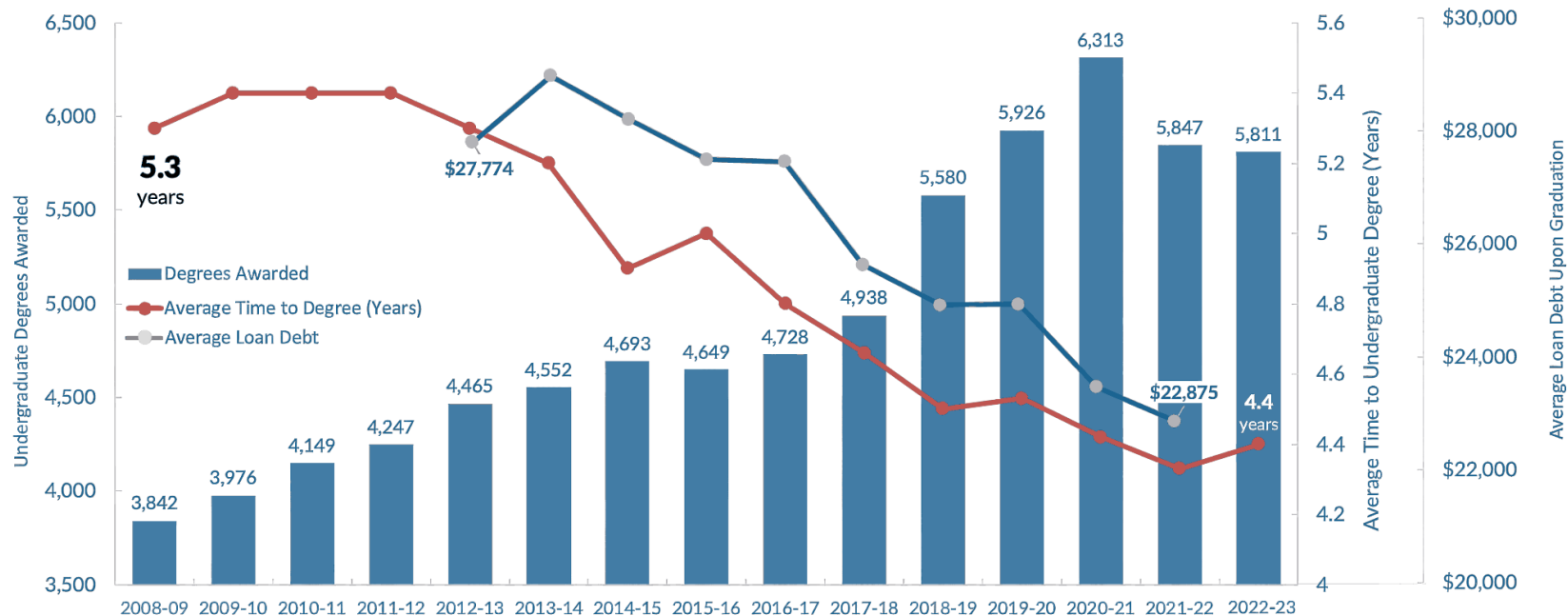
**36%**  
non-traditional  
undergraduates

**EDUCAUSE** 20  
ANNUAL CONFERENCE 24

OCTOBER 21-24  
San Antonio, TX

NOVEMBER 13-14  
Online

# Undergraduate Degrees Awarded Time to Degree & Average Loan Debt



Source of Average Loan Debt: THECB Accountability  
<http://www.txhigheredaccountability.org/AcctPublic/>

