Epsilen: Advisor Portal

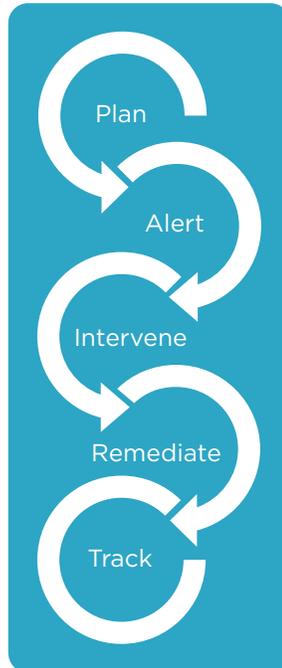## Improving Student Engagement with a Window into Student Learning Behaviors & Outcomes

At the heart of student success is a sharp focus on student learning behaviors and student outcomes. These are the building blocks of a student's progress through his or her educational career. They also serve as indicators of student risk, and as such, should be followed attentively. A question on the table: how can these learning behaviors and outcomes that exist both within a classroom, and more globally in a student's academic career be identified for supported action by an institution?

With enrollments rising, and the national imperatives directed toward completion and degree attainment, institutions of higher education are challenged to support a diverse and growing number of students with a range of educational challenges. In addition, shrinking staffs resulting from budgetary challenges cause institutions to ask: how can we be more effective and efficient in identifying and managing students at risk?

Academic Planning That Saves Time

Institutions and students alike face core challenges when having to focus on degree planning. Students who are on campus infrequently struggle to receive the necessary advice and authorization for degree plans that meet their academic and career goals. Likewise, advisors and others struggle to manage the rush of students seeking assistance. Epsilen helps manage this for both by providing an online academic planning worksheet that institutions can customize to represent their program requirements. Students can then complete and submit the worksheets electronically seeking "e-authorizations" from advisors and others as an institution defines. The worksheet integrates with an institution's Student Information System eliminating the duplication of data, and creating tracking efficiencies that are vital to student and advisor.

Epsilen's Advisor Portal

Epsilen addresses both sets of questions above by focusing on the core aspects of engagement, defined as the 4 P's: Persistence, Performance, Presence, and Participation. Epsilen utilizes its unique toolset to provide students with insight into their own progress, while also providing insight to educators and those charged with supporting student success at an institution.

Analytics & Alerts

Analytics are integrated throughout the system, not just in a course and an online gradebook, but throughout the Epsilen system. This provides rich data on student participation in ways that traditional learning management systems cannot identify. Recent studies by the National Survey of Student Engagement, and The Campus Computing Project are quite persuasive on the topic, citing social networking activities and group collaboration activities as impactful and meaningful measures of student engagement and academic success. Epsilen combines all of this course and non-course data to trigger a set of alerts.

> *"We became interested in Epsilen to improve student persistence and retention."*
>
> **—Bruce Naples,** Queensborough Community College

Intervention Made Easy— Intervention Made Rapid

Epsilen maps a student advising workflow into the Advisor Portal by utilizing the same social networking tools that students are already familiar with. The intervention process is triggered by a set of alerts that can be configured using a variety of identifiers of student success and risk—

Plan → Alert → Intervene → Remediate → Track

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performance, participation, bench marked against class averages, and other deviations in norms. This accelerates intervention, making it actionable in a rapid fashion.

Facilitating Remediation

Unlike other systems that work to identify at risk students and then create records to manage cases, Epsilen takes the next step in the student success life-cycle by proactively providing remediation resources. These resources can be a range of multimedia that are created and maintained by an institution, or even shared Epsilen-wide. These resources can also include remediation courses themselves—self-paced courses designed to provide additional support for students at risk or in need. These resources can be provided to students based on threshold alerts configured by an institution. They can also be suggested by advisors. In both cases they create actionable steps for improving engagement.

> *"The Epsilen social networking tools mean that learning is no longer a one-way street."*
>
> —**Dennis King,** Fort Hays State University, KS

Track Results

In order to realize success, the Advisor Portal provides transparency to educators, advisors, and institutional resources managing advising success. Virtual conference sessions are recorded and archived. Advisor notes are logged and archived. And even advisor success is identified or those managing student success through the Advisor Portal. In the same way as alerts trigger advisor intervention for students, alerts also trigger the managers of the advising function

Epsilen's Advisor Portal: Advantages

- Provide students with insight to individual performance and benchmark performance against peers
- Configurable alerts drawn from threshold triggers in the engagement component & the learning management component
- Scale your advising function by providing a range of tools of intervention that are easy to use
- Connect students immediately to the remediation resources they require to provide "just in time" support
- Track the success of student interventions and of the advising function
- SaaS hosted technology makes it easy and affordable for an institution to implement and get up and running quickly

when advisors may have omitted a notification for student intervention. In an era where accountability is critical as a determinant of institutional success, this level of quality assurance is critical for the entire advising workflow.

About Epsilen, LLC

Serving educators and students in over 600 institutions in over 130 countries, the Epsilen Environment is a hosted online eLearning solution that focuses on learner engagement and the teaching and learning experience. It situates a robust set of learning tools within a learning community, offering the advantages of both. Additionally, Epsilen offers clients access to The New York Times Knowledge Network Content Repository, a rich collection of digital resources and learning objects. Epsilen is majority owned by The New York Times Company.

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