

SEMS Usage Report Fall 2015 and Spring 2016

Jenny Zhu
Nathan Dickmeyer
Institutional Research & Assessment
November 4, 2016

In this report we show a few of the views that this office has of the data in the SEMS system. Many of the tables are too long to include in this report, but are available as spreadsheets from this office. We hope that readers will understand better some of the challenges in using the SEMS system and will improve the data input. We also hope that the data in this report will demonstrate the range of activity experienced by many offices and functions at the college. Finally, this report will show that certain reasons that students give to visit offices are indicators of students in trouble.

All of these visits represent time spent by students in these areas. A LaGuardia student's search for success appears to take a wandering path. In the academic year 2015-16 our approximately 20,000 on-campus credit students made 328,962 visits to a SEMS-tracking office. That's about 16 visits per student. As you look through the tables, you will see that this appears to be a measure of both engagement and annoyance.

Data problems

- 1) *Reason codes not entered.* Table 1 shows that 3% of all tickets were entered without reason codes. The table shows the areas that neglected this tracking the most. While NSAR's neglect is reasonable in that the function is always the same, the missing information from the Process & Pick-up Station is less reasonable. Students visiting this area are more at risk and the reasons are telling. Outreach to students in trouble will be more easily directed if we know the reason they visit an area.
- 2) *EmplID not entered.* Table 2 shows that 16% of all tickets had an invalid EmplID. Admissions is understandable. NSAR is less so. Students should have gone through testing and had a valid student number. SIC is also understandable, but Single Stop should be able to provide better information.
- 3) *Multiple Reason Codes.* This makes analysis confusing. Even though we understand a student may go to an office for multiple reasons, we remain confused when the visit yields nine reason codes and is only 30 seconds long.
- 4) *Duplicate Reason Codes.* We understand that this has been fixed.
- 5) *No separation between wait and visit times.* The SEMS system only has one check-in time and one check-out time. It is not possible to determine how long a student waited before being seen, nor is it possible to tell for how long the student was seen.
- 6) *Lack of diligence in checking student's out.* Table 4 contains average times. While the Humanities department might be commended for spending over 1,000 minutes with each student, somehow, we doubt it.

Ticket Count by Referral Area of Tickets with No Reason Code

11,367	Tickets without Reason
328,962	Total Tickets
Fall 2015 and Spring 2016	
3%	
REFERRAL_AREA_DESC	CountOfSEMSDB_MAIN_TICKET_ID
NSAR	4,041
Process & Pick-up Station	2,234
SIC	1,646
SIC Welcome Center	753
Single Stop	747
Admissions	480
Generalist	428
ECLC	237
Advisement Triage Team	215
Academic Testing	161
Transfer	154
Wellness Center	102
ASAP	38
Registrar Specialist	29
Health Center	27
Resource Center	13
SFS Payroll - C113	12
CD	11
OSDS	9
International Student Services	8
SFS Specialist	7
Humanities Department	4
Office of the VP of Student Affairs	3
Bursar	2
SGA Study Hall	2
Natural Sciences	2
COPE	1
Career	1
	11,367

Table 1

Ticket Count by Referral Area of Tickets with No or Invalid EmplID

REFERRAL_AREA_DESC	Tickets with No EmplID 15-16
Admissions	19,923
SIC	13,680
SIC Welcome Center	7,065
Generalist	4,695
Resource Center	2,054
Academic Testing	1,976
Process & Pick-up Station	1,748
Single Stop	810
Registrar Specialist	218
International Student Services	103
SFS Payroll - C113	55
ECLC	47
Advisement Triage Team	11
Natural Sciences Lab	6
Veteran Services	6
Bursar	4
SGA Study Hall	4
SFS Specialist	3
Athletics and Recreation	3
Wellness Center	1
Campus Life	1
ASAP	1
Modern Language Lab	1
Total	52,415

Table 2

Activity

Table 3 shows the number of tickets (whether with or without valid IDs and reason codes) by referral area. The Generalists in C-107 top the list with over 48,000 tickets for the two semesters, Fall 2015 and Spring 2016.

With over 15,000 individual students visiting the Generalist area, the average number of visits was just over three in two semesters. 2,286 students made six or more visits to a Generalist in the two semesters.

More than 14,000 individual students visited the Advisement area, averaging slightly more than two visits in the two semesters.

