



MAP-Works[®]
Making Achievement Possible

Fall 2010 Implementation Plan for the University of San Diego

Survey Administration

- All first-year students, living both on and off campus, will be invited to participate
- First-Year Transition Survey will open Tuesday, September 21 and close Wednesday, September 29
- Students will be invited to take the survey via email, and will take the survey online
- Up to three reminder emails will be sent to students who haven't taken the survey
- Spring Check-Up Survey will open Tuesday, February 22 and close Wednesday, March 2

First Year Transition Survey Response Rate
Goal: 95%

Spring Check-Up Survey Response Rate
Goal: 80%

MAP-Works Users

Faculty & Professional Staff Users

- Assistant Director, International Center
- Athletic Academic Support Staff
- Center for Student Success Staff (Assistant Dean, Assistant Directors & Graduate Assistant)
- College of Arts & Sciences Staff (Assistant Deans & Associate Dean)
- Dean of Students & Associate Dean of Students
- Director, Honors Program
- Emerging Leaders Instructors
- Faculty Preceptors (AIO)
- Residential Life Staff (Assistant Dean, & Community Directors)
- Student Conduct Staff (Director)
- Student Support Services Staff (Director & Academic Coordinators)
- USD Student Support Services (Academic Coordinators)

Undergraduate Student Users

- Resident Assistants
 - Use supervised by Community Directors
- Preceptorial Assistants
 - Use supervised by Assistant Director, CSS

Fall Semester Intervention Plan

Basic Summary of Roles

- Primary interventions with non-responders and red students will be handled by professional staff identified as primary direct connects with interactions logged as “Shared Notes;” will be similar to a case management model with ongoing interaction and facilitation of connection to resources, etc.
- Student staff (RAs and PAs) will use “Talking Points” to follow up with yellow students and log contacts throughout semester; emphasis on building relationships with individual students and singular referrals instead of primary intervener
- All alerts created by preceptors (AIO) will be sent to Campus Coordinator who will assign to relevant primary direct-connect

After Survey Administration

- REDS & NON-RESPONDERS
 - Email from Campus Coordinator alerting student they will be contacted by a professional staff member (primary direct connect) “as after reviewing your MAP-Works responses, it appears your transition might not be going as smoothly as it could and this professional staff member is interested in learning how he/she can personally support you”
 - Primary direct connect staff will contact all their non-responder and red students for an in-person discussion of results, and non-responders to get a better sense of transition
 - Similar to a case management model, primary direct connects will make referrals, facilitate connection with other professionals or resources using “Alerts” as necessary, follow-up with student about progress throughout semester, and document all interactions
 - Campus Coordinator will provide support to primary direct-connects in interventions and ensure each student is contacted within established timeline, as well as serve in a primary direct connect role as needed
- YELLOWS
 - Email from Campus Coordinator encouraging student to take advantage of available resources and support based on the areas they are struggling (PAs, RAs, tutoring, etc.)
 - Email from Campus Coordinator referring to Peer Advising in the Center for Student Success based on responses to overall academic and social integration questions
 - PAs and RAs will be asked to focus their attention on these students and address issues highlighted in “Talking Points” in their interactions and Project Blue conversations, then document in MAP-Works
- GREENS
 - Email from Campus Coordinator congratulating on successful transition, and reminding of available resources if necessary

After Mid-Term Grades Posted

- PREVIOUS REDS
 - Campus Coordinator will create alert for all previously non-responder and red students or non-responders who receive one or more midterm grades and send to primary direct connect to follow up (could be red x2 now)
- NEW REDS OR REDS x2
 - Campus Coordinator will assign new reds or red x2 to professional staff not yet serving other students (potentially primary direct-connects, Assistant Dean of Residential Life, Assistant Dean of Center for Student Success, Dean of Students, etc.)
- ALL STUDENTS RECEIVING MID-TERM GRADES
 - Campus Coordinator will collaborate with Associate Dean to ensure preceptors of students receiving two or more mid-term grades are notified

- Email from Campus Coordinator to all students receiving one or more mid-term grades referring them to Peer Advising in the Center for Student Success

After “Not Registered” Report

- PREVIOUS REDS
 - Campus Coordinator will create alert for all previously non-responder or red students who have not registered for spring courses once the initial registration period has closed, and send to primary direct-connects or other professional staff
- ALL NON-REGISTERING STUDENTS
 - Campus Coordinator will collaborate with Associate Dean to ensure preceptors of non-registering students are notified and preceptor follow-up is recorded in MAP-Works

Documenting Interventions and Outcomes

Professional Staff

- Primary Direct-Connects and Professional Staff Contact Logging
 - Primary direct connect will document intervention using “Shared Notes” and will include the following information:
 - Type of interaction (if relevant, attempts to contact student)
 - Description of conversation including identification of primary issues as taken from Dashboard Factors (Social Integration=SI)
 - Outcome of conversation (referrals made, resources provided, plan for follow-up, alert of other relevant staff members)

Coding Interventions

- Potential items appearing on “Talking Points” includes
 - Academic Integration (AI)
 - Course Difficulties (CD)
 - Academic Self-Efficacy (AS)
 - Communication and Analytical Skills (CA)
 - Commitment to Earning Degree (CE)
 - Social Integration (SI)
 - Commitment to the Institution (CT)
 - Satisfaction with the Institution (SW)
 - Homesickness: Distressed (HD)
 - Peer Connections (PC)
 - Living Environment (On or Off Campus) (LE)
 - On-Campus Living: Social Aspects) (OS)
 - On-Campus Living: Roommates (OR)
 - Basic Academic Behaviors (BA)
 - Advanced Academic Behaviors (AA)
 - Number of Study Hours Per Week (NS)
 - Campus Involvement (CI)
 - Self-Discipline (SD)
 - Time Management (TM)
 - Ability to Pay Next Term’s Tuition/Fees (APT)
 - Ability to Pay Monthly Living Expenses (APM)