Dropout Detective – Online Student Retention Program

Introduction to Dropout Detective

Dropout Detective is a program from AspireEDU that integrates directly with Canvas to provide a "risk index" of how likely it is that each online student will drop out or fail their online course(s). The program basically analyzes past and current behavior to predict future performance. In addition, this program pulls together the different reasons the student is at risk and makes it easy to quickly go through and look at what might be happening with this student and determine an intervention strategy.

How to Access Dropout Detective

To access Dropout Detective, log into Canvas and access one of your online courses (Note: Dropout Detective is ONLY available in online courses). Click on the "Dropout Detective" link on the left navigational toolbar.

Understanding the "Risk Index" Page

When you click on Dropout Detective link you will see a list of all the students in your course ranked from those most at risk of dropping out and failing to least at risk. This includes:

- Risk Index Color – Red is most at risk, yellow is medium risk, and green is low risk.
- Risk Index Number – the number is rather arbitrary and only indicates (out of 100 – highest risk) how at risk the student is of failing or withdrawing.
- Last Access – this is the day/time the student last accessed the course; if there is no date listed, then the student has never accessed this course.
- Latest Submission – this is the day/time the student last submitted an assignment to the course; if there is no date listed then the student has never submitted the assignment to this course. *Helpful hint, you can also use this as date of last attendance for dropping a student.*

Student Specific Information

For more information on why a student is at risk, click on their name from the Risk Index page. This information will include:

- **Last Login** – this is the day/time the student last logged into CANVAS.
- **Send Canvas Message** – use this to email the student directly through Canvas.
- **Email** – this is the student's Richland email address and personal email if the student has added it to Canvas.
- **Grade** – this is the student's current grade in the course; does not count missing assignments if the instructor has not put a zero in the gradebook for the missing assignments. Because the grade does not take into count missing assignments, the student's grade may look much higher than it really is. To fix this, go to the Canvas gradebook and enter in zero's for all the missing assignments. *Remember, you can always go back in and change the grade if the student submits the assignment, but the zero in the gradebook (and much lower course grade) may be the motivation the student needs to get their work turned in!*
- **Missing Assignments** – this is the number of assignments the student is missing based on the Assignment due dates for the course. If the instructor has entered in zero's for assignments the student has not submitted, they will no longer show up as "missing assignments." Because of this, a student may show few or no missing assignments when in actuality they have many missing assignments. This is normally reflected in a very low course grade.
- **Last Access** – this is the last day/time the COURSE was accessed. If this is blank, then the student never accessed the course.
- **Latest Submission** – this is the last time the student submitted an assignment in the course; *this can also be used as date of last attendance for dropping a student.*
- **Last Attendance** – if you are using Roll Call attendance then this will show the last date of attendance.
- **Notes** –call notes are very important when working with students at risk and can be used to add notes or reminders about the student. Call notes can only be seen by the Instructor and Online Learning staff (Kona & Liz).
- **History** – this table shows a history of the student's at risk score over the last month and is useful to see if the student is going up in risk or down.
- **Contacts** – if available shows the student's advisor and Instructor contact information.
- **Attendance** – if using Roll Call attendance will show attendance/total classes and the latest absence.

Course	Grade	Missing Assignments	Last Access	Latest Submission	Latest Attendance
	49.52	0	04/15/2017	04/15/2017	

Using Dropout Detective

Use Dropout Detective as part of your normal Canvas routine, like checking and responding to email. The more frequently you check Dropout Detective the quicker you'll be able to spot students who might be at risk and intervene before they are too far gone.

Here are some suggestions on how Instructors can best use the information gained from Dropout Detective to help at risk students and increase retention rates in their online courses.

- Start with the students in Red (and then Yellow). These are the students who are most at risk. Click on their name to see why that student is at risk (normally low course grade, missing assignments, hasn't logged in recently, and/or hasn't submitted an assignment recently).
- From this information if you feel the student is at risk, the first step should be to email the student to see what's going on and if they need some type of assistance (academic, personal, technical).
- To help you remember that you've emailed the student you can add information to the "Call Notes." For example, that the student has been emailed or that they've replied to an email.
- Depending on the response you get (or don't get) from the student, you can refer the student for more assistance using the following Richland resources:

    o SuccessNet for _academic issues_ – Academic Issues can include: incomplete/missing assignments, problems taking tests & quizzes, turning assignments in late, writing quality, math skills, and attendance (not logging into Canvas). To create a SuccessNet referral, log into myRichland, click on the Faculty Tab, then click Student Related Info (left side of the page), "Success Referral," and "Create Referral & Review Notes."

    o Counseling Services (Stuart Coon or Gary O'Connor) for _personal issues_ – Personal issues can include: depression/anxiety, relationship issues, grief and loss, trauma, time management, financial concerns, instructor/student conflict, anger management, eating disorders, domestic violence, suicide, addictions, and abuse (child, alcohol, sexual). For more information on Counseling Services on how to contact someone see http://www.richland.edu/counseling.

    o Online Help Desk (ochelp@richland.edu) for _technical issues_ – Technical issues can include: problems with navigating and uploading assignments in Canvas, troubleshooting Canvas issues, personal computer issues (computer not working right), email, third party software, & saving files in the correct format. Please note that instructors can contact Kona Jones or Liz Jackson directly, but students should always contact the Online Student Help Desk. For more information see: http://www.richland.edu/online/helpdesk

Have questions or need assistance with Dropout Detective?
Please contact Kona Jones at kona@richland.edu or EXT 385.