To: Jim Johnson, UA President  
    UA Summit Team members

From: Claudia Lampman, UAA Vice Provost for Student Success  
    Bruce Schultz, UAA Vice Chancellor for Student Affairs

Date: November 8, 2017

Subject: EAB Student Success Collaborative Progress at UAA

As requested, please find attached a timeline depicting UAA’s implementation of the EAB Student Success Collaborative “Campus” tool. Check marks indicate those action items that are complete. Our program leadership team is completing the “planning & data gathering” stage of Phase I and are on track to begin the “configuration & site build” stage in December.

UA’s onsite kick-off occurred on October 19 and we were pleased that more than 70 faculty and staff attended the overview sessions. We were pleasantly surprised that college faculty and staff came forward asking to serve as early adopters for the Phase I pilot launch in April 2018. The program leadership team selected the College of Arts and Sciences and the Community and Technical College for our early launch pilots.

On November 1, UAA, UAF and UAS EAB SSC program leadership teams participated in an overview of the EAB SSC “Guide” tool provided by EAB Senior Director Katie Shaver. A recording of the presentation is available at: eab.com/Technology/Student-Success-Collaborative-Guide/Webconferences/2017/Guide-Demo

Guide is a direct-to-student mobile platform designed to support academic progress by reaching students with important messages and resources at just the right time. While there are several useful features in Guide, the “Path” function will be of greatest benefit to those students who are least familiar with how to navigate the college journey (e.g., what to do when). Not only does Path set and push milestones to individual students, it also allows departments to focus on those students who have overdue items and target with specific strategies and campaigns (e.g., registration holds, not yet registered for upcoming term, FAFSA not filed, etc.).

At the time UA signed the EAB SSC contract for Campus, Guide was sold as an add on; however, today, Campus and Guide are now bundled and priced accordingly. To maximize the potential return on UA’s investment in the Student Success Collaborative, we strongly support purchasing Guide as an add on to the Campus tool. While Campus is designed to facilitate advisor to advisee interactions with analytically based insights, Guide covers a much wider range of student success actions to keep students on track without requiring an academic advisor to develop strategies and campaigns.

cc: Sam Gingerich, UAA interim Chancellor  
    Duane Hrncir, UAA interim Provost  
    Saichi Oba, UA Associate Vice President for Enrollment Strategy
EAB Student Success Collaborative-Campus

PHASE I: IMPLEMENTATION

- SEPT–NOV 2017
  Planning & Data Gathering
- DEC 2017–FEB 2018
  Configuration & Site Build
- MAR–APR 2018
  Validation & Sign Off

Kickoff & Discovery Onsite
- Campus Communication Kickoff
- Configurations & Permissions (Phase I)
- Needs Assessment
- EAB Recommended Phase I: Advising
- Workflow Audit

Planning & Foundations Webinars

Implementation Strategy Webinars
- Workflow Definition
- Predictive Model Discussion
- Communication & Training Planning

Data Validation Webinar

Leadership & Specialist Training Onsite
- Institution Reports Demo
- Institution Platform Demo
- Specialist Training Workshop Pilot Program (Phase I)

Institution Reports Sign-Off Webinar
Platform Sign-Off Webinar

PHASE II: VALUE STREAM

- APR–AUG 2018
  Training, Launch, Value Stream

User Training Onsite
- Specialists Lead or Co-lead Initial User Training
- Campaign Brainstorm

User Training Roll Out (Phase II)
- Value Stream Consultants Focus on Campaigns
- Specialists Train Additional Users
- EAB Recommended Phase II: Tutoring, Other Support Services

Training Support
Sandbox site
Office Hours
eModules
User Guides

GO LIVE

TECHNICAL ACTIVITIES

- Campus Overview
- Tech Strategy Call
- Data Acquisition Services Decision
- Create Project Plan
- Grant Data Acquisition Services Team remote access to SIS (if necessary)
- Install EAB Acquisition Agent
- Data Specification Review
- Discuss Single Sign-On
- Discuss file format and frequency of loads
- Begin working on the configuration document

- Extraction of Lookup Files
- Extraction of Institutional and Student Files
- Weekly check-ins with technical team
- EAB to work with technical team to validate SIS data
- Final extraction of all files
- Member data loaded to SSC Platform
- Platform is configured to member specifications

- Member access granted to test site for validation
- Preliminary predictive analyses conducted
- Test Single Sign On
- Member access granted to test site to begin training
- Finalize predictive analyses
- Platform Validation Confirmed
- Transition to production environment
- Automate daily feed

- Grant access to applicable users
- Go Live
- Recurring Support team will monitor member site and resolve any issues if they arise