ASAP saw 3,150 different students, an average of almost eight times over the two semesters.

Athletics and Recreation checked in over 2,500 individual students, also an average of almost eight times in two semesters.

Total Ticket Count by Referral Area

REFERRAL_AREA_DESC	Area Total
Generalist	48,146
Advisement Triage Team	33,163
ASAP	24,711
Athletics and Recreation	19,624
Resource Center	12,405
SGA Study Hall	9,280
Transfer	9,071
Academic Testing	6,450
Career	6,271
Single Stop	6,184
OSDS	6,050
International Student Services	5,439
Wellness Center	5,407
CD	5,117
Process & Pick-up Station	4,049
NSAR	3,758
Health Sciences	3,678
SIC	3,543
SFS Payroll - C113	3,426
Admissions	3,328
COPE	3,034
Health Center	2,979
Humanities Department	2,415
Natural Sciences Lab	2,375
Registrar Specialist	1,730
Modern Language Lab	1,657
Business & Technology	1,627
Road to Success	1,234
Veteran Services	1,128
ELA Department	1,038
SIC Welcome Center	352
Bursar	221
Women's Center	107
ESL Lab	97
ECLC	86
Math, Engineering & Computer Science	69
Campus Life	43
SFS Specialist	43
Math, Engineering & Computer Science Lab	8
Natural Sciences	7
Office of the VP of Student Affairs	6
CSTEP Lab	5
Nursing Lab	5
Program for Deaf Adults	5
Social Sciences	2
Writing Center Lab	1

Table 3

Table 4 shows activity by area and reason code along with the average time between check-in and check-out. Speaking to an admissions counselor only took ten minutes, but going to the lab for SCB 203 could take a student all afternoon.

Total Ticket Count and Length of Visit by Referral Area and Reason (Highest Counts Only)

REFERRAL_AREA_DESC	REASON_DESC	Ticket Count Fall 15-Spring 16	AvgOfTime (Minutes)
Generalist	General Financial Aid Status & Inquiries	31,665	33.3
Athletics and Recreation	Fitness Center & Sports Gym	17,642	0.0
Advisement Triage Team	Course Selection	14,752	38.0
Advisement Triage Team	General Advising	9,218	26.0
Generalist	SFS Verification Info	8,281	38.9
ASAP	Walk-in	5,414	28.3
ASAP	Appointment	5,048	29.4
Resource Center	Complete FAFSA application	4,443	0.0
NSAR	NSAR	3,758	0.0
Transfer	General Advising	3,741	69.0
SGA Study Hall	One-On-One Tutoring	3,736	77.5
Resource Center	Check Financial Aid Status	3,561	0.0
Single Stop	Benefits Screening	3,509	29.1
CD	Other	3,118	114.0
International Student Services	Inquiry	3,086	46.0
ASAP	ASAP Engagement Activity	2,719	53.1
OSDS	Support Services	2,699	120.9
Wellness Center	Personal Counseling	2,559	139.5
Generalist	Enrollment Letter	2,391	27.3
Career	General Advising	2,384	63.1
ASAP	Other	2,247	80.0
ASAP	General Advisement	2,241	22.8
Single Stop	Tax Preparation	2,202	29.4
Wellness Center	Other Psychological Stressors	2,057	134.2
Admissions	Speak to Admissions Counselor	1,990	9.8
Generalist	Registration Issues	1,968	30.3
Natural Sciences Lab	SCB 203 – Human Anatomy and Physiology I	1,904	196.2
Transfer	Transfer Application	1,896	87.4
Transfer	Other	1,841	117.9
Humanities Department	Academic Advising	1,825	1372.3

Table 4 (Truncated)

Table 5 lists ticket counts by reason code only. Four of the top 15 are financial aid reason codes.

