



Student Success Technology Recommendation

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LCCC Board of Trustees Meeting

Dr. Stephen Crynes

Chad Marley

Julie Gerstner

Background

- Holistic Advising Model without adequate tools for case management
- Identified technology needs through gap analysis
- Identified vendors
- Multiple demonstrations by vendors
- Reference checks
- Side-by-Side final demonstrations
- Prepared Business Case with Recommendation



Why Student Success Technology is Important

- Obligation to our students and community to provide excellence in education and service
- These tools are necessary for LCCC to meet our responsibility to our students and their success, as well as the Guided Pathways and ENDOW initiatives.



Technology Need (where we are today)

- Lack of tools necessary for holistic advising and student success initiatives
 - No single place to view Advising information
 - No case-management system
 - No ability to share information with faculty, admissions, and other campus resources responsible for student success
 - No early-warning system for faculty to use
 - No online appointment scheduling tool
 - No career exploration tool
 - No systematic way to use predictive analytics



Pathways Advising Must Haves

- Technology is leveraged to allow for effective case management of students with priority attention given to those identified with factors predictive of attrition or failure
- Early warning systems are in place to identify students at risk of failing critical courses or missing key milestones, and timely interventions are initiated
- Providing career exploration up-front or early in the student's intake process



Technology Evaluation Process

| LCCC Student Success Functionality Requirements | EAB | | | Civitas | | |
|--|-------------|-------------|------------|-------------|-------------|------------|
| | Total | Avg | # | Total | Avg | # |
| Admissions & Onboarding | 77 | 2.64 | 29 | 38 | 1.63 | 23 |
| Career Exploration | 86 | 2.67 | 32 | 30 | 1.25 | 24 |
| Advising | 707 | 2.66 | 266 | 437 | 2.13 | 205 |
| 1. Appointment Scheduling | 68 | 2.83 | 24 | 46 | 2.60 | 18 |
| 2. Preparation & Dashboard | 79.5 | 2.65 | 30 | 63 | 2.74 | 23 |
| 3. Academic Planning | 196.5 | 2.59 | 76 | 90 | 1.5 | 60 |
| 4. Course Scheduling & Registration | 162.5 | 2.62 | 62 | 91.5 | 1.95 | 47 |
| 5. Advising Team Notes | 65.5 | 2.73 | 24 | 48 | 2.67 | 18 |
| 6. Case-load Management & Communications | 135 | 2.7 | 50 | 98.5 | 2.53 | 39 |
| Early Warning System | 63 | 2.74 | 23 | 44 | 2.59 | 17 |
| Analytics, Reporting, Departmental Planning and Assessment | 109 | 2.66 | 41 | 58.5 | 1.72 | 34 |
| Technology Requirements | 72 | 2.57 | 28 | 55 | 2.2 | 25 |
| Grand Total | 1820 | 2.66 | 685 | 1099 | 2.06 | 533 |



Vendor Pricing Comparisons

DRAFT LCCC Pricing Comparison Between EAB and Civitas

| | Implementation | Annual Subscription Fee | | | | |
|------------|----------------|-------------------------|-----------|-----------|-----------|-----------|
| Solution | FY 2019 | FY 2020 | FY 2021 | FY 2022 | FY 2023 | FY 2024 |
| EAB * | \$66,500 | \$138,500 | \$142,430 | \$146,478 | \$150,647 | \$154,941 |
| Civitas ** | \$70,000 | \$105,000 | \$105,000 | \$105,000 | \$105,000 | \$105,000 |

* Includes \$7,500 annually for EAB travel and expenses and 3% escalation

** Billed for Civitas Travel and Expenses as incurred

Implementation Concerns

Concern

Requiring use of the system in various roles across campus

Other colleges references

Cost concerns

Response

→ Faculty Advisors will be using the system as part of their role; training provided

→ Our processes and infrastructure are better prepared

→ Student fees and ROI through retention



EAB Navigate

- The Navigate product meets almost all of our functional needs
- Navigate is the most user-friendly product
- EAB provides a strong supporting partnership



Recommendation

- EAB Navigate
 - Contract negotiation / requirements
- Student Technology Fees (STF)
- Timeline
 - Kick-off January 2019
 - Go-Live 9 – 12 months

