

# Student Success Center Progress Reporting Toolkit

## Resource Guide

### OVERVIEW

In order to continuously improve and sustain any initiative, it is critical to be able to tell the story of the work and its impact. To that end, this Student Success Center Progress Reporting Toolkit is designed to help Student Success Centers (SSCs) track activities, collect and manage data on key indicators, and produce reports for various audiences, including JFF, state stakeholders, and potential funders. These reports can help SSCs communicate their value by providing information that can be customized to local contexts and displayed in an easily digestible format. More specifically, the Toolkit is designed to support SSC data collection and reporting through:

- **Easy data entry:** The data collection spreadsheets are programmed to make data entry and tool navigation straightforward;
- **Customizable reports:** Each SSC can select what information to include, allowing them to create multiple reports for various stakeholders, and;
- **Visually accessible graphics:** The data provided is translated into figures and tables that can be used to communicate the value of the SSC's work.

The Toolkit includes three parts:

- The **Progress Dashboard**, which is comprised of:
  - **Data Collection Tabs** are organized by reporting sections and provide fields that SSCs can use to input data to populate the report;
  - The **Report Tab** auto-populates a single printable report based on the data entered by SSCs in the Data Collection Tabs;
  - The **Glossary Tab** provides definitions for the terms used throughout the Dashboard; and
- The **Survey Item Bank** provides SSCs with a set of survey questions that can be used to measure the effectiveness of commonly implemented services and strategies;
- This **Resource Guide**, which is designed to support your data collection for the Dashboard by providing suggestions and strategies to consider.

The SSC Progress Reporting Toolkit is grounded in the Theory of Change that drives the Student Success Center Network (see Figure 1). The Toolkit was also informed by a review of SSC documents and input from an advisory group of SSC staff, as well as feedback provided by SSC staff from across the network who attended the January 2019 convening.



Created by Research for Action (RFA) for Jobs for the Future and the Student Success Center Network

Figure 1. SSC Theory of Change



**PURPOSE OF THE RESOURCE GUIDE**

This Resource Guide is designed to:

- Provide an overview of the universal features of the Toolkit and
- Suggest data collection strategies and templates to facilitate use of the Student Success Center Progress Reporting Toolkit.

The data entry process is described within the toolkit itself; instructions are listed at the top of each tab.

This guide is organized as follows:

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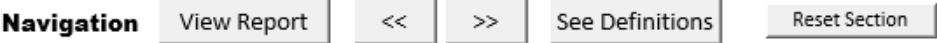
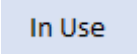

**Existing data collection and reporting practices vary considerably across SSCs. While the Resource Guide provides suggestions and tools for data collection, each SSC will determine how best to collect the appropriate data.**

## I. TOOLKIT NAVIGATION AND REPORTING FEATURES

### A. Toolkit Use and Navigation

The Toolkit has several universal features, shown in Table 1.

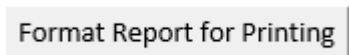
Table 1. Universal features of the Toolkit

<b>Instructions:</b> Each Data Collection Tab includes instructions at the top of the tab on how to report appropriate data.	<b>Instructions:</b>
<b>Data input and validation:</b> The green boxes in each tab are for inputting data and are programmed to ensure that the correct type of data are entered (e.g., numerals instead of text).	
<b>Toolkit navigation:</b> Navigation buttons at the top of each tab allow you to move easily between tabs, including the Report (View Report button) and Glossary (See Definitions button).	
	
<b>Indicator selection for reporting:</b> Blue “In Use” buttons can be used to select and deselect data indicators in your customizable report.	
<b>Data collection tab selection for reporting:</b> Next to the navigation buttons at the top right of each tab is a “Section Included in Report” button that allows you to select or deselect the entire tab in your customized report.	

### B. Customizing your SSC Reports

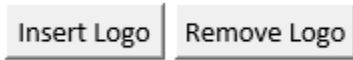
All information entered in the data collection tabs can be reported in a single, printable, and customizable document. There are two main features that allow for customization. The first is the ability to select and deselect individual **report sections** in the Dashboard, using the “Section Included in Report” button described in Table 1. If you choose to deselect sections from the report, the data from this section will not appear on your report. It is important to click on the “Format Report for Printing” button on the top right of the Report tab (see Figure 2) to ensure that the report is correctly paginated after you determine which sections you want to exclude.

Figure 2: Report tab print formatting button



In addition, you can add your SSC logo to the report. At the top right of the Report tab (see Figure 3), you will see buttons that allow you to “Insert Logo” and “Remove Logo”.