**EDUCAUSE** 2024  
 ANNUAL CONFERENCE

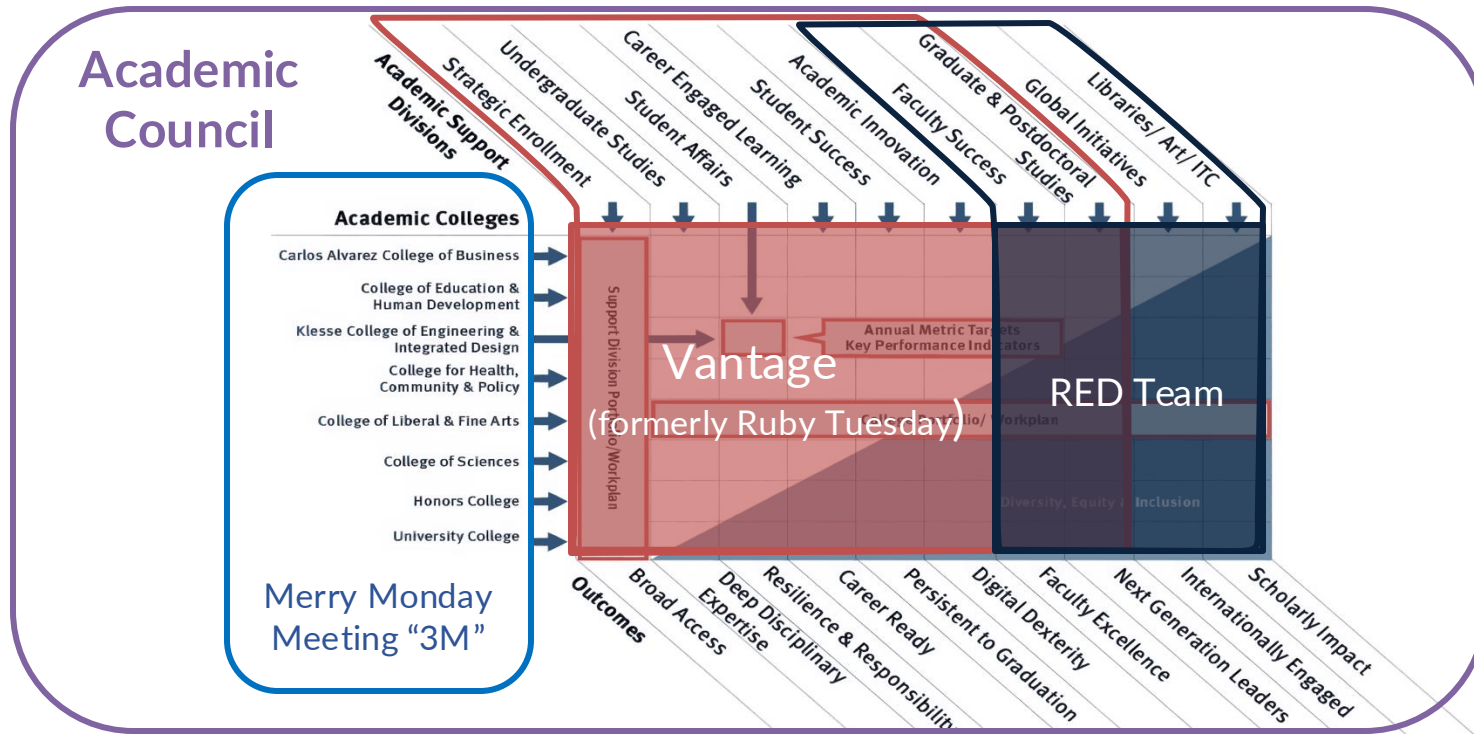
OCTOBER 21-24  
 San Antonio, TX

NOVEMBER 13-14  
 Online

# Building the Ecosystem



# Integrated Planning & Operational Framework



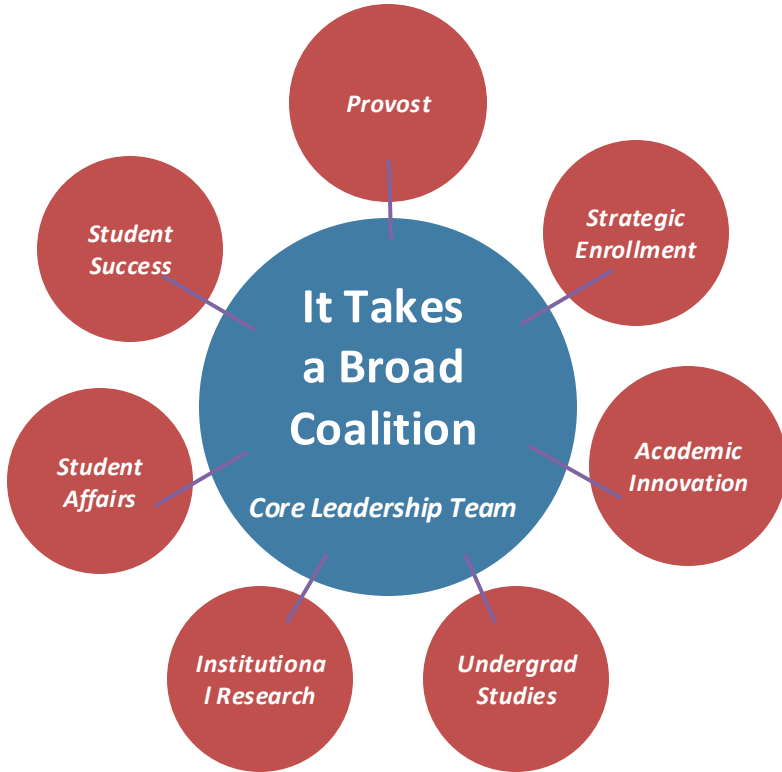
*Destination: Model for Student Success Destination: Great Public Research University*



OCTOBER 21-24 San Antonio, TX | NOVEMBER 13-14 Online

# UTSA's Vantage Leadership Team

Incorporating Key Stakeholders into Regular Collaboration



**Heather Shipley**  
*Provost & Executive VP for Academic Affairs*



**Lynn Barnes Jr.**  
*Senior Vice Provost Strategic Enrollment*



**Ambika Mathur**  
*Vice Provost & Dean Graduate Studies*



**Mark Appleford**  
*Associate Vice Provost Undergraduate Studies*



**Melissa Vito**  
*Vice Provost Academic Innovation*



**Steve Wilkerson**  
*Associate Vice President & Chief Analytics Officer*



**LT Robinson**  
*Dean of Students and Senior Vice Provost for Student Affairs*



**Tammy Wyatt**  
*Senior Vice Provost Student Success*

**EDUCAUSE** 2024  
ANNUAL CONFERENCE

OCTOBER 21-24  
San Antonio, TX

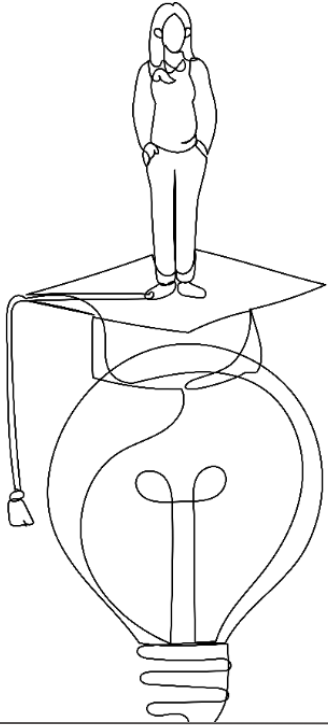
NOVEMBER 13-14  
Online

# Data Agency Ecosystem

# Data at your Fingertips

- Insightful dashboards and easy-to-use reporting capabilities have been created **making institutional data more accessible and readily available.**
- The ability to **disaggregate data by student group** enhances efforts to identify gaps and institutional barriers affecting specific student populations and dismantles the “one-size-fits-all” mentality that limits effective solutions. Viewing the impact of student success initiatives on specific student groups has helped UTSA make data-informed decisions and identify effective practices to scale.
- **Regular assessment of student success program effectiveness** has allowed us to know an initiative's true impact. Enabling leaders to know that the outcomes observed through initiative analysis result from the specific intervention being analyzed.
- **Intelligent case management and communication capabilities** have been employed to enable campus leaders, faculty, advisors, and student success professionals with the insights and tools to eliminate inefficiencies, ease capacity constraints, and coordinate student care across departments.

