

Student Retention Performance FAQ

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FAQs

1. What criteria are used for excluded headcount for the retention headcounts?

Students can be excluded from retention and non-persister headcounts so that they are not factored into retention rate calculations. This population falls into the excluded headcount. Students are excluded from the retention measures if they are deceased, graduated in the previous academic year or have either a student status or enrollment status specified for exclusion by the institution. The institution configures this parameter in the ODS/EDW administration console using the EDW EXTRACT PARAMETER EXCLUSION_STATUS_CODE rule, specifying whether the exclusion code should apply to the student status or the enrollment status. See the handbook for instructions on how to configure parameters in the ODS/EDW administration utility.

2. What if a student graduated end of Fall? Would he be excluded from Spring? He graduated in this academic year, not the previous as the above statement says.

Once a student graduates, they are not counted in the retained headcounts for subsequent terms. So in the example, the graduated student would not be included in the retained headcount, but rather included in the excluded headcount in the spring term. This would also carry forward to the following year (fall-to-fall).

3. When a student withdraws from the institution and comes back in a later term, does that person show up as retained throughout those absent terms once they come back?

No. If a student changes status to a status outside the allowable excluded statuses, then the student is not going to be counted as retained for those periods in that status. A student is only considered retained in the “like” (following year) or “sequential” (following term) academic period if the student is registered in at least one course for an academic period AND in its “like” or “sequential” academic period.

For the multi-year retention headcounts and rates (2-year,3-year,4-year etc...) for the academic period first attended (Fall of the academic year), the student would not be included in the retained headcount if in the following year their status has changed to a non-persister status, even if they returned in a subsequent year. If the student, though, only left for a term (i.e the spring term) and then returned in the fall, then they would still be in the retained headcount for the academic period first attended population.

4. There are several time related attributes to filter/sort/group the retention metrics like academic time (academic period/year), academic period first attended; how should I select which to use? Are there any restrictions?

Student Academic Period Measures show headcounts and withdrawn rate for a specific academic period within an academic year. For example, 2010-2011 could include academic periods for Fall, Spring, Summer and each of those period would have a “like” (fall-fall) and a sequential (fall-spring) retention rates and headcounts. So, for these measures, select an academic year and an academic period.

Student Multi-Year Measures show 2-8 year retention and graduation headcounts and rates for a population based on the academic period first attended. Therefore, the academic period first attended must be selected to be the anchor academic period first attended for calculating these multi-year retention and graduation measures. Otherwise you are mixing multiple groups with different starting academic periods, resulting in inaccurate measures.

5. Should I combine year-year or term-term retention metrics with multi-year retention rates in the same report?

These measures should not be mixed because all multi-year retention rates are anchored to an academic period first attended. Only students that actually first attended in that academic period will be reflected in the multi-year rates whereas all students are reflected in the student academic period measures. Here’s an example of how applying an academic period first attended filter to a report enables these types of metrics to be viewed together: Multi-year rates will be relative to the academic period first attended (Fall 2010) and any academic period measures would apply only to the academic period Fall 2010.

6. What if the student is in multiple programs (degrees, college, program, majors)? Are these students counted multiple times? Can I see data for each program?

For each academic period of activity, only the student’s primary program is recorded in the academic study query subject in the model. This includes multiple majors and minors within this primary program. So, a student will not be counted in their concurrent programs within the model and any concurrent programs are not viewable.

7. Which activities are stored in the SRP EDW?

All activities associated with a student are loaded into the EDW whether or not they have an academic period but since the aggregate table is student/academic period related, when reporting using an academic period, activities without an academic period will not display.

8. Concerning multi-year measures – do these apply to any term in the next academic year or just for Fall if the 1st attended term is Fall and just Spring if the 1st attended is Spring. Example: would a person be retained into the second year if they were registered in the 1st attended term and any term in the following academic year or just the next Fall if 1st attended term was Fall?

For Retention, it is the later or the like academic period so if they started in Fall – it is Fall to Fall, if they started in Spring – it is Spring to Spring, etc. Since normally the institution is reviewing those who start in a Fall, they may never look at the others but they are available if they care to see if persons starting second semester stay as long as those starting first.

For Graduation, it is any academic period within the same academic year as the like academic period. So if they started in Fall but graduated in their fourth year in either the Fall or Spring, etc. they would count as 4 Year Graduation Headcount.

9. Do the multi-year graduation headcounts only count awards for the primary program of the academic period first attended? Does it count if I'm awarded a degree in a different program OR any degree in the same student level?

Anything related to Graduated – be it the Graduated Indicator, Graduated Headcount or multi-year retention graduated measures – is only based on graduating from the PRIMARY program. If you graduate from a secondary program (and not your primary), you will appear as 'not graduated' – again, be it indicator, headcount or graduated related multi-year retention measures.

10. Does the outcome award count if it is in any academic period within the academic year or just the Fall if the 1st attended was Fall or just Spring if the 1st attended was Spring?

Yes, any academic period within the academic year because we are actually using the Academic Year from MST ACADEMIC OUTCOME - when looking at the multi year but the specific academic period when looking at the academic period specific graduation headcount.

11. I know if a student is excluded for retention that it's because they're deceased or have one of the designated STST or ESTS code – does it mean the same for Graduation Excluded Headcount?