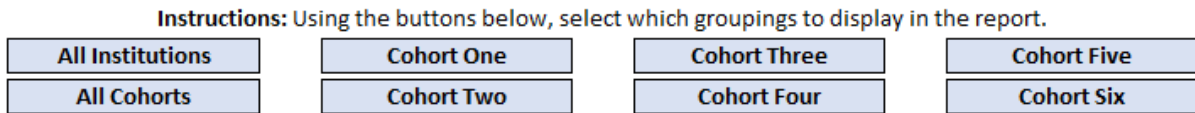
Figure 3. Report tab logo button



To insert your SSS logo in the report, simply click the “Insert Logo” button, select the *image file* you would like to use (JPEG, GIF or PNG), and click insert; the logo will appear in the left corner of the header at the top left of the Report tab. To remove the logo, click “Remove Logo”.

The other customizable feature is the ability to select which **institutional groups** (i.e., all institutions, all cohorts of institutions, a single cohort or multiple cohorts) SSCs would like to include in a report. This functionality is located at the top of the Report tab (see Figure 4).

Figure 4. Report tab institutional grouping buttons



You can choose to display the following groups of institutions:

- **All institutions:** The total number of public, 2-year community and/or technical colleges in the state that have received services facilitated or provided by the SSC during the reporting period, whether or not the institution is included in a cohort. ***If the SSC is not using cohorts of institutions, then all data should be reported under “All Institutions”.***
- **All cohorts:** The total number of public, 2-year community and/or technical colleges in the state that have received services facilitated or provided by the SSC during the reporting period and ***are included in at least one SSC cohort.***
- **Cohorts:** The total number of public, 2-year community and/or technical colleges in the state that have received services facilitated or provided by the SSC during the reporting period ***by cohort.***

As shown in Figure 5, in the **Student Success Center Overview Tab**, under the section titled “Cohorts,” SSCs need to provide:

- the number of institutions per cohort and
- the total number of institutions included in all cohorts.<sup>1</sup>

If your state does not employ a cohort structure, you can deselect the cohorts on the Overview tab using the “In Use” buttons (see Figure 5).

***It is critical that this section be completed so that the appropriate calculations can be made to populate figures in the Report Tab.***

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<sup>1</sup> Because a single institution may be in multiple cohorts, the total number cannot be calculated based on the other cohort data.

Figure 5. Cohort data input

### Cohorts

**Instructions:** Fill in the number of institutions per cohort and the total number of institutions included in all cohorts. Cohorts can be renamed under "Cohort Name," with a maximum length of 20 characters.

Use	Cohort	Cohort Name	Number of Institutions in Cohort
In Use	Cohort 1	Cohort One	
In Use	Cohort 2	Cohort Two	
In Use	Cohort 3	Cohort Three	
In Use	Cohort 4	Cohort Four	
In Use	Cohort 5	Cohort Five	
In Use	Cohort 6	Cohort Six	
<b>Total Number of Unique Institutions across All Cohorts</b>			

## II. DATA COLLECTION STRATEGIES AND RESOURCES

SSCs may need to supplement or adjust current data collection practices to complete Toolkit data entry. To support this process, we provide the following strategies and resources to consider and incorporate at your discretion.

This section lists each of the SSC service areas and activities included in the data collection tabs and outlines what data are collected and what potential sources we suggest for these data. A table in each section lists the data collection tabs that include information on that topic, what data are requested on that topic, and possible strategies and resources.

### A. Technical Assistance

SSCs often coordinate or provide specific support to institutions based on their individual needs around implementing student success initiatives. Table 2, below, lists the data collection tabs related to technical assistance, what data are requested regarding technical assistance, and possible strategies and resources.

Table 2. Technical assistance data collection

<b>Technical Assistance: SSC Progress Dashboard Data Collection Tab(s)</b>		
<ul style="list-style-type: none"> <li>• Tab 1: Overview</li> <li>• Tab 2: Technical Assistance</li> <li>• Tab 6: Focus Areas</li> </ul>		
<b>Data Collection Tab</b>	<b>What information is requested?</b>	<b>What strategies or resources could you use?</b>
1	Number of Technical Assistance Coaches/Consultants	Review existing SSC documentation listing the names of coaches/consultants that provide technical assistance to institutions

	Partners through JFF SSC Network	Review existing SSC documentation listing the partner organizations SSC has collaborated with over reporting period
2	Number of institutions receiving direct technical assistance from SSC staff	Review existing documentation and/or collect additional data with the <i>Technical Assistance Activities Log (Appendix A)</i> , which asks SSCs to track the institution(s) receiving technical assistance and the technical assistance provider(s) (e.g., SSC staff, coach, partner organizations)
	Number of institutions receiving technical assistance from SSC coaches/consultants	
	Number of institutions receiving grant writing or financial management support from SSC	
	Number of institutions receiving assistance from partners facilitated by SSC	
6	Focus Areas of Technical Assistance	Review existing documentation and/or collect additional data with the <i>Technical Assistance Activities Log (Appendix A)</i> , which asks SSCs to track the focus areas or topics of the technical assistance provided

## B. Convening Networks

SSCs bring together networks of stakeholders to discuss best practice and collaborate on policy improvement around student success. Table 3, below, lists the data collection tabs related to convening networks, what data are requested regarding convening networks, and possible strategies and resources.