# Key Tenets & Considerations



**Data quality & freshness**



**Integrate the data – keep it accessible & actionable**



**Build trust & data agency**



**Take a student-centered approach**



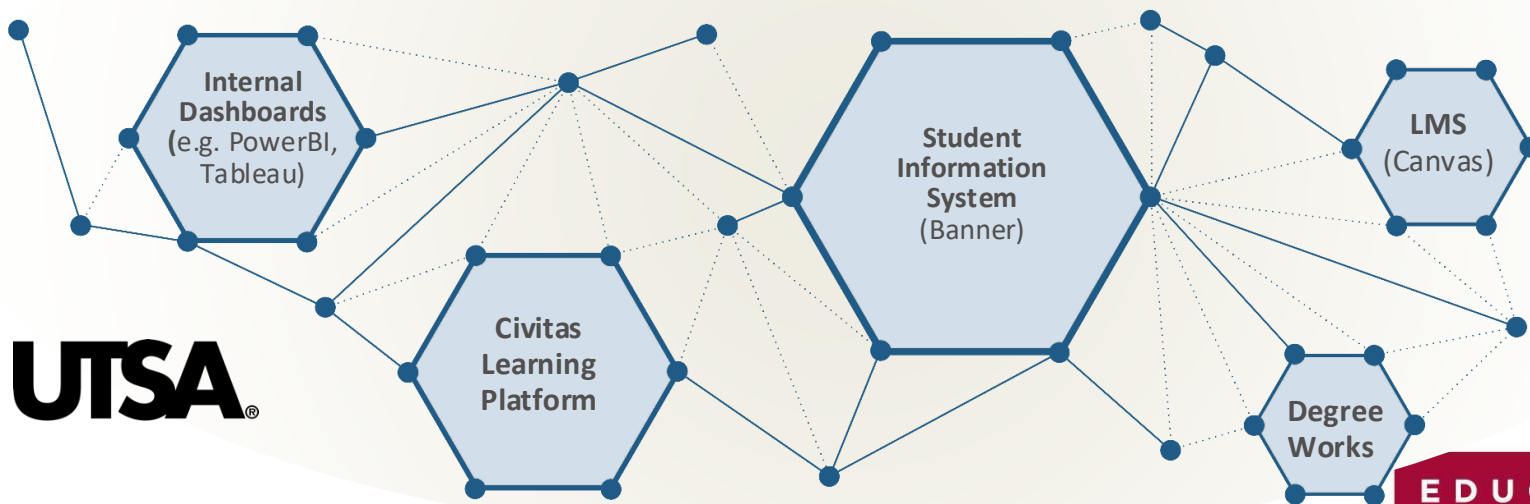
**Evolve & grow over time**

# Data Sources & Platforms

Key systems/tools that are leveraged for this work, what is integrated

## – Organizational Alignment –

*Office of Institutional Research • Student Success Data Agency & Assessment Work Team • UT System Exemplary Student Pathways*



