



From Data to Action: 2025 CCA Data Days

July 28-29
Denver, CO

Agenda & Resources:
CompleteCollege.org/DataDays2025

Lead sponsor:



Nuventive™
The Data-Informed Improvement Company™

Additional support by:

ECMC
Foundation

Gates Foundation

Fueling Student Success with Real-Time Dashboards

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City Colleges of Chicago

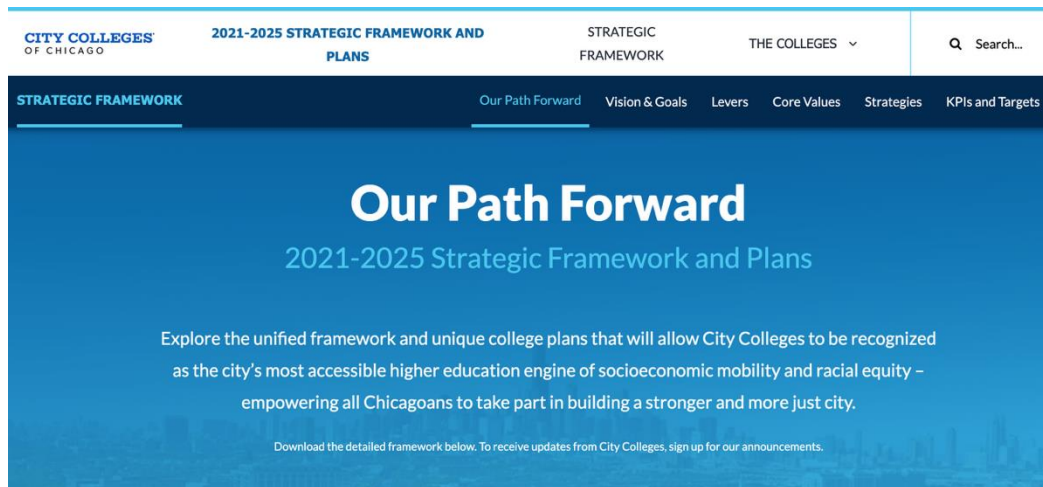
Presentation Objectives

What We'll Cover Today

- Hear the story of how City Colleges of Chicago empowered departments to use data within their teams to answer questions, take action, and drive change.
- Understand the institutional value of empowering teams with direct access to actionable data – and how it drives better, faster decision-making.
- Learning proven strategists for collaborating with end users, iterating based on feedback, and embedding documentation to ensure long term adoption and success.

Our work is guided by a five-year strategic framework with equity at its center

A district-wide strategic framework and strategic plans for each college for 2021-25



www.ccc.edu/strategicplan



Create an **exceptional student experience**



Become a “student-ready” **equitable institution**



Develop and strengthen pathways that are **responsive** to the economic needs of the City



Build a **culture of excellence**



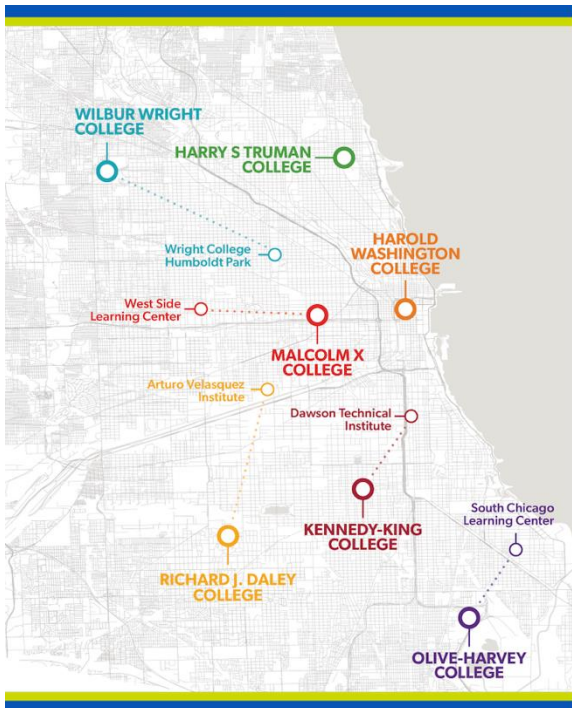
Create a **collaborative and connected** ecosystem



Monitor and ensure financial sustainability and the overall **health** of our institution

