Student Success Technology Resources

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TSU PROUD
TEAMWORK STUDENT SUCCESS UNPRECEDENTED PROUD RESEARCH-DRIVEN OPTIMISTIC UNITED DISTINCT

TSU
TEXAS SOUTHERN UNIVERSITY

T-CLAW

(Tigers Collectively Learning and Actively Working)

Overview

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T-CLAW is an enterprise-level technology that links administrators, advisors, deans, faculty, other staff, and students in a coordinated care network designed to help proactively manage student success.

Intelligence

Data analytics

Based on historical data from across the institution, members use data to drive day-to-day activity and inform intervention strategy and review data to track progress and make improvements.

Strategic Care

Creating a connected and coordinated support network for all students

Provide holistic care to students. Members rely on cases, alerts, and campaigns to serve all students and to ensure seamless coordination between all student support offices.

Smart Guidance

Providing curated guidance at the most pivotal moments in each student's journey

Empower students to succeed through customized, student-friendly guidance in-real time and automatically notify them when they make a misstep to help them stay on the right path.

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Analytics

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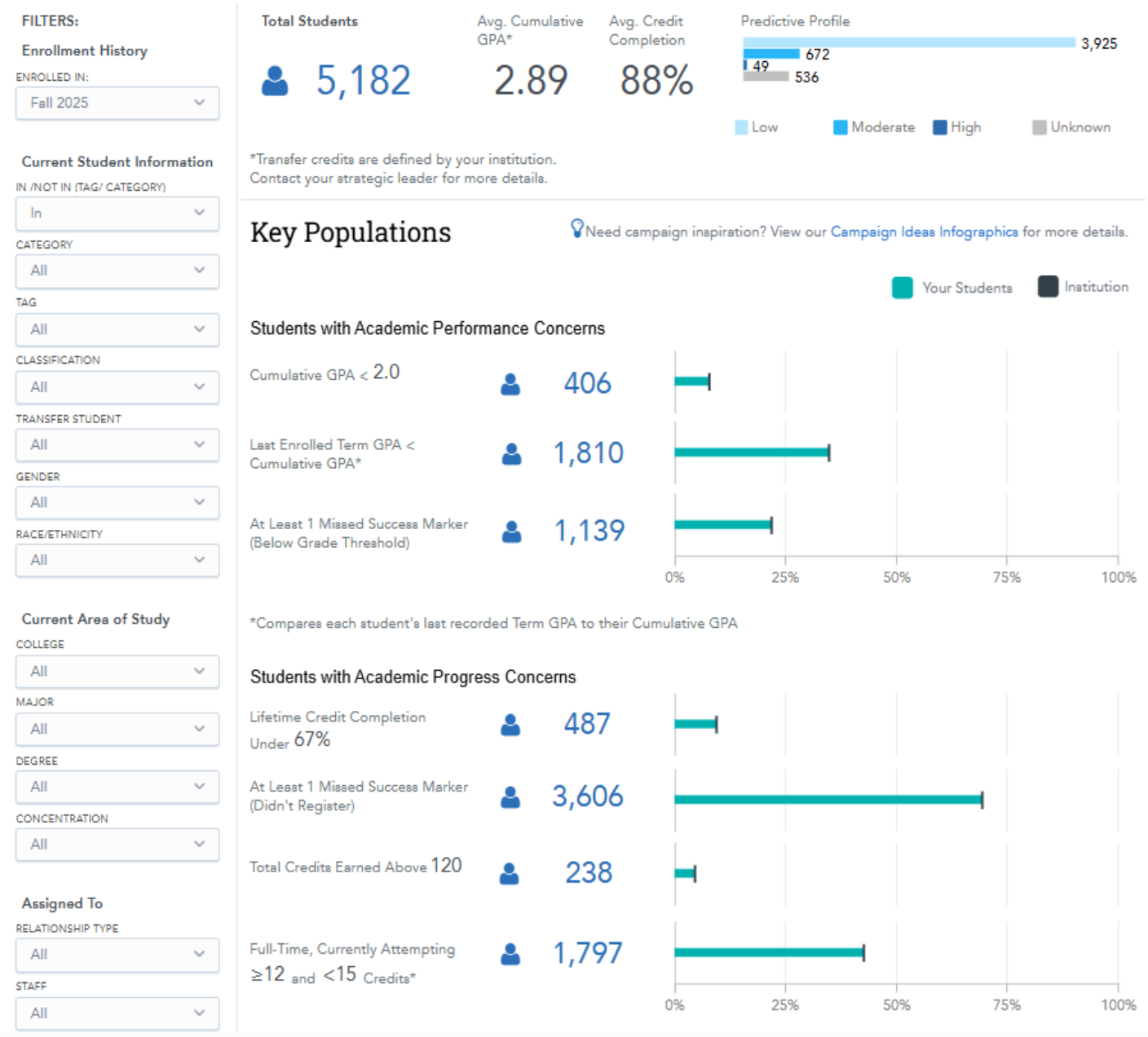
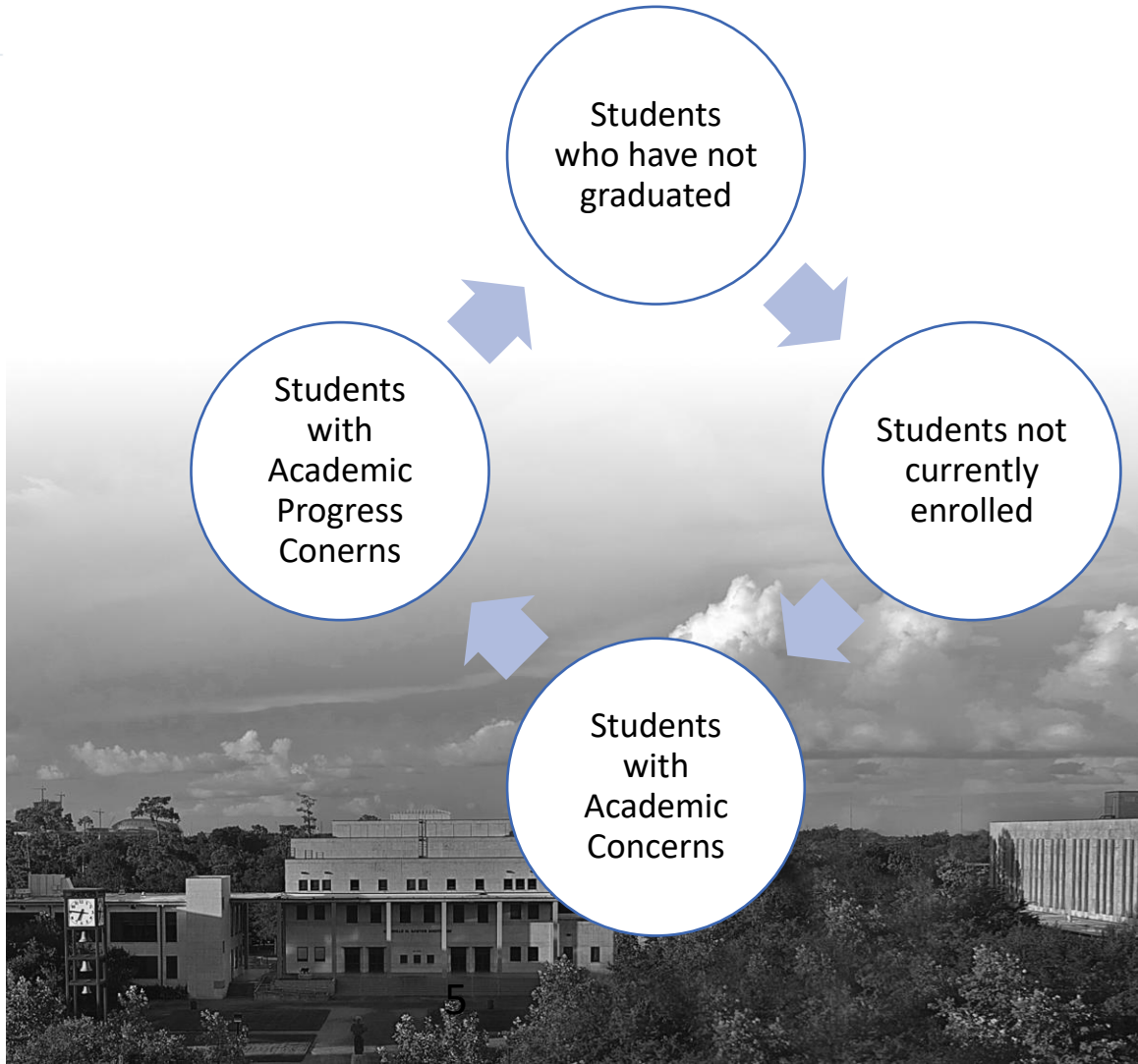
Population Health Dashboard-Overview



