

## At-Risk Student Findings

Beginning in FY 2010, eCore faculty began weekly reporting any students considered at-risk in completing their the coursework. The reports were then followed up by the eCore advisors. From an instructor’s perspective, this could be from inactivity, technology issues, missing assignments or any other type of problem deemed at-risk.

The eCore advisors attempt to contact the at-risk students outside the classroom, to notify them that the instructor is concerned, to inquire of the problem, and to provide follow-up assistance and guidance. Some reasons provided by an at-risk student include: Loss of PC or internet connection to the class, misunderstanding course assignments and due dates, time management issues, missing assignments, needing assistance in course material, intention to withdraw, and personal reasons. The instructor also attempts to contact the student inside the classroom as well, and the at-risk student is typically reported multiple times.

Students are counseled in corrective measures and provided options for resources available to them to get back on track in the class. Students are encouraged to contact instructors and work out a plan for remediation. Students may need an alternative place to log in for their coursework if there is a hardware or connectivity issue. Also, students can be directed to

tutoring options or counseling services available for them, as well as some on-the-spot training on how to navigate the electronic classroom.

During FY 2010, the utilization of the at-risk reporting improved, and the retention of the at-risk student has improved from 53 percent to 59 percent. In Fall 2009, there were 155 incidents reported with 52 students withdrawing (47 percent) and 58 students retained (53 percent). In Spring 2010, there were 460 incidents reported with 100 students withdrawing (41 percent) and 143 students retained (59 percent).

### Major Findings

As faculty became more diligent about reporting students, at-risk students retention increased.

At-Risk Student Metrics FY 2010		
	Fall 2009	Spring 2010
Total Duplicated Enrollment	1502	1615
Total Number of At-Risk Students Reported Weekly by Instructor	155	460
Total Number of Unique Students/Courses Reported At-Risk	110	243
Total Number of Overall Students Choosing Withdrawal	317	264
Total Number of At-Risk Students Choosing Withdrawal	52	100
Percent At-Risk Students Retained	53%	59%