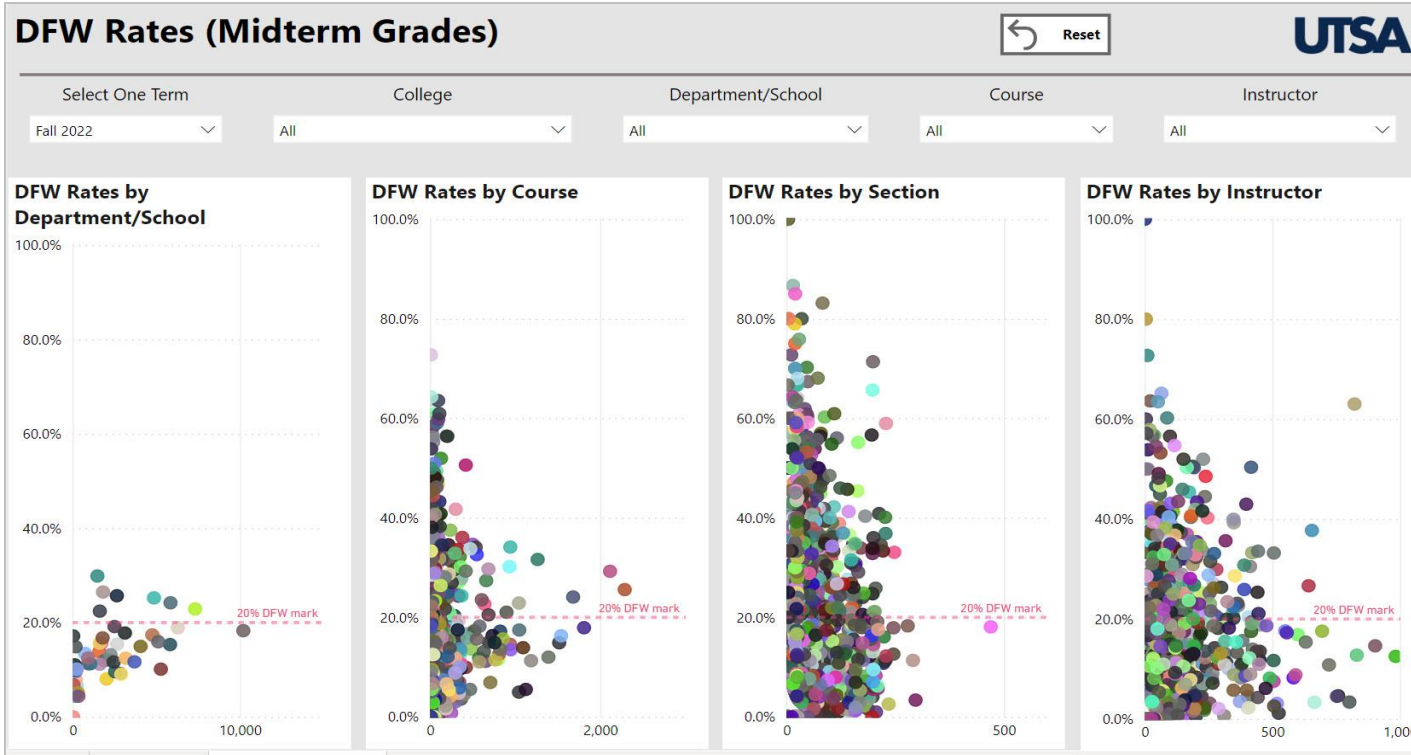
**UTSA**<sup>®</sup>

**EDUCAUSE** 20  
ANNUAL CONFERENCE 24

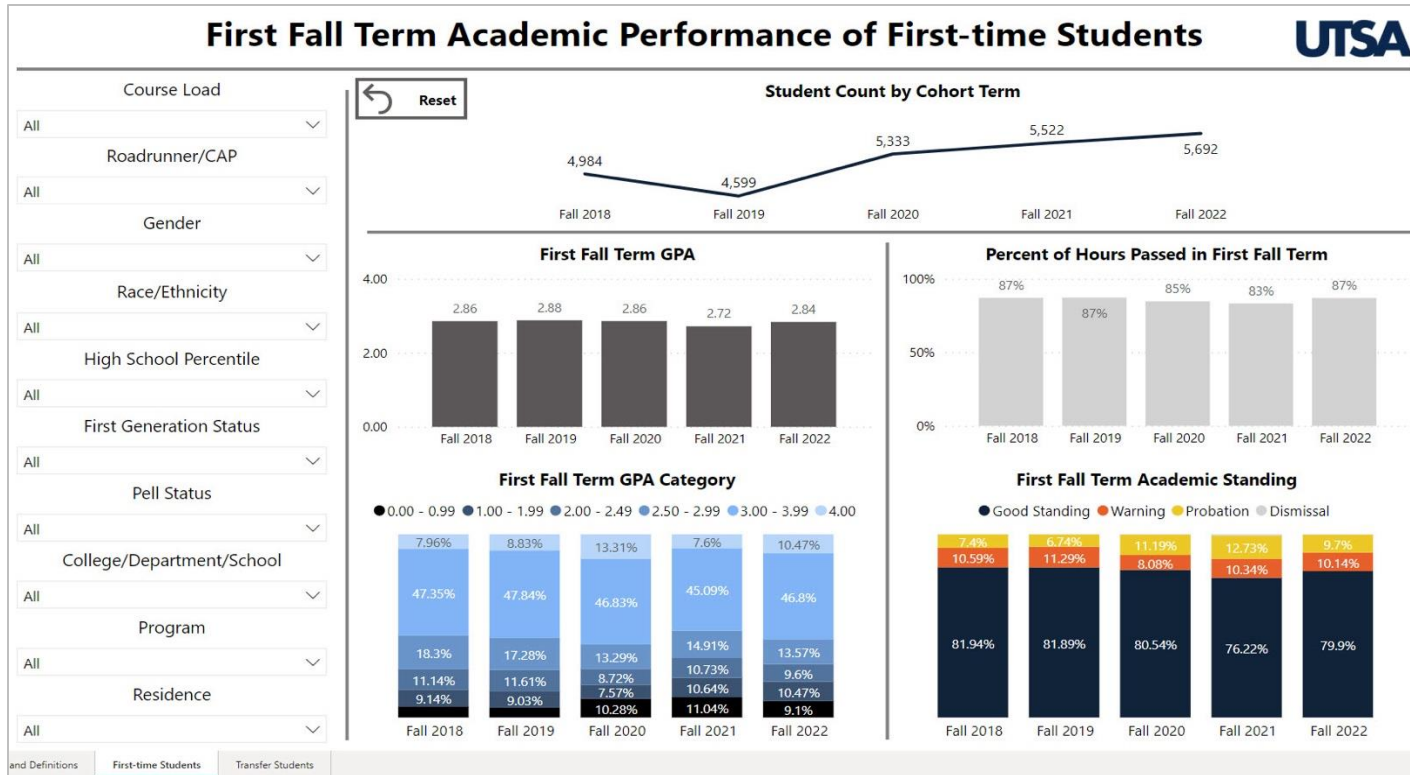
OCTOBER 21-24  
San Antonio, TX

NOVEMBER 13-14  
Online

# Success Dashboards



# Success Dashboards





# Success Dashboards

## Daily Retention Tracker

First-Time (IPEDS) or Transfer

First Time

All (IPEDS), Roadrunner, or CAP

All

Full Time (IPEDS) or Part Time

Full Time

College

All

Program Type

All

Race/Ethnicity

All

Gender

All

First Generation

All

Pell

All

Cohort	# in Cohort	# Registered	% Registered
Fall 2022	4,617	3,461	75.0%
Fall 2021	4,445	3,039	68.4%

### Difference between Cohorts

One-Year Retention Rate 6.6%

### Final Numbers for Fall 2021 Cohort

3,573

Students Retained

80.4%

Final Retention Rate



# Building Data Agency



## Staff learning communities

Book clubs, LinkedIn Learning, etc.