Ticket Count by Reason Code (may include several referral areas—highest counts only)

REASON_DESC	Ticket Count Fall 15 and Spring 16
General Financial Aid Status & Inquiries	31,665
General Advising	19,774
Fitness Center & Sports Gym	17,642
Course Selection	14,910
Other	12,205
SFS Verification Info	8,281
Walk-in	6,121
Appointment	5,048
Complete FAFSA application	4,443
Academic Advising	4,199
NSAR	3,840
One-On-One Tutoring	3,736
Check Financial Aid Status	3,561
Benefits Screening	3,509
Inquiry	3,335
ASAP Engagement Activity	2,719
Support Services	2,699
Personal Counseling	2,559
General Information	2,557
Enrollment Letter	2,395
General Advisement	2,241
Tax Preparation	2,202
Tutoring	2,186
Other Psychological Stressors	2,057
Speak to Admissions Counselor	1,990
Registration Issues	1,970
SCB 203 – Human Anatomy and Physiology I	1,904
Transfer Application	1,896
Major Change	1,795
Transcript Requests (Official)	1,752
Advisement- HS - Health Science	1,717
FWS	1,640
Intake Advisement	1,618
Document Drop-Off	1,469
Complete TAP application	1,454
Workfare Reqs/ HRA Appts	1,375
Schedule Appointment	1,333
Probation/Suspension	1,118
Fin Aid	1,094

Table 5 (Truncated)

Ticket Counts by Referral Area and Reason Code with Length of Visit

REFERRAL_AREA_DESC	REASON_DESC	Ticket Count Fall 15-Spring 16	AvgOfTime (Min)	Area Ticket Total
Academic Testing	ATB Full	110	0.0	6,450
Academic Testing	ATB Math	3	0.0	
Academic Testing	ATB Reading	17	0.1	
Academic Testing	ATB Writing	2	0.0	
Academic Testing	Full Test	973	0.0	
Academic Testing	Local Writing	141	0.1	
Academic Testing	MAPLE TA (MAT96)	551	0.0	
Academic Testing	MAT I	555	0.0	
Academic Testing	MAT II	561	0.0	
Academic Testing	MAT III	463	0.0	
Academic Testing	MAT96 Final	740	0.0	
Academic Testing	Other	203	0.0	
Academic Testing	Reading	1,078	0.0	
Academic Testing	Remote Proctoring	1	0.0	
Academic Testing	Writing (CATW)	1,052	0.0	
Admissions	Change of Status	72	8.5	3,328
Admissions	Complete Application	14	10.6	
Admissions	Direct Admit	11	9.6	
Admissions	Other	202	7.6	
Admissions	Reactivate Application	86	10.5	
Admissions	Reallocate Application	7	11.0	
Admissions	Speak to Admissions Counselor	1,990	9.8	
Admissions	Submit Missing Documents	255	9.0	
Admissions	Submit Non-Degree Application	9	13.1	
Admissions	Transfer Credit Evaluation	682	17.8	
Advisement Triage Team	Academic Appeal	842	89.1	
Advisement Triage Team	Advise Readmit student	242	50.8	
Advisement Triage Team	Advise Reinstated student	26	38.6	
Advisement Triage Team	Course Selection	14,752	38.0	
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Table 6 (Truncated)

Table 6 is much too long to include in more than a much abbreviated version. We can supply it as a spreadsheet to anyone interested.

Table 7 shows the return rate (or graduation at the end of the semester) for both semesters combined. The rate is the number of fall 2015 office-visiting students who enrolled in spring 2016 (or graduated) plus the number of spring 2016 office-visiting students who then enrolled in fall 2016 (or graduated) divided by the number visiting in the fall plus the number visiting in the spring. Students visiting more than once were counted only once. Only students with valid EmplIDs enrolled in the base semester were counted.

The table goes from the referral area with the lowest average return rate (SIC) to the one with the highest average return rate (Modern Language Lab). Areas with fewer than 200 students visiting were excluded. The average return rate for both semesters for all students found in the SEMS system was 79%.

SIC clearly has a client list that includes students with the highest risk. Students who visited academic areas and successful interventions, like ASAP and RTS have higher than average return rates. The success of the Modern Language Lab is intriguing.

