

Counselling and Development



A STUDENT SUCCESS DATABASE

Presented by:

Dr. Sup Mei Graub

Director, Counselling and Development

supmei.graub@concordia.ca

And

Dilshad Khan

Data & Web Assistant

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CONTEXT

DRIVER

- Wave of change – Student Success Mandate
- Early identification of potentially “at risk” students who will benefit from early intervention;
- Provide appropriate services / interventions to students
- Need for tracking
- Need for outcome analysis
- Professional sensitivities – confidentiality codes
- Need for balance between professional commitment to confidentiality vs data disclosure.
- A system that allows for evolving needs, changes and improvements

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System Objective:

Policy goal: Monitor student retention and success

- Online test – College Student Inventory by Noel Levitz (C.S.I)
- Assessment and Test interpretation
- One on one appointments



Informatics goal: Automate existing processes for users

*(project managers, facilitators
and support staff)*



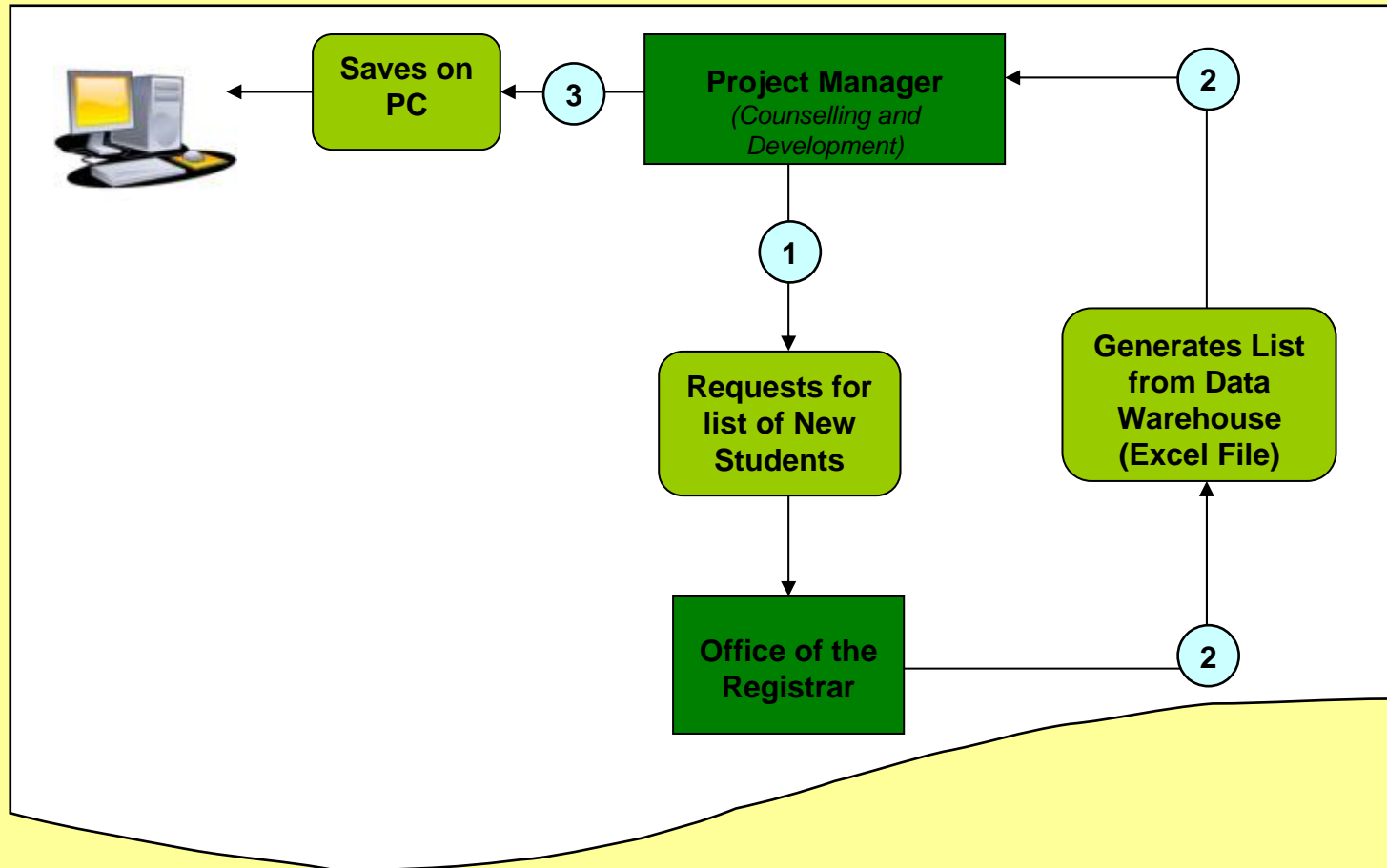
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Informatics goal - Automate existing processes

