

Counseling Data Dashboard Update

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Intro to updates on the dashboard metrics:

- Since our last meeting at convocation we've been digging into the metrics that the work group identified, and our ITS team has made important progress on surfacing where we need to dig deeper and where we need more data validation
- Reminder: this work is taking place in parallel with the rollout of CRM Advise, and Kristen Whittaker will be sharing an update on that in the next agenda item.

Metric #1: Student/ Counselor Ratio Data

track n (#) and % students we serve (SARS)

- David is working with ITS to explore the reliability of SARS data to inform this metric. As a reminder, this metric is the number of students seen divided by the total available contact hours. The goal is to report this data by college and on a regular basis during the term.
- Looking now at which data points we can gather accurately and assess best available data points and tools to flesh this out. It's important to note that the student contact rate data is not a simple metric to track, given the # of locations and variations in how data input is done at each specific location and at the two colleges more broadly

Metric #1: Student/ Counselor Ratio Data

Early Outcomes of this work:

- This effort has already helped to identify the need to clean up SARS reason codes and reduce the overall number of codes used, which will improve our ability to gather valid data. This applies to specific locations as well as the way data is input at each college

Next Steps:

- We will move the preliminary data to an excel spreadsheet to complete this project and we can see the specs/requirements and how that can translate to Advise/roles.

Metric #2: SEPC Completion Rate Data

(for degree / certificate / transfer goal students)

- The metric that shows SEP-C over time during the course of a semester for new students will be pulled from Advise.
- The data will be shown week over week (will be an increasing trend) by college and added to existing DEMC dashboard report
- We can also look at this data point district-wide as useful. Users will be able to disaggregate the data by demographic group and special populations.

Metric #2: SEPC Completion Rate Data

(for degree / certificate / transfer goal students)

Next Steps:

- From the highest levels, training on Advise will be a priority. Bruce and Kristen are working on the implementation roll out, which Kristen will be sharing in more detail in the next agenda item