Actionable Intelligence: Big Data for Student Success

Brian A. Haugabrook, Valdosta State University Barrie D. Fitzgerald, Valdosta State University

Strategic Goals

- Strategic business intelligence for Complete College Georgia
- Improve student success with predictive analytics
- Proactive intervention and early alerts
- Improve faculty and support staff communications





Davenport/Harris Framework Adopted for Higher Education

EDUCAUSE | Building Organizational Capacity for Analytics

Donald M. Norris and Linda L. Baer.

February 2013

OptimizationWhat's the best that can happen?

Predictive Modeling

What will happen next?

Forecasting / Extrapolation

What if these trends continue?

Statistical Analysis

Why is it happening?

Alert

What actions are needed?

Query / Drill Down

Where exactly is the problem?

Ad Hoc Reports

How Many, How Often, Where?

Standard Reports

What Happened?

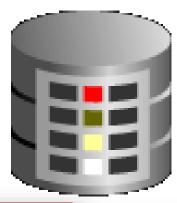


Valdosta State Current Business Intelligence Architecture



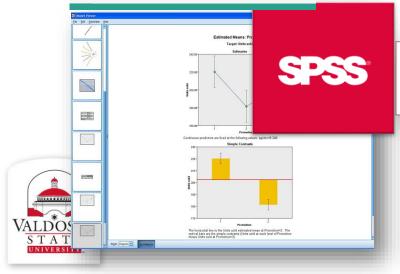


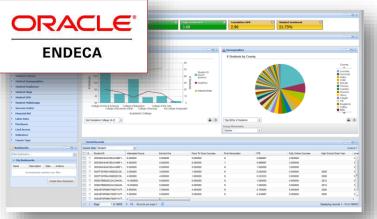






ellucian





Oracle CRM On Demand

Get smarter. Get more productive. Get the best value, period.







Student Success Leadership Team

- ► VP Enrollment Marketing Communications
- ► Chief Information Officer
- ► Interim Director of Institutional Research
- ► Registrar and Associate Registrar
- ▶ Directors of Centralized Advising/Online Learning
- ► Freshman Learning Community Coordinator
 - Student Success Center Coordinator

Valdosta State University: ROI First Year

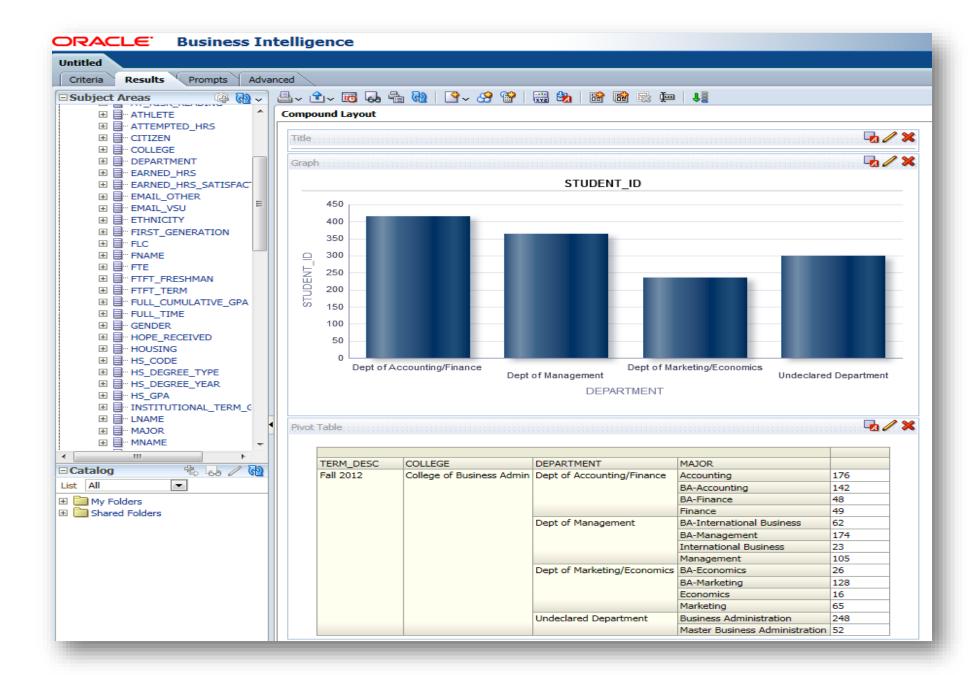




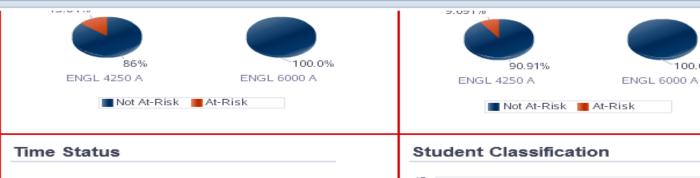
Oracle OBIEE

- ► Improve information access for faculty and advisors
- Provide key reports and analysis
- ▶ Interactive class roster with photos and at-risk metrics
- ► Drag-n-Drop reporting
- ► Historical trends and patterns
- ► Oracle BI Cloud option

Gender Trends by College Department Results Prompts Advanced Criteria િ ·O Ĵω ▶ % Major Dimension **Compound Layout** Minor Concentration Title ☐ Aid Eligible Gender Trends by College Department CIPC Code Time run: 9/24/2014 11:28:53 AM ☐ Concentration Code ☐ Concentration Graph (2) Concentration Dimension Gender Student Count ▶ ☐ Gender Code 9,000 - Gender Gender Dimension 7,500 Race Student Count 6,000 ▶ B Race Code - Race Female 4,500 Male Race Dimension 3,000 🛅 Full-Time / Part-Time Student Level 1,500 Student Class Student Type Summer 2008 Summer 2006 Summer 2004 Spring Spring 2012 Spring 2010 Spring 2008 Spring 2006 Spring 2004 ∃ Student Type Code ∃ Student Type Student Type Dimension Term in Overall GPA Range Person ▶ ☐ Other E-mail ✓ Catalog

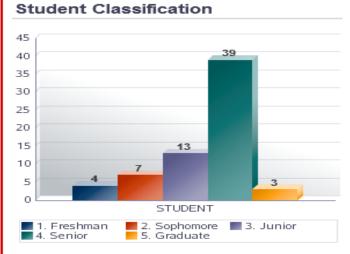




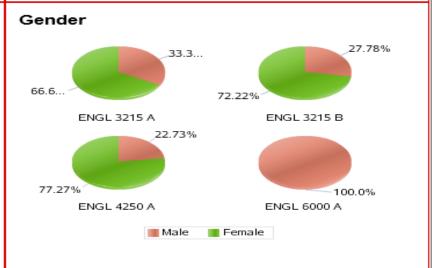


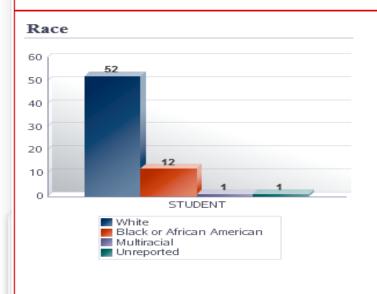




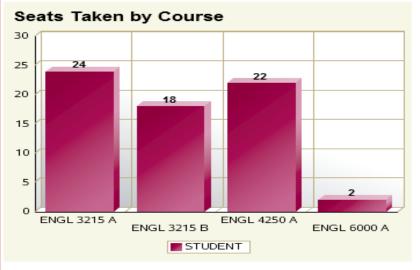


100.0%











Academic Affairs **Faculty Portal**

Advisor Courses At-Risk

Data Warehouse Tools

Applications/Portals

ontact Brian Haugabrook, Director of Data Warehouse, for any questions. Email: bahaugab@valdosta.edu, Phone: (229) 333-7447 ou can also email the VSU Data Warehouse department (VSUDataWarehouse@valdosta.edu) for requests, issues, or suggestions.