## Coffee chats

Hosted by Office of Institutional Research



## Resources/tools

Live & on-demand training

# Data Agency Across the Institution: Learning Innovation Ecosystem

# UT System's Exemplary Student Pathways Initiative

*Combining the power of data with a proven change model design new pathways to support more students to enter and complete quality degree programs.*

**Years 1-2 Lumina Foundation funded. The project foci:**

- Redesigning curricular pathways with a focus on innovative courses and credentials;
- Making equity-centered data, research, practice, and policy the default across UT System; and
- Utilizing research and data analytics through visualizations and dashboards to resolve equity gaps for successful degree completion and entry into the workforce.

**Year 3 Lumina Foundation & Trellis Foundation funded. Project focus:**

- Developing & embedding micro-credentials in selected core curriculum courses, particularly those courses within COLFA and COS.



**EXEMPLARY  
STUDENT PATHWAYS**



### ***Data insights***

*(Course outcomes impacting persistence and/or graduation likelihood)*



***Informed coordinated outreach and interventions***



***Improved persistence and graduation outcomes***

## **Timeline**

- |             |  |
|-------------|--|
| 2021 – 2022 | Exploratory exercises inform institutional best practices                    |
| 2022 – 2023 | Expansion to all Colleges  |
| 2023 – 2024 | Refinement of practices; early outcomes assessment for initial interventions |

## **Projects**

- Associate Dean and College Student Success Center (SSC) lead training and action planning
- Exemplary Student Pathways (UT System Project); identifying and addressing equity gaps
- SSC shared goal to improve course outcomes in courses with signals (e.g., challenge course, late hurdle)
- Dept Chairs and UGARs explore insights to inform future decisions about gateway courses

Explore courses where:

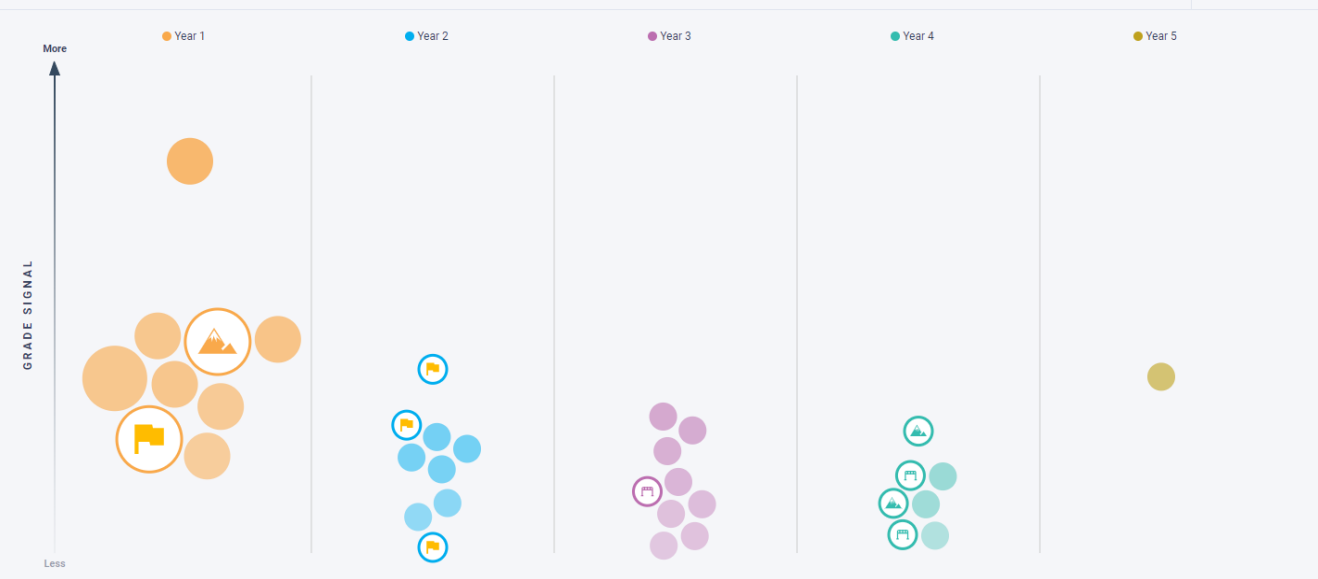
A student's course grade strongly signals persistence likelihood

These are courses where a single letter-grade difference creates the biggest boost in persistence likelihood for an individual student. Advising students to prioritize these courses could increase their persistence likelihood.



You have no active filters [Add Filters](#)

35 Courses Bubble Size [v](#) [Export Courses](#)



- Highest Grade Signal
- **WRC-1013** : Freshman Composition I >
  - **HIS-1043** : US His Pre-Columbus to Civil War >
  - **POL-1013** : Intro to American Politics >
  - **PSY-1013** : Introduction to Psychology >
  - **COM-1053** : Business & Professional Speech >
  - **HIS-1053** : US His Civil War to Present >
  - **POL-1133** : Texas Politics and Society >
  - **CE-4813** : Civil Engineering Design >
  - **MGT-3013** : Intro.Org Theory, Behav & Mgmt >
  - **AIS-1203** : Academic Intro & Strategies >
  - **KIN-4403** : Motor Learning >
  - **BIO-3413** : General Physiology >
  - **ACC-2033** : Principles of Accounting II >

Help

# Key Elements of Redesign

- Align to Universal Design for Learning
- Create curriculum that enhances cognitive, behavioral and affective learning
- Connect with a current world scenario
- Support digital fluency
- Encourage students to be active creators and critical researchers
- Provide opportunities for interdisciplinary collaboration



