



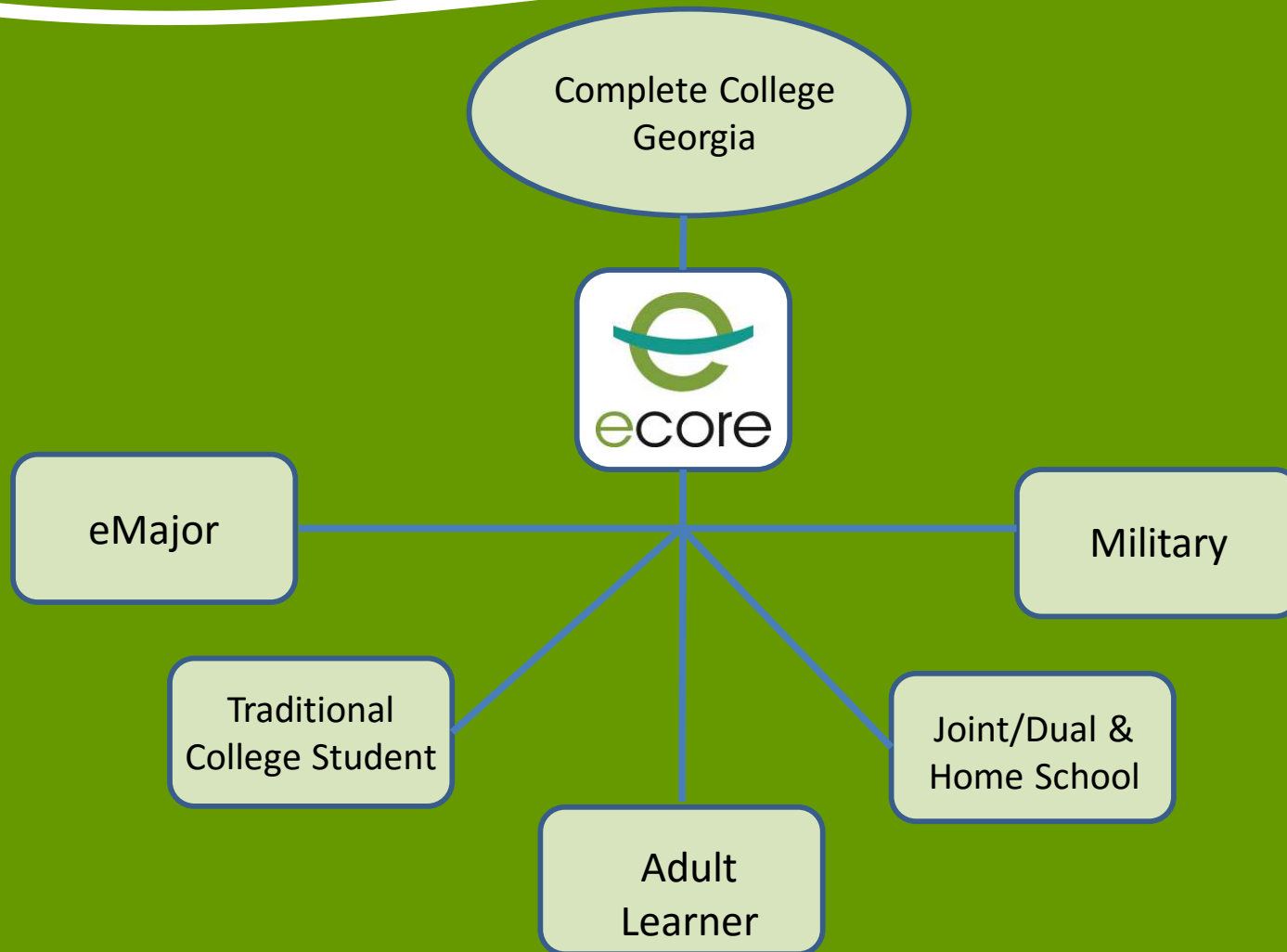
Cultivating a Culture of Success

A USG Collaborative Program

Session Outline

- eCore Foundations
- Enrollment
- Retention
 - The eCore Student Success Model (SSM)
- Completion/Measuring Success

eCore Foundations



eCore Historical Context

- First & largest online collaborative in Georgia
- Began in 2000
- Core curriculum online
- Successful model for Georgia and beyond
- More than 61,000 course enrollments since 2000
- Currently comprised of 14 affiliates