Digital Measures (College of Education)



Login to Digital Measures

Note: The Digital Measures link will expire 09/17/2012 at 09:32 AM. If this link expires, Refresh the page to get the current link.

Watch a short video on using Digital Measures here.

DegreeWorks



Login to DegreeWorks

DegreeWorks is an advising tool to aid in advising with electronic checklists, what-if scenarios, GPA calculators, advising planner, and notes.

For more information and tutorials click here.

FLC Portal



Login to the FLC Portal

Freshmen Learning Communities advising and faculty portal. Access to course and student information that are part of an FLC community.

For more information click here.

First-Time Full-Time Freshman Portal



Login to the FTFT Portal

Provides information on all enrolled students part of a FTFT cohort. Highlights students marked at-risk in general, reading and math based courses. This includes new FTFT students and enrolled FTFT students from previous years.

Department Specific Applications



COE Advising Scheduler

Nursing Advising Scheduler

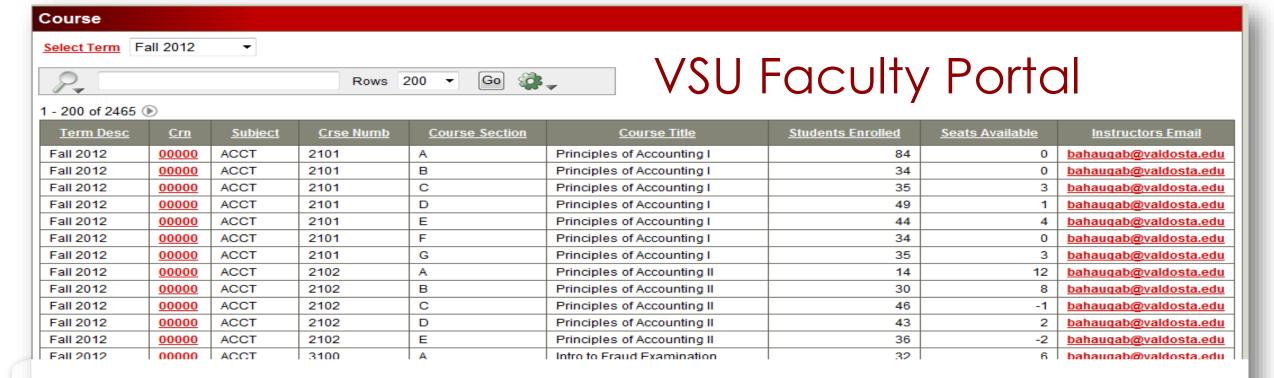
OASIS Advising Scheduler

Student Success Center Scheduler

Social Work Information System (SWIS)



Interactive Course Summary



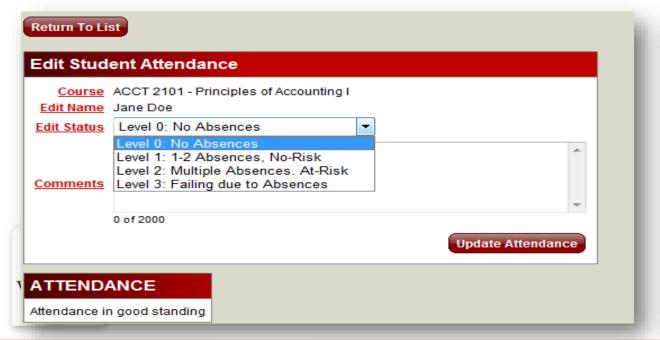


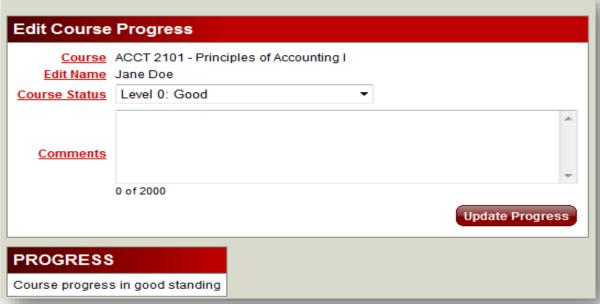
Class Roster that Highlights At-Risk Students



Automatic Alerts, Triggers, and Events (vsu Faculty Portal)

- ► Sends notification to the student's advisor and academic success center
- ▶ If the student lives on campus, a wellness check is automatically triggered through the housing office
- ▶ If the student is in an FLC, all other instructors are notified





Student Progress in all Courses

Student

STUDENT_PHOTO	STUDENT_NAME	EMAIL_VSU	FULL_CUMULATIVE_GPA	ADVISOR_NAME	ADVISOR_EMAIL
	John Doe	bahauqab@valdosta.edu	-	Robert Smith	bahauqab@valdosta.edu

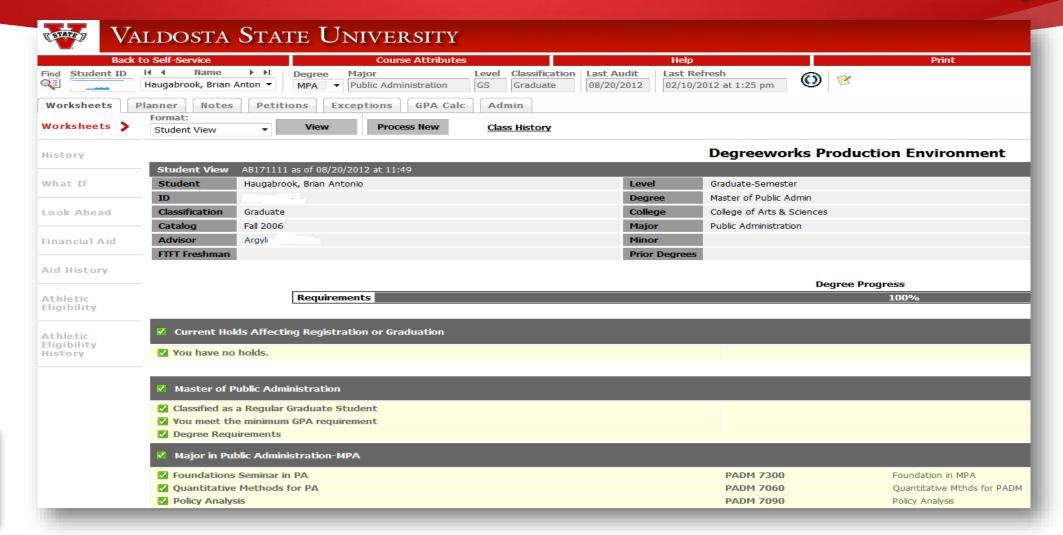
Return To List

Student Schedule

CRN	Course	Instructor Email	Attendance Status	Attendance Comments
80354	ENGL 1101 T - Composition I	jdoe@valdosta.edu	Level 2: Multiple Absences. At-Risk	Marlee has accrued three absences. We are in the process of setting up a meeting to discuss the matter.
80042	KSPE 1020 C - Weight Training	jdoe@valdosta.edu		
80643	VSU 1101 K - Keys to College Success	jdoe@valdosta.edu		
81056	PHIL 2010 B - Fundamentals of Philosophy	jdoe@valdosta.edu		
81213	HIST 2112 K - United States History Sn 1865	jdoe@valdosta.edu		

