

#### **ASSIGNING**

Assigning is the initial process of pairing student and advisors. It may be done automatically or through manual selection and can be changed over the course of a student's career.

#### INITIAL **ASSESSING**

Initial assessing is the process of looking at a student tyically through their records as advisors have not yet met a student face-to-face and the student does not have a university record. This is only for entering students.

#### INITIAL GUIDANCE

This is the process of interacting and assisting students when they first enter the university. They may be incoming freshmen or transfers but it is setting the student up for their early course work.

#### OUTREACH

Outreach involves interacting with the students once they have started their coursework. They may be moving towards getting off path. They may not yet be off-path but they could be on their way towards it.

#### OBSERVING

A student may be starting towards off-path or the advisor is nterested in seeing if this student is prone to going off-path if they have problems.

#### **ON-GOING** GUIDANCE

problems.

These include ways and methods for providing real assistance such as helping dent who has gone offthe student learn to manage their time and ensuring the students can meet with their advisors when and if they have

#### INTERVENING

This area addresses the mental aspects of a stupath. How can an advisor "get inside the student's head" and help them realize they have a problem.

#### PLANNING CORRECTIVE ACTION

This is taking action to get the student back on path. This may include remedial coursework, counseling sessions and tutoring, or directly replanning the student's course work.

#### OUTCOME

sity altogether.

This is the final outcome for the student - either they succeed and graduate or get dismissed if they do not make it. It may also include withdrawing from the univer-

# Mental model findings

## Increase time-management •

Curiosity – what was added to my calendar last night? What are people saying about this assignment?

ADVISOR-STUDENT MODEL

**Defaults** – the app is the single source of truth regarding assignments, responsibilities. Remember previous data selections.

Kairos – right information at the time of need – Day at a Glance, "do you want to schedule a meeting with your professor?"

Structure Choices – Help students to make prudent choices by offering content-aware (syllabus, calendar) decisions – "Your History paper is due next week. When do you want to schedule time to work on it?"

Reduce & Constrain – Limit choices to encourage decision making

#### Increase self-awareness s

Provide Feedback – scorecards showing assignment completion, progress against long-term goals, standing vs. peer group,

Completeness – enable students to celebrate accomplishments with simple gestures

Kairos – Provide information at the moment of need, e.g., Resource lists presented before or after a midterm, paper, or other assignment.

Goal Setting/Vision Casting – "Who do you want to be when you grow up? What will it take for you to meet your goals? What is the career you've identified really like? – provide connections to mentors, advisors, resources, Major Matcher.

Self Assessment – What am I good at? What is my learning style? Introduce time or event triggered student assessments and surveys. Use Student Enablement as a platform for challenging students to think about their lives, comment about challenges they are having, ask for help. Build a personal skills and interests profile that can be referenced in subsequent course selection and Major Matching.

Mapping – provide visual metaphors that resonate with students to simulate progress against goals (related to completeness and feedback)

#### Increase communication ©

Connectedness – Do students feel like they are part of something bigger than themselves? Are they engaged in a community?

Efficacy – probe for self-evaluation. "Did you communicate effective-ly? What would you do to improve your communication next time?"

Feedback - Coaching from the Student Center – Where syllabus identifies class participation as a factor in student evaluation, provide periodic reminders: "15% of your grade in Ethics 101 is based on class participation. Did you have anything to say today?" Y/N – Based on answer, provide further coaching. If Yes, "Was your comment well received? Did it drive further discussion?" If No, "Speaking up in class is important for many reasons. Not only does your grade depend on it, talking in public is a skill that you'll need throughout your life. Next class, let your professor and your classmates hear what you have to say."

### Product Releases

## ALPHA

App Framework / Login

Unified To-Do list / Timeline

View current academic to-dos

#### Syllabus

- S Assignment detail
- Snooze assignment / reminder
- Pin to timeline
- Mark status (started, complete)
- Edit target due date (personal)
  - Notifications @ modified, available, etc

#### View current courses

- Course overview (objectives, grading)
- Course logistics (days, location, time)
- C Professor contact info
- TA contact info
- Original syllabus (PDF)
- Resource associated

### View current assignments

- S Assignment detail
- S Due dates
- S T View/edit status
  - S View associated resource

#### Resources

- S View my semester VIPs
- S View campus resources / location
- View hours / current status [open/closed]

#### Settings

- S Update my name
- Update notification preferences
- S C Update preferred contact methods

#### V1, COMMERCIAL

To-Do list

- Proactive resource recommendation
- S T Flag free time

Timeline

Combine resource opportunities+free time

Syllabus

- Student upload
- Edit actual due date (public)

#### Major Selection

- S View Gen Ed requirements
- View major requirements / degree progress
- S T View critical paths / limited courses
  - S View alternative majors
- S T View progress towards alternative majors
  - S View broadest path majors

#### Course Selection

- S View course catalog
- Create schedule for next semester
- S T View schedule options / conflicts
  - s Join waitlist
- Drop / add courses to current semester

#### Settings

- S Upload/edit photo
- Set visibility preferences

## POST V1 / COMBO FEATURES

Non-academic / lifestyle

Include non-academic (ie, drop off FAFSA form)

#### Advisor-centric

- Student picks advisor based on CV/info
- Student does self-assessment in advance of first advising appointment
- Student fills out a pre-advising checklist before first advising appointment
- Virtual initial advising assessment (initial conversation between student and advisor through the app digitally and asynchronously/synchronously)
- Student can pick from list of topics they would like to talk about in advising appointment (pre-check)
- s Advisor can share info to student's folder;
- major info post-visit task list/activity
- Student can rate advising experience
   Student can see advice from their advisor in app
- Student see recommended courses from advisors
- Student can request time/get invite @ advisor
  - Student can share proposed schedule with advisorSee recommended mentors that advisors shared
- See "high-fives" from advisor
- Share degree audit doc in the shared "student folder"
- Student can ask for help right from the app
  - Student can check-in to resource -> sent to advisor

## SCENARIO



- 1) User story = feature(s) requested  $\Delta s$  a user Lwant to know who
- eg. "As a user, I want to know when I should file my FAFSA form so that I can maintain my FA eligibility."
- People Events

  Social butterfly
- 2) Understand student personas / motivations at specific times eg. A social butterfly who's just on the edge of over-extending. She has many activities and friends competing for her time, her schoolwork is starting to suffer.
- ST
- 3) Social butterfly + over-extend means she responds best to messaging around **Self-awareness** and **Time Management**
- 4) Feature(s) could/might include:

Kairos: Right message at the right time

Mapping: Show 1 of 3 steps needed to do this

Reduce & Constrain: Only show one step at a time

Completeness: Give feedback around accomplishment

## SAMPLE DESIGN

