

# INTRODUCTION TO DROPOUT DETECTIVE™

## WHAT IS DROPOUT DETECTIVE?

Dropout Detective is a student retention and success solution that integrates directly with Canvas to provide a “risk index” of how likely it is that each student will drop out of or fail their course(s). The program analyzes past and current behavior to predict future performance. This program pulls together the different reasons a student is at risk and makes it easy to quickly go through and look at what might be happening with a student and determine an appropriate intervention strategy.

## ACCESSING DROPOUT DETECTIVE

To access Dropout Detective, log into Canvas and access one of your courses. Click on the “Dropout Detective” link on the left navigational toolbar. This link is only viewable by faculty and administrators. The link is not viewable by students.

## ENSURING THAT DROPOUT DETECTIVE WORKS PROPERLY FOR YOU

Dropout Detective scans the information within your class in order to identify the students most at-risk academically. In order for Dropout Detective to work properly, please follow these best practices:

- Have all assignments submitted through Canvas
- Set clear due dates for your assignments in Canvas so that Dropout will easily identify missing or late submissions.
- When you copy material from prior terms, double-check due dates to make sure they are current.
- Update the gradebook at least once a week to keep it current
- Do not change the course start and end dates in the course settings, as that will interfere with the accuracy of the risk index.

## UNDERSTANDING THE ‘RISK INDEX’ PAGE

When you access the Dropout Detective link, you will see a list of the students in your course ranked from those most at risk of dropping out and/or failing to those least at risk.

- Risk Index Color – Red is most at risk, yellow is medium risk, and green is low risk.
- Risk Index Score – The risk index score is on a scale of zero to 100. The higher the risk index score, the higher the risk of the student failing or withdrawing. This risk index score is applicable to each student’s level of risk in your course.
- Latest Access – This is the timestamp of the student’s most recent access to the course.

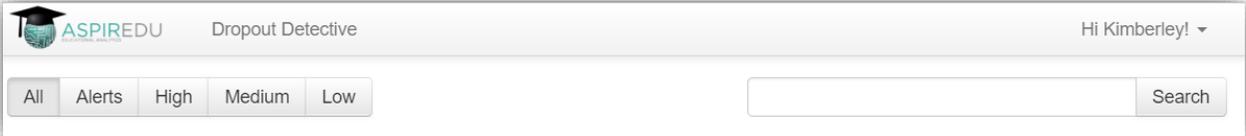
- Latest Submission – This is the timestamp of the student’s most recent submission of a gradable activity in the course.

Student	Risk Index	Last Access	Latest Submission
Emily Samuels	 82	07/22/2015 3:03 a.m.	07/21/2015 8:56 a.m.
Harper Nevin	 54	07/21/2015 3:01 a.m.	07/19/2015 8:53 a.m.
Mia Galiardi	 7	07/26/2015 3:11 a.m.	07/25/2015 9:08 a.m.
Mia Mansfield	 6	07/21/2015 3:01 a.m.	07/19/2015 8:53 a.m.
Jayden Watson	 3	07/18/2015 2:55 a.m.	07/16/2015 8:44 a.m.

## NAVIGATION

You may filter the dashboard to view only high-risk, medium-risk, and low-risk students using the navigation bar on the top left of the page. To return to the view of all students, click on ‘All.’

You may toggle between pages using the pagination bar.