Return (or grad) Rate to the Next Semester by Referral Area

REFERRAL_AREA_DESC	Enrolled In Semester	Return (or Grad) Next Sem	Return Rate
SIC	2,697	1,918	71%
Process & Pick-up Station	6,351	4,679	74%
NSAR	4,078	3,014	74%
Veteran Services	425	316	74%
Health Center	2,736	2,043	75%
Admissions	2,937	2,201	75%
SIC Welcome Center	282	214	76%
Generalist	19,929	15,149	76%
COPE	850	650	76%
Advisement Triage Team	19,500	14,964	77%
ECLC	100	77	77%
OSDS	834	655	79%
Natural Sciences Lab	1,252	986	79%
Bursar	259	204	79%
Wellness Center	1,098	873	80%
Resource Center	7,995	6,360	80%
Athletics and Recreation	4,229	3,404	80%
CD	849	692	82%
Transfer	5,673	4,675	82%
SFS Payroll - C113	2,999	2,495	83%
SGA Study Hall	2,328	1,938	83%
Humanities Department	2,270	1,891	83%
Health Sciences	3,005	2,514	84%
Single Stop	4,487	3,781	84%
Academic Testing	3,090	2,605	84%
Registrar Specialist	1,907	1,610	84%
International Student Services	1,236	1,047	85%
Business & Technology	1,426	1,218	85%
ASAP	3,692	3,163	86%
ELA Department	1,166	1,012	87%
Career	2,955	2,579	87%
Road to Success	898	808	90%
Modern Language Lab	975	899	92%

(Fewer than 200 tickets not shown, average return rate=79%.)

Table 7

Some of the explanation of SIC’s low return rates can be seen in the reason codes of Table 8. Students missing advisement, students missing documents, and students not yet registered would indicate many students in the process of leaving school.

Readmit students are at higher risk, as are students on their way to probation or suspension. A transcript request would most likely come from a student in the process of transferring. “Document Drop-Off” is a curious one. Why would retention be low with these students?

Referral Area/Reason Codes with Below Average Return Rates (Warning Signs)

REFERRAL_AREA_DESC	REASON_DESC	Enrolled in		
		Enrolled in Semester	Next Semester	Return Rate
Process & Pick-up Station	Readmit & Reinstatement	241	138	57%
SIC	Advisement	309	183	59%
Advisement Triage Team	Probation/Suspension	814	518	64%
Advisement Triage Team	Academic Appeal	531	353	66%
Process & Pick-up Station	Transcript Requests (Official)	1,633	1,090	67%
SIC	Missing Docs	250	173	69%
Process & Pick-up Station	Change of Program	229	159	69%
Health Center	Document Drop-Off	1,284	892	69%
SIC	SIC	314	220	70%
Advisement Triage Team	Probation	622	443	71%
Generalist	Registration Issues	2,497	1,813	73%
Advisement Triage Team	Financial Appeal	767	560	73%
SIC	Registration	346	253	73%
Advisement Triage Team	Other	1,038	760	73%
Admissions	Submit Missing Documents	265	195	74%
Veteran Services	Education Benefits	299	221	74%
Admissions	Speak to Admissions Counselor	1,628	1,207	74%
Resource Center	Complete CUNY Supplement Form	210	157	75%
SIC Welcome Center	Academic	214	161	75%
COPE	Class Attendance	389	295	76%
Health Center	Inquiry	324	246	76%
Generalist	Other	1,031	785	76%
Natural Sciences Lab	SCB 204 – Human Anatomy and Physiology II	296	226	76%
Generalist	Checking Negative Indicators	516	395	77%
Generalist	General Financial Aid Status & Inquiries	16,267	12,552	77%
Admissions	Transfer Credit Evaluation	720	556	77%
Athletics and Recreation	Sports Gym	674	521	77%
Resource Center	Print Verification Documents	300	232	77%
COPE	Workfare Reqs/ HRA Appts	734	569	78%
Resource Center	Make corrections on FAFSA	855	664	78%
OSDS	Academic, Career and Personal Counseling	318	247	78%
OSDS	Academic Advisement	284	221	78%
Veteran Services	Tutoring	219	172	79%
Generalist	SFS Verification Info	6,150	4,846	79%
Admissions	Other	246	194	79%
Generalist	Financial Advising & Planning	881	697	79%
Advisement Triage Team	Course Selection	13,981	11,065	79%
Advisement Triage Team	General Advising	9,696	7,675	79%
Natural Sciences Lab	SCB 203 – Human Anatomy and Physiology I	1,016	805	79%
Wellness Center	Other Psychological Stressors	817	649	79%

Table 8

Further Research

These tables indicate some of the information in SEMs. We hope that more careful input of data will evolve with these reports.

IR&A can undertake other types of studies with this data at the request of individual offices. We can look at return rates by the person modifying or creating the ticket. We can also examine return rates by length of visit in an area.

IR&A has also done studies of expected return rates versus actual return rates by referral area.

IR&A can also develop counts of students using several areas during the semester.