
CSU CERTIFICATE PROGRAM IN STUDENT ANALYTICS

Spring 2024 Review

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What is Certificate Program in Student Success Analytics?

The Chancellor's Office offers the Certificate Program in Student Success Analytics. It features system and campus data, contextualized within national research on student success in higher education. The goal is to help campuses design measurably effective student success interventions in response to this data, particularly on behalf of historically marginalized students. To that end, each session is consistently infused with information that will support your efforts to be a more intentional and equity-minded practitioner in your area of work at the university.

The Certificate Program in Student Success Analytics is a team-based program. Most teams are comprised of colleagues from the same campus or organization. The course consists of seven live and interactive webinar sessions and corresponding online modules in the online classroom in Canvas. It is offered once a semester and includes a data action project from each campus. The overall minimum time commitment to complete the course is 25 hours.

Course Modules

Each module has a series of sections, including pre-session assignments, dashboard quizzes, a discussion and resource forum, and a post-session archive, which allows participants to access session content asynchronously, if necessary.

Student Success Dashboard

The chancellor's office has developed a series of dashboards relating to student success. Throughout the certificate course, each team member learned how to use these dashboards. These dashboards are available for all CSU Employees.

Website link: [CSU Student Success Dashboards \(calstate.edu\)](https://calstate.edu/student-success-dashboards)

Graduation Initiative 2025 Dashboard

Website Link: [CSU | Graduation Initiative 2025 \(calstate.edu\)](https://calstate.edu/graduation-initiative-2025)

The CSU has set ambitious goals to facilitate our students' path to a high-quality college degree and committing us to eliminate equity gaps between historically underserved students and their peers. Fulfilling the aspirations of Graduation Initiative requires us to consistently measure progress and take stock of our efforts. This dashboard is meant to help you engage in productive, action-oriented discussions with all stakeholders that hold a vested interest in the success of our students. Dashboard Contents:

- Are we on track to meet our goals?
- Are students advancing quickly enough to meet our grad goals?
- What do we know about student who leave?
- Which courses have the lowest passage rates?
- Which courses have the largest GPA equity gaps?
- Which students enroll in postgraduate programs?

Faculty Dashboard

Website Link: [CSU | Faculty Dashboard \(calstate.edu\)](https://calstate.edu/faculty-dashboard)

Faculty play a critical role in fostering student success in and out of the classroom. This dashboard is intended to help you gain a better understanding of the backgrounds and academic patterns of your students. Our hope is that, with the information provided, you will be better able to engage in productive discussions and planning with all stakeholders who hold a vested interest in promoting student success.

Dashboard Contents:

- Who are my students?
- How quickly do they progress?
- What paths do they follow?
- In which courses do they struggle?
- Which courses have the largest GPA equity gaps?
- Once students achieve Junior status, how long do they take to graduate?
- What are their academic outcomes?
- Which students leave before graduating?
- Which students enroll in postgraduate programs?

CSU by the Numbers Dashboard

Website Link: [CSU | CSU by the Numbers \(calstate.edu\)](https://calstate.edu/cs-by-the-numbers)

This dashboard is intended to help you gain a better understanding of the academic patterns of your current and past students. The goal is to be able to understand the impact of past and current initiatives, and engage in productive discussions and planning with all stakeholders who hold a vested interest in promoting student success.

Dashboard Contents:

- How are our student populations changing?
- What are our application, enrollment and graduation rates?
- How do our students progress through their first year?
- What are our historical persistence and grad rate?
- Are there equity gaps?
- How many students are taking an additional term to graduate?
- What do we know about students with a disability?
- How many students are taking full unit loads?
- How do student backgrounds impact time to degree?
- How do we compare to our CSU Peers?
- How do we compare to our national peers?
- Who are our top HS and CCC feeder schools?

Equity Gaps Dashboard

Website Link: [CSU | Equity Gaps Dashboard \(calstate.edu\)](https://calstate.edu/equity-gaps)

A rigorous education culminating in a valued Baccalaureate degree can lead to a lifetime of increased access and opportunity. Because the diversity of the CSU student body mirrors that of the State of California, we play a critical role in serving individuals and communities that have been historically underserved. This dashboard is meant to help you engage in productive, action-oriented discussions with all stakeholders that hold a vested interest in the success of our students.

Dashboard Contents:

- What does the equity gap look like on my campus?
- Which early academic behaviors help most with closing the gap?
- Do students achieve Junior status at equitable rates?
- Once students achieve Junior status, do they graduate at equitable rates?
- Which courses have the largest GPA equity gaps?
- Are there overlooked equity gaps?
- What actions can I take?