City Colleges connects Chicago communities to economic opportunities

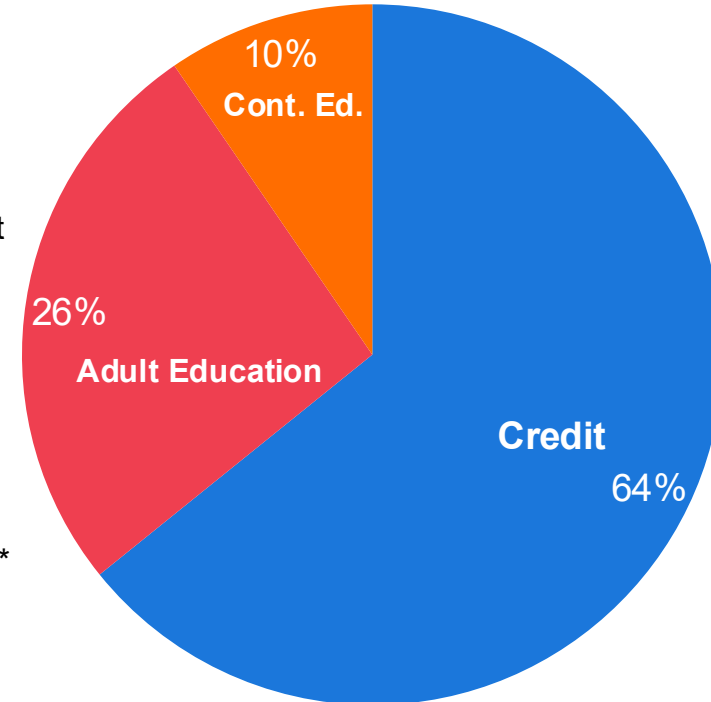
Illinois' largest community college system with 7 colleges and 5 satellite sites across Chicago



City Colleges is among the largest higher education institutions in the city of Chicago:

- City Colleges of Chicago credit population: 48,583*
- University of Illinois at Chicago: 36,794**
- Northwestern University: 26,993**
- DePaul University: 24,535**
- University of Chicago: 21,578**
- Loyola University: 19,300**

More than 73,000 students strive to better their life circumstances through education.



Credit

- Preparing to transfer
- Heading to work
- Early college high school students

Adult Education

- Learning English
- Earning high school diploma
- Planning to work/transfer

Continuing education

- Building personal or professional skills

Partnership Between Two Primary Departments

Decision Support (DS)

- **Provides data, reports, and analysis** to inform planning and operational decisions.
- Ensures leadership has accurate and timely information for resource allocation and performance tracking.

Office of Student Experience (OSX)

- **Supports students** through co-curricular programs, leadership development, and campus events that enhance personal and academic growth.
- Includes enrollment, advising, transfer, and career support.



Data Collaboration Pre-2024

Powerful Data Systems Available

Zogotech (OpenBook) provided an abundance of data that could be harnessed by users, yet people in non-data centric roles often felt disconnected from the power of the systems and went underutilized.

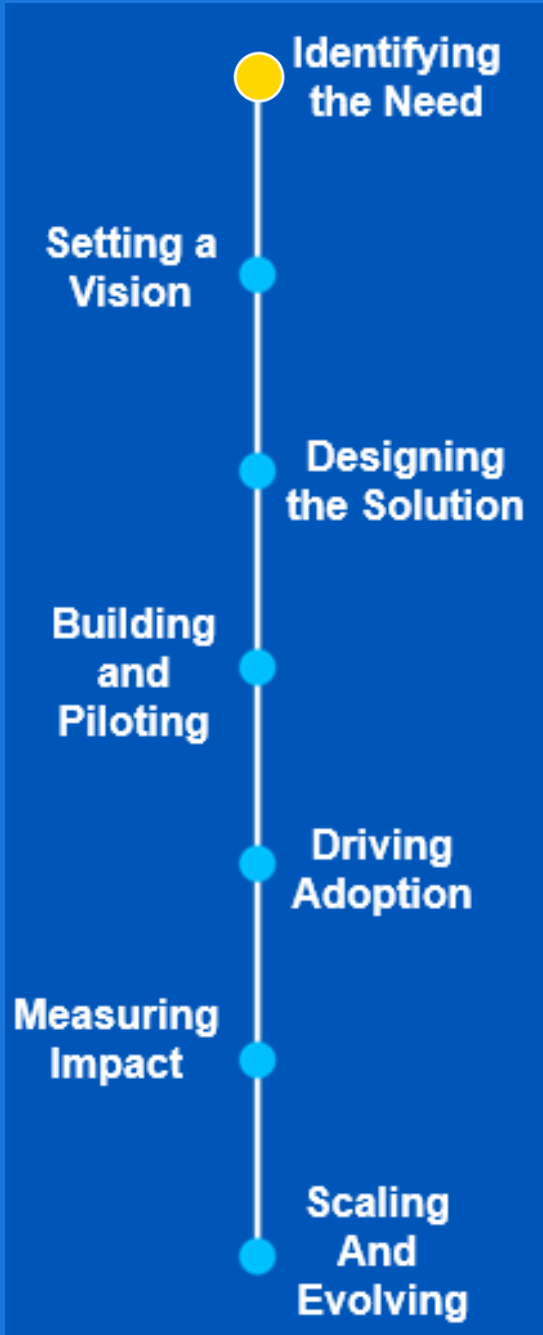
Data Needs for OSX Often Fulfilled Through Ad Hoc, Short-Term Deliverables

