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Overview

MAP (Making Achievement Possible) began at Ball State University in the late 1980’s as a tool for assisting students in realizing their goal of a college education. MAP provided beneficial information to administrators who needed to understand why their students were leaving the university before they obtained their degree(s). Once armed with this information, programs and training were put into place to address those specific issues and retention numbers steadily began to improve. Moreover, student satisfaction improved because students felt that their specific concerns were being addressed.

Ball State University eventually partnered with Educational Benchmarking Institute (EBI) to streamline MAP in order to make it available to other universities that were experiencing similar obstacles. MAP became MAP-Works and universities across the country began using it to further empower their staff to assist students in overcoming obstacles, setting goals, understanding expectations, seeking assistance, and ultimately graduating from their institution.

Although most of the science behind the technology is proprietary, below are some of the data points that are combined with the student survey inputs to produce the student output:

- **Admissions Data**
  - ACT /SAT Composite
  - High School GPA
  - High School Attended

- **Institutional Data**
  - Graduation Rates
  - Average GPA

The process is quite simple. It starts with a few surveys that students complete throughout their first year. Once a survey is completed, students can instantly access a report that shows them where they can make improvements based on the answers that they have provided. The tool also shows them how they compare to other students within the university.

Not only do students benefit, but advisors, professional staff, and faculty can benefit as well. All these individuals can access their students’ responses, which can help guide their conversations and address the issues that may be keeping them from moving forward. Everyone wins!

**NOTE:** Please see the FAQ section for information regarding the confidentiality agreement that all employee users must agree to prior to utilizing the system.

_Remember that all contact is public and part of the student’s official academic record; please keep your correspondence professional and relevant._
Logging In
Log in to the HSU portal using your _CS account. Navigate to the MAP-Works pagelet in myHumboldt and click on the link.

*Logging in using your _CS account will not prevent MAP-Works email notifications from coming to your regular Humboldt email account.*

Home Page
Access real-time lists of high priority, open referrals, and non-respondent students from the Home Page.
Overview of all students assigned to you

1. Select ‘Student Tracking’

2. View (A) all students or (B) select a real-time list to filter those you want to view.
View a specific student

1. Type the student name, email, or HSU ID in the search box.

2. Once you select a specific student from your list or specific search, you will be directed to the Talking Points overview for this student. This section compiles all of the self-reported data from the student and organizes it in a format that you can quickly review before an appointment.

Additional information about the student can be found on the About the Student, Activity, and Survey/Dashboard tabs and is covered in Section Three: Individual Student page.
Student Tracking Page
This page allows you to view student lists, create tasks, send emails, create referrals, setup meetings, and navigate to the student’s dashboard.

Humboldt State University is following the business process of creating a task first whenever possible. Tasks encourage the student to take ownership and follow through on their responsibilities.

Navigate to the Student Tracking Page

Contacting students
You can send individual or mass emails from the Student Tracking page.

Email a single student
Hover over the student name and open the dropdown menu. Select Send Email.

Mass Email a group of students
1. Select a list from the drop down menu at the top of the Student Tracking page.
2. Check ‘Select all students on this page’

3. Select Manage Checked, then Send Email.
4. Draft email and send.

Remember that all contact is public and part of the student’s official academic record; please keep your correspondence professional and relevant.
Create a student task
Assigning a task to a group of students can be done from the Student Tracking page by doing the following:

1. Check the names of students to whom you wish to assign the task.
2. Select the Manage Checked button at the top of the screen.
3. Select Create Student Task.
4. Select whether the task will be private, shared with teams, or public.

You can also assign a task in the Individual Student page, under the Activity tab.
Log a Contact
If you discuss something with a student that you feel should be made publicly available to all Direct Connect contacts for that student, you may Log Contact. The process for doing this is the same as Creating a Student Task. Logging a contact also decreases the number of High Priority Students on your Home Page.

Add a Note
Peer Mentors cannot add notes, but they can view them in the Individual Student Activity Log.

Add a Quick Log
If you don’t have a lot of time, this process will allow you to annotate your activity quickly.

1. Navigate to the student you wish to quick log.
2. Hover over the ‘log’ text in the Quick Log Activity column.
3. Select the activity you would like to log.
Finding an Individual Student Page
There are several ways to navigate to an individual student page.

1. Enter the student’s name, email or ID in the search bar.
2. Select the Individual Student tab.
3. Select the student from your Student Tracking page.

Talking Points
This section compiles all of the self-reported data from the student and organizes it in a format that you can quickly review before an appointment, including risk indicator, risk history timeline, strengths and weaknesses, and highlighted notes, tasks, referrals, and appointments.
About the Student
This section provides information about academic risk, demographics, pre-college characteristics, and enrollment information. There may be useful information in this tab that contributes to the risk indicator. Remember: an individual student’s risk factor is only revealed to the faculty/staff member. This information should be used as a guide for how to respond to a student and need not be shared with the student. Focus on the reasons why that risk factor is populated in your interactions with the student.

Activity
All public activity related to the student is listed in this tab (Contact, Referrals, Appointments, Tasks, and Academic Updates). You can sort by activity type using the left hand navigation bar. There may be useful information in this tab that contributes to the risk indicator.
Survey/Dashboard

This gives an overview of the student’s survey ratings and indicators of their intent to leave. Detailed information, including specific survey answers, cannot be viewed by Peer Mentors but the information provided will be useful in determining student issues and needs.
Frequently Asked Questions

How are students assigned to me in MAP-Works?
Students are assigned to advisors according to their declared major and/or academic advisor. One advisor may be responsible for a lesser or greater number of students, depending on individual college approaches. Other staff members, such as Housing or Athletics, as well as RAMP mentors and other peer support individuals, are typically assigned to students in their areas. The list of students that are assigned to you come from relationships established through PeopleSoft coding. Errors in this coding could manifest in MAP-Works so be sure it is correct.

Who takes the survey?
All students will be entered into MAP-Works for input, tasks, and the purposes of academic updates. However, risk indicators are being populated for Freshman and Sophomore students. In addition, only Freshmen and Sophomores will take surveys. Only Freshman students will have Direct Connect Faculty and Staff assigned to them.

What if one of my students doesn’t appear in my student list?
This may be the result of a mismatch between two sets of records. MAP-Works data is derived from PeopleSoft so, if a student doesn’t appear to be connected to you, check the PeopleSoft coding for accuracy. It is also possible that it could take a day or two for data to be refreshed if there were recent updates to PeopleSoft. If this is not the case, please contact the Early Alert Coordinator to let us know about the problem so that it can be researched and corrected.

What happens if a student changes their major?
When a student’s major is changed in PeopleSoft, that change is replicated in MAP-Works. It may take a day or so for the update to be fully processed.

How confidential is the data input and analysis process?
HSU’s Institutional Review Board has approved the use of MAP-Works to collect and analyze student information. Faculty/staff must agree to a confidentiality statement when accessing the system for the first time. The confidentiality statement must be agreed to before access to student information is allowed. Access to survey data is limited to only those personnel who need to see it (for example: a faculty advisor can only see the results for the students they advise and no one else).

Is the information entered into MAP-Works part of the student record?
Yes. Remember that all contacts are public and part of the student’s official academic record; keep your correspondence professional and relevant.

What is the difference between MAP-Works and the Student Conduct reporting system?
MAP-Works evaluates a range of factors that can affect student learning outcomes - study habits, outside activities, family issues, financial concerns - and is designed to bring together all relevant campus resources to promote student success. The Student Conduct reporting system is intended for use as a one-time reporting tool for a specific incident or series of incidents involving a student.