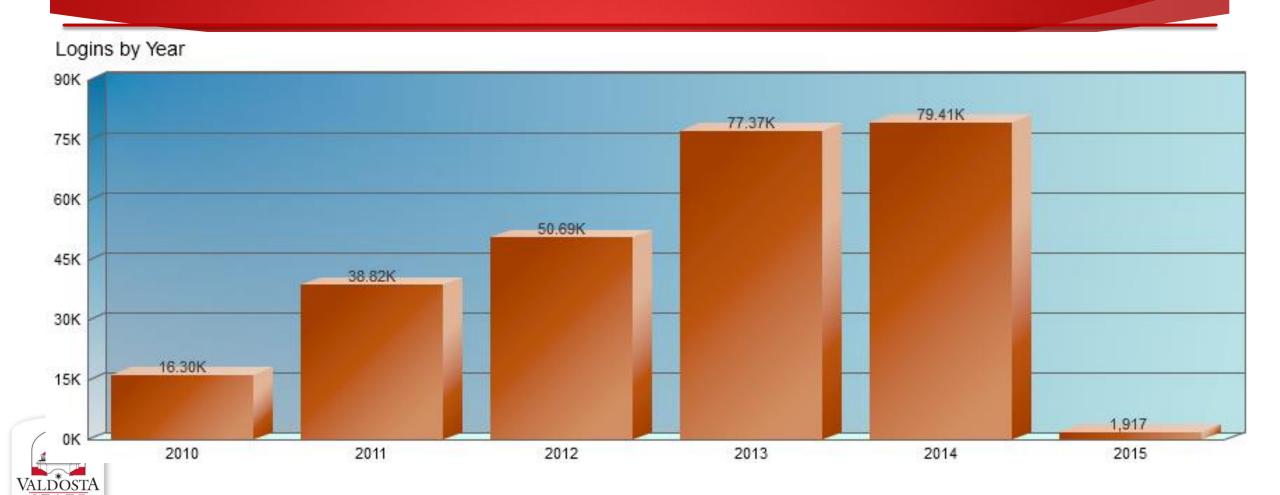


Custom Application Integrations





DegreeWorks Logins



MyVSU Student Portal

- ▶ Data-driven portal based on student attributes
- ► Tailored advertisements promoting support services
- ► Advisor alerts to improve communication
- Single sign-on to email, D2L, Banner, library, and other services
- ► Integration with VSU data warehouse to deliver realtime prioritization to advertisements and messages



About VSU

Admissions

Academics

Student Life

Athletics

92 0

July 9, 2013 | Message from your Advisor: Please contact me ASAP 229.333.1500



+ EXPAND



Math Tutoring 229.333.1500

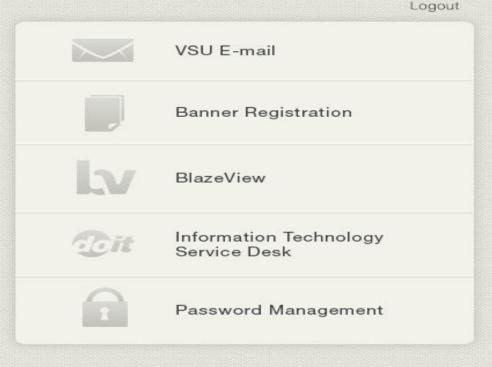
- Math Study Tips
- Tutoring Schedule
- Course Catalog
- Choosing a Major





English Tutoring 229,333,1500

This would be text for a paragraph. This would be text for a paragraph. This would be text for a paragraph.



MyVSU Portal

Information and advertisements tailored to each individual student in real-time

Registrar's Office



English Tutoring 229.333.1500

- English Study Tips
- Tutoring Schedule
- Course Catalog
- Choosing a Major

Fall Registration July 8 @ 7am



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VALDOSTA STATE UNIVERSITY

MyVSU | A-Z Index | Maps | Make A Gift | Text

About VSU

Admissions Academics

Campus Life Athletics

Nou have a new message. Click Here.

View Background | Inbox | Help | Logout



Valdosta Forecast

TODAY

66 | 88

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SAT



Employee Development



Presidents Newsletter





Links

COLLEGE | UNIVERSITY

Centralized Advising Financial Aid VSU Majors and Degrees VSU Catalogs Course Search Student Success Center



VSU Email 8



BlazeVIEW D2L 8

•



Banner Registration 8



GoVIEW



Parking and Transportation



CampusConnect



Orientation for Online Students 8



1Card Online Card Office



Surviving & Thriving 9



ADP/Shared Services







Oracle Advanced Analytics

- ► Identify key attributes to improve student success
- Create individual student success probability
- ► Provide real-time predictive analytics
- ▶ Data mining and full access to models
- ► Provide students with predicted course and program difficulty



Compare predictions with historic patterns to ensure accuracy

Advantages of Advanced Analytics

- ► Models can operate in real-time against recent data
- ▶ Provide real-time predictive analytics, course grade predictions, and major matching
- Algorithms and models not only can operate against academic advising data but can provide analysis across all data sources (i.e. ADP, PeopleSoft Financials, D2L, Banner)

Analytics through R Programming

- ► R scripts to create quick analyses of data and to check the results of the model
- R assists in determining predictive analytics models
- R scripts can help produce quick turnaround times for cyclical projects
- R scripts can be embedded inside the data warehouse to run in real time

- Example of a Script:
- ► Question: Are there a group of students that have a higher likelihood of retaining the next fall, if so who?
- Accuracy: .7

```
VALDOSTA
STATE
UNIVERSITY
```

```
6 ## Setting the seed to get the same results again and again
 7 set.seed(2014)
 8 ## imported necessary files
 9 cohort <- read.table("./cohorts.txt", header = TRUE, sep = ",")</pre>
10 retained <- read.table("./cohorts_1yrlater.txt", header = TRUE, sep = ",")
11 retained$Count <- 1</pre>
   cohort <- cohort[cohort$TERM >= 201108,]
  ## created id links
   retained$link <- paste(retained$STUDENT_ID, retained$FTFT_TERM, sep = ".")
15 retained <- retained[,5:4]
   cohort$link <- paste(cohort$STUDENT_ID, cohort$TERM, sep = ".")</pre>
17 ## created a retained indicator
18 cohort \leftarrow merge(x = cohort, y = retained, by.x = "link", by.y = "link", all.x = TRUE)
   rm(retained)
   cohort$Count[is.na(cohort$Count)] <- 0
   ## created a training data set
  train <- cohort[sample(nrow(cohort), nrow(cohort)*.6),]
   ## created a sample from the training set
25 sub.test <- train[sample(nrow(train), nrow(train)*.4),]</pre>
26 ## pulled out ids used in training set
27 train.ids <- as.data.frame(train\STUDENT_ID)</pre>
   colnames(train.ids) <- "STUDENT_ID"</pre>
   train.ids$Count_used <- 1
   ## created test data
31 test <- merge(x = cohort, y = train.ids, by.x = "STUDENT_ID", by.y = "STUDENT_ID", all.x = TRUE)
   test <- subset(test, is.na(test$Count_used),-8)
  rm(train.ids)
   colnames(train)[7] <- "Retained"
   colnames(sub.test)[7] <- "Retained"
   colnames(test)[7] <- "Retained"
   fit <- rpart(Retained ~ VSU_GPA, data = train, method = "class")
   fancyRpartPlot(fit)
   sub.test$Prediction <- predict(fit, sub.test, type = "class")</pre>
   prop.table(table(sub.test$Prediction, sub.test$Retained))[1,1] +
            prop.table(table(sub.test$Prediction, sub.test$Retained))[2,2]
    ## acccuracy on sub.test .746
   test$Prediction <- predict(fit, test, type = "class")
   prop.table(table(test$Prediction, test$Retained))[1,1] +
            prop.table(table(test$Prediction, test$Retained))[2,2]
   ## acccuracy on test .761
```

