ONCOURSE

ANNUAL REPORT

2021 / 2022

THE OHIO STATE UNIVERSITY
OFFICE OF STUDENT ACADEMIC SUCCESS

ONCOURSE OVERVIEW

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 student academics, and students also view notes and schedule appointments in the platform.

All data throughout this report represents dates from **August 1, 2021** to **July 31, 2022** unless otherwise noted.

WE HELP STAFF STUPPORT STUDENTS

48,263 students had 187,958 appointments

with over **675 faculty, advisors, success coaches, tutors, peer mentors, and other staff** across all campuses

49%

of appointments
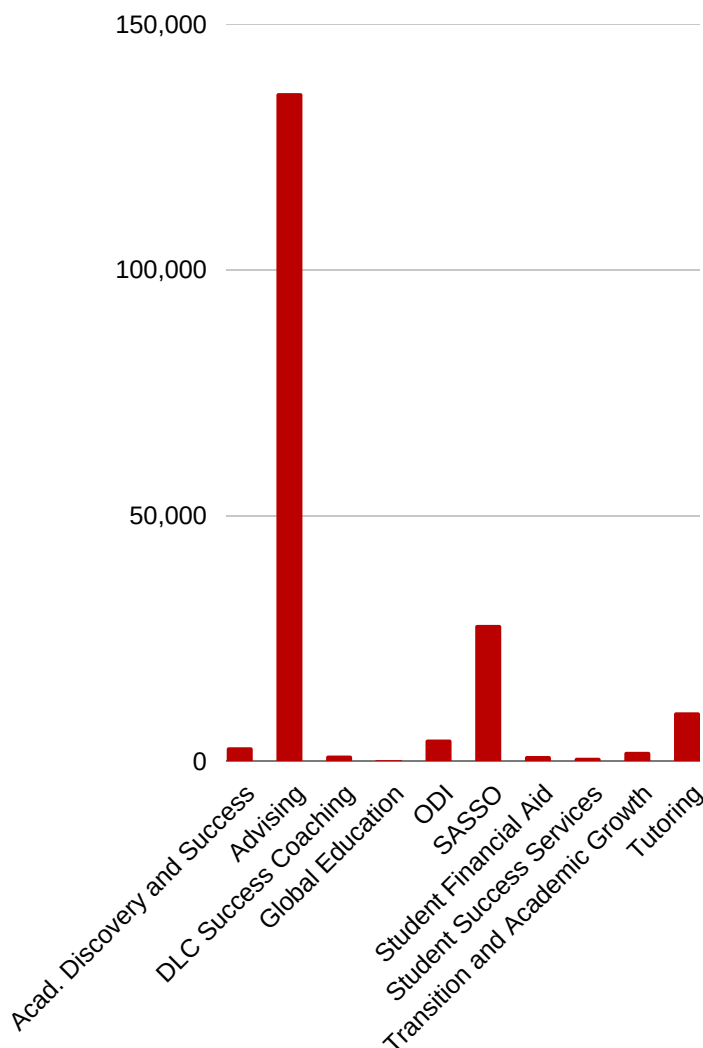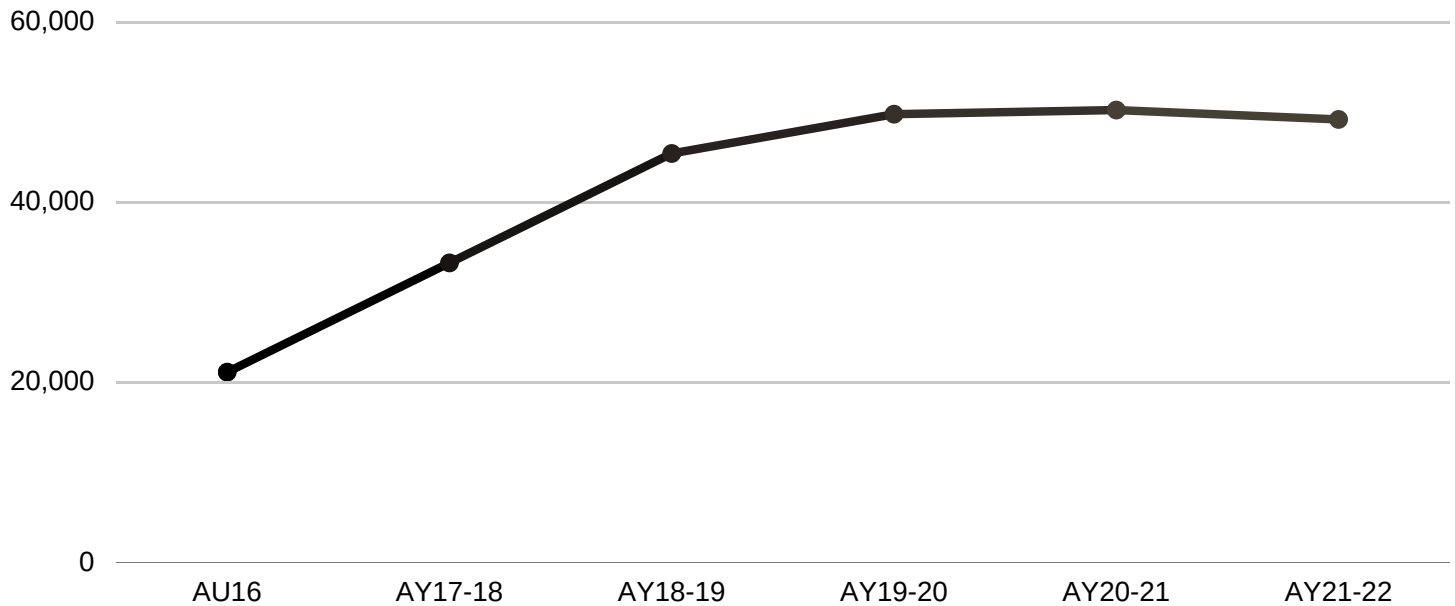in OnCourse self-scheduled by students