Decision Support frequently addressed questions and provided strategic guidance to other teams in effective ways. However, there was an opportunity to improve efficiency and impact by enabling more self-service CI—shifting responsibilities, clarifying accountabilities, and empowering teams to drive their own ambitious improvements independently.



Recognizing a Need

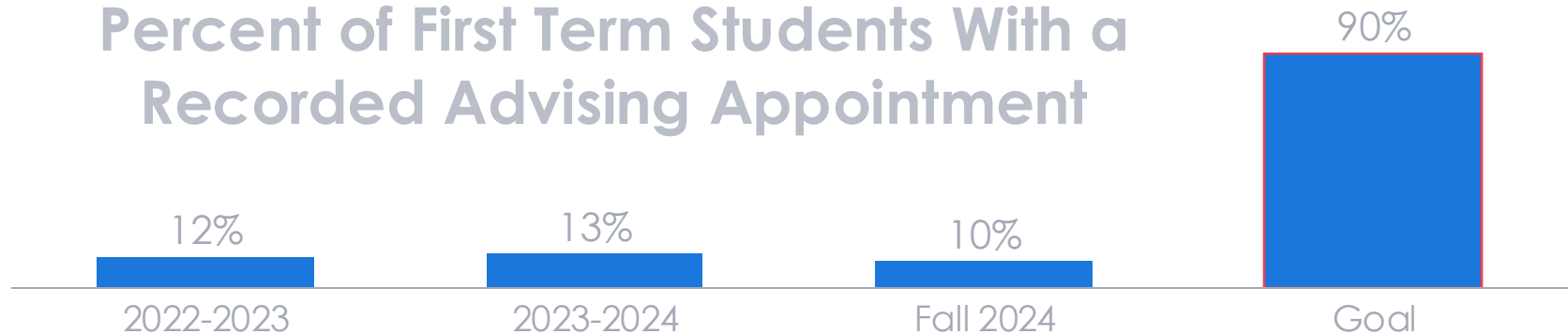
- Academic advising is critical to student retention and completion.
- CCC had no unified approach or target for first-term advising.
- Data fragmented across Excel files, paper forms, and outdated portals.
- Students slipped through cracks without visibility
- The impact of advising wasn't measurable or visible at scale.