Graduation Initiative 2025 Preliminary Progress Update

Website Link: [CSU | Dashboard Reports \(calstate.edu\)](https://calstate.edu/csuequity/dashboard-reports)

In 2015, the CSU launched Graduation Initiative 2025, setting ambitious goals to improve student success and close equity gaps. This report provides an overview of Chico State's progress towards those goals.

- Focus on eliminating equity gaps for underserved students
- Importance of measuring progress and removing barriers to success
- Impact of the global pandemic on students and educators
- Commitment to improving policies for all student success
- Student outcomes broken down by race and ethnicity
- Encouragement to share findings and promote internal assessment for further progress

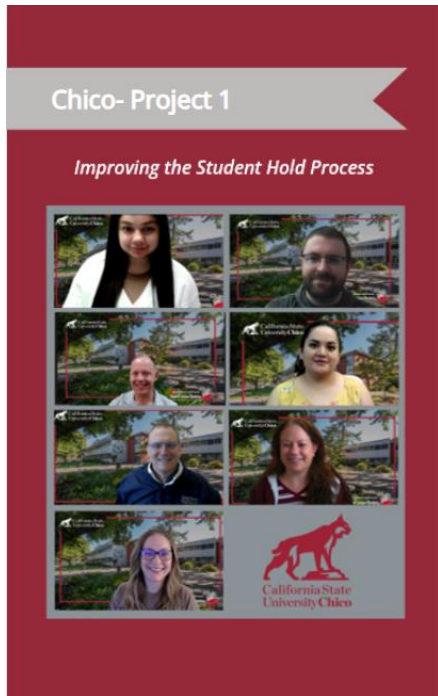
Spring 2024 Chico State Cohort & Data Action Project Cohort Participants

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Azucena Vargas
Dr. Hadil S Mustafa
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Admissions Office
Office of the Registrar
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Data Action Project

Project Title: Improving the Student Hold Process

Problem Statement:

Inconsistent application and unclear communication regarding enrollment holds continue to create barriers and frustration for Chico State students. Despite the intent to motivate action, this issue has been identified as a significant barrier to student enrollment, persistence, and graduation.

Project Goals for Spring 2024

1. **Reduction in Enrollment Holds:**

Aim for a 10% reduction in the 1,446 enrollment holds by Spring 2025.

2. **Standardized Hold Process:**

Develop a standardized template and review process to vet department requests to place holds.

3. **Clear Communication and Support:**

Reduce student frustration by ensuring holds are placed at reasonable times and with clear descriptions.

Provide proactive text message alerts and automated reminders well before registration deadlines.

Create a webpage with informational videos and resources for hold removal.

Offer in-person assistance and advising sessions before crucial registration deadlines.

Measurement and Success Criteria

- **Short Term:**

Measurement of success will be gauged by the reduction in the number of enrollment holds observed during the Spring 2024 semester.

- **Long Term:**

The project's effectiveness will be assessed by continued reduction in holds and improved student satisfaction in future semesters.

Suggested Solutions to Implement

1. **Proactive Alerts:**

Students receive proactive text message alerts to address holds early.

2. **Clarity on Holds:**

Messages consistently explain the reasons for holds and steps for resolution.

3. **In-Person Assistance:**

Dedicated support services provide help for resolving holds.

4. **Digital Resources:**

A webpage hosts clear step-by-step instructions and videos for hold removal.

Project Recognition

Out of 40 projects submitted, our project from Chico State was selected as one of only four to be showcased. As part of this recognition, our project team had the opportunity to present the details of our work to the entire learning community. This platform allowed us to share our insights, highlight the impact of our project, and engage in meaningful discussions with fellow professionals dedicated to student success.

Future Plans

The Data Action Project will continue with the incoming cohort of Fall 2024. Their primary goal will be to solidify the parameters for placing and managing enrollment holds to ensure consistency and clarity across all departments. This phase will include in-depth consultations with other CSU campuses, including Cal Poly Pomona, which have successfully reformed their hold processes. By learning from these institutions, the cohort will refine Chico State's approach to holds, aiming to further reduce barriers to student success.

Once the cohort completes their work, the project will transition to the Project Management Office (PCMO) for full implementation. The PCMO will be responsible for executing and overseeing the refined hold processes, ensuring the changes are embedded in the university's operations and continue to benefit students long-term.

Currently, the program lacks specific funding, hindering its ability to enhance participant experiences and foster engagement. The acquisition of additional resources is crucial to further exploring innovative approaches, implementing effective interventions, and contributing meaningfully to student success initiatives at Chico State beyond the four-month duration of the program. Support in securing these resources will empower the program participants to make a lasting impact on student outcomes and ensure the long-term implementation of their learning.