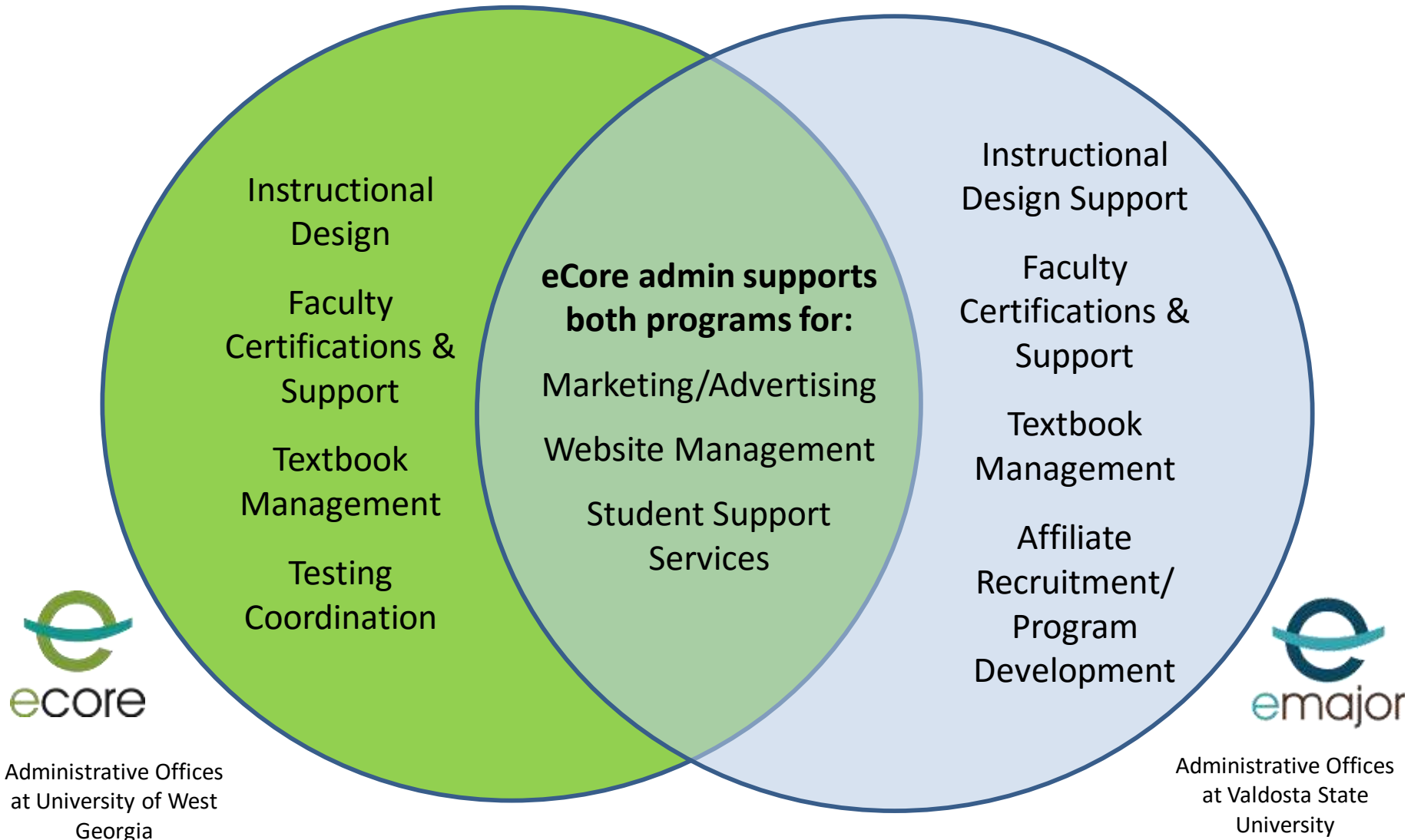
Fourteen Affiliate Institutions



Administrative Functional Areas

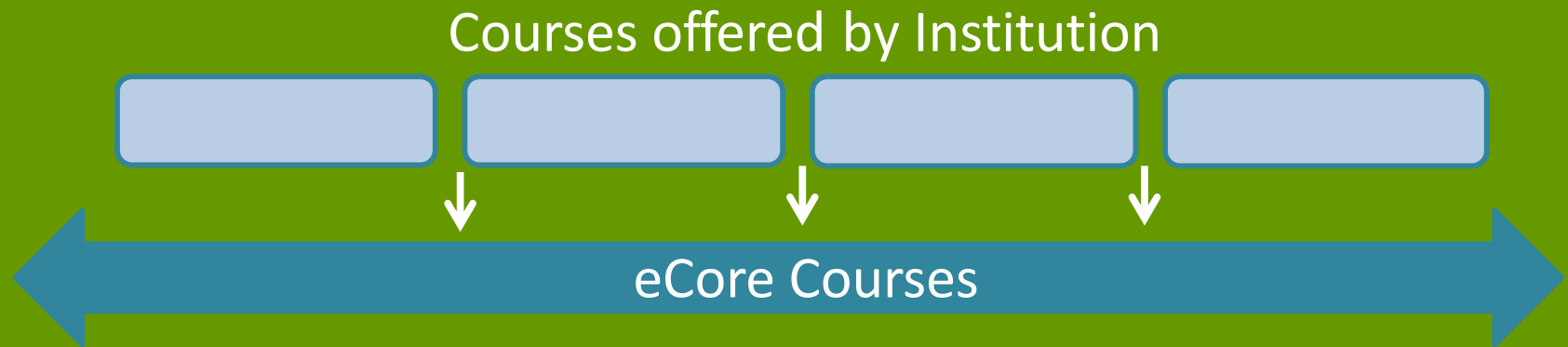
- Enrollment
- Curriculum & Instruction
- Registration & INGRESS Administration
- **Student Success and Engagement**
- Testing & Textbooks
- Marketing & Communications

Shared Administrative Services



Enrollment

Working harmoniously with affiliate institutions to meet enrollment needs for student populations.



Helping you meet student needs



- Meet demand for high need classes to avoid bottlenecks
- Increased options for students
Online Delivery, Short & Full Sessions
- Financial savings to students
Decreased Tuition Rate, Open Education Resources (OER)
- Tap into special populations to increase enrollment
Adult Learners, Military, and Joint/Dual



