



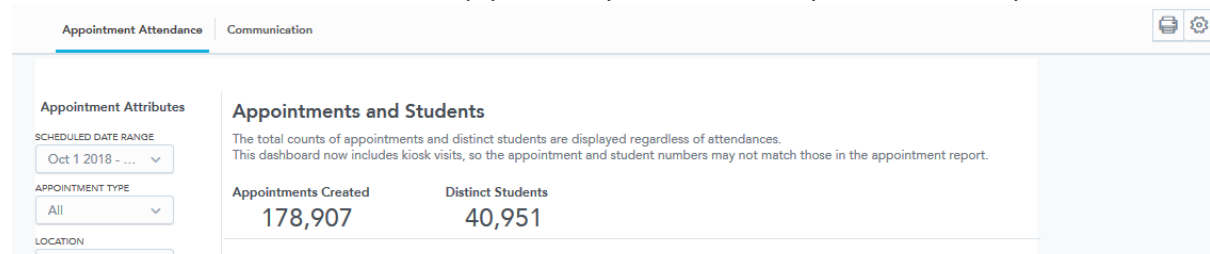
Boiler Connect

Purpose

- Holistic view of student to enable proactive and coordinated student support.
- Strategic communication platform that connects students to network resources
- Tool for proactive advising based on data and analytics
- Support Steps to Leaps Network pillar by giving students a tool to build and connect their network.
- Digital documentation of notes and appointments with students
- Monitor activity and success of programmatic and proactive initiatives

Implementation

- Measured success. Purdue has implemented and integrated the tool into our student and academic network more deeply than any other university as measured by the vendor, EAB.



- Big key to success was engaging stakeholders, e.g. advisors, early and often.
- Developed student notes guidelines that are requested and used by other universities
- Development of local department trainers was both cost effective and more effective, because local staff are trained by someone who uses the system themselves and already has credibility with colleagues

Future goals

- Integration with new Brightspace LMS to connect student communication and success initiatives in and out of the classroom
- Continue to broaden user base across campus
- Continue to recommend ways to use it more strategically/proactively using analytics, data, and real time interaction with students.