Exportable student lists and key metrics.



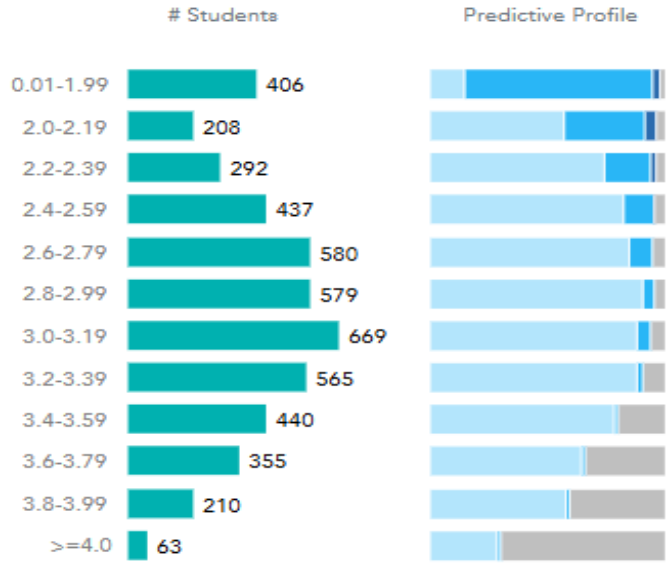
Population Health Dashboard-Academic Performance

Academic Performance

Need campaign inspiration? View our Campaign Ideas Infographics for more details.

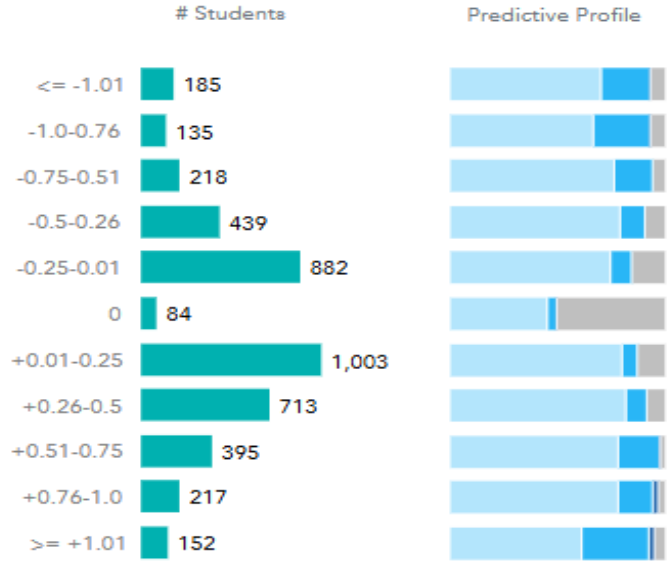
GPA Metrics

Cumulative GPA



Cumulative GPA may include transfer credits. This setting is configured by your institution. For more information, contact your strategic leader.