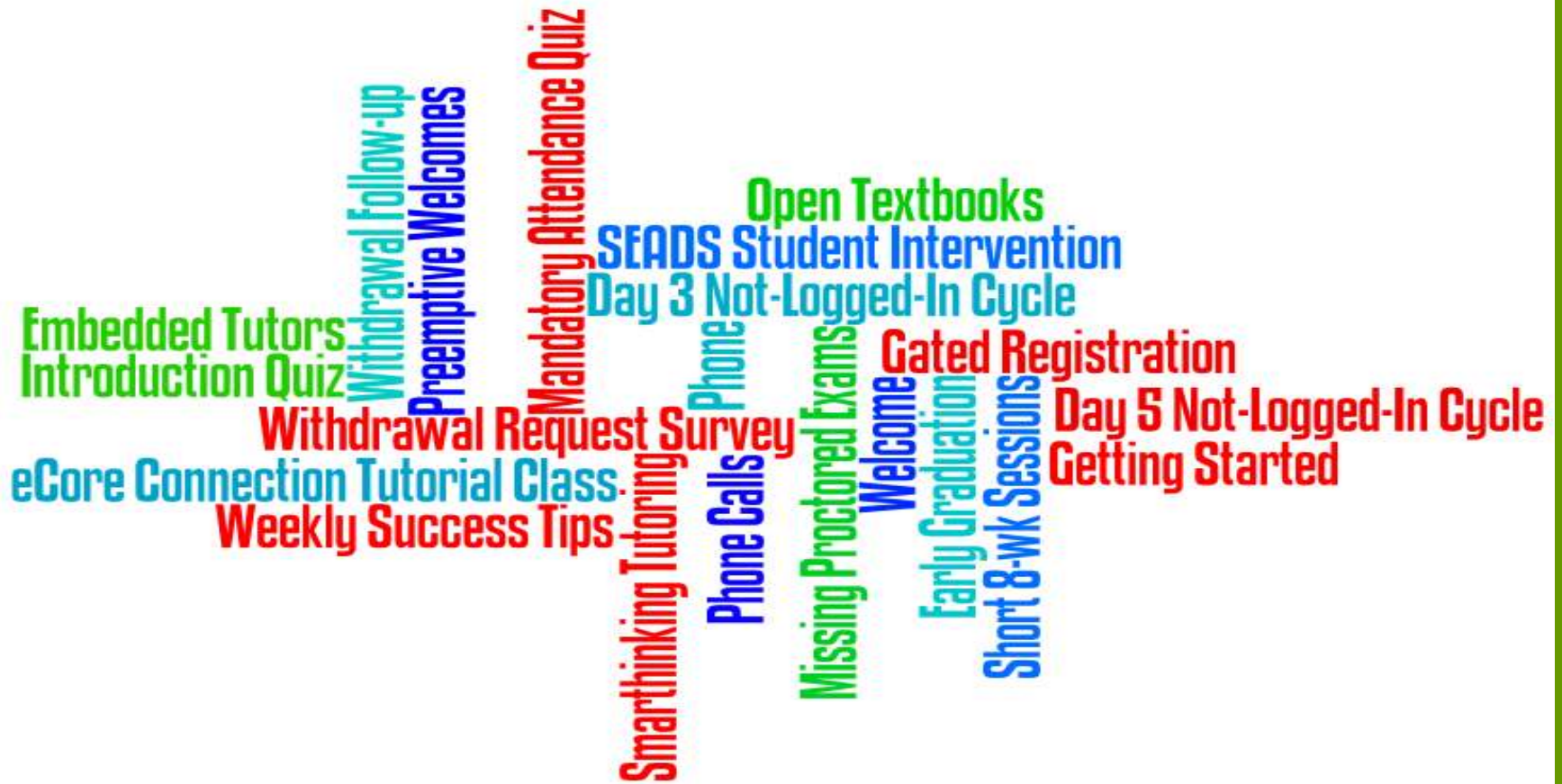
Board of Regents Resolution

“WHEREAS, The Board of Regents of the University System of Georgia is committed to Georgia’s Higher Education College Completion Plan;

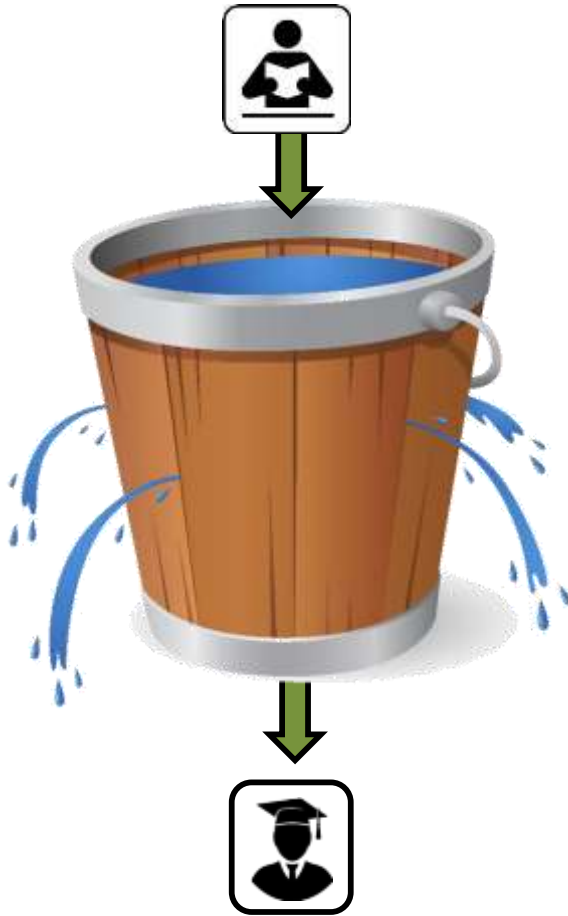
THEREFORE, BE IT RESOLVED that the BOR strongly supports making all eCore online general education offerings available to students at all USG comprehensive universities, state universities, and state colleges;”

System-wide availability in Fall 2015

Retention



Retention Support for Institutions



- Students stay at affiliate institutions
 - *During summer semesters*
 - *When needed courses aren't offered*
 - *When life situations change*
- Enhance established student support services
 - *eCore SSM*
 - *eCore Tutoring Services*

eCore Student Success Model (SSM)

- Single most important component of eCore
- Most time intensive, but scalable with size of eCore
- Engages in a relentless pursuit of successful course completion
- Utilizes uncommon practices that are “intrusive”

eCore’s SSM has been recognized by several outside agencies:

Education Sector

Atlanta Journal Constitution

US News & World Report

Pre-emptive Support



- Liaison at each affiliate campus
- Gated registration (introduction quiz)
- eCore/eMajor Connections tutorial courses
- “Welcome” emails
- Outbound pre-emptive calls
- Mandatory attendance quiz (eCore)

*SSM services provided for both
eCore & eMajor Collaborative Programs*

In-Course Support

- Fully staffed eCore helpdesk
6,347 inbound calls in FY 2014
- Tutoring services
Smarthinking, Embedded Tutors
- Galileo library services
- Weekly email outreach
- Instructor reported student intervention (SEADS)
- Course-specific student support team assignments
- Gated withdrawals



SST Model Outreach Activities

Wk0	Wk1	Wk2	Wk3	Wk4	Wk5	Wk6	Wk7	Wk8	Wk9	Wk 10	Wk 11	Wk 12	Wk 13	Wk 14	Wk 15	Wk 16
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Preemptive
Welcome

Day 3 & Day 5
Not-Logged-In

Faculty-
Reported
Intervention
(SEADS)

Withdrawal
Surveys

Missing Proctored
Exams
(eCore Only)

- Track number of phone calls and number of email notifications
- Consider ROI, how much work and what deems that this is successful?
 - *Improvement in ABC rates*
 - *SEADS is a part of RPG*

Intrusive Outreach

Every outreach is a personal connection to the student, and an opportunity to improve the learning experience.

Preemptive & Startup Activities

- First Week Welcome
- Day 3 Outreach
- Mandatory Attendance Quiz (eCore)

In-term Activities

- SEADS Intervention
- Withdrawing Calls
- Missed Proctored Exam Calls

How it makes us successful:

Hear the problems
Personalized phone calls
Organized & unified message
Cycle improvements

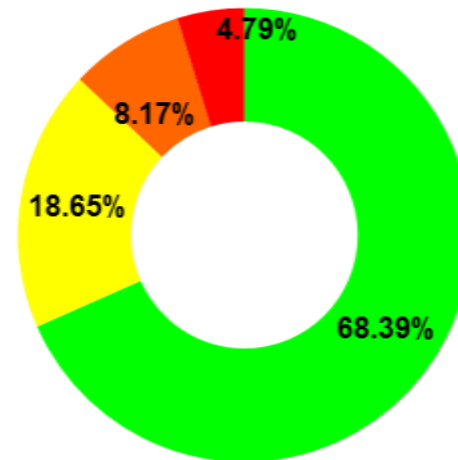
****Over 6,700 Outreach Calls for eCore in FY 2014****

Completion/Measuring Success



Measuring Course Success

eCore Course Completion and SEADS Activities FY 2014



- Completed Course, not reported in SEADS
- Completed Course, reported in SEADS
- Withdrew, not reported in SEADS
- Withdrew, reported in SEADS



Facilitating Degree Completion

- 40% of our student population are JR/ SR and likely picking up courses to graduate
- Helps reduce institutional bottlenecks
- Summer courses to stay on track
- Sequence options (short sessions)
- eMajor collaborative for degree completion



Collaborative Partnerships



- Online **Bachelor's Degrees**
Years 3 & 4 of College
- Used to enhance degree offerings at affiliate schools
- Four current affiliate institutions:
 - Dalton State College
 - Darton State College
 - Ft. Valley State University
 - Valdosta State University

eMajor Degrees

- **BS in Office Administration & Technology**
- **BS in Organizational Leadership**
 - Public Service Administration
 - Office Administration & Technology
 - Legal Office Administration
 - Spanish for Professionals for ESOL Instruction
 - Health Care Administration
- **BA in Legal Assistant Studies**

*All eMajor degrees include a
Prior Learning Assessment component (PLA)*



Summary

- 1. *Enroll*** – we can support the populations that institutions might miss or be unable to serve
- 2. *Retain*** – focus on course retention, supports institutional retention
- 3. *Complete*** – efforts supports degree completion

Questions?

Thank You!

Jason Huett, PhD

Associate Dean of eCore

jhuett@westga.edu

Meg Giddings

CEO, eMajor

mhgiddin@valdosta.edu

Karen Lingrell

Assistant Director of Collaborative Programs

klingrel@westga.edu

Julili Fowler

Manager for Student Engagement and Data

Analytics jfowler@westga.edu

Brett Miles

Student Success Manager

bmiles@westga.edu

Connect with us!