Setting a Vision

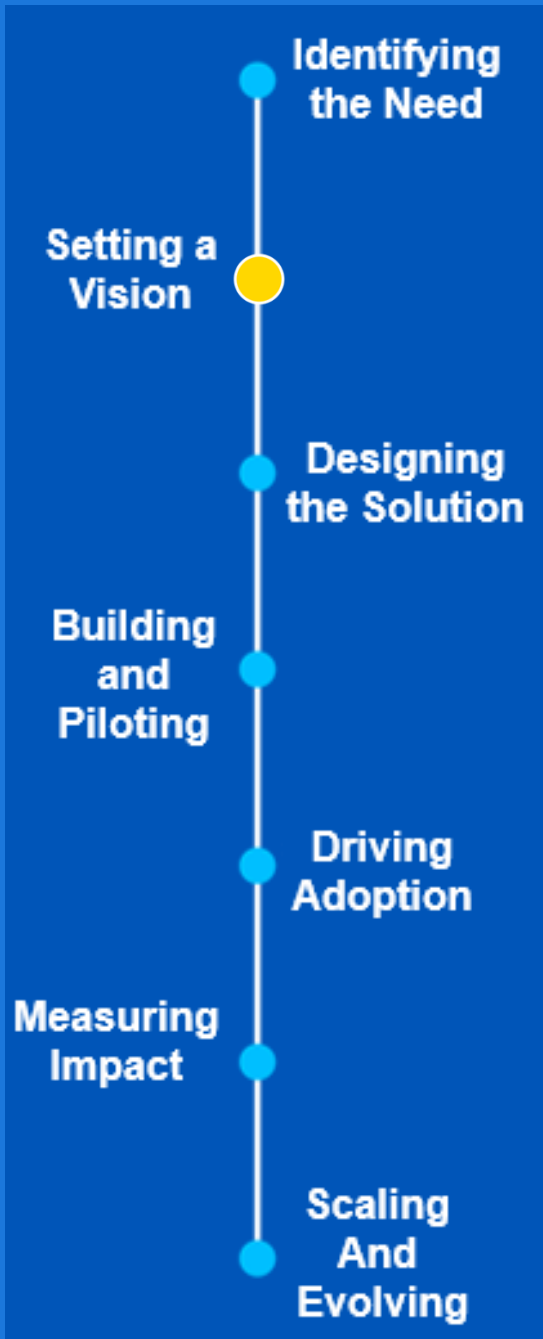
- CCC set a bold target: **90% of new students meet with an advisor in their first term**
- Created urgency and a measurable benchmark.
- Sparked a need for an institutional tool that could support tracking and outreach

Percent of First Term Students With a Recorded Advising Appointment



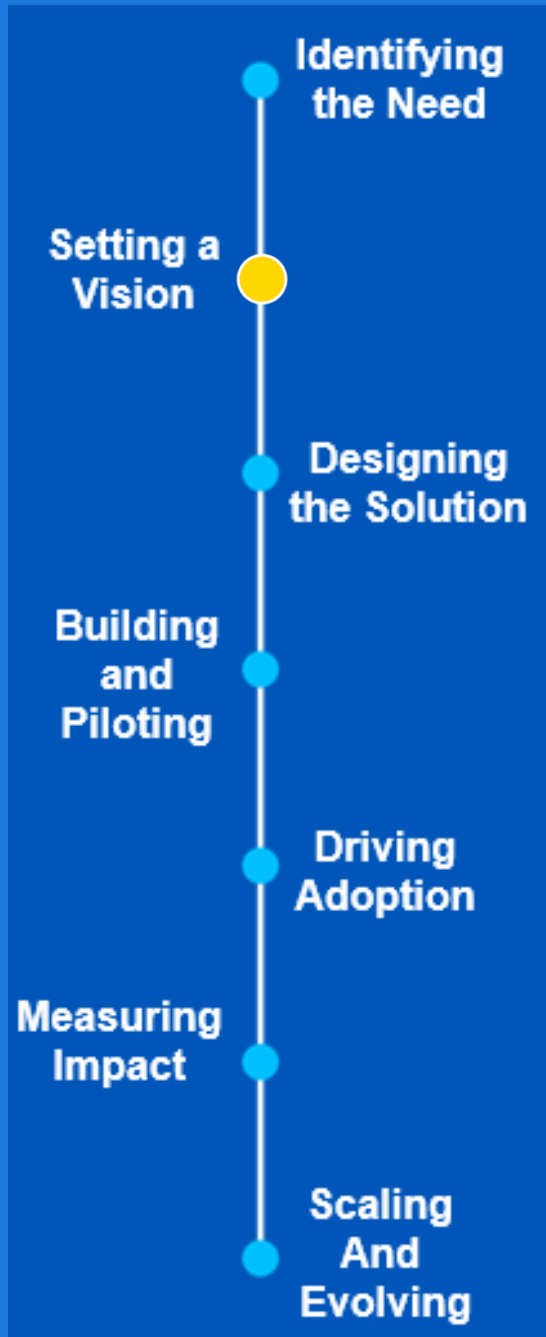
Advising initiative launched Spring 2024.