- Provide security – only authorized users can access the system
- Enable multiple users to access and modify data simultaneously
- Systematically assign usernames and passwords to students for the online test
- Schedule appointments for students without the risk of overbooking or double booking
- Track event / project attendance
- Centralize information

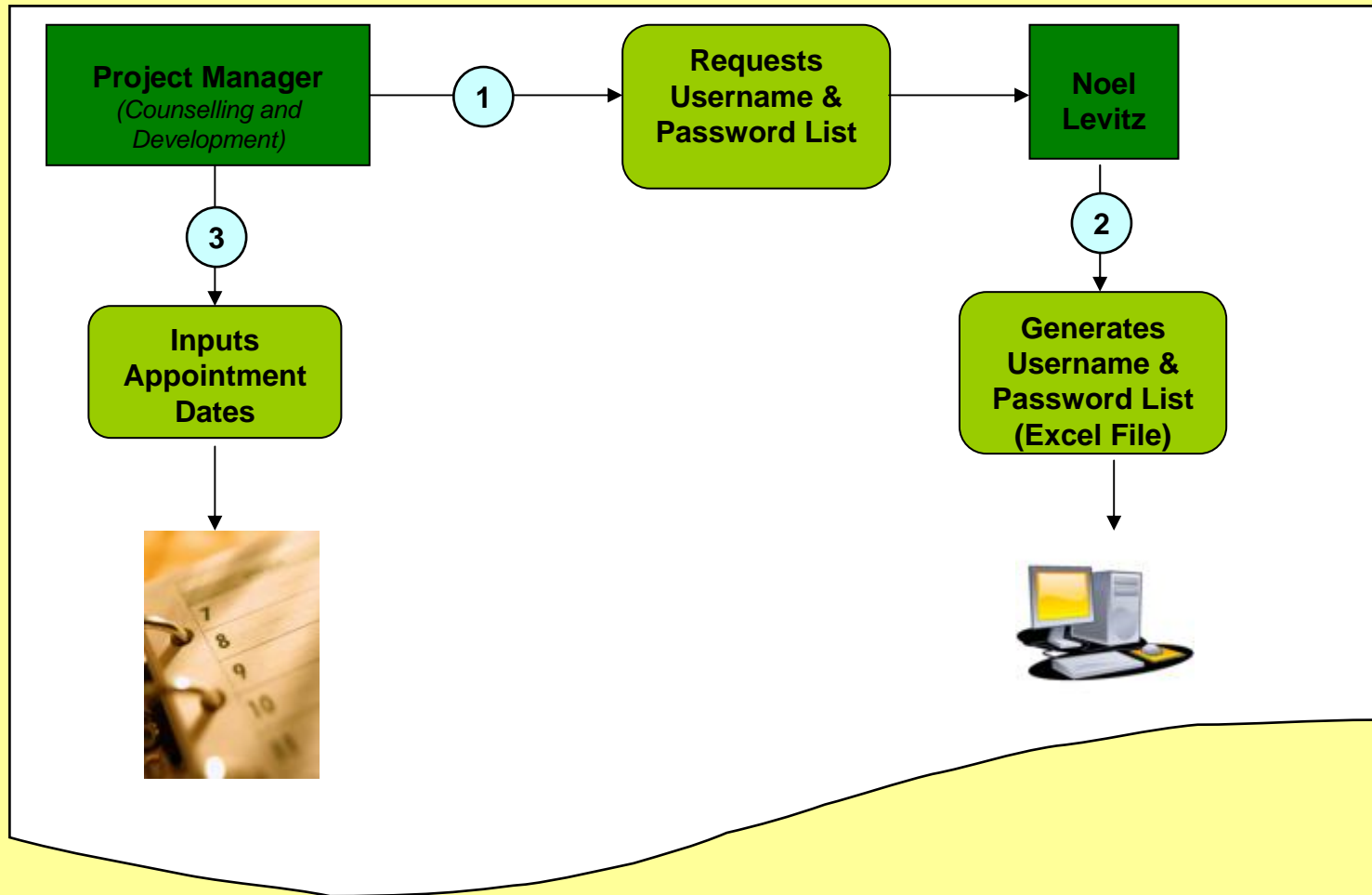
MANUAL PROCESS – STEP 1

OBTAINING AND STORING DATA

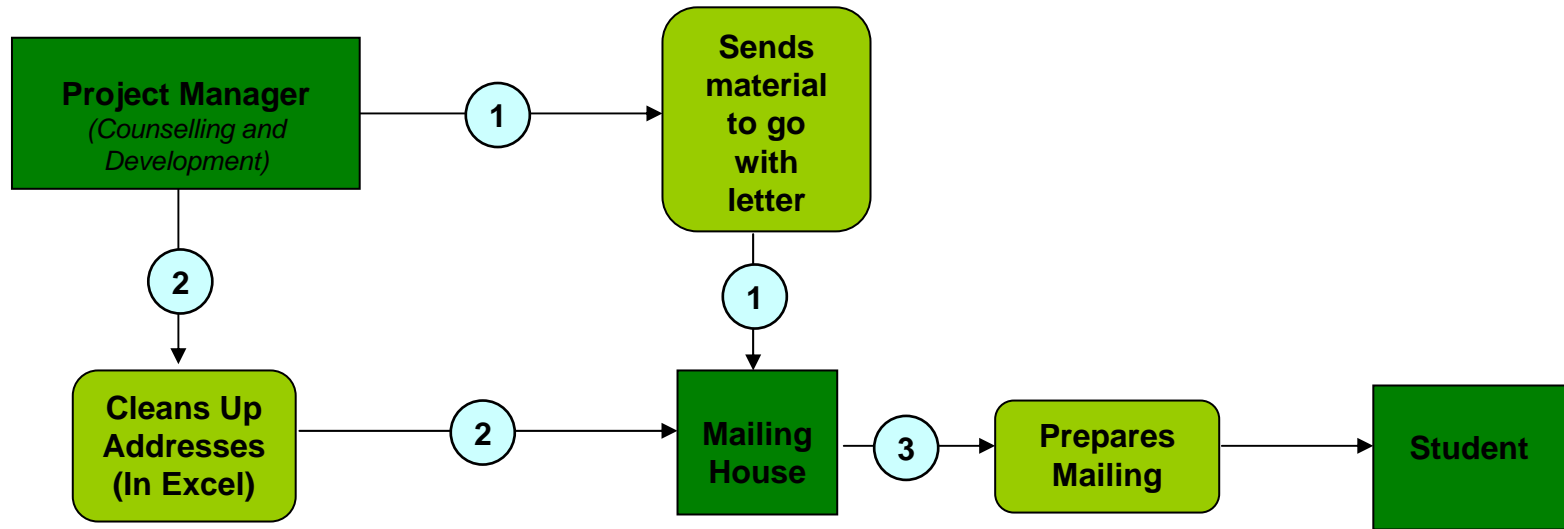


MANUAL PROCESS – STEP 2

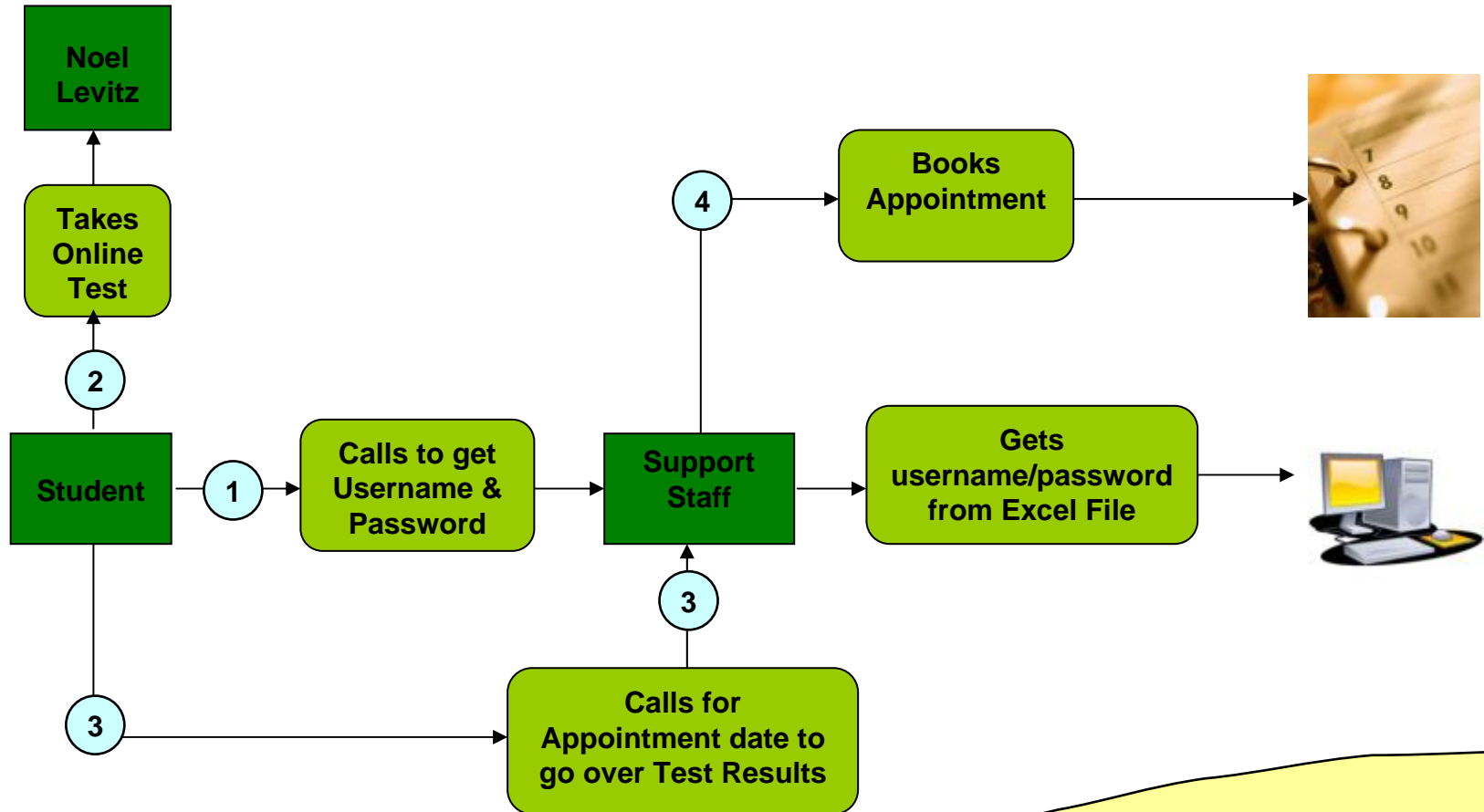
SETTING THE STAGE



MANUAL PROCESS – STEP 3 MAILING

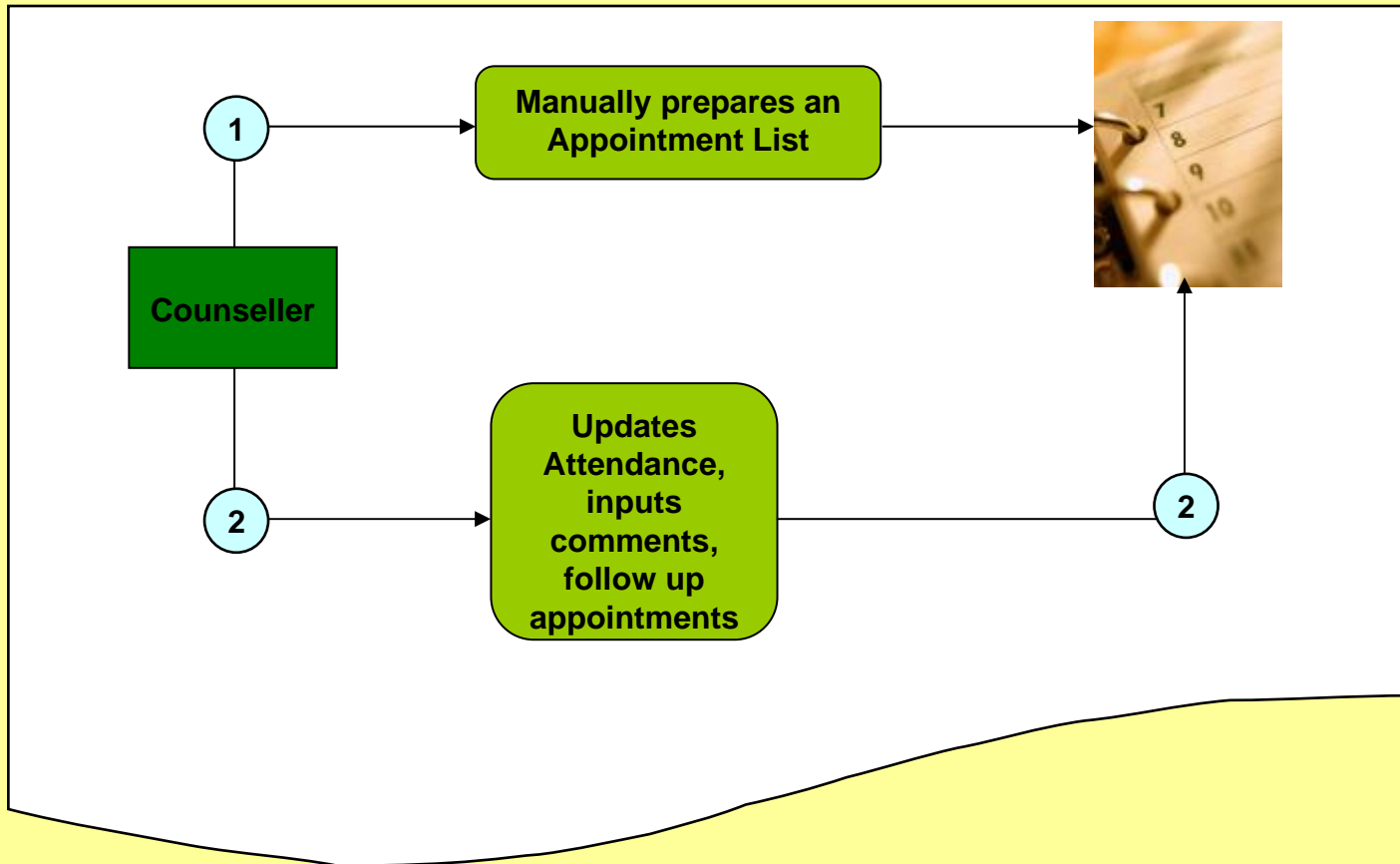


MANUAL PROCESS – STEP 4 RESPONDING TO STUDENT CALLS



MANUAL PROCESS – STEP 5

RECORDING INFORMATION





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Problems with Manual method

- Dependence on the Office of the Registrar to obtain list of newly admitted students
- Data was received in an Excel spreadsheet and hence not as easy to work with
- Security issues
- Only one person could be assigned the task of responding to student calls for username/passwords and appointments
- Risk of errors
- Overbooking / double booking
- Time consuming

COUNSELLING AND DEVELOPMENT STUDENT SUCCESS DATABASE – System Diagram