91%

of undergraduate students
had appointments recorded in OnCourse

In addition to appointments, Ohio State leveraged email and text messaging to reach students. Using OnCourse, staff sent **762,049 emails** and **43,469 text messages** to reach students at home, on campus, and across the university.

NUMBER OF DISTINCT STUDENTS WITH RECORDED APPOINTMENTS

Chart showing number of distinct students with recorded appointments rising from about 21,000 in AU16, to about 33,000 in AY17-18, about 45,000 in AY18-19, about 49,000 in AY19-20, about 50,000 in AY20-21, and about 49,000 in AY21-22. Y-axis from 0 to 60,000.

Bar chart of appointments by office: Acad. Discovery and Success, Advising (about 135,000), DLC Success Coaching, Global Education, ODI, SASSO, Student Financial Aid, Student Success Services, Transition and Academic Growth, Tutoring. Y-axis from 0 to 150,000.

VIRTUAL AND IN-PERSON APPOINTMENTS MATTER

Students have the option to choose virtual or in-person appointments. Students and staff use OnCourse to schedule appointments with advisors, support staff, and tutors. During AY21-22, 131,820 (71%) of appointments were virtual, and 64% of virtual appointments were scheduled by students (83,648).

ADVISING

100%	100%	94%	96%
COLLEGES USING ONCOURSE	CAMPUSES USING ONCOURSE	MAJORS USING ONCOURSE	ADVISORS USING ONCOURSE*

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.

| Appointments Created	Distinct Students
135,879	48,094

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.