Fall 2024 appointments includes appointments through Dec. 7th



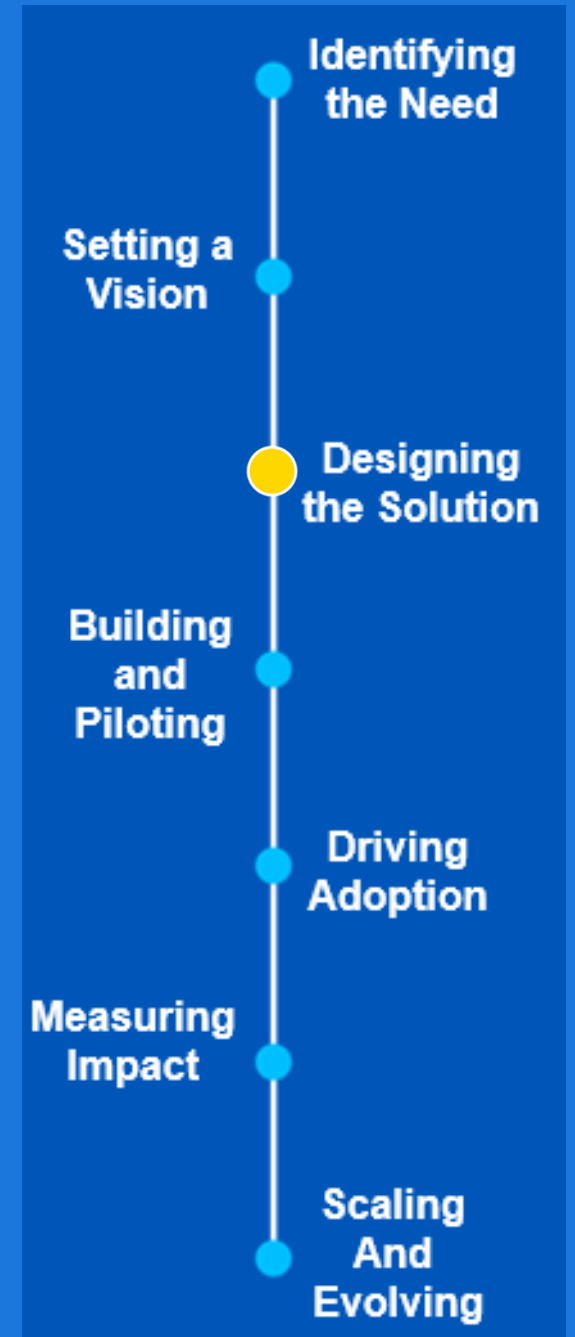
Setting a Vision - Dashboard vs Static Report

Static Reports	Automated Dashboards
Typically updated by data team.	Data refreshed using data pipelines/automated
Limited by nature	Multiple features, meeting several needs
Immediately out-of-date	Fresh, most actionable
One-and-done, easy to train on one sheet	Likely requires more technical expertise or training



What Data is Relevant and Actionable

- Worked with stakeholders to identify actionable fields
 - Listen to their needs
 - Understand their work
- Dashboard initially tracked:
 - Advising completion %
 - Advisor-level progress
- Downloadable sheet with student name, contact, advising status, number of credits enrolled, midterm grades