Total Prediction

At-risk General	(AII)	-
-----------------	-------	---

Count	Column Labels 🔻		
Enrolled for Fall?	Predict Retain	Predict No Retain	Total
Enrolled	1071	60	1131
Not Enrolled	343	111	454
Total	1414	171	1585

Enrolled for Fall is as of 4/16/2015

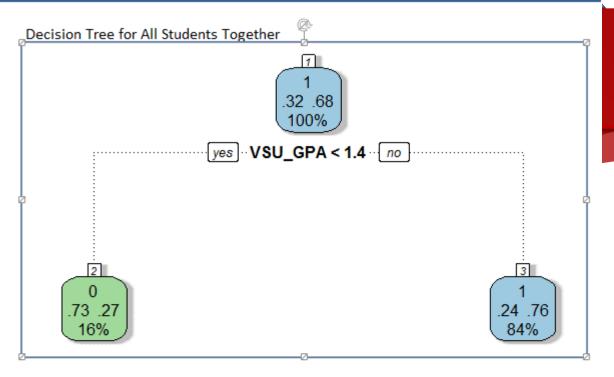
Stats on Predictive Model					
Model's Sensitivity	0.757				
Model's Specificy	0.649				
Postive Predictive Value	0.947				
Negative Predictive Value	0.244				
Model's Accuracy	0.746				
Model's Inaccuracy	0.254				

Enrollment based on Enrollment from Spring 2015

At-risk General	(AII)	-

Count	Column Labels 💌		
Enrolled for Fall?	▼ Predict Retain	Predict No Retain	Total
■ Not Enrolled Spring	83	36	119
Enrolled Fall		1	1
Not Enrolled Fall	83	35	118
■ Enrolled Spring	1331	135	1466
Enrolled Fall	1071	59	1130
Not Enrolled Fall	260	76	336
Total	1/1/	171	1505

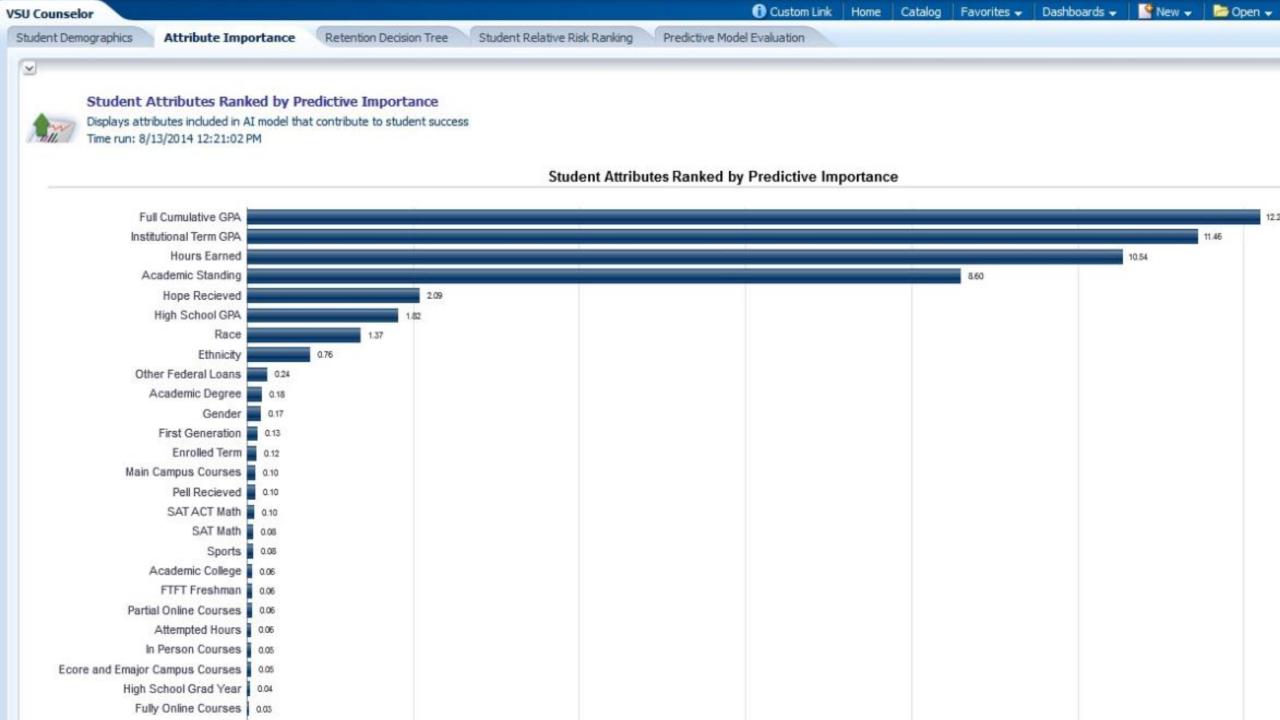
Orange highlighted indicates the potentional student pool to draw from to increase the retention rate.

