

## 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 2016 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.

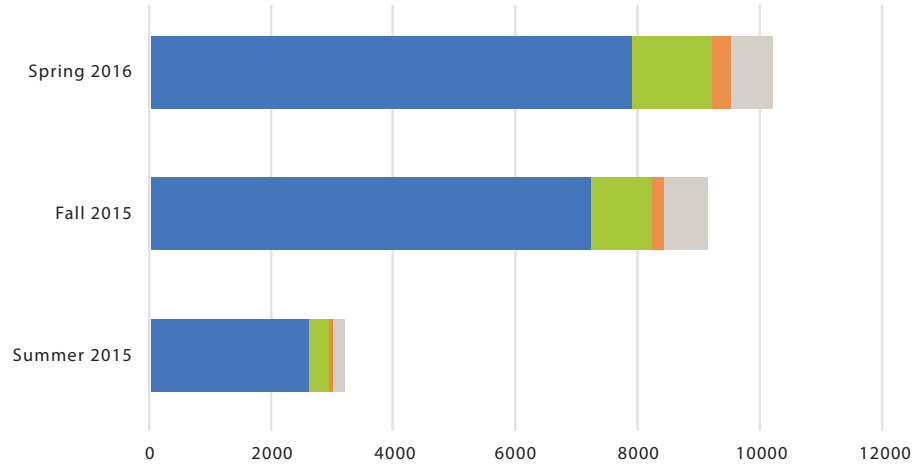
The following table represents the in-term outreach activities for FY 2016.

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

### SEADS - FY 2016 Comparison of Early Alert Reporting to Course Completion

Spring 2016 had the largest percentage of enrollment reported in SEADS for outreach intervention (16.00%)

Summer 2015 had the lowest percentage of enrollment reported in SEADS for outreach intervention (12.23%)



	Summer 2015	Fall 2015	Spring 2016
Completed Course, not reported in SEADS (17,698)	2603	7215	7880
Completed Course, reported in SEADS (2,631)	317	996	1318
Did not complete Course (Withdrawn), reported in SEADS (598)	74	210	314
Did not Complete Course (Withdrawn), not reported in SEADS (1,614)	202	721	691