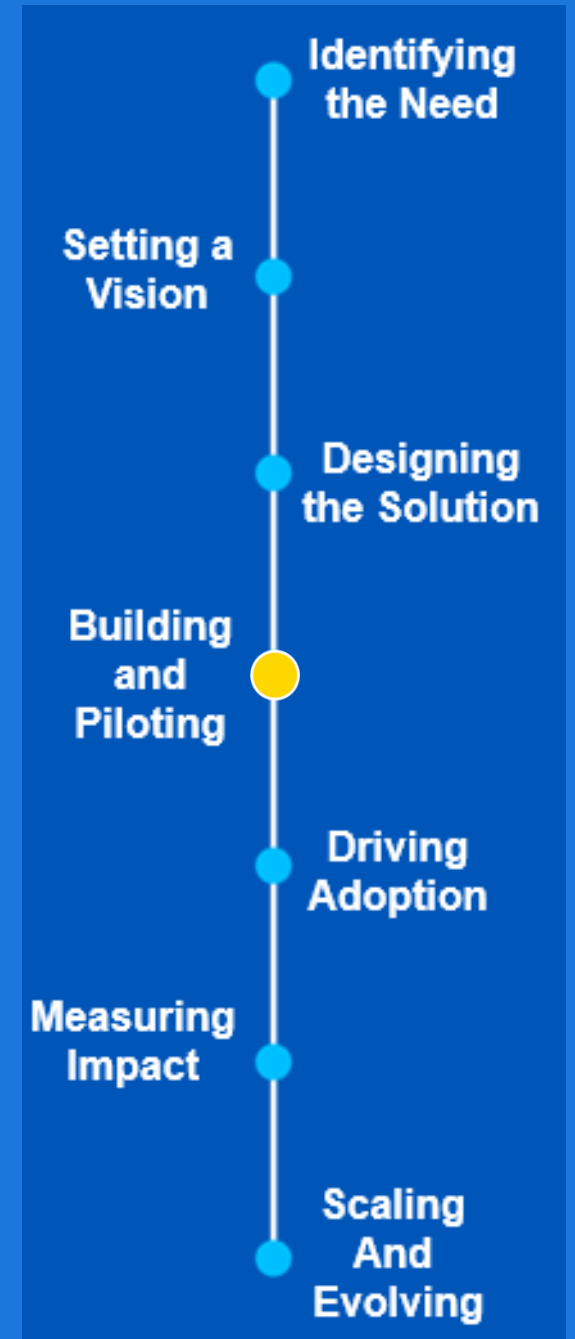
Organizing Ideas

Home Insert Share Page Layout Formulas Data Review View Automate Help Draw							
Aptos Narrow (11) A^ A^ B I U ab D Merge General \$€ ¥ .0 .00							
R2C1, R2C2, R2C3							
Tab	Metric Type	Visualization	Cohort	Metric	Logic (OB/SQL)	Goals	Notes and Nuance
NSA Appointments	New Student Advising 1.0	R1C1, R1C2, R1C3	First Term Students	Number of Students Completing Within Last 7 Days			Combine SU/FA
				Number of Appointments Completed			
				Number of New Students			
				% Completing NSA Appointments		90% (shifts weekly)	
	New Student Advising 2.0	R2C1, R2C2, R2C3	2nd Term Students with (1) SAP Warning, (2) Undeclared Edu. Goal, or (3) Undecided Acad. Plan	Number of Students Completing Within Last 7 Days			
				Number of Appointments Completed			
				Number of New Students			
				% Completing NSA Appointments		90% (shifts weekly)	
w Student Advising				Number of Students Completing Within Last 7 Days			
SA Appointments by Advis				Number of Appointments Completed			
w Student Advising							

	A	B	C	D
1				
2	Academic Year	Event	When?	Note
3	2024-2025	Switch to display Spring data	-	-
4	2024-2025	Spring students may begin meeting with an advisor for NSA	-	-
5	2024-2025	Spring 90% NSA goal reached	-	-
6	2024-2025	Take screenshots of data as final end of spring term results	-	-
7	2025-2026	Switch to display Fall data (2025SU starters included in advising metric but not in others)	6/6/2025	
8	2025-2026	Summer students may begin meeting with an advisor for NSA	3/21/2025	
9	2025-2026	Fall students may begin meeting with an advisor for NSA	6/7/2025	NSA YTD Goal begins to shift
10	2025-2026	Fall 90% NSA goal reached (2025SU starters included)	11/14/2025	Goal freezes at 90% and remains at 90% here
11	2025-2026	Take screenshots of data as final end of fall term results	12/13/2025	tentatively
12	2025-2026	Switch to display Spring data	1/5/2026	
13	2025-2026	Spring students may begin meeting with an advisor for NSA		NSA YTD Goal begins to shift?
14	2025-2026	Spring 90% NSA goal reached	4/9/2026	
15	2025-2026	Take screenshots of data as final end of spring term results	5/9/2026	tentatively
16	Agree on the above and develop logic to automate this in future (using term start and end dates)			

