

2018 Education Advances Awards Finalist



Syracuse University Orange SUccess initiative has been selected as a finalist for the 2018 Education Advances Award in the Student Success and Advising Category. The finalists from each category are selected by an independent panel of judges, and represent leaders in the education space. The Hobsons Education Advances Awards recognize the innovation that is possible when an institution combines people, process, and

technology to make a difference in the lives of students. Winners will be announced in July at the Hobson Summer Institute 2018, in Palm Desert, CA.

Spring 2018 Mid-Semester Progress Report (MSPR)

A huge thanks to our faculty and staff who have provided feedback on our students and have helped us provide the coordinated support. Orange SUccess was launched in spring 2016 to the entire undergraduate population. Short-term wins are an important part of any large-scale change effort. Orange SUccess participation rates continue to increase with growing adoption across all schools and colleges. In spring 2018, over 12,000 individual students received feedback on their classroom performance. The ratio of flags to kudos was 2.63:1.59. A total of 22,296 appointments were created with more than 13,000 initiated by students.

52% - Graduate Faculty/Section Completion Rate

76% - Undergraduate Course/Section Completion Rate

91% - Syracuse Abroad Undergraduate Completion Rate

For Mid-Semester Progress Surveys, our faculty more than doubled the national average of 31% completion rate for universities over 15,000 students demonstrating the University's commitment to supporting students' success. The table below shows the trend in tracking items raised by faculty and TAs.

HIGHLIGHTS

12,326
Students received
feedback on
classroom
performance

76%
Undergraduate
Course/Section
Completion Rate

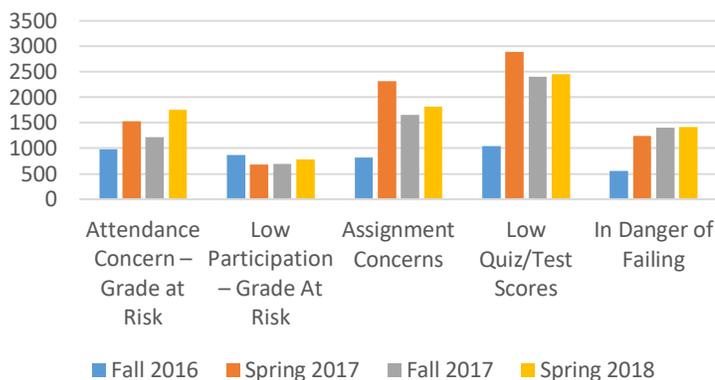
1,209
Faculty/TAs
participated

24,204
Items Raised

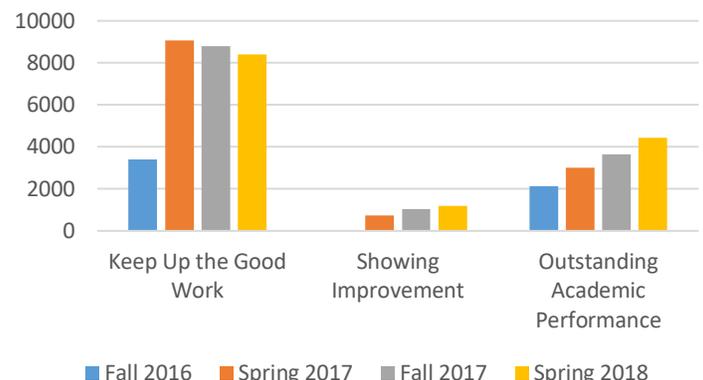
58%
Positive Feedback

366
Courses took
attendance in system

Flags Raised in Orange SUccess



Kudos Given in Orange SUccess



Student Views on Orange SSuccess - Spring 2018:

Rebekkah Hall, class of 2019, in the Public Affairs Program conducted a survey questioning undergraduate students' (n=233) views on the Orange Success web-based advising tool for the 2017-2018 academic year.

- **Findings:**

- 70% indicated they had used Orange Success.
- 62% said Orange SSuccess was moderately easy to access.
- 73% said they had raised the "I need Help from my advisor" flag
 - 69% of those said they had received a response when they raised the flag
 - 66% of those said raising their hand had helped resolve their problem
- 82% indicated they would continue to use Orange SSuccess in the future.
- 67% said they preferred "email notifications".
- 65% indicated they were motivated when they received kudos.
- 65% knew the name of their academic advisor.

- **Indicated Actions:**

- Increase use of Orange Success.
- Increase response to raised flags.
- Increase students' knowledge of their academic advisors' names

"RETENTION IS A BY-PRODUCT OF A GOOD EDUCATIONAL EXPERIENCE."

[Vince Tinto]

Student engagement with faculty, advisors and support staff is essential to a good educational experience. Orange SSuccess is one of the many initiatives at Syracuse University which is geared towards improving the student experience. The Orange SSuccess CONNECT feature has given students a mechanism to connect with their faculty, advisors, and others in their support network. In spring 2018:

- 13,545 student-initiated appointments were made with advisors, faculty, and support staff
- 146 flags were raised by students asking for help

