OnCourse is Ohio State's platform supporting university stakeholders with student academic success, retention, and graduation efforts. The university uses OnCourse as an environment to promote and house staff, faculty, and student communication and collaboration; to find and provide outreach to students who need it most, when they need it most; and to encourage and support the development of a coordinated care network.

Tools available in OnCourse include appointment scheduling, appointment notes, email and text nudges, progress reports, success alerts and cases, and a robust portfolio of student attribute search, reporting, and analytics tools. Advisors, tutors, success coaches, and university leaders use these tools to promote student success and share information about students, and students also view notes and schedule appointments in the platform.

All data throughout this report represents dates from August 1, 2020 to July 31, 2021 unless otherwise noted.
WE HELP STAFF SUPPORT STUDENTS

50,259 students had 173,438 online appointments with over 1,000 faculty, advisors, success coaches, tutors, peer mentors, and other staff across all campuses.

71% of appointments in OnCourse self-scheduled by students.

94% of undergraduate students had appointments recorded in OnCourse.

In addition to appointments, Ohio State leveraged email and text messaging to reach students at home. Using OnCourse, staff sent 644,108 emails and 25,126 text messages to reach students at home, on campus, and across the university.
ONLINE AND IN-PERSON APPOINTMENTS MATTER

Students and staff use OnCourse more than ever to schedule appointments with advisors, support staff, and tutors. In Spring of 2020, OnCourse provided a virtual appointment option for staff to reach students, and many offices reached out to use OnCourse for the first time, or in a new way, so that students could make an appointment at home. This continued throughout the 2020-2021 academic year.
Students scheduled virtual appointments to see advisors, tutors, success coaches, and other support staff. Appointment notes documented students' greatest needs. More units than ever are using OnCourse, giving support staff and faculty greater insight into students' academic life across Ohio State.

### Appointments and Students
The total counts of appointments and distinct students are displayed regardless of attendances. This dashboard now includes kiosk visits, so the appointment and student numbers may not match those in the appointment report.

<table>
<thead>
<tr>
<th>Appointments Created</th>
<th>Distinct Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>173,438</td>
<td>50,259</td>
</tr>
</tbody>
</table>

### Attendance Categories
“Scheduled” and “Drop-In” include attendances that have not been marked Canceled or No-Show on the evaluation. Note: Canceled and No-Show attendances may not be mutually exclusive, so an attendance could appear in both categories.

<table>
<thead>
<tr>
<th>Scheduled</th>
<th>Drop-In</th>
<th>No-Show</th>
<th>Canceled</th>
</tr>
</thead>
<tbody>
<tr>
<td>123,770</td>
<td>24,742</td>
<td>9,885</td>
<td>18,865</td>
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</tbody>
</table>
TESTIMONIALS

REVISIONING THE ADVISING STUDENT SELF-SCHEDULING SYSTEM

In May 2021, OnCourse instituted a new student scheduling system in OnCourse, and revamped the advising scheduling portion in particular. This has allowed units which offer student scheduling to provide both in-person and online options for appointments. At the time of implementation, OnCourse did testing with stakeholders, and staff and students gave positive feedback about the new scheduling system.

STAFF TESTIMONIALS

- "We are happy that we control in-person vs remote appointments ourselves."
- "Your updates virtually eliminated students with other majors scheduling many appointments with us, which was an issue for us previously."
- "The new updates are wonderful."
- "Thank you for all the ways you support us."

STUDENT TESTIMONIALS

- "It's very user friendly in my opinion."
- "I think it's helpful to see where the locations are to go in person."
- "It helps me plan ahead."
- "I like that all the info I need is right there for me."
Advisors had about the same number of appointments as they did in the 2019-2020 academic year, but with fewer periods of "downtime."

*Percentages show breakdowns of 222 advisors and advising admins using OnCourse to document appointments with students regularly.
OnCourse supported ODI's transition to virtual appointments, their smooth return to campus and hybrid appointments, and the addition of resources to support students during and after the pandemic.
OnCourse supported SASSO's transition to virtual appointments, their smooth return to campus and hybrid appointments, and an innovative system to track student and staff work time at study tables.
### TUTORING, SUCCESS COACHING, AND OTHER SERVICES

- **8 NEW OR UPDATED UNITS**
- **3,192 STUDENT CHECKINS TO APPTS**
- **11,411 RECORDED APPTS**
- **337% INCREASE IN RECORDED APPTS**

After a challenging autumn semester, tutoring and success coaching made a successful pivot to virtual appointments in Spring 2021.