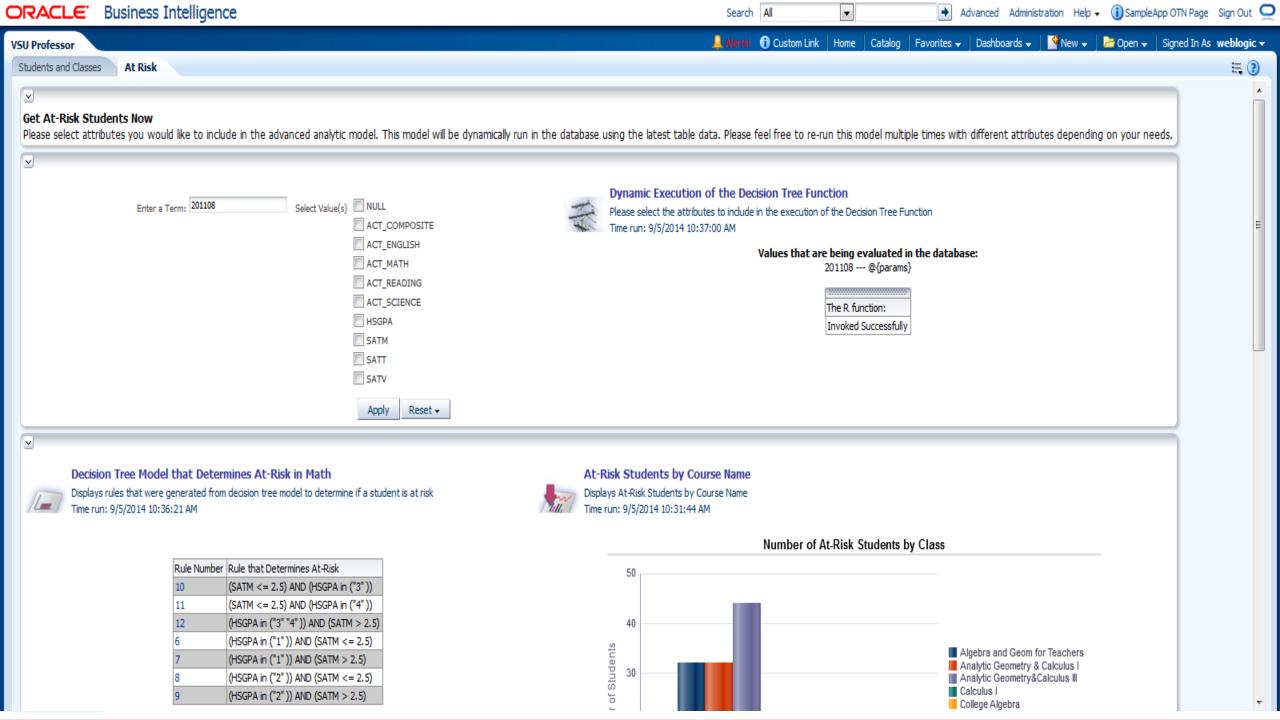


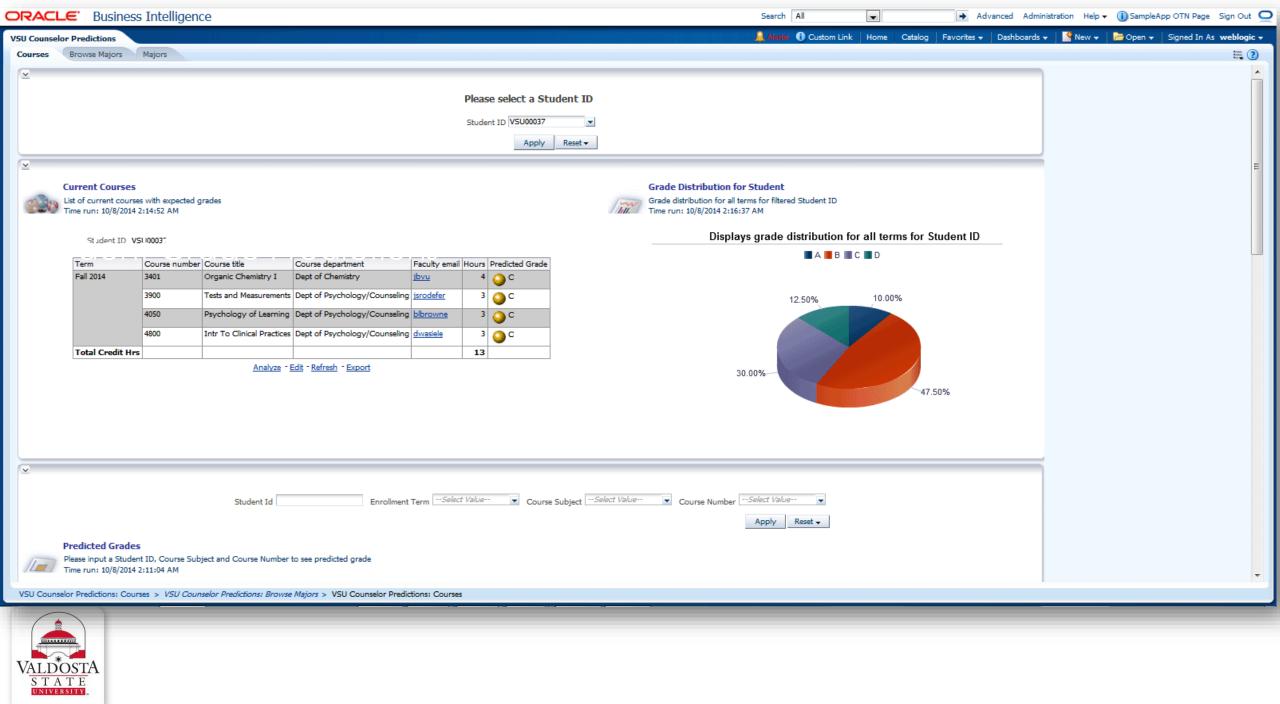
Model Accuracy Based on Sub Test and Test			
Subtest	0.746		
Test	0.761		

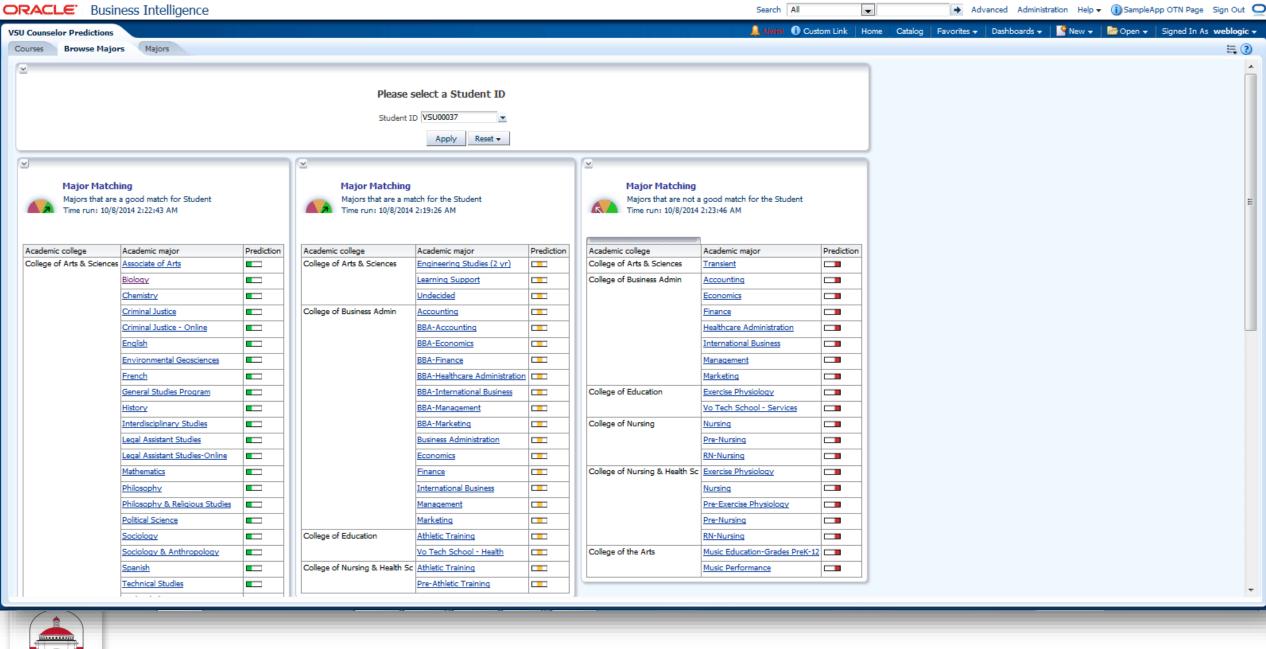
To Move the Retention Needle					
Percent Increase	Rate	Students Needed			
0.00	0.714	0			
0.01	0.724	16			
0.02	0.734	32			
0.03	0.744	48			
0.04	0.754	63			
0.05	0.764	79			