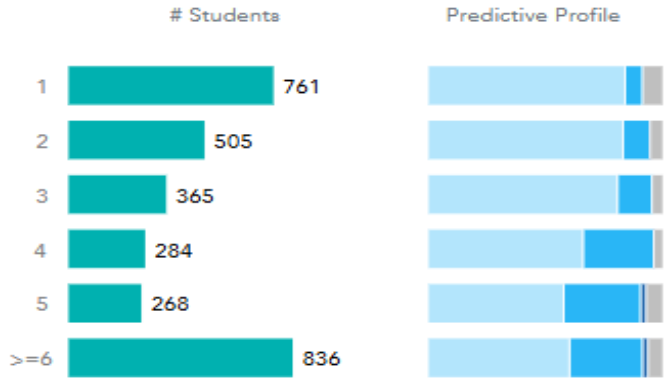
Difference Between Last Enrolled Term GPA and Cum. GPA



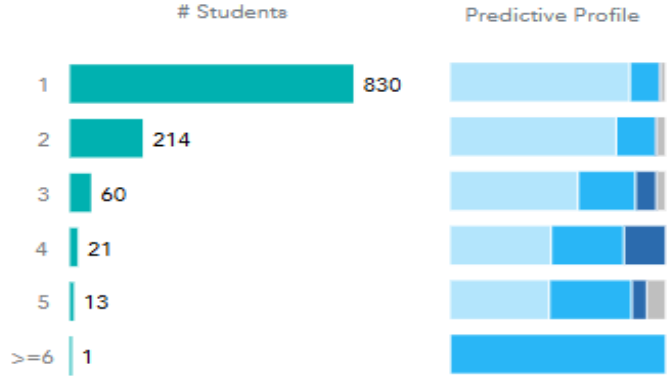
Students grouped by the difference between the last Term GPA they earned and their Cumulative GPA. If a student's last Term GPA is much lower than their Cumulative GPA, it may be a sign that they are struggling and need assistance.

Course Performance

Total Number of D's and F's Earned



Missing Success Markers (Below Grade Threshold)



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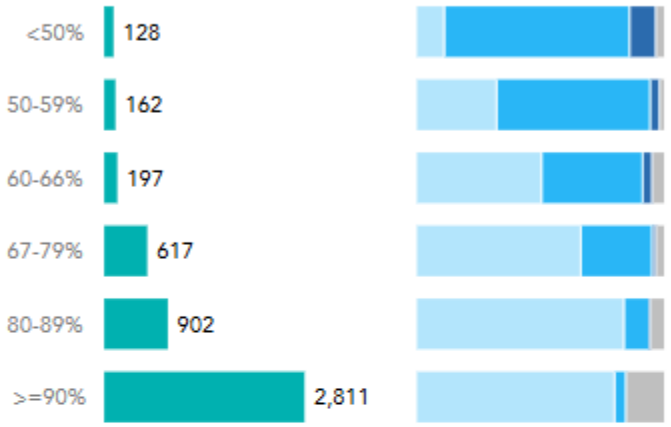
Population Health Dashboard-Academic Progress

Academic Progress

Need campaign inspiration? View our Campaign Ideas Infographica for more details.

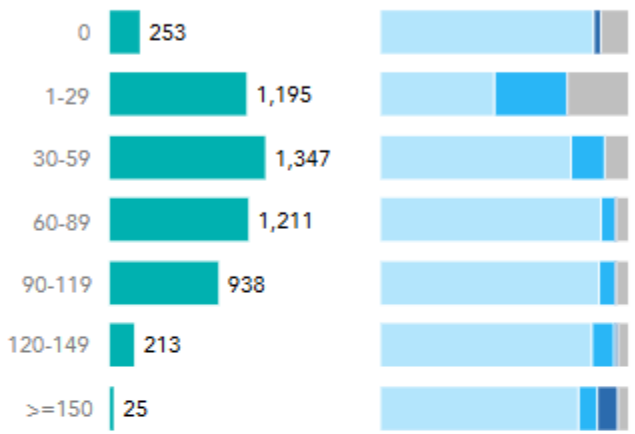
Credits

Credit Completion Percentages



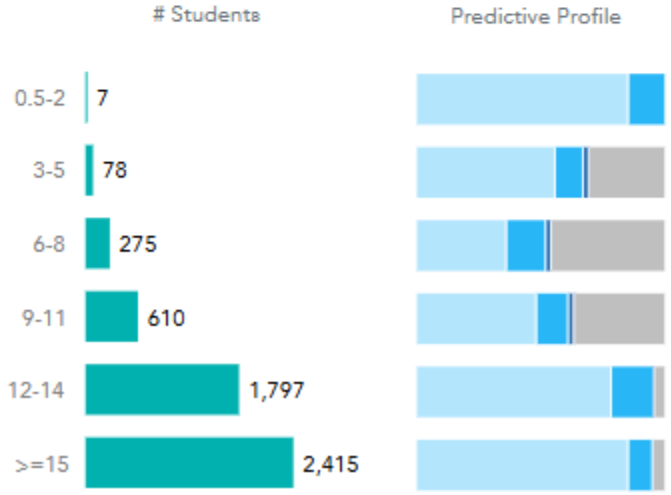
Credits attempted and earned at other institutions are excluded.

Total Earned Credits



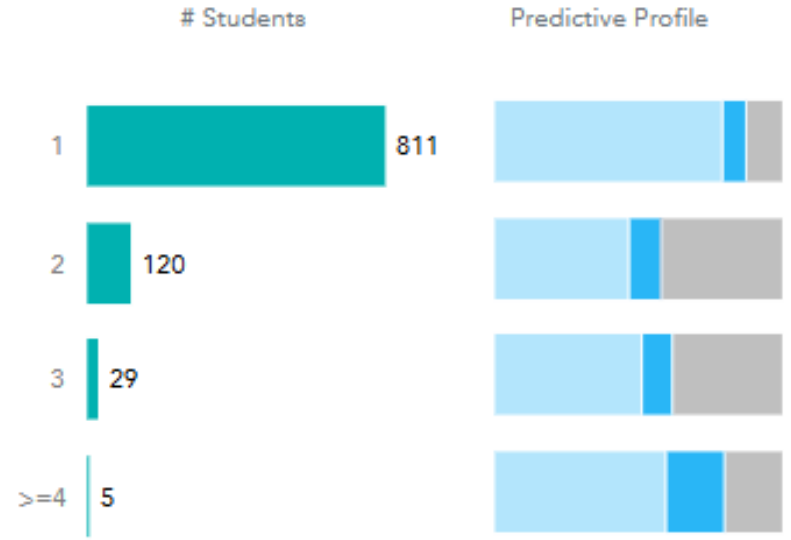
Students grouped by their number of lifetime earned credits. This may or may not include credits from other instituitions; this setting is configured by your institution.