Scheduled	Drop-In	No-Show	Canceled
91,203	22,387	9,424	13,827

Advisors had about 3,000 more attended appointments than last year, including both scheduled and drop-in meetings, and about the same of no-show appointments, but 5,000 more canceled appointments. They saw about the same number of distinct students as last year.
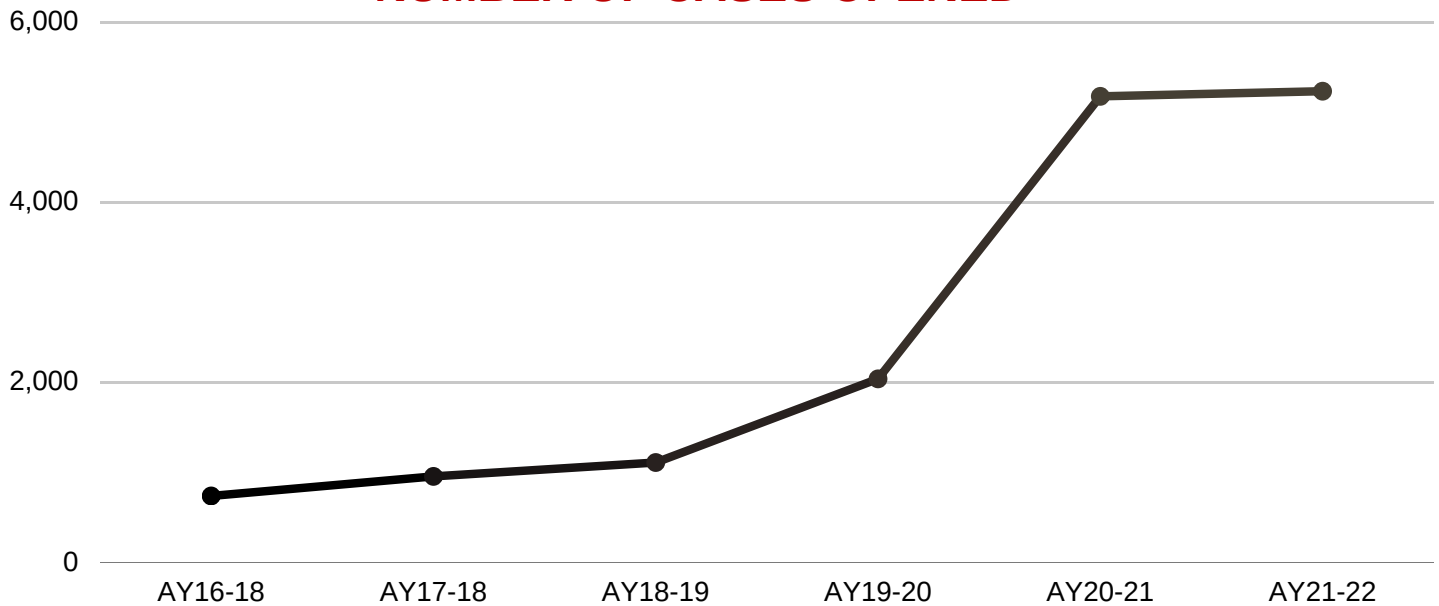

By Week — Scheduled, Drop-In
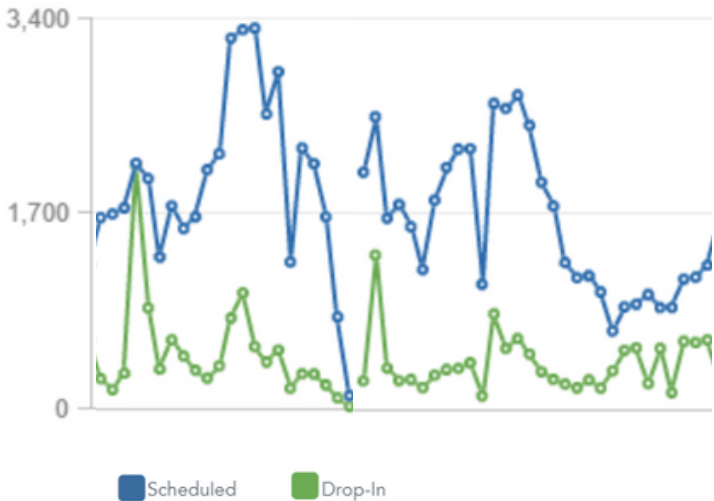
Attendance Heat Map By Day and Month
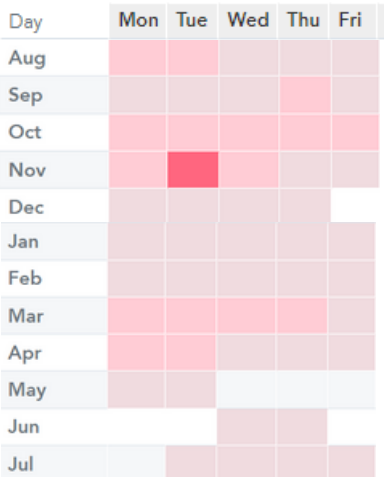
*Percentages show breakdowns of 185 advisors and advising admins using OnCourse to document appointments with students regularly.