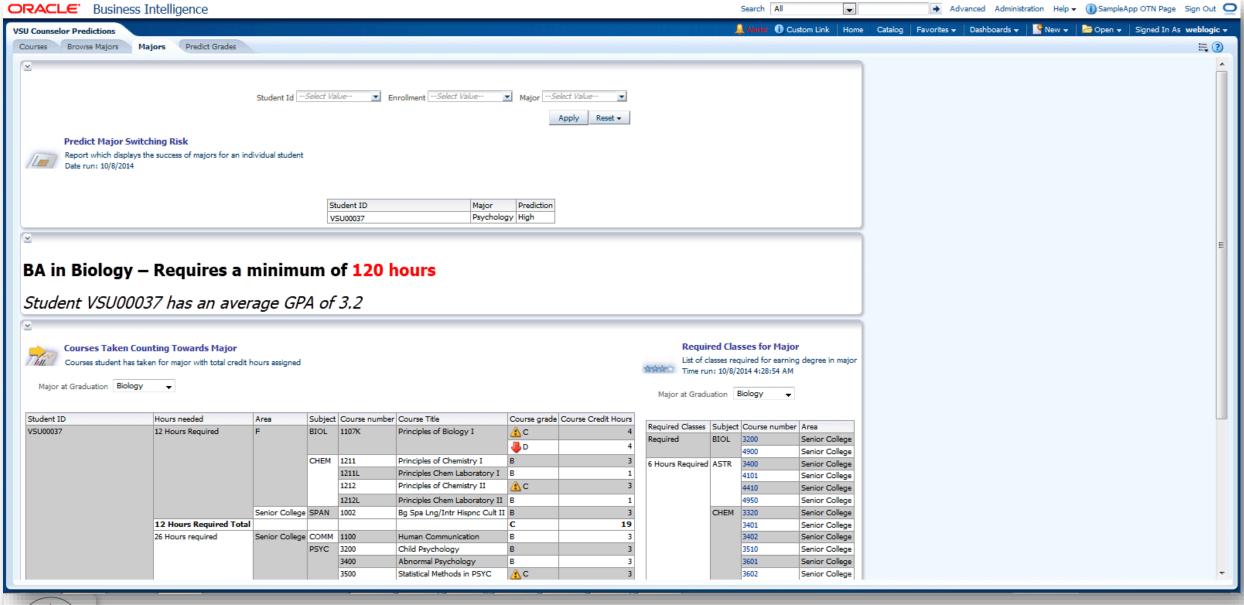




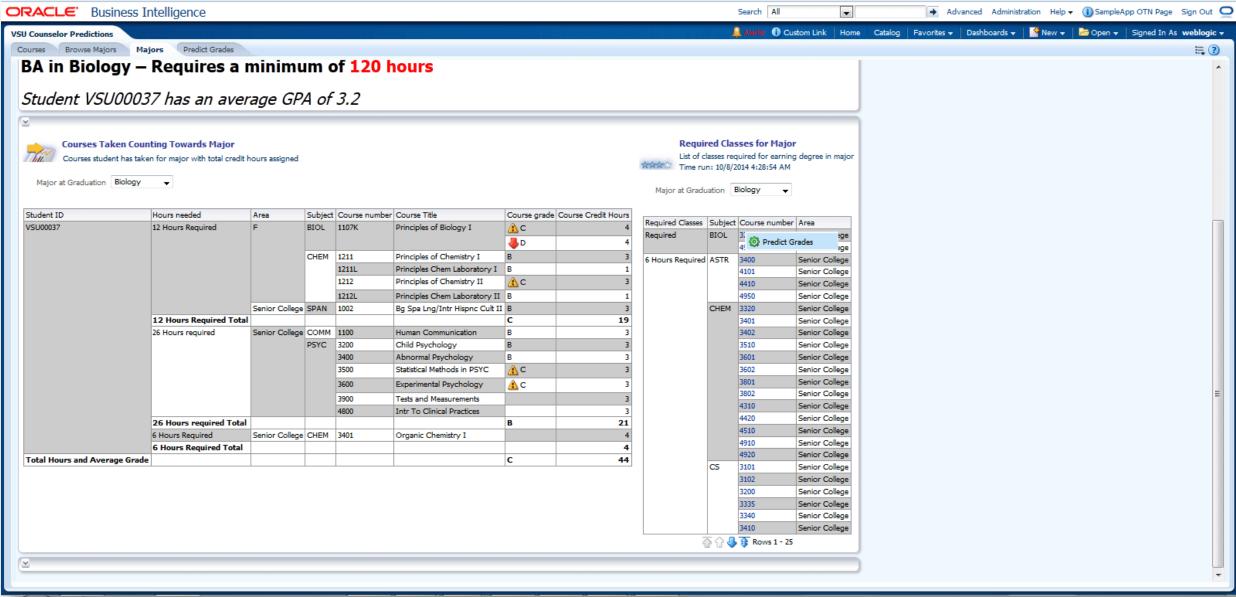














Real-Time Math At-Risk Models

Decision Tree Model that Determines At-Risk in Math

Displays rules that were generated from decision tree model to determine if a student is at risk. Time run: 8/13/2014 10:38:35 AM

Rule Number	Rule that Determines At-Risk
10	(HSGPA in ("2")) AND (HSRank in ("1" "2"))
11	(HSGPA in ("2")) AND (HSRank in ("3" "4" "9"))
12	(SAT_MATH <= 485) AND (HSGPA in ("3")) AND (HSRank in ("1" "2"))
13	(SAT_MATH <= 485) AND (HSGPA in ("3")) AND (HSRank in ("3" "4" "9"))
14	(SAT_MATH <= 485) AND (HSGPA in ("4"))
15	(SAT_MATH > 485) AND (HSGPA in ("3"))
16	(SAT_MATH > 485) AND (HSGPA in ("4"))
8	(HSGPA in ("1")) AND (SAT_MATH <= 485)
9	(HSGPA in ("1")) AND (SAT_MATH > 485)

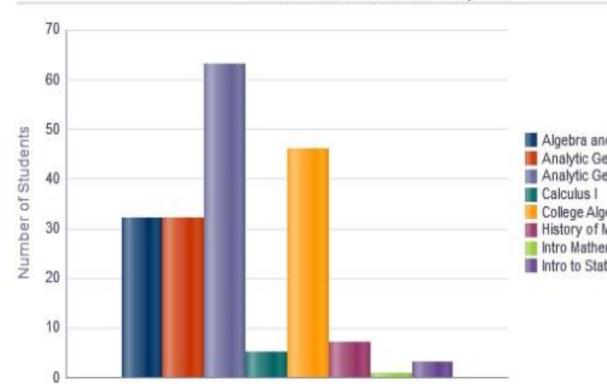
Analyze -Edit -Refresh -Print - Add to Briefing Book - Copy



At-Risk Students by Course Name

Displays At-Risk Students by Course Name Time run: 8/13/2014 10:38:35 AM

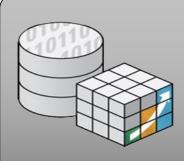
Number of At-Risk Students by Class



Endeca Information Discovery

- ► Analyze data from any source
- ► Measure and quantify student engagement
- ► Combine both structured and unstructured data
- ▶ Provide sentiment analysis on surveys and social media
- ► Measure the impact social and engagement metrics have on retention and graduation rates

Oracle Endeca Information Discovery: Understand the Complete Picture



Data Warehouse /
Business Intelligence
Banner/ODS

PeopleSoft

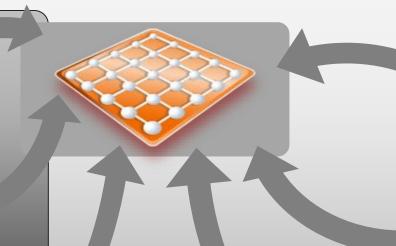
One Card

	Student Record								
Stud	Clas ID	Sec	Da	Inst	Cours	Spend	Cost	ns	
12324	506	224	12/2	1222	Cl1	¢200	¢200	ler	Price
12324	306	234	12/3	1233	Class1	\$300	\$200		
12325	507	235	12/4	1545	Class2	\$450	\$900	iler1	\$35,000
					1507	26 1545	5 09/4	Dealer2	\$22,000
									, ,,,,,,





"..student heard a rattling sound toward left front dside of room. Had issues with understanding professor..."



