

FY 2016 Startup Outreach Activities

The following table represents the startup outreach activities for FY 2016. 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. The login deadline for classes is 12N on Day 5; therefore, students who have missed this deadline are in jeopardy of administrative withdrawal and are promptly contacted and notified that they have missed the login deadline and are provided an opportunity to drop by the midnight deadline. The Day 5 activity is performed by the Student Success Team (SST). This activity is also performed as part of the Short Session II startup days, in the middle of a long semester.

Startup Outreach Activity	Summer 2015	Fall 2015	Spring 2016	Total FY 2016
Total Enrollment for the Semester	3196	9142	10203	22541
Day 3: Students who have not logged in for Full, Short I, and Short II Sessions				
Percent Enrollment Not Logged In	15.05%	23.31%	21.24%	21.20%
Enrollment Not Logged In	481	2131	2167	4779
Unduplicated Students Not Logged In	400	1687	1769	3856
Day 5: Students who have not logged in for Full, Short I, and Short II Sessions				
Percent Enrollment Not Logged In	2.35%	4.04%	2.50%	3.10%
Enrollment Not Logged In	75*	369*	255*	699*
Unduplicated Students Not Logged In	64*	280*	213*	557*

* In FY2016, only students from affiliates that administratively withdraw for non-attendance were contacted on Day 5.

DID YOU KNOW?

The top inquiries that the Helpdesk received by telephone are:

Proctored Exams - 20.34%

Access/Login Information - 17.81%

Registration - 7.53%

FY 2016 Preemptive Outreach Activities

Beginning two weeks before classes start, eCore will begin distribution of the Welcome and Getting Started emails. Along with this activity, preemptive calling cycles begin as a secondary communication to a particular student base. 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 pre-identified as at-risk by either the eCore affiliate or prior eCore participation. If time allows, new affiliate students with smaller enrollment are also included in the call cycle.

The purpose of the preemptive calling activities is to make a connection with a student before classes begin, in hopes of triggering early engagement that continues until the end of the semester. The Welcome and Getting Started email includes GoVIEW login instructions as well as other startup activities, and the preemptive calls attempt to reinforce the welcome message and encourage students to begin working on the GoVIEW platform and in the eCore Connection in preparation for Day 1 of classes.

The following table represents the preemptive outreach activities for FY 2016.

Preemptive Outreach Activity (Phone Calls)	Summer 2015	Fall 2015	Spring 2016	Total FY 2016
Total Enrollment for the Semester	3196	9142	10203	22541
Identified preemptive student enrollment	471	1464	1406	3341
Identified preemptive students	179	365	363	907

Saving Our Students (SOS)

FY 2014 In-Term Outreach Activities

Faculty used the SEADS system (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, and the Student Success Team contacts each withdrawing student within 48 business hours to help the student make an informed decision. Beginning in Spring 2015, eCore students can submit the withdrawal via an eCore student portal. This provides the student with an opportunity to cancel the withdrawal on their own, within the 48-business-hour window.

Another outbound activity is contacting students who are missing proctored exam scheduling and appointments. Please see the Testing Information section of this fact book for more information.

The following table represents the in-term outreach activities for FY 2016.

In-Term Outreach Activity (Phone Calls, Emails)	Summer 2015	Fall 2015	Spring 2016	Total FY 2016
Total Enrollment for the Semester	3196	9142	10203	22541
SEADS At-Risk Entries (* can be multiple entries per student-course, across the term)	679	2131	2761	5571
Withdrawal Requests	272	863	898	2033
Students with Missing Proctored Exam	N/A	N/A	395	395