Attempted Credits

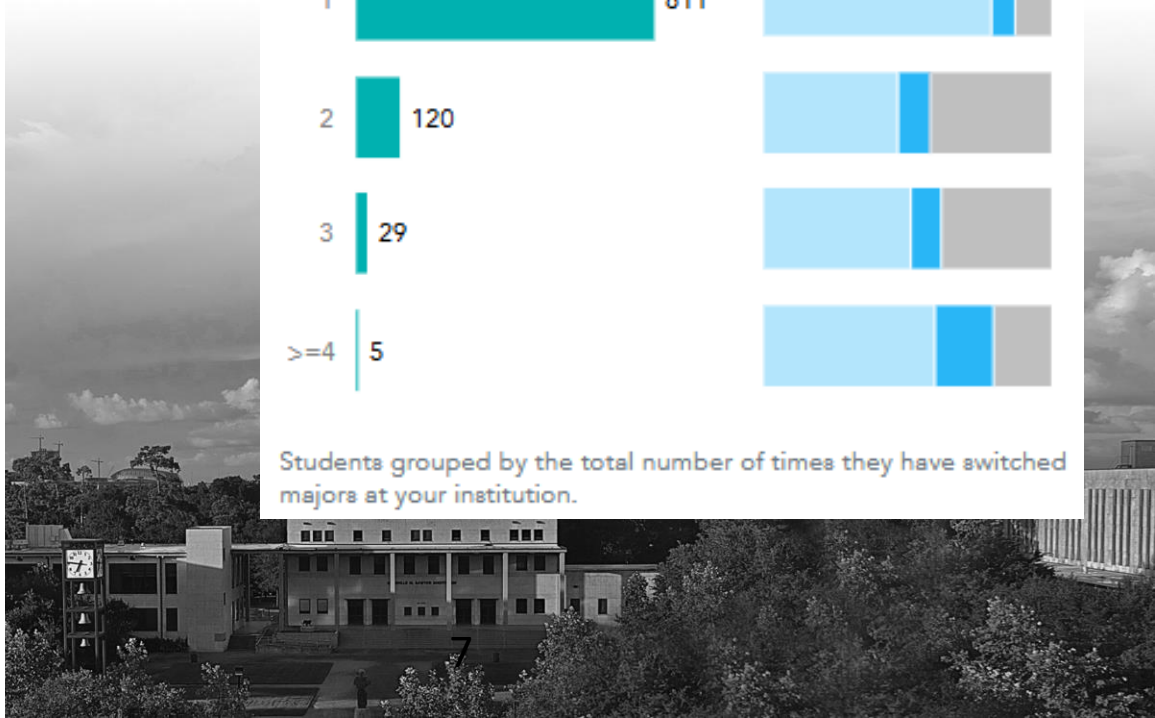


Major Switching

Number of Major Switches



Students grouped by the total number of times they have switched majors at your institution.



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Strategic Care

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Student Outreach

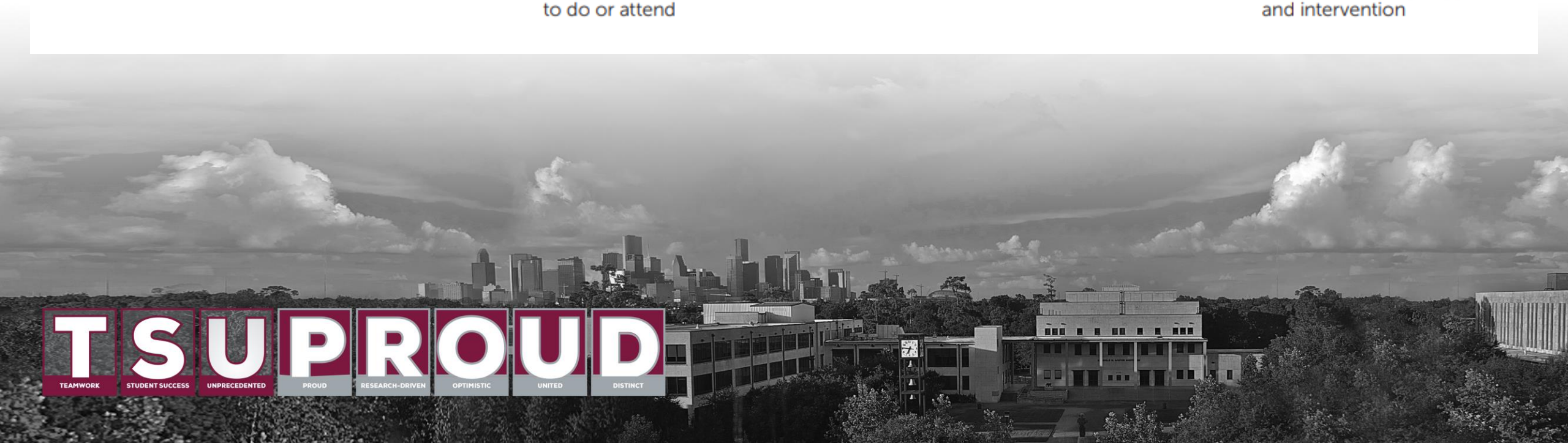
NAVIGATE360 CAMPAIGN TYPES

Appointment Campaigns:
Encourage students to schedule appointment

Messaging Campaigns:
Email or text a group of students about certain things they may need to do or attend