# Measuring Impact

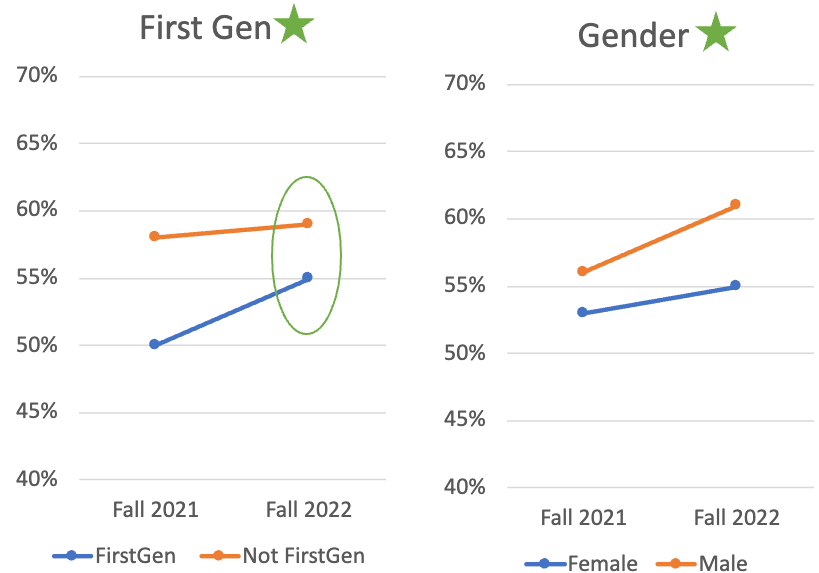
Gathered data from a core political science course during Fall 2021 (before) and Fall 2022 (after)

## Outcomes:

- **DFW rates decreased by 6.9% compared to the previous semester.**
- The A/B grades improved in the majority of all students
- The gap was reduced between First Generation students and their peers

★ = rate improved

○ = gap reduced







# Student Experience PROJECT

## UTSA SEP Pilot 2023-24

From the divisions of Student Success,  
Academic Innovation, and Undergraduate Studies

**Implementing innovative, research-based practices to:**

- foster equitable learning environments,
- increase degree attainment, and
- enhance student success

Through SEP, we will focus on cultivating a sense of belonging, promoting growth mindset, and fostering learning mindsets to improve classroom performance and persistence to degree completion.










# Learning Conditions Improved Spring 24

## Student Experience Overview

[? Tips for using this](#)

☰ Disaggregation **▲** (None) Apply to all

LEARNING CONDITION	RESPONSES	RATED POSITIVELY ON LAST SURVEY	± FROM FIRST SURVEY
<b>Belonging Certainty</b> 2178 (of 2188) responses	All (2178)	77% 	+3
<b>Identity Safety</b> 2178 (of 2188) responses	All (2178)	87% 	+2
<b>Institutional Growth Mindset</b> 2177 (of 2188) responses	All (2177)	90% 	0
<b>Self-Efficacy</b> 2173 (of 2188) responses	All (2173)	77% 	-1
<b>Social Belonging</b> 2172 (of 2188) responses	All (2172)	80% 	+1
<b>Social Connectedness</b> 2170 (of 2188) responses	All (2170)	75% 	+2
<b>Trust and Fairness</b> 2169 (of 2188) responses	All (2169)	94% 	-2

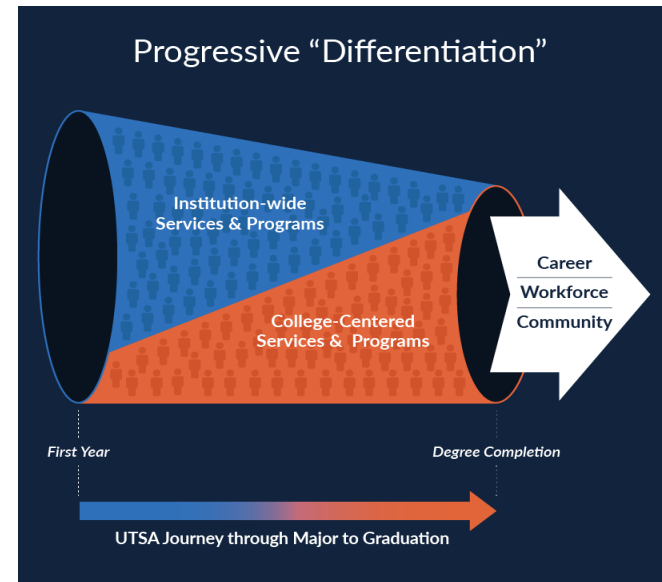
# Most Significant Faculty Growth Areas (Spr 24)

<b>Using Data</b>	Using data (formative feedback) to inform practices and approaches in the classroom
<b>Reflecting</b>	Reflecting on your mindset and how it impacts students' classroom experience
<b>Applying</b>	Applying strategies to enhance the student experience

# Data Agency Across Institution: Hub & Spoke Student Success Ecosystem

# College Student Success Centers

Each College at UTSA has a Student Success Center that provides resources, programs and services geared towards helping their students succeed through course and career guidance.



