

Student Support System Task Force – Report to Cabinet 1-16-2018

The Operational Data Store (ODS) has been constructed and all existing sources of data have been integrated

Several meetings have been held with The School Of Continuing Education to identify their various databases and to define their requirement for some kind of integrated system. One thing has become very clear. Due to the variety and quantity of data being stored and utilized any system purchased or developed to replace what they're currently doing will be highly complex and take a significant amount of time to develop and/or implement. An immediate positive outcome of these discussions is the creation of a WASC Accreditation compliant non-credit transcript.

IT has taken preliminary steps toward creating an interface to the ODS using Argos and Apex. As we explored that option and realized the complexities involved, consideration was given to looking at other, existing options.

Based on information provided by President Scroggins IT and the Student Support System Task Force solicited and attended a demonstration of Full Measure Educations' student app. They deliver a personalized student experience via push, enterprise text, and broadcast text - using a branded mobile app. There were many interesting features including the ability to automatically notify students based on existing data and preset triggers. For example: a student registers via CCCApply the student could get a targeted message telling them their next steps, complete assessment, online orientation, etc.

They have no existing California customers so set up and configuration would be extensive. Cost is estimated to be about \$150,000 per year with an additional \$75,000 upfront setup.

The counseling department expressed interest in Ellucians' CRM Advise & CRM Recruit. Therefore, IT and the Student Support System Task Force also solicited and attended a demonstration of their offerings. They demonstrated features like early alerts and personalized dashboards and, while they can do automated push notifications, they lacked the mobile interface. Pricing appears to be similar to Full Measures'.

IT has become aware of another option, Retention360 - RENEE (Retain, Engage, Notify and Enablement Engine) via the Educause website, which we will also be exploring. Additionally we will be taking a closer look at Starfish dashboards and interfaces and what is being done with them at institutions like Rio Hondo and Long Beach City College.