BoilerConnect Location Map

COLLEGE LINE

- ▲ College Diversity
- ▲ ROTC
- ▲ Other Grad Advising
- ▲ Faculty Mentors

TEACHING & LEARNING LINE

ACADEMIC ASSISTANCE

- ▲ Help Rooms

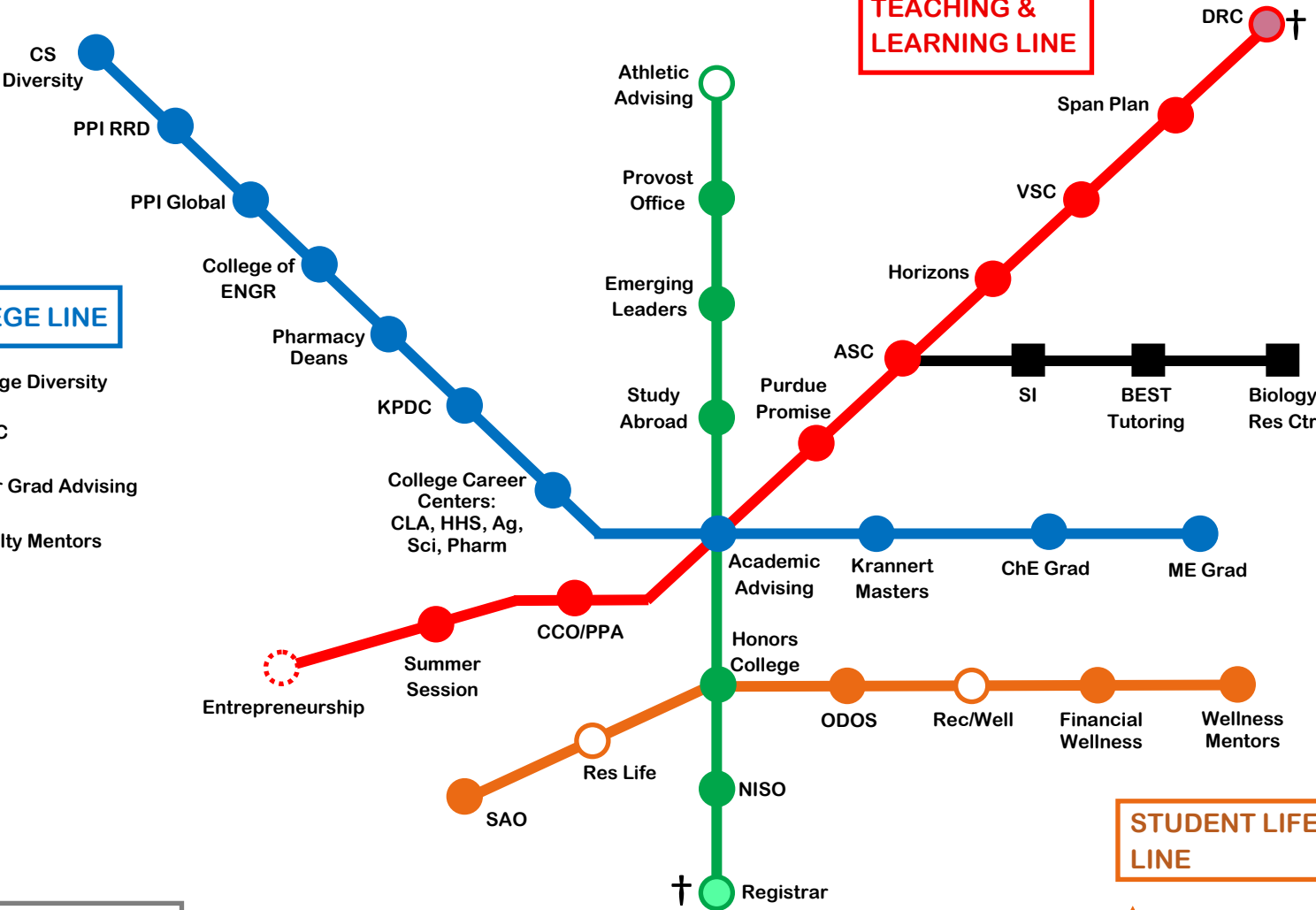
STUDENT LIFE LINE

- ▲ Fraternity/Sorority
- ▲ LPDI
- ▲ Bands/PMO
- ▲ CAPS (Referrals)







UNIVERSITY LINE

- ▲ Libraries
- ▲ Cultural Centers
- ▲ ISS
- ▲ Financial Aid
- ▲ Undergrad Research

- Active Location
- + "Read-only" Location
- Inactive Location
- Tutoring/Check-in Location
- ⊛ Location Coming Soon
- ▲ Possible Future Location



What kind of data do you need?

-  Official Purdue data
-  Data is frozen
-  Group-level data available
-  Unofficial data (internal use only)
-  Data is operational (reflects recent activity)
-  Student-level data available

ADVISOR/COACH ROLE REQUIRED

ADVANCED SEARCH



This tool allows users to search for students by many different fields, including categories, tags, watch lists, and assigned advisor. Questions you might ask include:

- Which students fit the criteria for a particular opportunity (scholarship, organization, program application, etc.) and might respond to a message or campaign invitation?
- Which of my advisees are enrolled in a section of a cancelled course so I can quickly send a message?
- Which students in my student organization (saved as a watch list) are on probation this term?

ACTIVITY ANALYTICS



This tool provides aggregate and line item reports on activity within the platform across specific locations and/or student populations. Questions you might ask include:

- Which appointment reasons are students in my college/program choosing, and are there any patterns in how different groups of students engage with us?
- Do student appointment patterns indicate changes in appointment or drop-in availability are necessary?
- Are there any campus-wide resources my students are not taking advantage of, possibly suggesting that we should increase or improve referrals?

SOURCES OF OFFICIAL PURDUE DATA

Data Digest: Includes student enrollment, retention/graduation rates, CCO post-graduate data, and more. Individuals with proper certification can view information down to the major level of detail.



Management Dashboards:

Dashboards include course enrollment and student performance (achievement metrics, course performance, demographics, grad/retention rates).



Self-Service Reporting: Limited official reporting from prior to 2008, some logic/metrics were different; includes information on enrollment, degrees conferred, and faculty/staff headcounts.



Cognos Standard Content: Standard content folder includes reports on courses and students; census and term end reports should match Data Digest.



Please see the BoilerConnect Help Center's Feature Guide for detailed information about each of these tools

POPULATION HEALTH DASHBOARD



- Which students have GPAs trending downward and could benefit from proactive intervention?
- Which students are enrolled in 12-14 credit hours?
- Which student populations are earning high numbers of Ds and Fs?
- Which students are struggling with credit completion rates?

INTERVENTION EFFECTIVENESS



- Do GPA or credit completion rates differ between students who did or did not participate in a campaign?
- Have outcomes for new beginners changed since we implemented a new student success initiative?
- Are there differences in first year outcomes for students depending on whether they participated in a study skills class?