Enrollment Campaigns:
Encourage students to enroll for a specific term

***Survey Campaigns:**
Send a survey to a specific population and get responses to drive follow-up support and intervention



Enrollment Campaigns

Enrollment Campaign

RW Fall 2025 SOPA Details

STUDENTS IN CAMPAIGN	STUDENTS ENROLLED
710	73%
	520 Students

Enrollment Campaign

RW Fall 2025 COLABS Details

STUDENTS IN CAMPAIGN	STUDENTS ENROLLED
1125	71%
	803 Students

Enrollment Campaign

RW Fall 2025 COPHS Details

STUDENTS IN CAMPAIGN	STUDENTS ENROLLED
613	71%
	438 Students

Enrollment Campaign

RW Fall 2025 COE Details

STUDENTS IN CAMPAIGN	STUDENTS ENROLLED
959	71%
	683 Students

Faculty/Staff Progress Report Campaigns

Pre-Midterm, Midterm, Post-Midterm

A progress report allows a faculty member to:

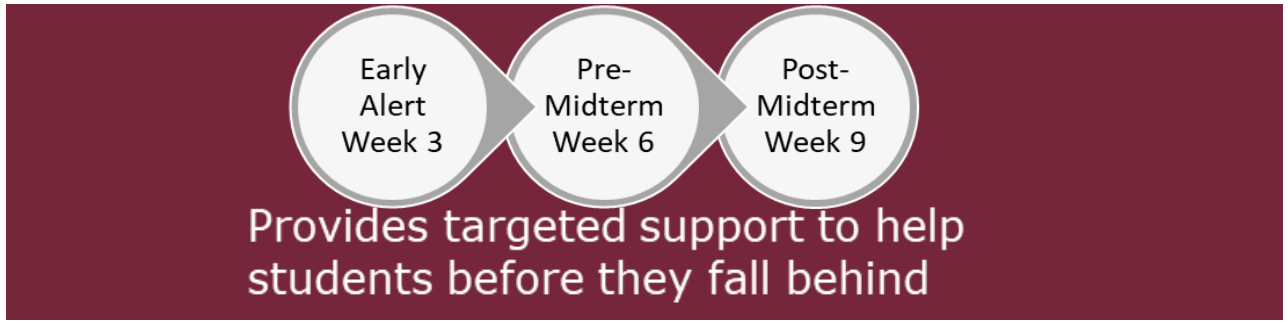
- ❑ Proactively reach out to students who are struggling academically **early**.
- ❑ Notify success team members who can connect students to resources **early**.
- ❑ Formally notify students of their status in your class **early**.

Faculty Issues an Alert

Alert Reasons Examples

- ❑ Has not purchased textbook
- ❑ Attendance Concern
- ❑ Missed Exams/Quizzes/Papers
- ❑ Missing Assignments/late work
- ❑ Refer to Tutoring
- ❑ Did not pass Midterm
- ❑ In danger of failing the course

Faculty/Staff Progress Report Campaigns



ALERT	INTERVENTION WORKFLOW
Attendance Concern	**Academic Advisor meets** with student and provides tailored advising support to address absences. • Email **message sent to student** with information and next steps to address the issue • Viewable on Student Profile
Class Participation Concern	Connect with Advisee to seek out **academic support services such as tutoring and academic skills center workshops.** • Email message sent to student with information and next steps to address the issue • Report Viewable on Student App
Failed Midterm Exam	**Connect with Advisee** to seek out academic support services such as tutoring and academic skills center workshops. • Email message sent to student with information and next steps to address the issue • **Report Viewable on Student App**

Triage Process and Closing the Loop

Automated notations: Once a progress report is raised an alert is sent through the system and automatically notifies the student and the advisor.

Action plan: Advisors assign specific action plans to students which are noted and tracked for completion.

Collaborative case management: Advisors and faculty utilize the platform to track the progress of each intervention. This provides a central location to document communication action steps and follow-ups.