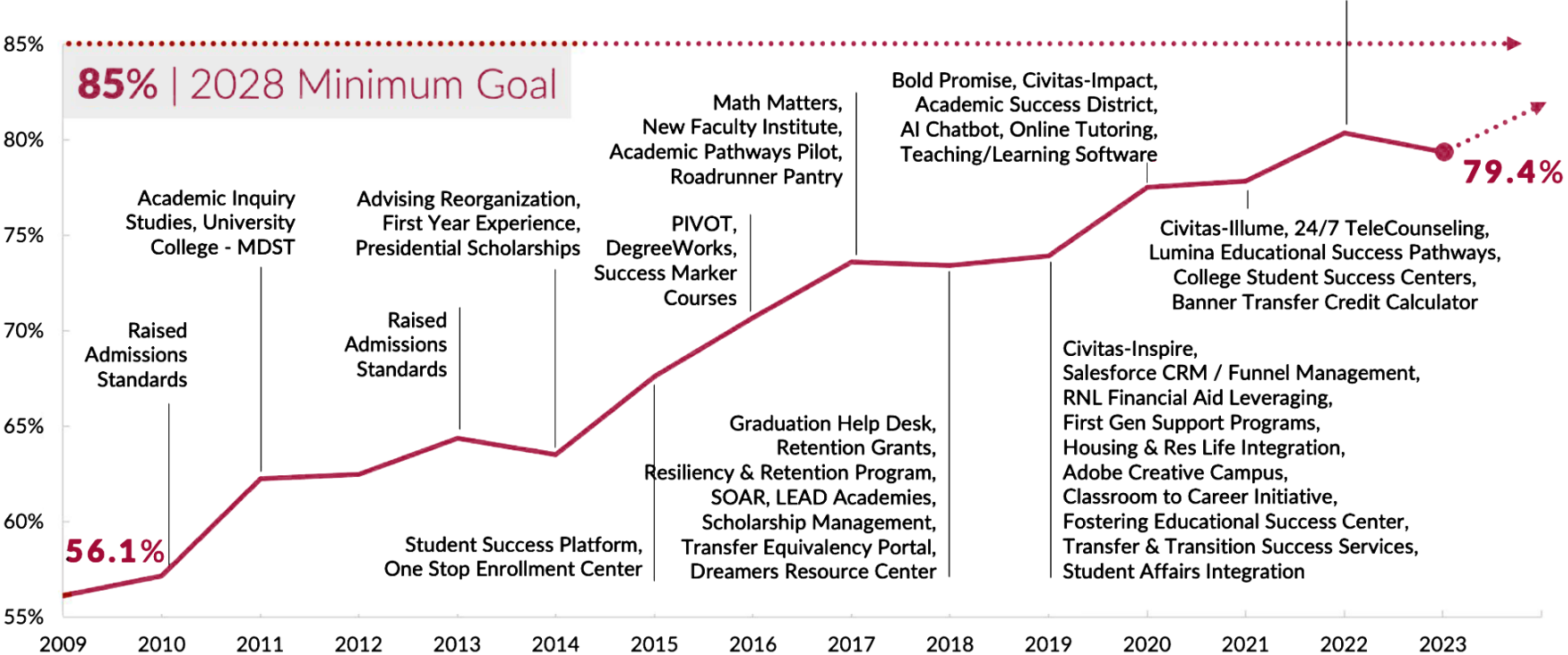
“Hub & Spoke” Model intentionally connects broad-based institution wide and tailored college-centered services and assistance to fully advance the success of our students.

# Hub & Spoke Unified Efforts



# Results & Outcomes

# First Year Retention



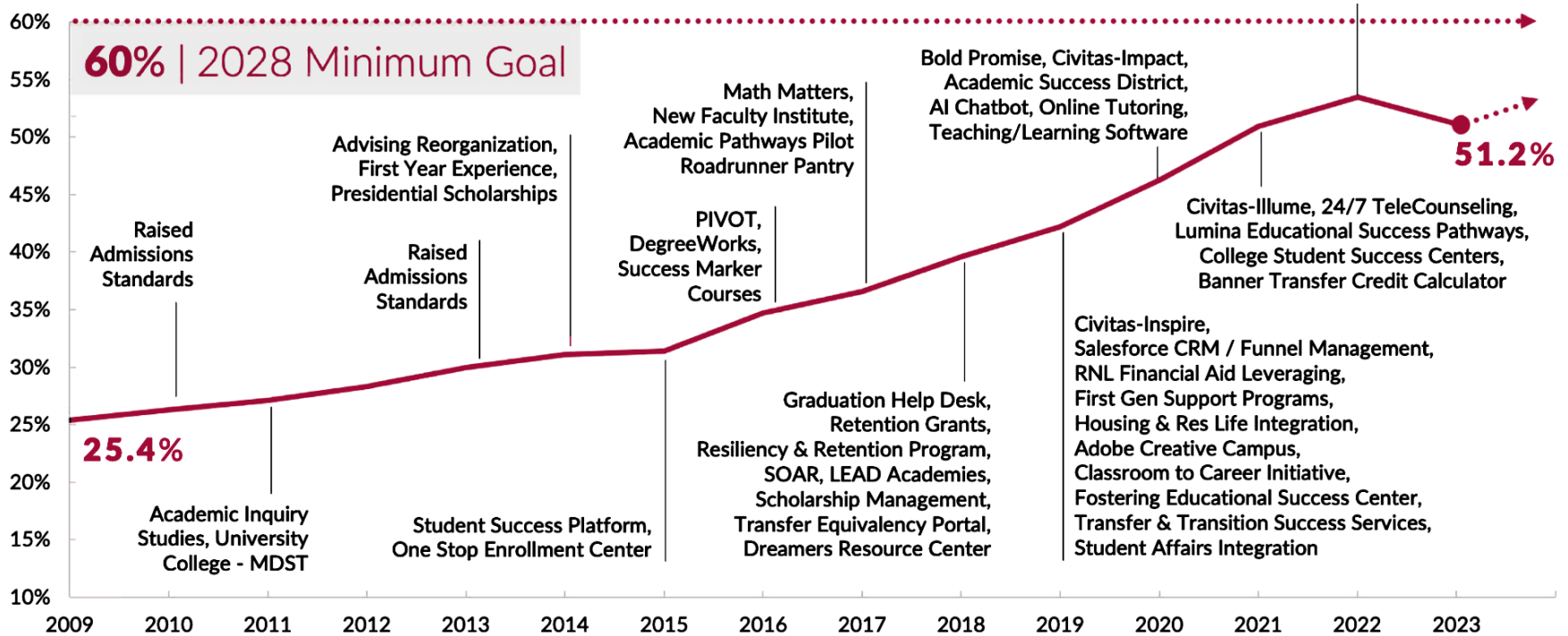
\* Data as reported to the Texas Higher Education Coordinating Board (THECB)