INSTITUTION REPORTS



- What are the graduation rates of all students who were ever enrolled in this major, disaggregated by student attributes such as first year GPA?
- When students leave this major, in which other programs are they most likely to be successful?
- Which courses are key predictors of success in this major?

DIRECTOR/SENIOR ADMINISTRATOR OR DATA ANALYST ROLE REQUIRED

STUDENT PROFILE

Example. Both the advisor and the student have a view of the student's academic information as well as links to tools for managing appointments, notes and communication. The advisor view for a hypothetical student, Imogene Student, is shown below.

Imogene Student

Overview	Success Progress	Reports / Notes	Class Info	More ▾
Course Grade D/F	Repeated Courses	Withdrawn Courses	Missed Success Markers	Cumulative GPA
9 ▾	10 ▾	0	0	2.96 ▾
Total Credits Earned	Credit Completion % at this Institution			
107.00	62%			

Computer Science Honors - BS

Bachelor of Science
with a concentration in Machine Intelligence
College of Science

Other Major(s)

Regional Campus Transfer - DS

Degree Seeking
Temporary

Major History ▾

STUDENT ID
013181330

ALTERNATE ID
jstudnt1

CLASSIFICATION
Senior 105+ hours

MOST RECENT ENROLLMENT
Fall 2019

Advisors

Christina Marheine, Kathryn Van Ness, Amanda Waszczuk, Faith Giordano, Kevin Jones, Ranjani Rao, Marsha Rhees

Tutors

Categories

Continued Good Standing, Honors College, Minor - Philosophy, SPAN Plan, Student Athlete

Current Alerts 0

I want to...

[Message Student](#)

[Add a Note on this Student](#)

[Add a Reminder to this Student](#)

[Report on Appointment](#)

[Schedule an Appointment](#)

[Add to Watch List](#)

[Issue an Alert](#)

Active Appt. Campaigns 1

Sorted by most recent

[Fall 2019 Advising](#)

08/19/2019 - 12/13/2019

Student Info

Student ID: 013181330

Age: 49

DOB: 11/17/1969

Address:

Purdue Univ Ofc of Reg
610 Purdue Mall Hovde Room 45
West Lafayette, IN 47907

Email: jstudnt1@purdue.edu

Cell: 7654122002

Login Status:

Login not allowed

Your Success Team



Giordano, Faith
Advisor



Jones, Kevin
Advisor



Marheine, Christina
Advisor



Rao, Ranjani
Advisor



Rhees, Marsha
Advisor



[Expand team members](#)

STUDENT APPOINTMENT HISTORY WITH NOTES and REPORTS

Example. Advisors and student can document, manage and review appointments, alerts, notes, and reminders via a Notes and Reports tab in Boiler Connect.

Appointment Summaries For Imogene

Care Unit:

DATE	REPORT FILED ON	COURSE	FOLLOW-UP	SUMMARY	DETAILS
09/03/2018 01:00 PM	08/30/2018	ECE-20100 Linear Circuit Anly I			View Report 09/03/2018 01:00 PM
01/18/2018 08:53 AM	01/18/2018			Test	View Report 01/18/2018 08:53 AM
01/07/2018 03:15 PM	01/07/2018				View Report 01/07/2018 03:15 PM

Alerts For Imogene

ISSUE DATE	ALERT REASONS	ISSUED BY	COMMENTS	CASES	PROGRESS REPORT
06/04/2019	Study Abroad	Molly Gilbert	Test, no action needed.	0 Open Cases	No Progress Report
08/09/2018	Academic Success Center	Karen Jacobsen	Test of new process	0 Open Cases	No Progress Report
12/13/2017	Academic Success Center	Josh Lee	Imogene needs help creating a study plan.	0 Open Cases	No Progress Report

Notes About Imogene

Actions						
<input type="checkbox"/>	DATE	CREATED BY	NOTE	NOTE REASONS	ATTACHMENTS	ACTIONS
<input type="checkbox"/>	06/20/2018	Shella Hurt	testing note function 6/19/18			View Note 06/20/2018
<input type="checkbox"/>	10/02/2017	Daniel Whiteley	Test note for development of the student materials	General Note	Capture... Capture...	View Note 10/02/2017
<input type="checkbox"/>	05/25/2017	Dennis Bowling	http://www.msn.com/?ocid=iehp	Course Substitution		View Note 05/25/2017
<input type="checkbox"/>	05/25/2017	Dennis Bowling	Test	Academic Success Plan		View Note 05/25/2017 View Link 05/25/2017

Your Reminders About Imogene

Actions			
<input type="checkbox"/>	REMINDER	DATE	ACTIONS
<input type="checkbox"/>			

CONNECTED NETWORK OF SERVICES

Example. Imogene Student indicates to her advisor that she wants to study abroad. The advisor can issue an alert to refer Imogene to the Study Abroad office. The Study Abroad office will be alerted of Imogene's interest and can reach out. Imogene can also make an appointment within Boiler Connect to meet with Study Abroad. The advisor will be able to see the resulting plans that Imogene made by viewing the appointment report in Boiler Connect.