"How do we view a successful student?

Government Agencies

Bureau of Labor/Statistics INSLDS/FAFSA/IFAPS



Websites
Sports



Population ages, median income, home values, land area, unemployed, number of small businesses....

- ".. Valdosta State wins another state championship..."
- " ... University of Georgia hires a new vice president."

Social Media

Student Sentiment/Blogs/Tweets

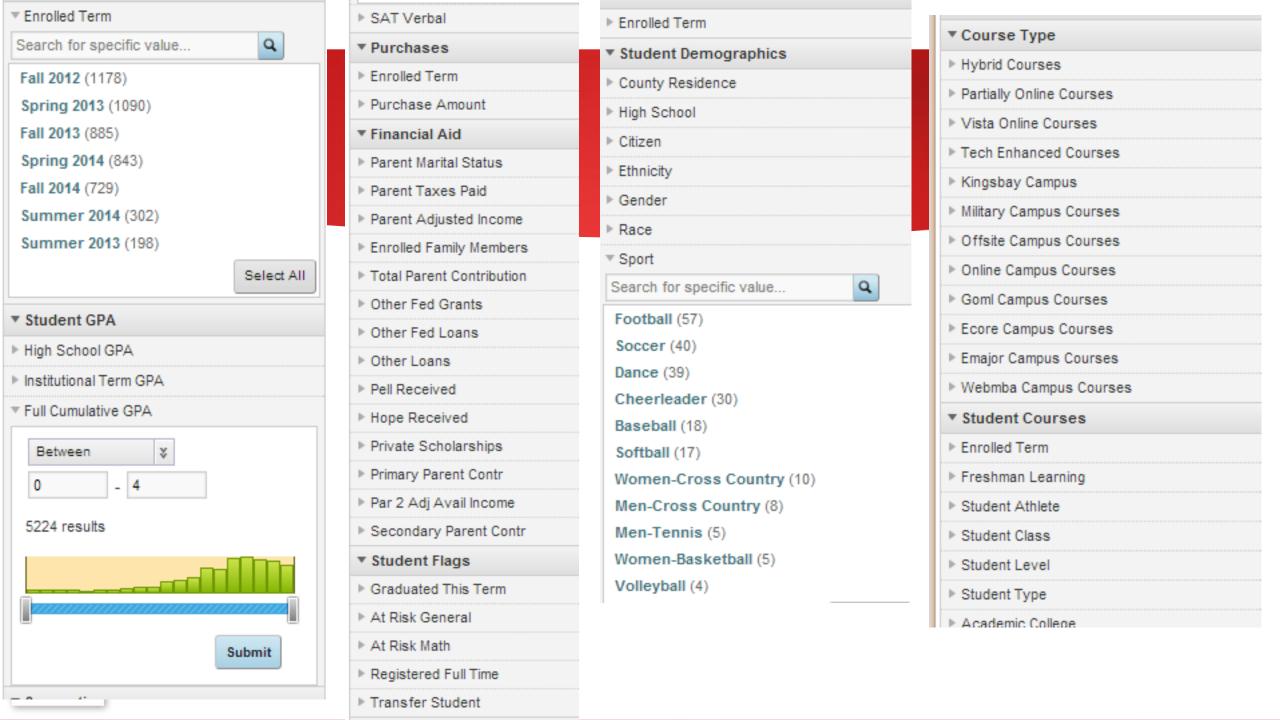


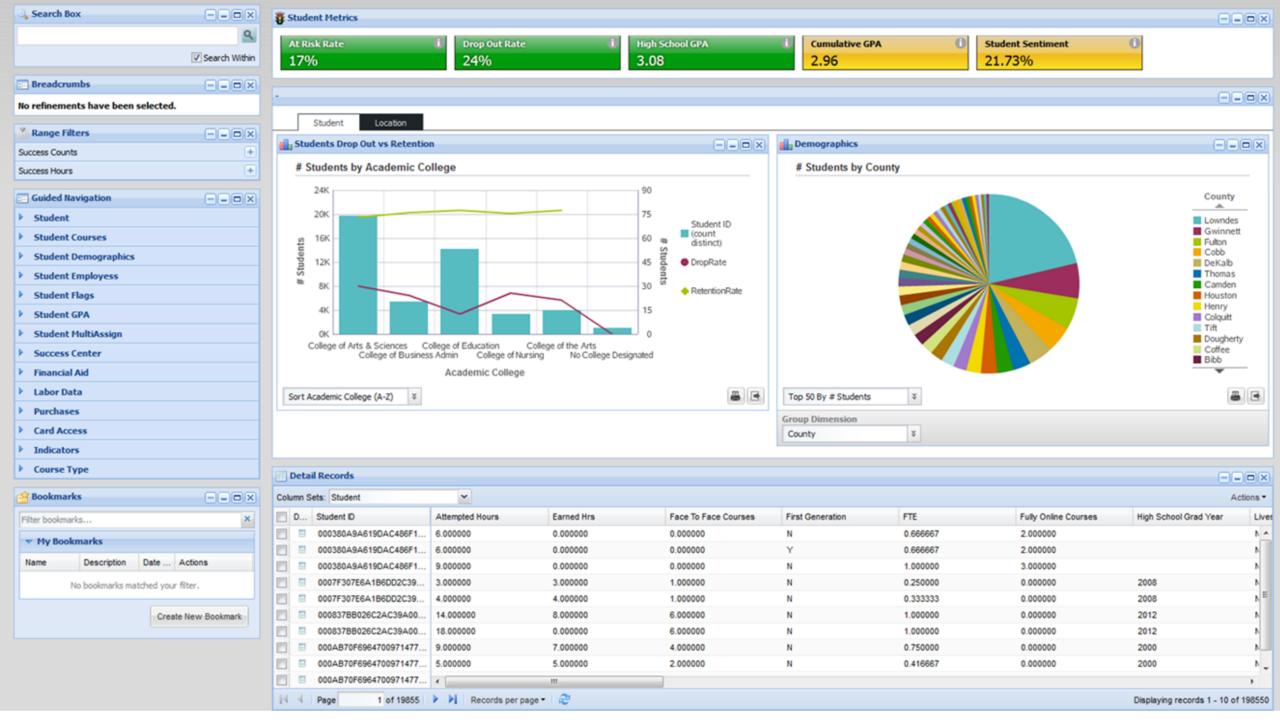


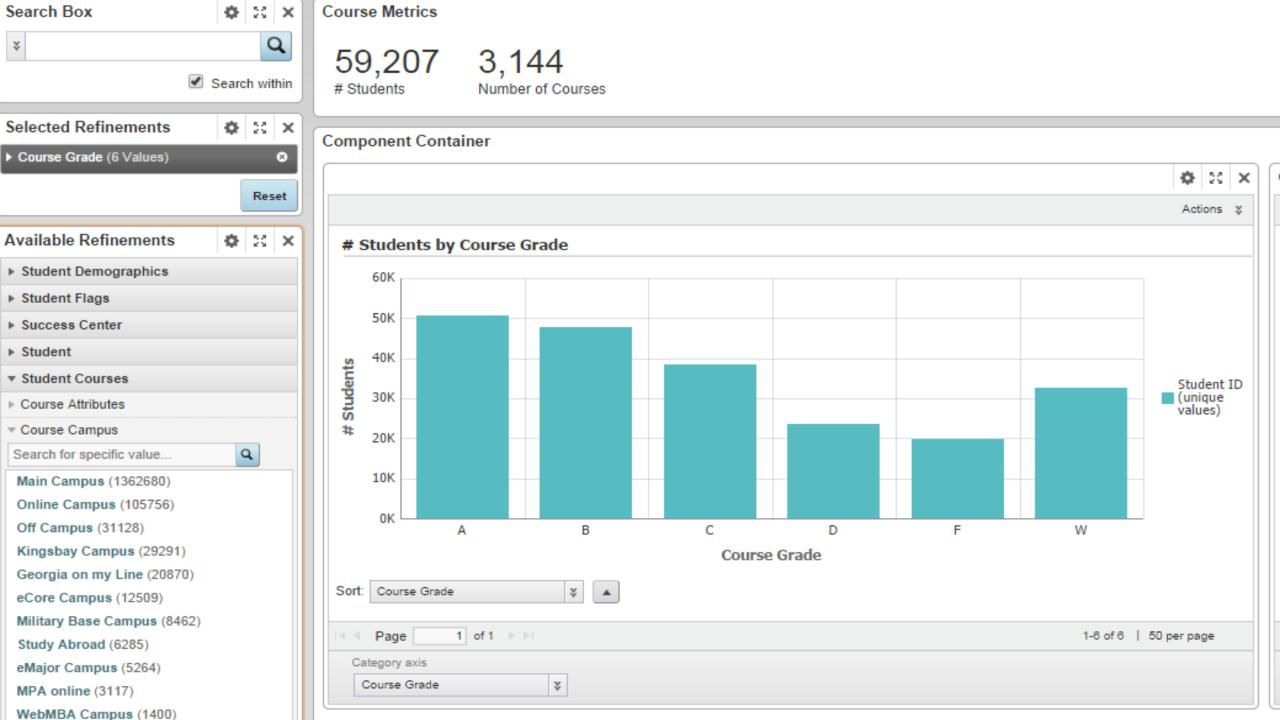


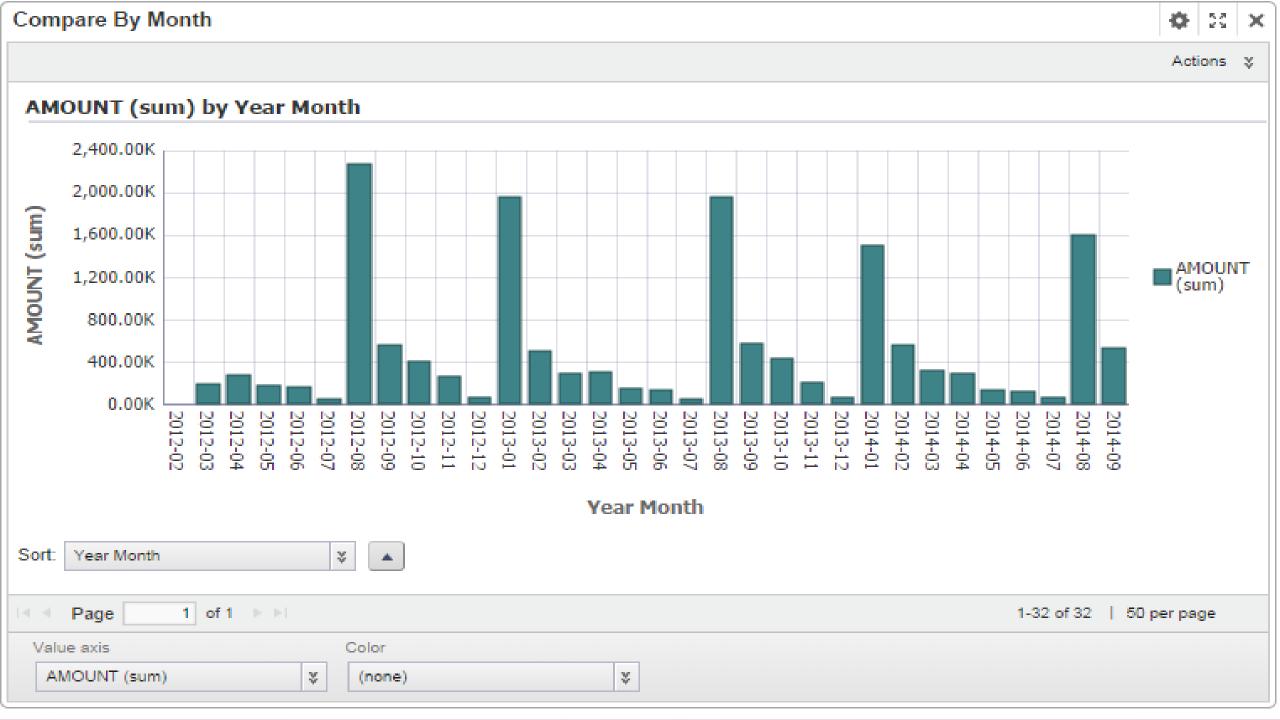


"Love Valdosta State University. The campus is in a great area. It is large enough to have everything you need, but still small enough......"









Purchase Metrics

14,603

\$16,054,431

Total Transactions

1,912,588 \$8.39 Avg \$ per Transaction 2,035 Transactions Per Day

