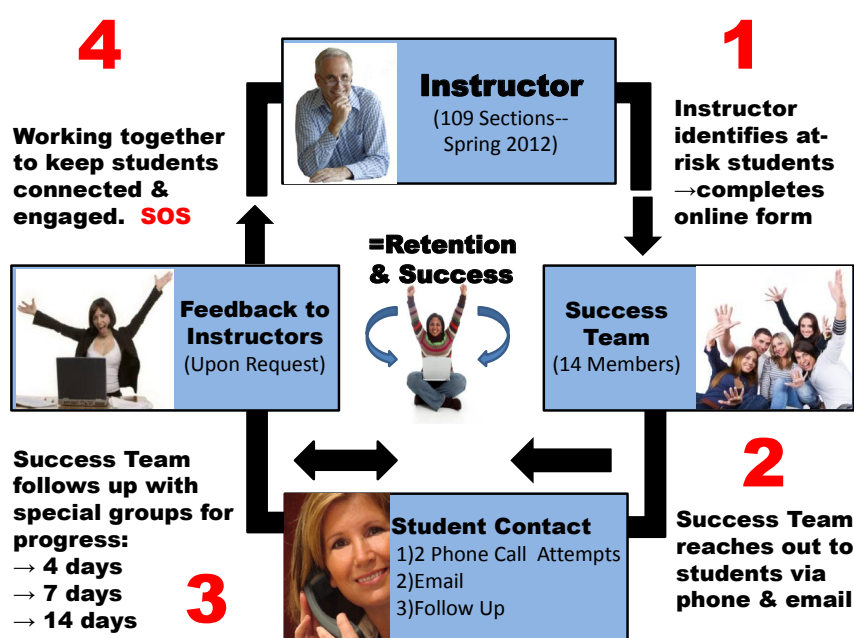


Saving Our Students (SOS)

eCore has an at-risk process in place which allows professors to report any students in need of assistance. At-risk reports may be generated for a student with issues in the classroom such as weak/low activity or a missed assignment. Professors may also be concerned for students with a medical illness or a personal obligation. These issues are often challenges to successful course completion. The eCore Student Success team will contact the student outside the classroom and provide additional external support to the student. This communication is empathetic

and supporting. 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 new strategy. Students are contacted routinely for follow-up. Positive reinforcement is provided. A student may be reported more than one time in a course, and the student may be reported for more than one course. Each individual reporting is considered an at-risk incident.



Saving Our Students	Summer 2011	Fall 2011	Spring 2012	Total FY 2012
# At-Risk Incidents Reported by Professors	568	1942	1847	4357
Estimated # Phone Calls	1136	3884	3694	8714
Estimated # Emails	568	1942	1847	4357
# Students Who Completed Course after Reported At-Risk	300	716	626	1642