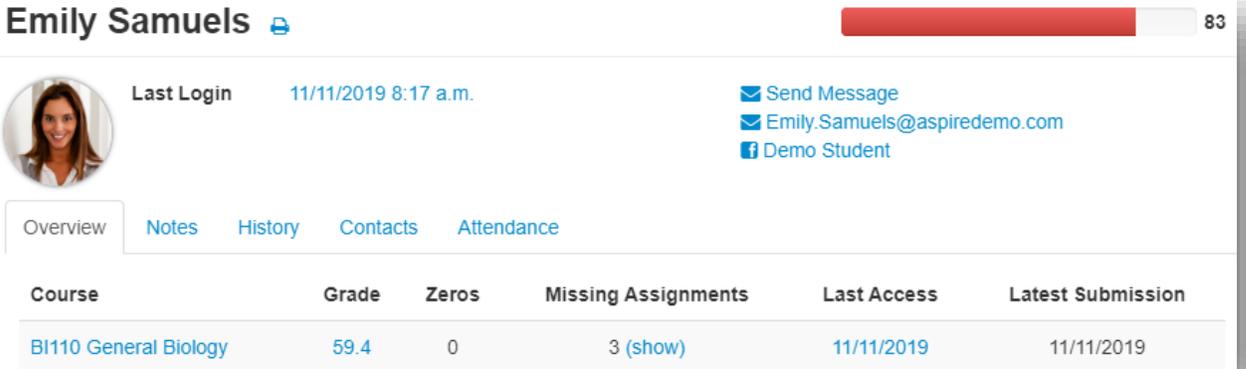


ASPIREDU Dropout Detective Hi Kimberley! ▾

All Alerts High Medium Low  Search

## STUDENT-SPECIFIC INFORMATION

To learn more about a student’s performance, click on the student’s name.



**Emily Samuels**   83

 Last Login 11/11/2019 8:17 a.m. [Send Message](#)  
[Emily.Samuels@aspiredemo.com](mailto:Emily.Samuels@aspiredemo.com)  
[Demo Student](#)

Overview [Notes](#) [History](#) [Contacts](#) [Attendance](#)

Course	Grade	Zeros	Missing Assignments	Last Access	Latest Submission
<a href="#">BI110 General Biology</a>	59.4	0	3 (show)	11/11/2019	11/11/2019

- Last Login – This is the timestamp of the student’s last login to Canvas.

- Send Canvas Message – Click on the link to initiate a Canvas Conversations message to the student.
- Communication Channels – Any communication channels that the student has recorded in Canvas will be displayed on the upper right (cell phone number, alternative email addresses, Facebook, Twitter).
- Grade – This is the student’s current grade in the course.
- Zeros – This is the number of zeros that a student has earned in the course.
- Missing Assignments – This is the number of assignments the student is missing based on the assignment due dates in the course. Keep in mind that if the student does not submit the assignment and you enter a zero for that assignment, it is not counted in the missing assignments. This is intentional. This takes into consideration the assumption that once a grade is entered, that assignment is in the past and will not be accepted. The risk score will be adjusted by the resulting decrease in grade so that the student’s level of risk is still properly reflected. If the student later submits the assignment, you may accept it and grade it as usual.
- Last Access – This is a timestamp of the student’s last access to the course. If this is blank, then the student has never accessed the course.
- Latest Submission – This is the timestamp of the student’s most recent submission in the course.

## NOTES

Documenting your communications with students can be an integral part of your outreach efforts. Documenting your outreach to students in Notes is a convenient way to review your own recent contact with a student and it substantially contributes to the school’s student success initiatives (see History section below).

It is important to know that anything entered into the Notes area can be viewed by administrators. Depending on the settings requested by your institution, you may or may not have access to see Notes entered by allies as well as by other instructors. Documenting outreach to students is important, but careful attention should be given to the information documented. Do not include any information that may violate FERPA. Please contact your administrator if you have questions about what should and should not be documented in Notes.

Dropout Detective offers several options to assist the institution in their outreach efforts. These options include notifications to students through automated text messages and email messages. Automated messages are automatically documented in the Notes area.

**Harper Nevin** 

Last Login 08/14/2019 9:17 a.m. 78

 Send Message  
 Harper.Nevin@aspiredemo.com  
 Demo Student  
 8133104392@demosms.com

[Overview](#) | [Notes](#) | [History](#) | [Contacts](#) | [Attendance](#)

**Acknowledge Alerts**  
There are no active Alerts.

**Activate Alert** Select a tag ▼

**Save** **Print**

Date & Time	Author	Course	Note	Delete
08/14/2019 9:17:00 AM	Addison Murphy	GEN201 Lifespan Development	I am concerned about Harper's progress in my course. I have referred her to tutoring.	
08/02/2019 9:05:00 AM	AspirEDU Support	-	SMS message sent - You have not logged into Canvas recently. Logging in several times a week and participating in your course(s) can greatly improve your chances of success.	

## HISTORY

The history tab is an excellent source of information as to a student’s performance in your course over time. The history displays the student’s risk level for the past 30 days. In addition to seeing whether the student’s performance is improving or declining, the history may provide you with insight as to a student’s activity patterns.

