Orange SUccess

Early Wins

SYRACUSE UNIVERSITY

ACTIVITY

605
faculty/major advisors
with caseloads

106
faculty/instructors
taking attendance
within 200 courses

61

academic/college advisors with caseloads

37
student support/
retention counselors



ORANGE SUCCESS ADOPTION RATES

Spring and Fall 2016

(profiles created/updated not just logins but measured by user actions)

5,182 student

35% of undergraduate student body (14,556 2015-16 reported enrollment)

1,469

FACULTY/INSTRUCTORS

201

STAFF



ONLINE SCHEDULING USAGE

6,797

total appointments created

2,748 appointments creat

total appointments created by students



EARLY ALERTS

(All courses are added to Orange SUccess automatically each term. Students can receive a flag/kudo by email without ever logging into their dashboard.)

There were a total of 7,582 flags raised

with 62% of these raised from surveys completed

within 1,453 courses.

(Surveys were completed by 731 faculty/instructors who raised 4,705 flags over four surveys.)



7,500

TOTAL UNIQUE STUDENTS WITH A FLAG OR KUDOS

(51% of all undergraduate students have received a flag or kudo)

Average Number of Flags Per Student 2.08

Average Number of Kudos Per Student 1.55

FEEDBACK: I raised my hand and "asked for help"

"received an answer within an hour"

"received email with detailed directions to drop a course" "got an answer from my professor within 12 hours...pleasant surprise"

"immediate response from my advisor and professor" "got the details about my schedule and also how to make an online appt."