

# QUEENSBOROUGH **CU** COMMUNITY COLLEGE **NY**

## *Queensborough Community College Grant: Latino STEM Support Network (LSSN) Early Alert*



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# QUEENSBOROUGH **CU** COMMUNITY COLLEGE **NY**

- IBM Latino Early Alert System
- Blackboard Screen display
- Database Screen displays
- Next Steps



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## QUEENSBOROUGH CU COMMUNITY COLLEGE NY

- GOAL: Support Latinos in the STEM curricula via \$250K of IBM supplied technology and services
  - Grant focuses on Latino students; solution will impact ALL students within the identified STEM courses; projected to support entire QCC campus
- Services/technology targets:
  - Increasing retention and graduation of Latino students in STEM curricula
  - Providing earlier identification and support for students in need
  - Offering automated insight into the classroom

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- All risk factors are in easy-to-navigate columns in Blackboard
- Instructors add comments/make weekly updates to flag students
- Flags and comments flow into LSSN system weekly for intervention reports

The screenshot displays the Blackboard Grade Center interface. At the top, there are navigation buttons: Add Grade Column, Add Calculated Column, Manage, Email, Reports, and Grade History. Below these, the current view is set to 'Full Grade Center' and columns are sorted by 'Layout Position'. The main table has columns for Last Name, First Name, Username, Weighted Total, Attendance Iss, Performance Iss, and Failure Risk. Five rows of test data are visible. A 'Feedback to User' dialog box is open over the first row, containing the text 'Come back to class or drop before drop date!' and a 'Grading Notes' section with the text 'Student has missed 3 consecutive classes.' The dialog has 'Cancel' and 'Submit' buttons.

<input checked="" type="checkbox"/>	Last Name	First Name	Username	Weighted Total	Attendance Iss	Performance Iss	Failure Risk
<input type="checkbox"/>	Stestperson2	Student	200406170130208	55.00%			
<input type="checkbox"/>	Testperson	Qbcc	200811210233009	75.00%			
<input type="checkbox"/>	Testperson	Qbcc	200811210233009	100.00%			
<input type="checkbox"/>	Testperson	Qbcc	200811210233009	85.00%			
<input type="checkbox"/>	Testperson	Qbcc	200811210233009	50.00%			

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- Report is emailed to STEM Academy every Monday
- Contains list of students (with contact information) who in the previous week professors flagged as requiring support
- Helps the Academy focus intervention on students who need it MOST

QUEENSBOROUGH CU COMMUNITY COLLEGE NY My Dashboard LSSN Dashboard LATINO STEM SUPPORT NETWORK

LSSN Dashboard Welcome, administrator! Dashboards - Answers - More Products - Settings - Log Out

STEM Academy Monday Outreach Student Profile Academic Support Connection My Class Academic Advisement Monday Outreach Page Options

Choose week ending date for Blackboard update:  
1/12/2010 12:00:00 AM [Go]

Student Indicator Summary

Student ID	Last Name	First Name	Middle Name	Phone Number	Campus Email	Blackboard Last Update	Attendance Indicator	Performance Indicator	Failure Risk Indicator
10059508	T	T		119058	000015812@SERIAL.GCC.CUNY.EDU	1/12/2010	Red	Red	Green

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QUEENSBOROUGH CU COMMUNITY COLLEGE NY My Dashboard LSSN Dashboard LATINO STEM SUPPORT NETWORK

LSSN Dashboard STEM Academy Monday Outreach Student Profile Academic Support Connection My Class Academic Advisement Monday Outreach

Enter EMPLID here: Last Name First Name  
10059508 [Go]

Student Demographics

Student ID	Last Name	First Name	Middle Name	Phone Number	Campus Email	External Factors Indicator	
1859	T	T	ELE	P	.66519058	TJACKET@SERIAL.GCC.CUNY.EDU	Red

Current Blackboard Indicator Status

Course Number	Class Section	Category	Category Indicator	Instructor Comments	Last Update
EN102	32	Attendance Issues	Y	Student has missed 3 classes	9/30/2010 10:58:55 AM
PH111	13	Performance Issues	Y	Failed all assessments. Send to LC.	9/30/2010 10:50:38 AM

Student Profile - Indicator Summary

External Factors Indicator	Placement Indicator	Academic Standing Indicator	Referral Connection Indicator	Attendance Indicator	Performance Indicator	Failure Risk Indicator
Red	Red	Red	Red	Red	Red	Green

Student Academic Information

Current Major	Current Major Declare Date	Admit Term	Number Of Terms Enrolled	Number Of Credits Earned	Cumulative GPA	HS Data Grade Level	HS Math Units Earned	HS Math Average
LA-AA	2/1/2010 12:00:00 AM	201002		3	0	0.00	12	65

Student Term Information Placement Information Support Connection - Dashboard Version

Term	GPA	Credits Earned	Equated Credits Earned	Placement	Referral Date	Advisor Name	Last Tutoring Date
201002	0.00	3	0	BE201	2/23/10	Beltzer, Scott	1/23/10

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- This report lists students who have been flagged as being referred to tutoring but who have not received services
  - Report used for follow up with the student to determine why the student didn't receive support