NUMBER OF CASES OPENED

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.
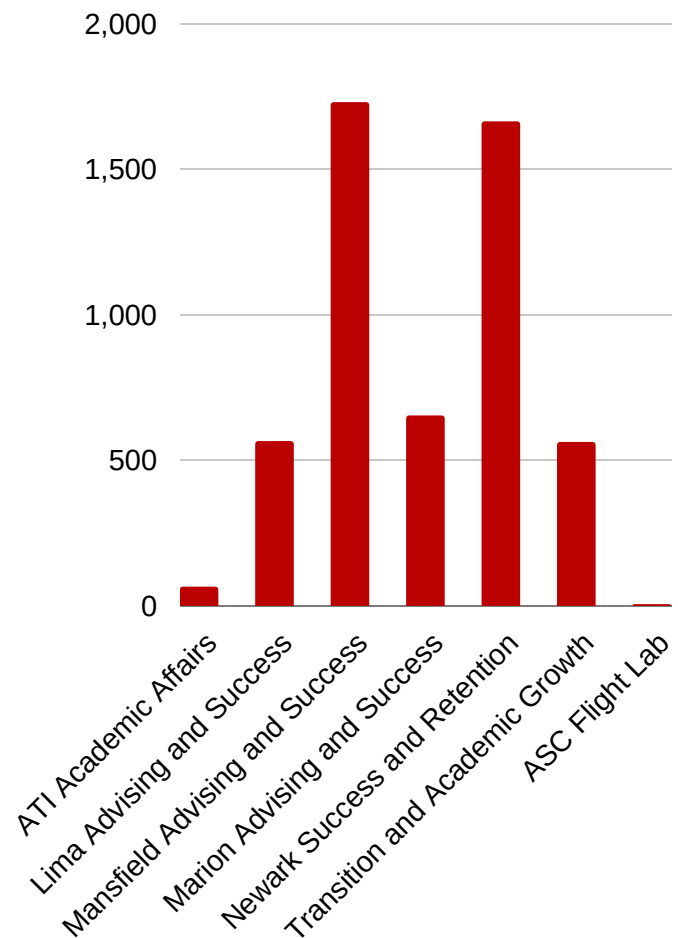