Table 3. Convening networks data collection

Convening Networks: SSC Progress Dashboard Data Collection Tab(s)		
<ul style="list-style-type: none"> <li>• Tab 3: Convening Networks</li> <li>• Tab 6: Focus Areas</li> <li>• Tab 8: Stakeholders</li> </ul>		
Data Collection Tab	What information is requested?	What strategies or resources could you use?
3	Number of Convenings or Institutes hosted by SSC	Review existing SSC documentation (e.g., conference agendas, events calendars) that could be used to gather this information
	Number of webinars hosted by SSC	
	Number of working groups hosted by SSC	
	Number of institutions participating in convenings/institutes hosted by SSC	Review rosters of convening and webinar participants based on registration information and working group membership lists and/or meeting minutes
	Number of institutions accessing webinars hosted by SSC	
	Number of institutions participating in working groups hosted by SSC	
	Number of participants at convenings/institutes hosted by SSC	
	Number of participants accessing webinars hosted by SSC	

	Number of participants in working groups hosted by SSC	
6	Focus Areas of Convenings, webinars, and working groups	Review convening, webinar, and working group agendas
8	Distribution of convening, webinar, and working group stakeholders	Review existing registration and membership information and/or collect additional data based on the <i>Convening, Institute, or Webinar Data Registration Template (Appendix B)</i> , which asks SSCs to track convening, institute, webinar and/or working group participants/members and their role in the organization or institution they represent

### C. Informing Policy

SSCs help to inform policymakers at the state/system and/or local/institutional levels on the policies and practices that will support improved student success outcomes. Table 4, below, lists the data collection tabs related to informing policy, what data are requested regarding informing policy, and possible strategies and resources.

Table 4. Informing policy data collection

<b>Informing Policy: SSC Progress Dashboard Data Collection Tab(s)</b>		
<ul style="list-style-type: none"> <li>• Tab 4: Inform Policy</li> <li>• Tab 6: Focus Areas</li> <li>• Tab 7a: Outputs</li> </ul>		
<b>Data Collection Tab</b>	<b>What information is requested?</b>	<b>What strategies or resources could you use?</b>
4	SSC meetings or calls with individuals or small groups on policy	Review existing calendars or meeting minutes for meetings or calls over reporting period
	Policy working groups with SSC representation	
	Testimonies on student success developed by or with the SSC	Review testimony, blogs, op-eds, or articles developed on student success
	SSC op-eds or articles published related to state or local policy	
	SSC blogs published related to state or local policy	
6	Focus Areas of Policy	Review existing documents as listed above
7a	SSC policy priorities and strategies to inform best practice	

SSCs will likely be able to simply report the number of instances of each of these activities based on existing documentation or calendar events over the reporting period.



## D. Communication and Dissemination

SSCs can provide data on how they 1) communicate to stakeholders about the value of the SSC and 2) share findings with policymakers and practitioners on existing research and best practices related to student success strategies. Table 5, below, lists the data collection tabs related to communication and dissemination, what data are requested regarding communication and dissemination, and possible strategies and resources.

Table 5. Communication and dissemination data collection

<b>Communication and Dissemination: SSC Progress Dashboard Data Collection Tab(s)</b>		
<ul style="list-style-type: none"> <li>• Tab 5: Communicating</li> <li>• Tab 6: Focus Areas</li> </ul>		
<b>Data Collection Tab</b>	<b>What information is requested?</b>	<b>What strategies or resources could you use?</b>
5	Number of SSC presentations or meetings with state, system, or local stakeholders	Review existing calendars or presentations, meetings, or calls over reporting period
	Number of visits to SSC website	If the webpage was not developed in-house, reach out to the designer for the information. For future data needs, ask the web designer to create an account that will allow you to log in and track the number of visits yourself.
	Number of SSC Twitter, Facebook, and/or Instagram followers to date	Online tools will track followers without additional steps
	Number of email/listserv subscribers	Review list of internal email/subscriber list
	Number of blog posts, articles and/or op-eds related to SSC	Review blog posts, op-eds, or articles developed on student success
	Research and/or best practices publications disseminated by/available through SSC	Catalogue external publications disseminated and materials produced internally and disseminated
	SSC-developed materials produced and disseminated (e.g., newsletters, reports)	
6	Focus Areas of Research and Resources	Review the topics included in the materials above by focus area

Much of the data collection in this area can be based on existing documentation (i.e., SSC presentations or meetings, blog posts, articles and/or op-eds, publications disseminated, SSC-developed materials), while some of the other indicators (i.e., Twitter, Facebook, and/or Instagram followers, email/listserv subscribers) are tracked automatically online or by reviewing internal contact listings.