All exclusions are based on deceased date, or EDW Extract Parameter values of STVSTST and or STVESTS codes. Retention Exclusion adds graduated ind. Graduation exclusion does not since for multi-year the headcount is cumulative (ie graduation headcount for year1 + year2 + year3, etc.).

12. Retention exclusions – are they temporary or permanent?

Yes retention exclusions are always considered temporary so if the numbers go up and down, it is worth checking any changes in the exclusions.

13. Are the retention exclusions for any term in the academic year or just for Fall if 1st attended is Fall, Spring if Spring?

Yes, each academic period is examined for exclusion (ie. if the STVSTST code is used for the exclusion the next student record would be examined if the code is still one that excludes the person they would be excluded in that academic period as well).

14. Are there any values I should avoid when setting up the CLEANSING DEFAULT VALUES parameters?

Yes, the values cannot be NULL neither can they be an existing code value. For instance, if the value 'NA' exists for a Withdrawal Reason Code, then the default null cannot be 'NA' as well.

15. What's the difference between a package and a cube?

Cubes are designed for ad-hoc analysis and data navigation and exploration of trends. Cubes have summary, package has summary and detail. Analysis Studio is the tool used to explore cubes and is typically used by power users, folks who use Excel on a regular basis (i.e. excel pivot table on steroids).

16. For the registered headcount are we looking for a SFRCTSTR record for a course with a current active registered status(not a course that is dropped)?

Yes.

17. For withdrawn status, does the system look for either a withdrawal indicator or a third party withdrawal indicator?

Yes.

18. Why are we not using the academic period type column in Banner for the academic period type instead of deriving it from the description?

The academic period type in Banner is used to identify the term type beginning Semester, Quarter, etc for calculating the Banner GPA's. So the expected values were not what we needed for our Academic Period Type so the value was derived from the Academic Period Description.

19. Who does these multi-year retention rates include?

These rates are calculated dynamically based on what student population you are looking at.

20. How is academic period first attended determined? How would you handle students who are "summer scholars" who take courses in the summer prior to their first fall term? What about high school students who take a single course in the fall prior to their starting as a full-time, degree seeking student?

Currently, the student's academic period first attended is the first academic period with at least one course registration relative to the student's level. If the institution wants to alter this logic

then the cursor that determines the academic period first attended would need to be updated to include institutional criteria.

21. When to use which time measure?

Time period appropriate for measure is within the query subject of each of the measures (academic period and multi-year).

22. How could I look at persistence of sophomores or juniors over a period of time?

You could use student level to isolate these students and then look at, for different academic years, what the like and sequential retention rates are. An example exists in the ad-hoc exercises.

23. What would be the best practice for altering the package if we use a Banner column differently than what is intended in the query item definition.

We would recommend that you hide the query item and create a new query item with a more appropriate name and point this query item at the data column. This will help you not have to repeat this customization with each upgrade.

24. We track college changes for all 4 years (and major changes only after sophomore year). How could I look at that?

The admit academic study and outcome academic study query subjects allow you to look at all the different metrics with ASP (retention, headcounts) by admit college and outcome college. So you could create a report that showed counts of different headcounts by admit college and their outcome college. This is a sample chart in the solution (College Migration).

Student Retention Statuses

25. How are the student retention statuses determined?

To be retained institutionally or by level, college, or program, the student must be registered in at least one course in the academic period and in its “like” or “sequential” academic period. In addition, the student will be retained in their level, program and college for any that remain unchanged from the academic period to its “like” or “sequential” academic period.

Academic Period Measures

26. How is student headcount determined?

This is a distinct person count of all students who have an active student status and are permitted to register for the specified academic period. They must have been admitted prior to the required term listed on the term control form SOATERM.

27. How is enrolled headcount determined?

This is a distinct person count of all students for the specified academic period with an enrollment status where the effect headcount is “Y”es.

28. How is the registered headcount determined?

This is a distinct person count of all students for the specified academic period with at least one course section with a registration status where the include-in-section enrollment flag is “Y”es.

29. How is the student-not-registered headcount determined?

This is determined by the formula (student headcount – registered headcount – withdrawn headcount).

30. How is the withdrawn headcount determined?

This is a distinct person count of all students for the specified academic period with an enrollment status where the withdrawn indicator is “Y”es.

31. How is the graduated headcount determined?

This is a distinct person count of all students with an outcome awarded indicator of “Yes” for the primary program of the specified academic period.

32. How is excluded headcount determined?

Students are excluded in the retention measures if they are deceased, graduated in the previous academic year or have either a student status or enrollment status specified by the institution in the EDW EXTRACT PARAMETER EXCLUSION_STATUS_CODE rule.

33. How is retention headcount determined?

This is a distinct person count of all students registered in the specified academic period who also registered in the “like” or “sequential” academic period. Hereafter, the initial registered

headcount refers to the first academic period and the registered headcount refers to the “like” or “sequential” academic period.

34. How is retention rate determined?

This is determined by the formula $(\text{retention headcount} / (\text{initial registered headcount} - \text{excluded headcount}))$.

35. How is the non-persister headcount determined?

This is determined by the formula $(\text{initial registered headcount} - \text{registered headcount} - \text{excluded headcount})$.

36. How is the non-persister rate determined?

This is determined by the formula $(\text{non-persister headcount} / (\text{initial registered headcount} - \text{excluded headcount}))$.