The history tab can also be a powerful way to determine the effectiveness of your outreach to students. When a Note is entered, an indicator will appear on the history tab for that date. Any time that you see the indicator, it means that you or another user (advisor, administrator, etc.) has performed outreach to that student on that date. This allows you to know if someone has had recent contact with the student and you can review their comments in the Notes area. For the school, the combined tallying of outreach efforts provides critical data as to the frequency of outreach and the effectiveness of that outreach and has tremendous long-term potential in helping the school to identify best practices. Documenting your outreach to students in Notes is a convenient way to review your own recent contact with a student, but also substantially contributes to student success initiatives.

## Harper Nevin

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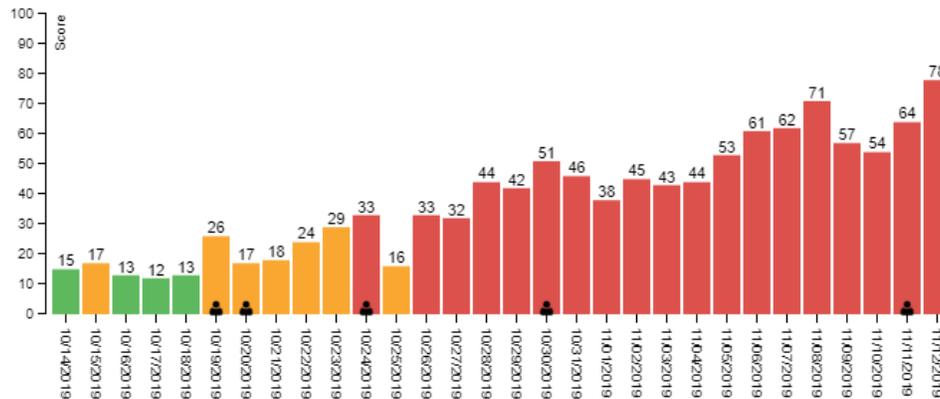


Last Login 11/11/2019 8:17 a.m.

- [Send Message](#)
- [Harper.Nevin@aspiredemo.com](mailto:Harper.Nevin@aspiredemo.com)
- [Demo Student](#)
- [8133104392@demoms.com](mailto:8133104392@demoms.com)

Overview Notes History **Contacts** Attendance

Daily Weekly Grades **Print**



## CONTACTS

The Contacts tab provides contact information for any ally(ies) assigned to a student.

### Harper Nevin

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Last Login 07/21/2019 9:17 a.m.

- [Send Message](#)
- [Harper.Nevin@aspiredemo.com](mailto:Harper.Nevin@aspiredemo.com)
- [Demo Student](#)
- [8133104392@demoms.com](mailto:8133104392@demoms.com)

Overview Notes History **Contacts** Attendance

Email all Contacts  
 Email all Allies

#### Allies

Ally	Email	Send Message
Elijah Baseball	<a href="mailto:baseball.coach@aspiredemo.com">baseball.coach@aspiredemo.com</a>	
Ella Wood	<a href="mailto:Ella.Wood@aspiredemo.com">Ella.Wood@aspiredemo.com</a>	
Kimberley Munzo	<a href="mailto:Liam.Jones@aspiredemo.com">Liam.Jones@aspiredemo.com</a>	
Sophia Evans	<a href="mailto:kim@aspirededu.com">kim@aspirededu.com</a>	

## USING DROPOUT DETECTIVE

Use Dropout Detective as part of your normal Canvas routine. The more frequently you check Dropout Detective, the quicker you will be able to spot students who might be at risk and intervene.

If you notice a student who is not performing as well as they might, please reach out and let them know that you believe they could be earning better grades by logging in more frequently, submitting work on time, coming to your office hours, attending tutoring, or whatever other area you can see improvement needed. It is also helpful to add a note about your outreach and their response for your records.

## WHERE DO I REFER STUDENTS FOR ADDITIONAL HELP?

We have many resources at USM to support students in their academic success and personal well-being. Please see our [online list of Student Resources](#) and refer students to specific offices appropriate for their circumstances. If students do not respond to your outreach, please complete [an Academic Concerns form](#) and we will have a student success staff member add to your efforts by reaching out to them.

## WHO DO I CONTACT IF I HAVE QUESTIONS?

If you have questions about Dropout Detective, please contact the Office of Online Learning at [online@usm.edu](mailto:online@usm.edu) or 601-266-5518.