ISSUE AN ALERT ✕

Student Imogene Student

Please select the reason you believe this student needs assistance

Is this alert associated with a specific class?

Additional Comments

Please enter a comment.

- Honors Advising
- Horizons
- NISO Referral
- Pre-Professional Advising-INFO ONLY
- Span Plan Nontraditional Student Services
- Student Activities & Organizations
- Study Abroad**
- Veterans Success Center

Cancel Submit

LOCATION ACTIVITY REPORTS

Example. During the time window of interest, the Academic Success Center (ASC) had 2681 student appointments with Academic Consultations and Peer Coach Meetings being the most common appointment type.

Appointments Overview Attendances by Day Attendances by Month Attendances by Reason Attendances by Location Attendances by Staff				
Appointment Attributes				
SCHEDULED DATE RANGE Oct 1 2018 - ...				
APPOINTMENT TYPE All				
LOCATION Academic Su...				
STAFF All				
MEETING TYPE All				
REASON/STUDENT SERVICE All				
REPORT FILED? All				
Attendances by Reason				
Reason/Student Service Name	Total Attendances	Distinct Students	Scheduled Hours	
60 Minute Appointment	7	3	6.83	
ASC Academic Consultation	784	572	578.33	
ASC Follow-up Consultation	104	66	78.00	
ASC GS Instructor Meeting	116	75	59.00	
ASC Other	267	204	134.59	
ASC Peer Coach Communication	206	102	68.54	
ASC Peer Coach Meeting	795	127	673.76	
ASC Resource Information	29	27	7.75	
ASC Supervision Meeting	349	93	187.22	
ASC Workshop	2	2	0.00	
Registration	22	11	26.08	
Sum	2,681		1,820.10	

ADVANCED SEARCH TO COMMUNICATE WITH AND CAMPAIGN STUDENTS

Example. A pre-med advisor knows of a prestigious fellowship opportunity for 1st generation students to attend medical school in the Fall 2020. The advisor can conduct an advanced search to find all 1st generation students, who are not graduating this semester, are pre-med and have a g.p.a >=3.3. The advisor can then email, text or make appointments with all qualifying students.

New Search

Saved Searches ▾			
Keywords (First Name, Last Name, E-mail, Student ID) [?]		Type [?]	
<input type="text"/>		Students ▾	
Student Information <small>First Name, Last Name, Student ID, Category, Tag, Gender, Race, Watch List</small>			
First Name [?]	Last Name [?]	From Last Name [?]	To I
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Gender	Race	Watch List (In Any of These)	
All ▾	All ▾	All	
Category (In Any of these) [?]	Category (In All of these) [?]	Category (In None of these) [?]	
<input type="text" value="x First Generation Student (A1GS)"/> -	<input type="text" value="All"/>	<input type="text" value="x Candidate (CANDIDATE)"/>	
Tag (In Any of these) [?]			
<input type="text" value="x Pre Med"/> +			
Enrollment History <small>Enrollment Terms</small>			
Area of Study <small>College/School, Degree, Concentration, Major</small>			
Performance Data <small>GPA, Hours, Credits</small>			
Min. Cumulative GPA [?]	Max. Cumulative GPA [?]	Min. Overall GPA [?]	Max. Overall GPA [?]
<input type="text" value="3.30"/>	<input type="text" value="5.00"/>	<input type="text" value="0.00"/>	<input type="text" value="5.00"/>

POPULATION HEALTH DASHBOARD

Example. Academic directors can see in real time the academic status of students by category. In this example, the g.p.a distribution and trajectory of all Health and Human Sciences students is shown. The dashboard is dynamic. For example, the director could drill down to see the 198 students whose g.p.a dropped by at least one letter grade (change ≤ 1.0) last semester. The director could then act by investigating patterns, reaching out to the students as a group or individually, or referring students to make an appointment their advisor or any location in the Boiler Connect network.