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Smart Guidance

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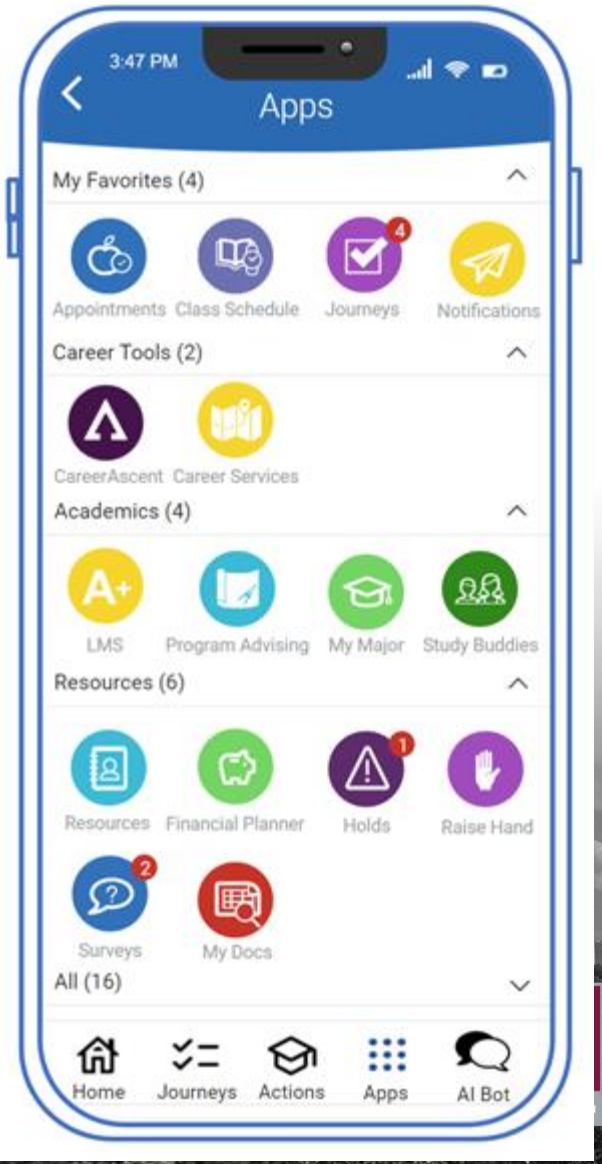
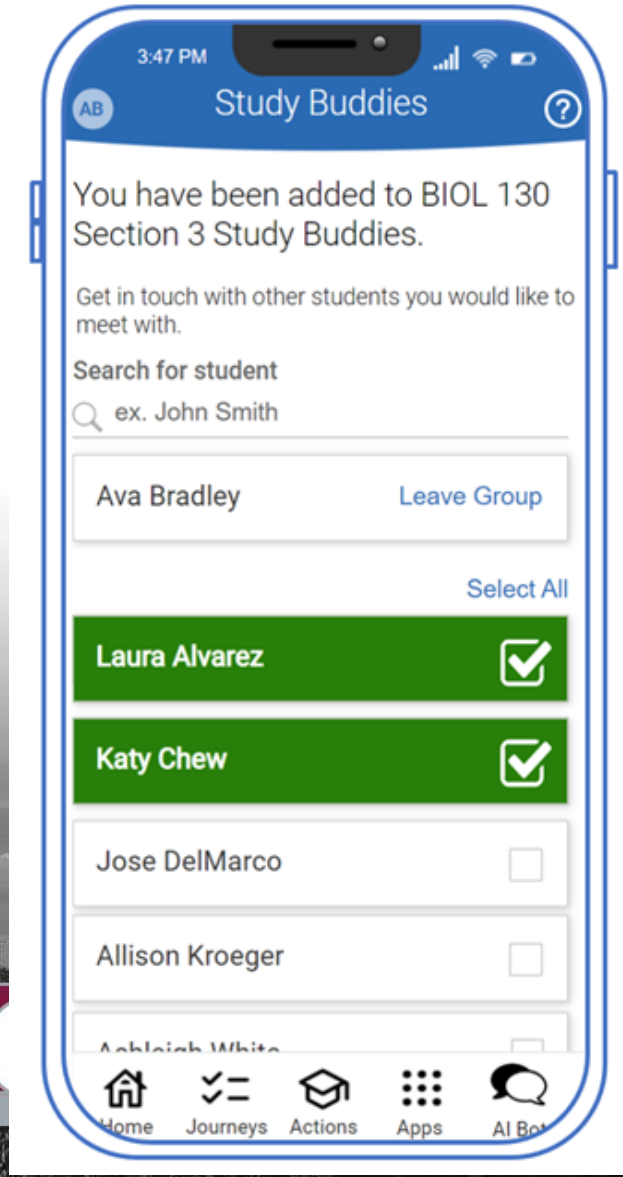
Provide Guided Support at Scale





Smart Guidance

To-Dos: Upcoming tasks created and pushed out through the leadership team. Students can also add their own.

Appointment Center: Students can see upcoming appointments, appointment requests. They can also make an appointment with their advisors.

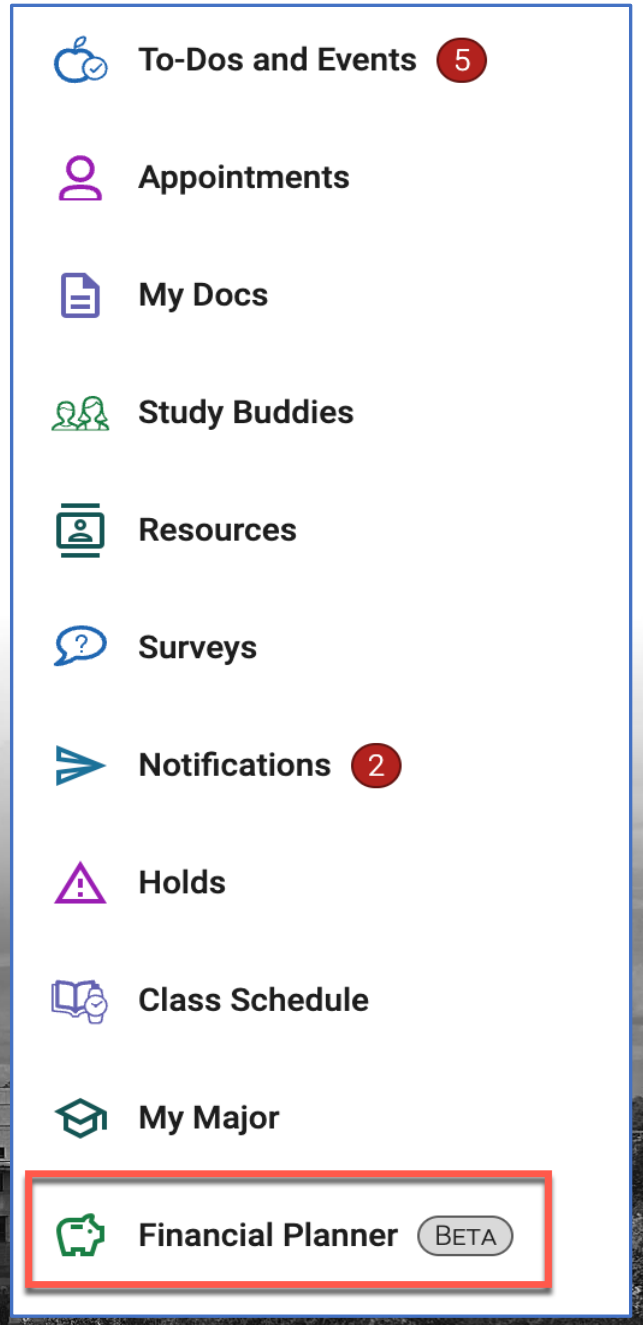
Study Buddies: Students can find peers in the same class and contact them to form a study group/review materials.

Resources: List of key people and places on campus. Key people include a students' professors, advisors, and their basic contact information. Key places include descriptions of locations and a link to directions (Google coordinates).

Quick Polls: Term survey questions used to get a pulse check on progress and the student's current state for additional support.