## QUEENSBOROUGH COMMUNITY COLLEGE NY My Dashboard LSSN Dashboard LATINO STEM SUPPORT NETWORK

LSSN Dashboard

### Support Connection

Student ID	Name	Phone Number	Campus Email	Referral Date	Advisor Name	Last Tutoring Date
1211	7	NY 6465	ABC @BTTIGERMAIL.QCC.CUNY.EDU	09/03/2009	Beltzer, Scott	
120	7 NA	9	TN @BTTIGERMAIL.QCC.CUNY.EDU	10/13/2009	Beltzer, Scott	
1	75	5165	ND5@BTTIGERMAIL.QCC.CUNY.EDU	10/15/2009	Beltzer, Scott	
1	77	7187	LN @BTTIGERMAIL.QCC.CUNY.EDU	10/19/2009	Beltzer, Scott	
12	7 ROE	718	@BTTIGERMAIL.QCC.CUNY.EDU	10/21/2009	Beltzer, Scott	
12	6 SMITH	631	D @BTTIGERMAIL.QCC.CUNY.EDU	02/22/2010	Beltzer, Scott	Dec-09
1085	DO	476	@BTTIGERMAIL.QCC.CUNY.EDU	02/23/2010	Beltzer, Scott	Dec-09

[Return](#) - [Create Bookmark Link](#)

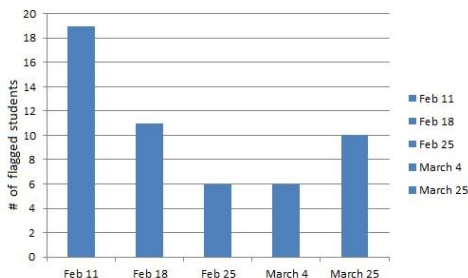


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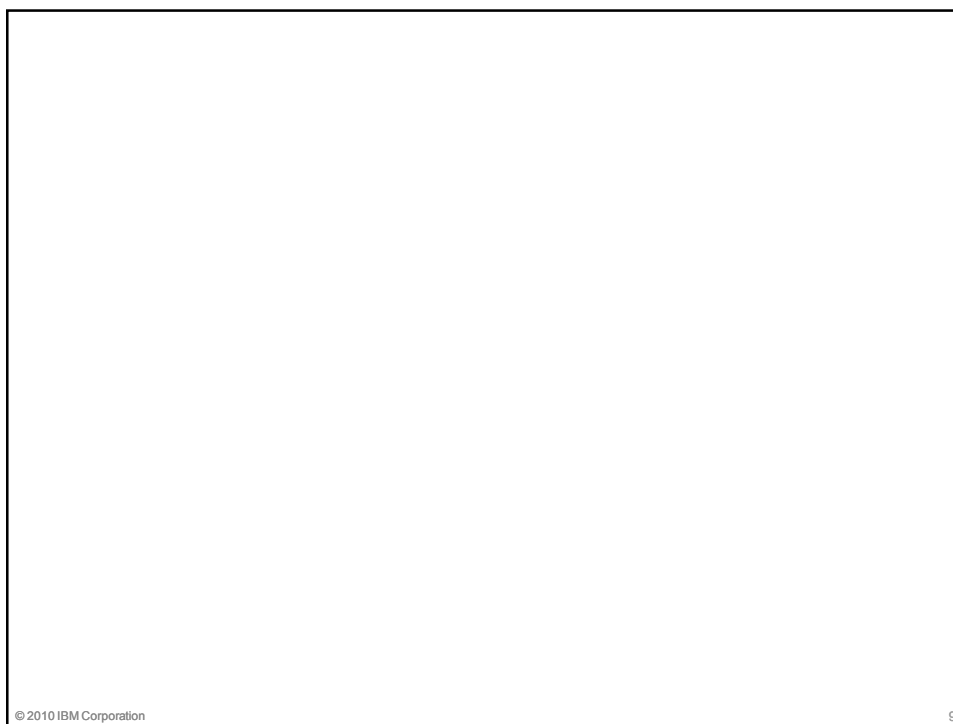
- Evaluation of the Pilot
  - Tracking the number of flagged students over time



- student overlap?
  - Out of 19 flagged students at the start (on Feb. 11), only 2 remained flagged at the end (on March 25)

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### Outcomes

- Students were very receptive when they were notified about missing assignments, not attending classes, and poor test/quiz grades.
- Appreciated hearing from someone who was outside of the classroom to help them get back on the right path.
- As a result of the interaction with student, they felt motivated to go for tutoring, and speak with their professor to get caught up with missing assignments and tests.
- Once initial contact was made with the student, follow up appointment was made with student to discuss if there was improvement in the course, continued use of tutoring services and to determine whether or not student should withdraw.

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- Withdrawal success rate - 69%
  - Out of 16 students flagged by faculty with withdrawal recommendation, 11 withdrew (thus, avoiding F or WU grade by the end of semester)
- Experimental-control group end-of-semester evaluation is in progress
  - Student satisfaction surveys; GPA and withdrawal rate comparisons
- Faculty surveys
  - all 6 respondents recommended college-wide implementation (one responded recommended implementation only for core requirement classes)
  -

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## QUEENSBOROUGH COMMUNITY COLLEGE

- Spring 2011 Semester – Completed
- IRB Approval for system pilot (early January)
  - Train faculty on LSSN (early January)
  - Pilot LSSN in 10 STEM classes (January – June 2011)
  - Measure system effectiveness (January -June 2011)
  - Modify LSSN based on faculty feedback (Jan – June 2011)
  - Publish results
- Fall 2011 Semester - Completed
  - Deploy LSSN campus-wide to all classes, Freshmen Academies and Academic Advisement (September 2011)
  - Determine potential release to CUNY

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