Total \$ Amount # Students

Actions & AMOUNT (sum) by Merchant Name Merchant Name 1 Card Beverage Dining iValidate Events Laundry Off Campus Tapingo On Campus Tapingo Parking Printing Snack Student Health Student Rec University Stores Verifones Sort: Merchant Name × Page 1 of 1 ▷ ▷ I 1-14 of 14 | Show all Value Color ¥ AMOUNT (sum) Merchant Name



always willing busy work

class discussions class fun

class time

course content

course material

due dates extra credit good teacher

good work great class

great teacher group work

little bit power points study guides

subject matter

teaching style

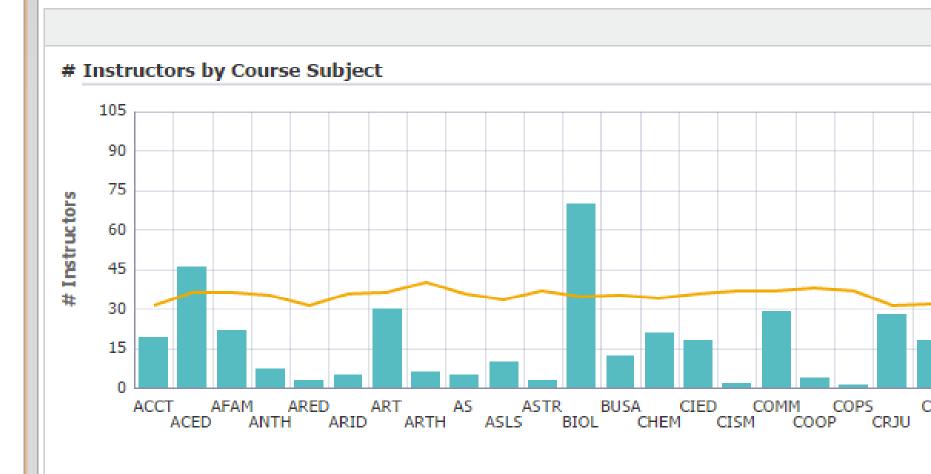


Explore Themes by Number of records



Sentiment

Chart



Sort: Course Subject *

Page 1 of 3 ▶ ▶I

Contact Information

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