Hold Center: Students can see their active holds, and how to resolve them.

Events: Key dates and deadlines students can add to their phone calendars.



Major Exploration

Major Explorer

Search

Current Major

BBA in Management

BBA

Average Salary
$55k - $166k

Hiring Demand
Medium

View More Details >

Consider these

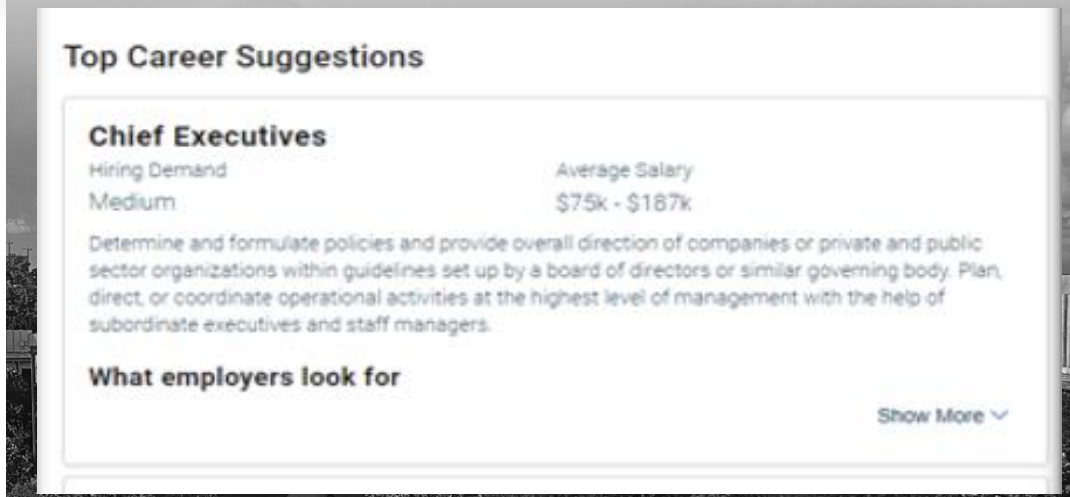
Take the Major Explorer survey
Enter your goals and interests to explore potential majors
View Details

View your Placement Test results
Placement tests can determine if you need to take developmental courses
View Details

Any questions?
Schedule or Drop in for an Appointment
View Details

Major Explorer

- Helps students discover majors that best match their interests and goals through a related survey. By completing the survey, students receive initial insights into career statistics tied to various majors.
- They can also *mark favorite* specific majors, creating a list to explore further or discuss with their advisors.



*Spring 2025 as of the first week of class.

Virtual “Hand Raise”

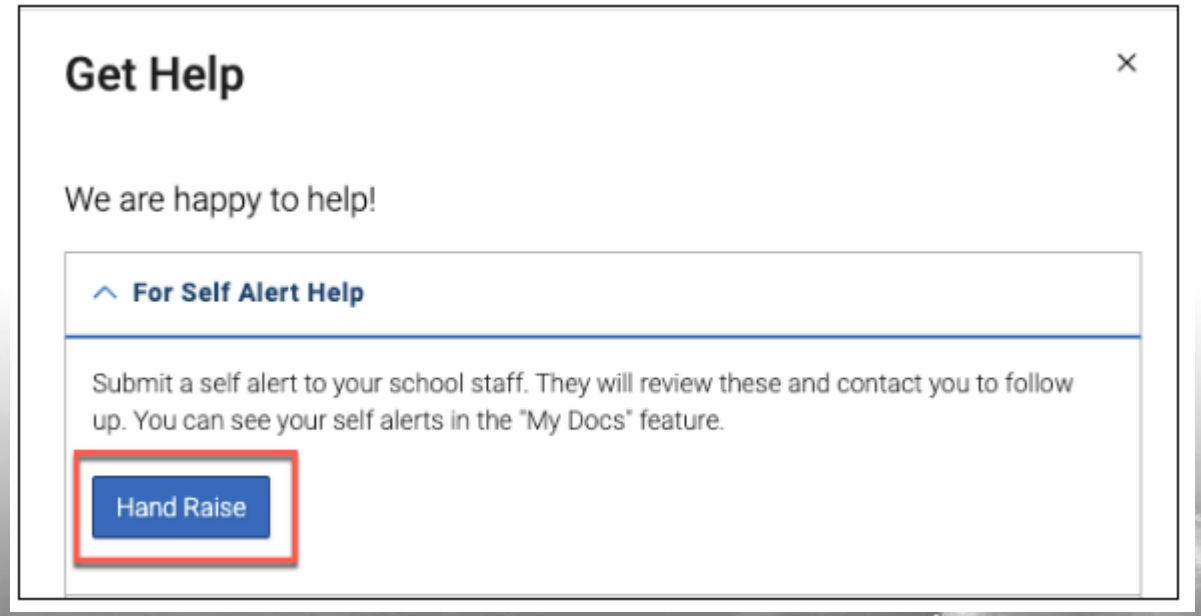
Hand Raise

Self Alerts–for Students

Hand Raise allows students to “raise their hand” by issuing alerts on themselves.

Sample Self Alert Reasons:

- I Need Help with Advising
- I Need Help in a Course
- I Need Help with Technology/Password



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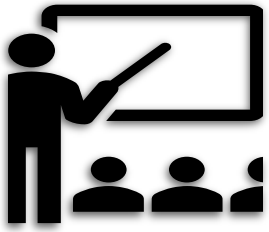
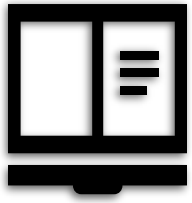
Virtual “Hand Raise” Examples



Need Help with Academics

- Need help finding my Dean email
- Need assistance with late registration
- Need to set up appointment with advisor
- Trying to register for classes but I have to take TSI



Need Help in a Course

- I need help with classes. This class is showing as a repeat.
- I have been trying to get in contact with the professor but I get no response and I need him to sign the paper so I can drop his class.
- I have been attending classes and I am not sure why it shows I haven’t attended class. I need help please. I don't want to be dropped from course due to not attendance but
- I am attending and completing assignments
- I just want a tutor but i don't know how to request one

Need Help with Advising

- Trying contact my advisor
- Some reason I cant schedule a time to meet with advisor
- Need help with registering for Spring
- I want to know how to change my major
- New to TSU and Veteran need help with classes

Need Help with Technology/Password

- I'm trying to login to see my grades and is asking for my pin and I keep putting in my birthday correctly MMDDYYYY and it's not working I put in my new password and it's not working so what is the pin?
- I need to reset my pin for registration for classes, I can't remember my current pin.