#### Attendance Heat Map By Day and Month

<table>
<thead>
<tr>
<th>Day</th>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
<th>Thu</th>
<th>Fri</th>
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</tbody>
</table>

Units included: ATI Wooster Success Services; ATI Wooster Peer Tutoring; Dennis Learning Center Academic Coaching; Engineering Diversity, Outreach & Inclusion; Mansfield Conard Learning Center; Mansfield Student Financial Aid; Mansfield Student Success and Retention; Marion Retention and Student Success; Marion Tutoring; Math-Stats Learning Center; Newark Retention and Student Success; ODEE Tech Tutoring; OIA Student Success; Residence Life Peer Tutoring; Undergraduate Fellowship Office; University Libraries A+ Research Coaching
APPOINTMENT CAMPAIGNS

- 75,000 APPOINTMENTS SCHEDULED
- 50,000 APPOINTMENTS ATTENDED
- 25,000 DISTINCT STUDENTS INVITED

AY16-17, AY17-18, AY18-19, AY19-20, AY20-21
SUPPORTING COVID-19 TESTING

Starting the second week of the Autumn semester, the OnCourse team supported the COVID-19 mandatory off-campus student testing and opt-in regional campus student testing each week for twelve weeks.

- Sent appointment campaigns to about ~8,000 students each week
- 64,799 appointments scheduled by 26,137 distinct students

![Graph showing attended vs. scheduled appointments by week]

**Scheduled:** 64,799  
**Drop-In:** 0

**Attended By Week**

- Week W36: Close to 6,000
- Week W37: Close to 7,000
- Week W38: Close to 8,000
- Week W39: Close to 9,000
- Week W40: Close to 10,000
- Week W41: Close to 8,000
- Week W42: Close to 6,000
- Week W43: Close to 4,000
- Week W44: Close to 2,000
- Week W45: Close to 500
- Week W46: Close to 0
- Week W47: Close to 0
BUILDING COORDINATED CARE

Cases are a special way for staff to help each other when working with a student. Cases are opened automatically to keep staff working together for a specific reason— that might mean a student struggling in a course, or needing financial aid support, or having personal issues.

Cases are being used by different units across the university in greater numbers as staff realize the value in keeping a student's progress documented in the same place.

When cases are closed, the original staff person gets an email letting them know how their initial concern was resolved.
In summer 2020, OnCourse and a number of academic units on the Columbus campus piloted the first unified progress reports. Since then, more units have joined and more faculty have responded to outreach than ever before, meaning units have a greater chance of intervening before it is too late for a student to make changes and improve in the course.

### HELPING STUDENTS SUCCEED

In Spring 2021, students saw improvements in **41.1%** of their courses where they were marked at risk of not being successful.

**91.9%** of students received instructor feedback and **14%** were marked as needing extra support. Those **935** students of concern made **2,823** appointments after receiving Progress Report feedback.
PEOPLE USE ONCOURSE AT OHIO STATE

37,214 students logged into OnCourse in AY20-21

7.5M clicks were made by those students in OnCourse

40,747 users clicked +26 million times and spent +2.6 million hours logged into OnCourse.

3,533 staff users clicked +1.9 million times in total. They clicked on student profile pages 503,507 times, finished appointment campaigns 1,138 times, and accessed advanced search, reporting, and analytics 28,043 times.

Note: data on this page does not include data for July 2021.
OnCourse Ambassador Program:

- **15** GRADUATED AMBASSADORS
- **25** CURRENT MENTORS
- **25** CURRENT AMBASSADORS

**CONNECTED21**

4 Ambassador projects highlighted at EAB’s Connected21 National Conference

Training and Onboarding:

- ONBOARDED 10 NEW UNITS
- TRAINED 500+ NEW STAFF
- TRAINED 140+ NEW FACULTY

**LUNCH AND LEARNs:**

OnCourse hosts a Lunch and Learn session on the 1st Tuesday of each month. This year we had **10 sessions** with **281 participants**.
TEAM ONCOURSE IS

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