FY 2014 Startup Outreach Activities

The following table represents the startup outreach activities for FY 2014. Students who have not logged into the course by Day 3 of class are contacted via phone and email. This activity is performed by the entire eCore team. Students who have not logged into the course by 12N on Day 5 (the login deadline), are notified that they have missed the login deadline This Day 5 activity is performed by the Student Success Team (SST).

Outreach Activity (Phone calls, emails)	Summer 2013	Fall 2013	Spring 2014	Total FY 2014
Total Enrollment for the Semester	1450	3622	4619	9691
Day 3: Students who have not logged in for Full, Short I and Short II Sessions				
Percent Enrollment Not Logged In	21.17%	20.21%	20.37%	20.43%
Enrollment Not Logged In	307	732	941	1980
Unduplicated Students Not Logged In	239	586	741	1566
Day 5: Students who have not logged in for Full, Short I and Short II Sessions				
Percent Enrollment Not Logged In	7.93%	9.06%	5.80%	7.34%
Enrollment Not Logged In	115	328	268	711
Unduplicated Students Not Logged In	87	267	199	553

DID YOU KNOW?

Over 8,400 outreach phone calls were made for Outreach activities in FY 2014: Not-Logged-In Day 3, Not-Logged-In Day 5, SEADS, Withdrawing Students, and Missing Proctored Exam Students.

FY 2014 Preemptive Outreach Activities

The following table represents the preemptive outreach activities for FY 2014. Students who are in a high number of eCore classes are contacted before classes begin so that registration can be confirmed, student success tips can be provided, and any questions can be answered. The preemptive cycle may also include students who are preidentified by either the eCore affiliate or prior eCore participation. All students are sent a Getting Started and Welcome email that is sent up to two weeks before classes begin. This email includes GoView login instructions, and all students are also encouraged to begin working in the eCore Connection, a tutorial class, before classes begin.

Preemptive Outreach Activity (Phone calls)	Summer 2013	Fall 2013	Spring 2014	Total FY 2014
Total Enrollment for the Semester	1450	3622	4619	9691
Identified preemptive student enrollment	276	183	553	1012

Saving Our Students (SOS)

FY 2014 In-Term Outreach Activities

The following table represents the in-term outreach activities for FY 2014. Faculty used SEADS (Student Engagement and Advancement Data System) to report students in need of intervention. The Student Success Team contacts the student within 2-3 business days, often within one business day, by phone call and/or email. The loop is closed when faculty receive follow-up from the SST. Withdrawing students complete a request and survey form. Beginning in Fall 2013 the SST contacted each withdrawing student within 24-48 hours to help the student make an informed decision. eCore began officially contacting students who missed proctored exams in Spring 2014.

Outreach Activity (Phone calls, emails)	Summer 2013	Fall 2013	Spring 2014	Total FY 2014
Total Enrollment for the Semester	1450	3622	4619	9691
SEADS Entries (* can be multiple entries per student, across the term)	866	1756	2309	4931
Withdrawing Students	N/A	440	553	993
Missing Proctored Exams Students	N/A	N/A	395	395