Forage

Virtual Job Simulation

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Forage: Free Job Simulations for Students

Forage job simulations are self-paced online learning programs that simulate the work performed in different roles at different companies through interactive, hypothetical tasks.

Forage

Forage Partners with Leading Employers Across Diverse Industries

300+
Job Simulations

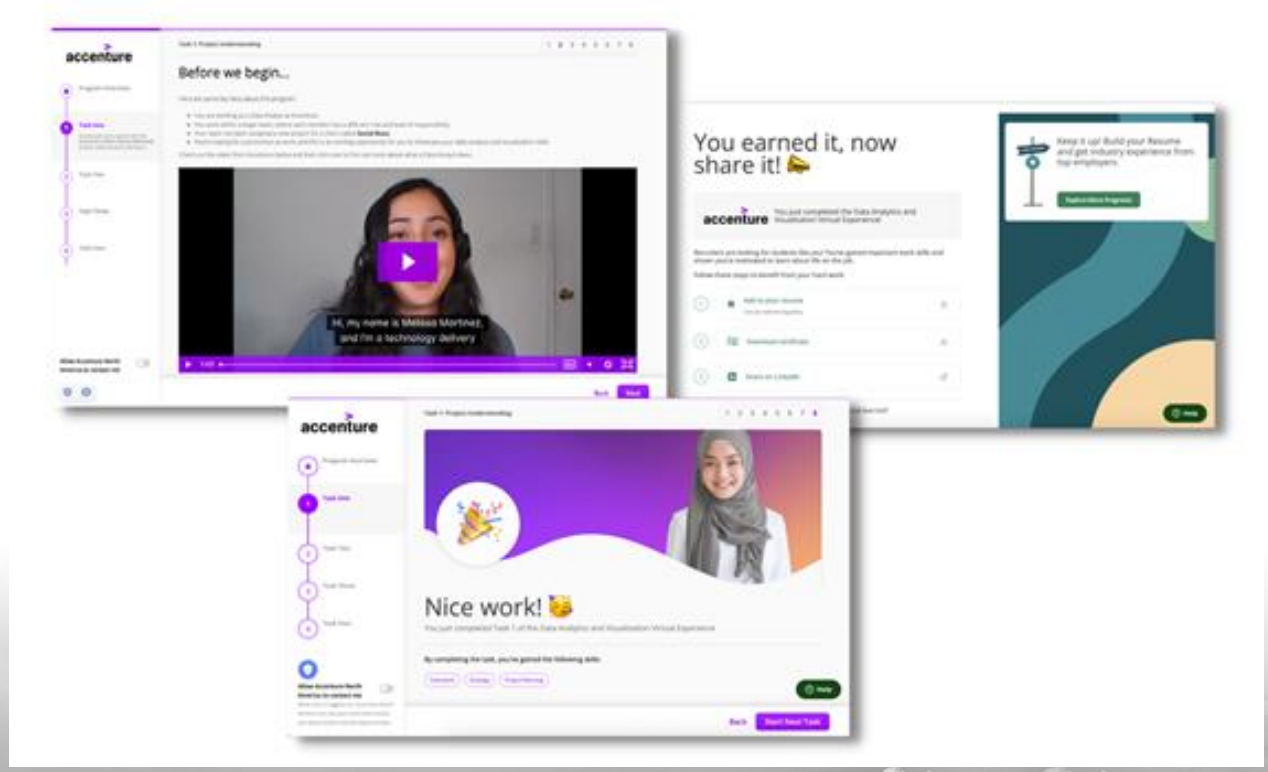
125+
Employers

Deloitte. Red Bull Walmart

BCG

Bank of America Goldman Sachs

>3X Greater avg. likelihood students will land a job after completing a Forage simulation



*How Forage benefits **students**:*

- ✓ **Build confidence:** Students better understand their major by experiencing what related careers are like.
- ✓ **Build resume:** Students earn certificates after completing Forage job simulations.
- ✓ **Stand out to employers:** Companies use Forage data to identify engaged and committed applicants.

Support Career Readiness with Experiential Learning

How it Works…

Embed virtual experiences directly into coursework

1. Faculty can customize course page.
2. Integrate project-based work into curriculum.
3. Select programs from Fortune 500 companies.
4. Assign the program as coursework.
5. Track participation on the dashboard.

Choose from hundreds of programs from top global employers.

Faculty can utilize Forage as an assignment or project. Upon completion of a simulation, students will earn a unique certificate that can be uploaded directly into a learning management system.

THANK YOU!

T — TEAMWORK is our strength. We, at TSU, believe that working together, we achieve more.

S — STUDENT SUCCESS FIRST in everything we undertake; if students see it, they can do it.

U — UNPRECEDENTED in our resolve to succeed and be ACCOUNTABLE for what we do.

P — PROUD to be an INDEPENDENT, URBAN UNIVERSITY, committed to SERVING OUR STUDENTS & COMMUNITY.

R — RESEARCH-DRIVEN and resolved in our commitment to COLLABORATION and EXCELLENCE.

O — OPTIMISTIC in our ability to be INNOVATIVE AND ENTREPRENEURIAL in deriving and advancing new ideas.

U — UNITED in everything we do, UNBEATABLE at what we do, and UNRELENTING in our approach to progress.

D — DISTINCT in our academic programs and in DIVERSITY of thought.