## E. Institutional Implementation

As a way to track SSC outputs, it is also important to track 1) the number of institutions implementing student success reforms, 2) the number of institutions implementing Guided Pathways, and 3) the scale of Guided Pathways implementation. Table 6, below, lists the data collection tabs related to institutional implementation, what data are requested regarding institutional implementation, and possible strategies and resources.



Table 6. Institutional implementation data collection

Institutional Implementation: SSC Progress Dashboard Data Collection Tab(s)		
<ul style="list-style-type: none"> <li>• Tab 7a. Outputs</li> <li>• Tab 7b. Guided Pathways</li> </ul>		
Data Collection Tab	What information do you collect?	What strategies or resources could you use?
7a	Number of institutions implementing student success reforms with SSC support	Review existing documentation (e.g., technical assistance records, convening rosters) on the number of institutions the SSC has supported on student success
	Number of institutions implementing Guided Pathways with SSC support	Review existing documentation (e.g., technical assistance records, convening rosters) on the number of institutions the SSC has supported on Guided Pathways
7b	Institutional ratings for each Scale of Adoption essential practice area	CCRC developed data collection processes used by institutions and reported to SSCs

For each institution that has provided Scale of Adoption Assessment (SOAA) data through the process developed by the Community College Research Center (CCRC), SSCs can use existing data to input the rating for each essential practice by institution using the drop-down menu.

#### F. SSC Stakeholder Perceptions

Information in this section will be based on the responses from questions in the Survey Item Bank. The Survey Item Bank clearly indicates which questions were designed to populate the SSC Progress Reporting Toolkit. For each of these questions, the percentage of survey respondents reporting *moderately*, *very*, or *extremely* should be listed as the “number reporting” in the data collection tab. The total number of survey respondents for each question related to the indicator should be listed under “total survey respondents.”

The Survey Item Bank was developed as a resource for Student Success Centers to use in measuring the effectiveness of the services provided. Each SSC is strongly encouraged to survey activity participants and service recipients (i.e., convening and/or institute participants, webinar participants, working group members, and email/listserv subscribers) to gather their perspectives using, at a minimum, the survey item bank questions that were developed to populate the SSC Progress Report. Surveys may be administered immediately following an activity or service (e.g., at the end of a convening) or after a period of time; the Survey Item Bank includes versions of the recommended questions for either instance.

### III. APPENDICES

The following data collection templates on technical assistance (Appendix A: Technical Assistance Activities Log Template) and convening registration (Appendix B: Convening, Institute, or Webinar Data Registration Template) provide examples of strategies SSCs can use to collect information in these areas.

Appendix A: Technical Assistance Activities Log Template

Technical Assistance Activities Log					
Date(s)	Institution(s) receiving Technical Assistance	Institutional Cohort	Technical Assistance Provider(s)	Description of Technical Assistance	Technical Assistance Focus Area
2/3-4/2019	<i>Example:</i> Northern Technical College (NTC)	1	<i>Partner: Community College Research Center</i>	<i>Worked with NTC on SOAA data collection</i>	<i>Guided Pathways Implementation</i>
3/20/2019	<i>Example:</i> Eastern Community College (ECC)	Not Applicable	<i>Direct TA: SSC Executive Director</i>	<i>SSC ED met with ECC faculty members on implementation of intrusive advising</i>	<i>Academic Advising</i>
2/2019 – 4/2019	<i>Example:</i> Western College and Southern Technical College	3	<i>Coach: Dr. Joanne Doe</i>	<i>Coach met with college administrators over several months on data use</i>	<i>Data Capacity, Access, and Use</i>

## Appendix B: Convening, Institute, or Webinar Data Registration Template

For each convening, institute or webinar, the registration process provides an important opportunity for data collection. The following provides a template for the online registration form. ***The categories below reflect those needed to complete the SSC Progress Dashboard; others may be added at the SSC's discretion.*** Once participants have provided the information below, registration software should allow you to tally the number of individuals participating, number of institutions participating, and disaggregate the participants by their role.

### Student Success Center Convening or Webinar Registration Template

(Date, Time, Location)

#### Name

First name	Last name

#### Email

--

#### Postsecondary Institution, School or Organization

--

#### Job Title

--

#### Work Address

--

Street

City	State	Zip Code

#### Please select the description that best describes your role:

- State Policymaker (e.g., state agency staff, community college association staff, legislative staff)
- Postsecondary institution administrator or staff member
- Postsecondary institution faculty member
- K-12 educator (e.g., principal, superintendent)
- Workforce development stakeholder
- SSC staff, consultant, or coach
- Other