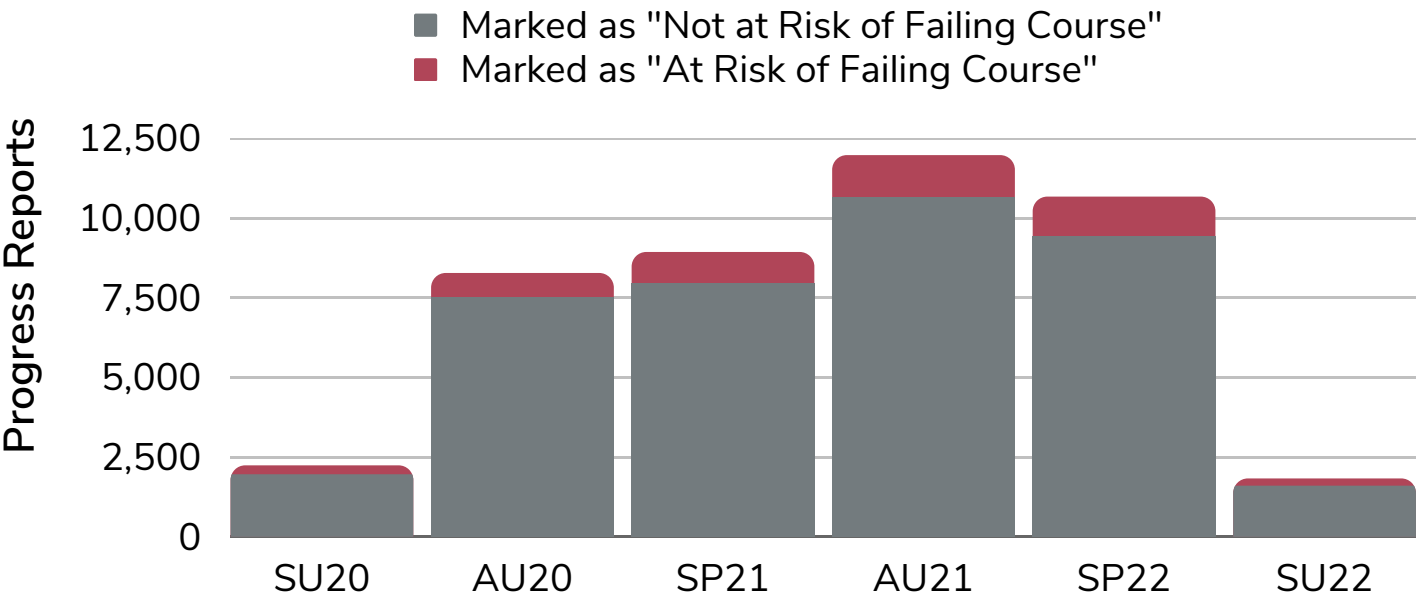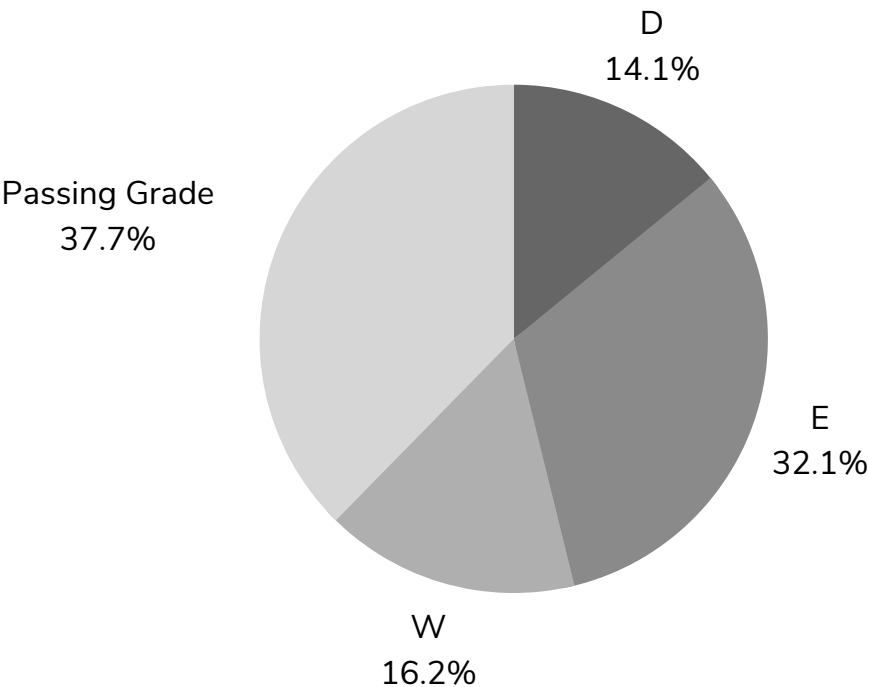