# Six-Year Graduation

Canvas transition, UERU Curriculum Analytics, Strada Credentials Pilot, Bold Promise & Bold Futures Scholars, Student Assistance Services, APLU Student Experience Project



\* Data as reported to the Texas Higher Education Coordinating Board (THECB)

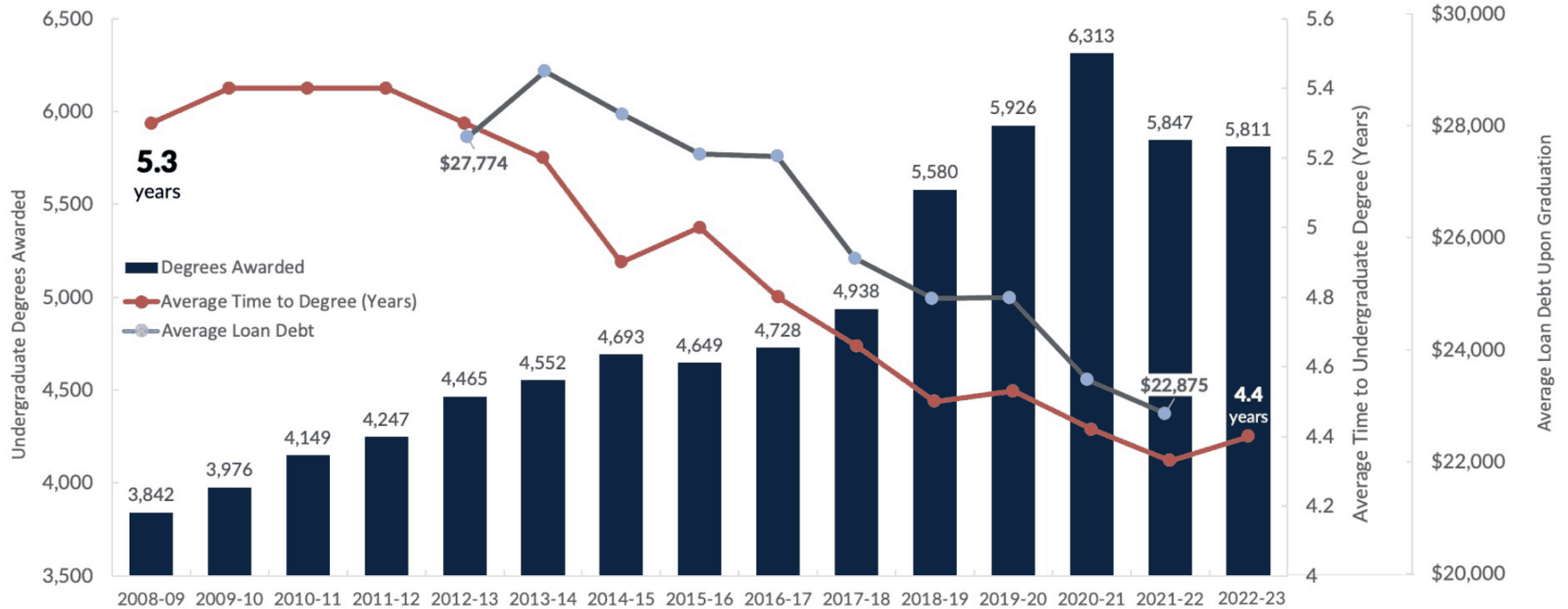
**EDUCAUSE** 2024  
 ANNUAL CONFERENCE

OCTOBER 21-24  
 San Antonio, TX

NOVEMBER 13-14  
 Online

# Undergraduate Degrees Awarded

## Time to Degree & Average Loan Debt



Source of Average Loan Debt: THECB Accountability  
<http://www.txhigheredaccountability.org/AcctPublic/>



OCTOBER 21-24 San Antonio, TX | NOVEMBER 13-14 Online

# Lessons Learned

- Systemness thinking is essential!
- Common vision aligns efforts, ensuring successful and impactful initiatives
- Requires buy-in and support at all levels
- Incorporate efforts into existing structures and practices
- Data is key to creating equitable practices and providing intentional interventions and effective partnerships to reach outcomes

# Contact Information



**Melissa Vito**

*Vice Provost for Academic Innovation*

[Melissa.Vito@utsa.edu](mailto:Melissa.Vito@utsa.edu)



**Mark Appleford**

*Associate Vice Provost for Undergraduate Studies*

[Mark.Appleford@utsa.edu](mailto:Mark.Appleford@utsa.edu)



**Amy Buechler-Steubing**

*Associate Vice Provost for Strategic Initiatives & Learning Innovation*

[Amy.Buechler-Steubing@utsa.edu](mailto:Amy.Buechler-Steubing@utsa.edu)



**Steve Wilkerson**

*Associate Vice President & Chief Analytics Office*

[Steve.Wilkerson@utsa.edu](mailto:Steve.Wilkerson@utsa.edu)

NOTE: This presentation leaves copyright of the content to the presenter. Unless otherwise noted in the materials, uploaded content carries the [Creative Commons Attribution 4.0 International \(CC BY 4.0\)](https://creativecommons.org/licenses/by/4.0/), which grants usage to the general public, with appropriate credit to the author.