CASES BY UNIT, AY21-22

PROGRESS REPORT GROWTH

In summer 2020, OnCourse and a number of academic units on the Columbus campus piloted the first unified progress reports, receiving 2,200 reports for 1,580 students that term. Since then, more units have joined and more faculty have responded to progress report requests than ever before, giving the academic units an opportunity to connect students with resources which may help them to be more successful in the course. In the 2021-2022 academic year, 24,419 progress reports were requested for 9,618 distinct students. 92.6% of students received instructor feedback and 11.5% were marked as needing extra support. Those 2,807 students of concern made 4,095 appointments after receiving Progress Report feedback.

In academic year 2021-2022, students whose progress reports indicated they were at risk of not being successful in their courses ended up passing 37.7% of their courses with a C-or better.

Pie chart:
- D 14.1%
- Passing Grade 37.7%
- E 32.1%
- W 16.2%

Legend:
- ■ Marked as "Not at Risk of Failing Course"
- ■ Marked as "At Risk of Failing Course"

Bar chart — Progress Reports by term: SU20, AU20, SP21, AU21, SP22, SU22 (y-axis Progress Reports 0 to 12,500).

OnCourse Ambassador Program

| 25	25	15
GRADUATED AMBASSADORS	**CURRENT MENTORS**	**CURRENT AMBASSADORS**

ONCOURSE AMBASSASORS

Participants in OnCourse's Ambassador's Program participants gain an in-depth understanding of the role that OnCourse can play in helping their units identify students in need of outreach, lean about coordinated and proactive outreach, and useful assessment tools. New cohorts or ambassadors are mentored by previous year's ambassadors and all complete a project that benefits their unit.
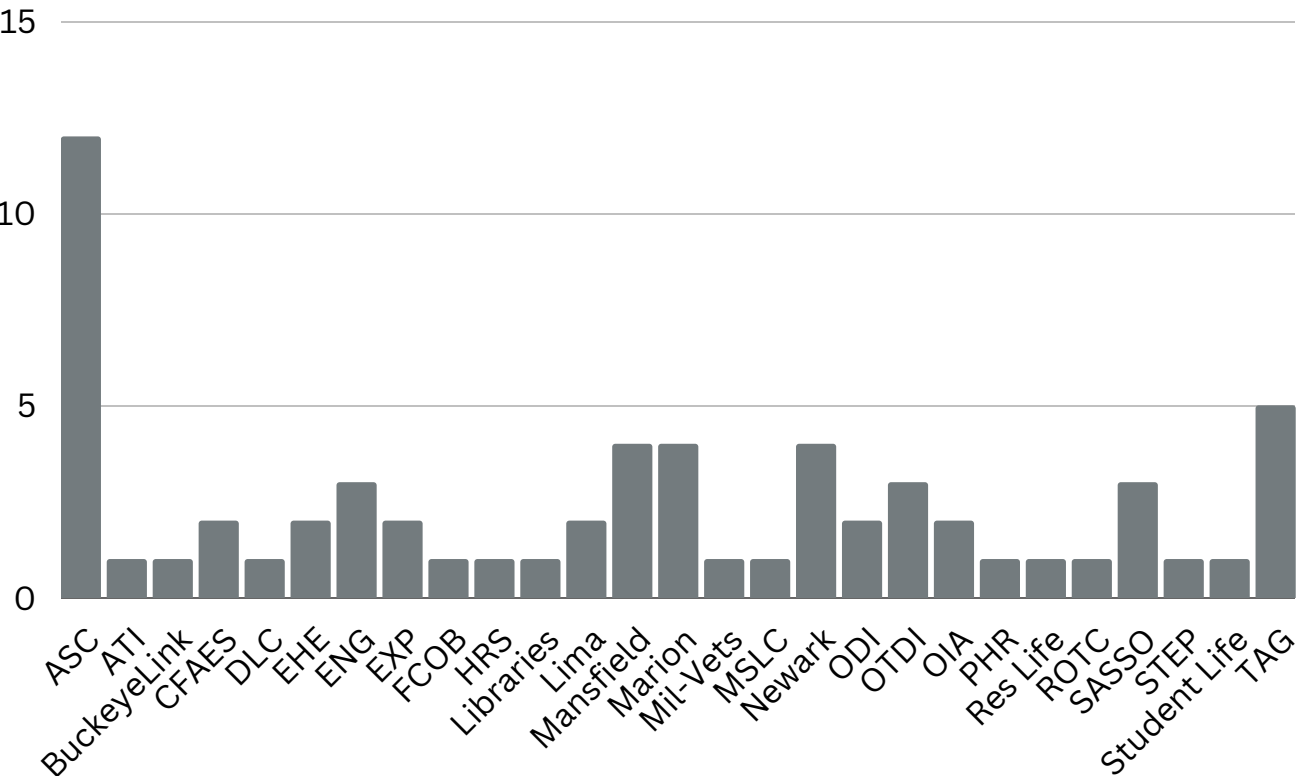
Ambassador Testimonials
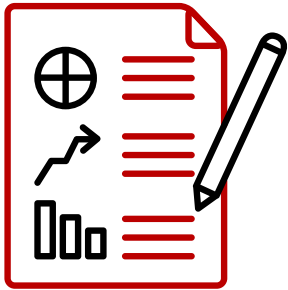
"The OnCourse Ambassador Program reinvigorated my excitement for working with data and to be specific my ability to analyze and utilize data. The program showed me that I can be creative, future oriented, problem solver and a value creator in my role as an academic advisor."
-Mohamad Saab, Advisor (Fisher College of Business)

"As an Ambassador, I was able to create something useful for my team. Conversation around my project also expanded how our team uses OnCourse. The program also gave me the opportunity to meet more Academic Advisors and other staff from all our campuses. I feel much more connected to the community at large from working with these wonderful people."
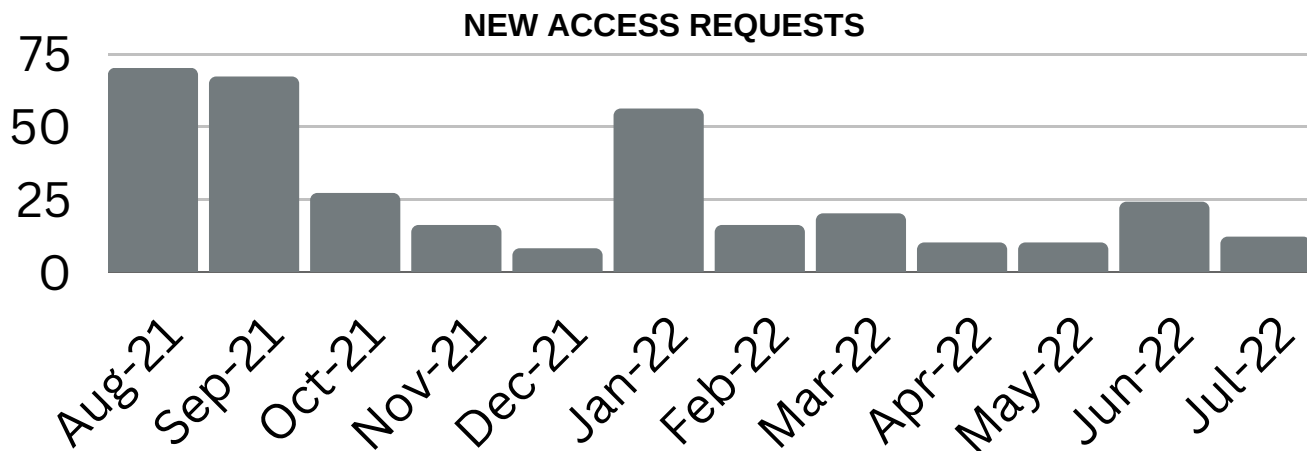-Leslie Eisberg, Academic Mentor (ATI)

"I joined the ambassador program just 2 short months after I started at Ohio State-Lima. This was a great opportunity as a new employee to learn the ins and outs of a system I would use regularly in my position. Each of the topics I learned along the way allowed me to track various aspects of my daily routine in an effective and efficient manner. Some of the most beneficial topics were creating campaigns to target specific populations during different times of the year."
-William Foster, Advisor (Lima)

Training and Onboarding

6	950+	180+
NEW UNITS ONBOARDED	**NEW STAFF TRAINED**	**NEW FACULTY TRAINED**

NEW ACCESS REQUESTS

ASYNCHRONOUS TRAINING

OnCourse offers online trainings through BuckeyeLearn, as well as a number of walkthroughs and videos for any staff person to use.

LUNCH & LEARNS

OnCourse hosts a Lunch and Learn session on the 1st Tuesday of each month. This year we had 12 sessions with 314 participants.

AD HOC TRAINING

The OnCourse team provides in-depth training on the reporting and analytics features of OnCourse and consults on data needs.

PEOPLE USE ONCOURSE AT OHIO STATE

42,603 total users clicked
+3.4 million times from AU21-SU22

41,288

students
logged into OnCourse in AY21-22

1.9M

clicks
were made by those students in OnCourse

1,315 staff users clicked **+1.5 million** times in total. They clicked on student profile pages **361,057** times, finished appointment campaigns **626** times, and accessed advanced search, reporting, and analytics **59,961** times.

Transition and Academic Growth Projects

In Spring 22, members of the Central Support for Academic Advising team used OnCourse to conduct outreach to CUSN students who were unaffiliated with any other support program on campus and who received midterm progress reports indicating they were at risk of poor performance in a course. Using alerts and cases, we were able to track whether the student had had any contact with their academic advisor, and if they had not, we sent emails providing resource referrals and reminders about term drop deadlines.

-Sarah Howard and Kris Wethington

"This year, SOARS has used OnCourse in a number of ways: to identify high support priority transfer students for early resource referrals, to contact campus-change students between a 2.8 and 2.3 GPA, and to create an Email Campaign with weekly holistic wellness information, study tips, and support resources for over 800 Lima campus students. In addition, the efficiency created by being able to email and create notes for multiple students on a Student List at once has increased our proactive outreach to an additional 800 students in autumn semester (almost double the total outreach of the '21-'22 academic year)."

-Shannon Peltier

TEAM ONCOURSE IS

Dani Anthony, Program Manager
anthony.204@osu.edu

Katie Chupp, Program Coordinator
chupp.16@osu.edu

Sean Gettens, Data Specialist and App Support
gettens.1@osu.edu

Learn more about
OnCourse at
advising.osu.edu/oncourse
or email us at
oncourse@osu.edu