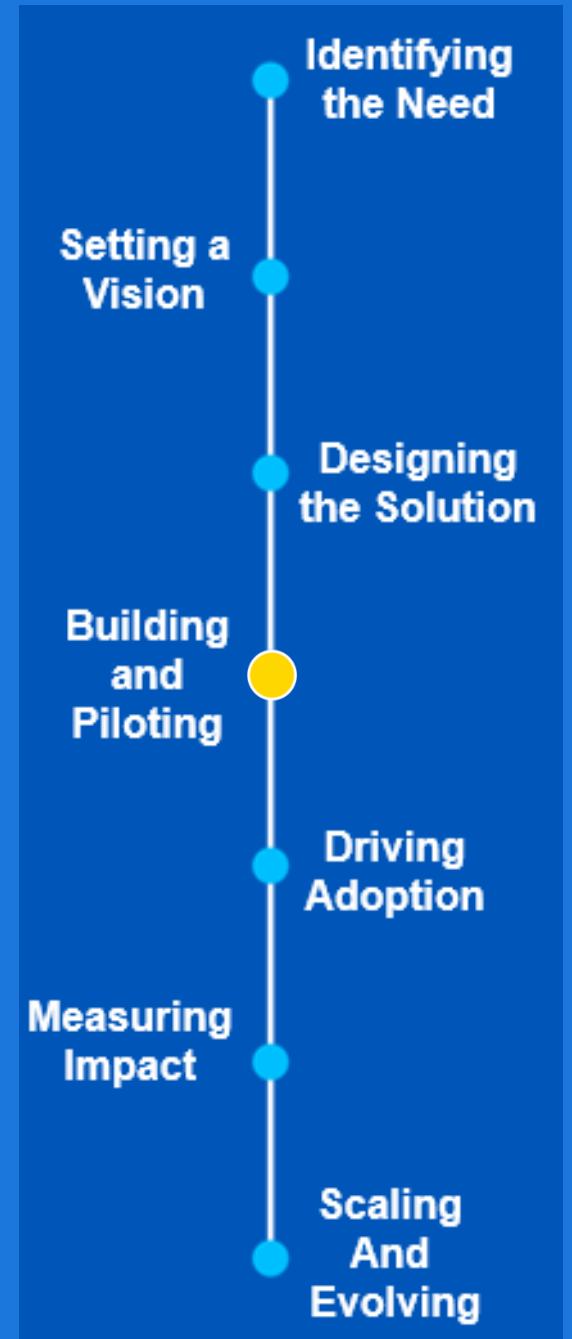
Building a Pilot

- A pilot is a chance to build trust and set reasonable expectations
- Overwhelming users can turn them off from data and harm future expansions.
- Design for the least technically skilled user
 - Use a mix of tables, graphs, and raw data
 - Use colors to give meaning
- Understand how users currently use data and build from there



Launching a Pilot

- Make yourself available — answer questions, offer training, and check in.
- Watch how people actually use the tool, not just how you designed it
- Keep an open ear for confusion, friction, and unexpected needs
- Acknowledge that change is hard — empathy builds lasting trust



Home

Reports

Navigator

Students

Definitions

Admin

S

☆

New Student Advising (Retired)

Description

Tags

File

What is New Student Advising (NSA)? First-time credit students who are pursuing a credential will be required to meet with their assigned college advisor (in person during their first “big term” (spring/fall)).
Goal: 90% of new students meet with their advisor by April 1 for SP Admit students or November 15th for FA/SU Admits.

Dashboard Overview: This dashboard displays New Student Advising progress and allows advising staff to pull rosters of students who still need to complete new advising. There are 3 tabs displaying different information.

1. **NSA Progress To-Date (College, Acad. Prog., Tier):**
 - View college-level NSA progress over time. View progress to-date by Academic Program and Retention Tier Status.
2. **NSA Progress (SP24)**
 - View college-level NSA completion for the SP24 admits.
3. **Downloadable Student-Level Report:**
 - View and download a student-level report for NSA. Filter by college, NSA completion status, advisor, and other demographic information.

Note: Date Index represents the number of days before (-) or after (+) April 30th for SP admits and the number of days before (-) or after (+) November 15th for FA/SU admits.

For more information on using the New Student Advising Dashboard effectively, use the [How-To Guide](#).

NSA Progress-To-Date (Current, SP25)

NSA Progress To-Date (SU24 and FA24)

NSA Progress-To-Date (SP24)

Downloadable Student-Level Report

Tab Filters

Student Admit Term is Spring 2025 Admit

New Student Advising by College

College	Number of Students Completing Within Last 7 Days	Number of Appointments Completed	Number of New Students	% Completing NSA Appointment	YTD Goal
DA	3	299	352	86.9%	90%
HW	6	390	475	83.4%	90%
KK	3	252	285	94.4%	90%
MX	5	561	689	82.4%	90%
OH	1	250	295	88.8%	90%

New Student Advising by Academic Program

Report Filters

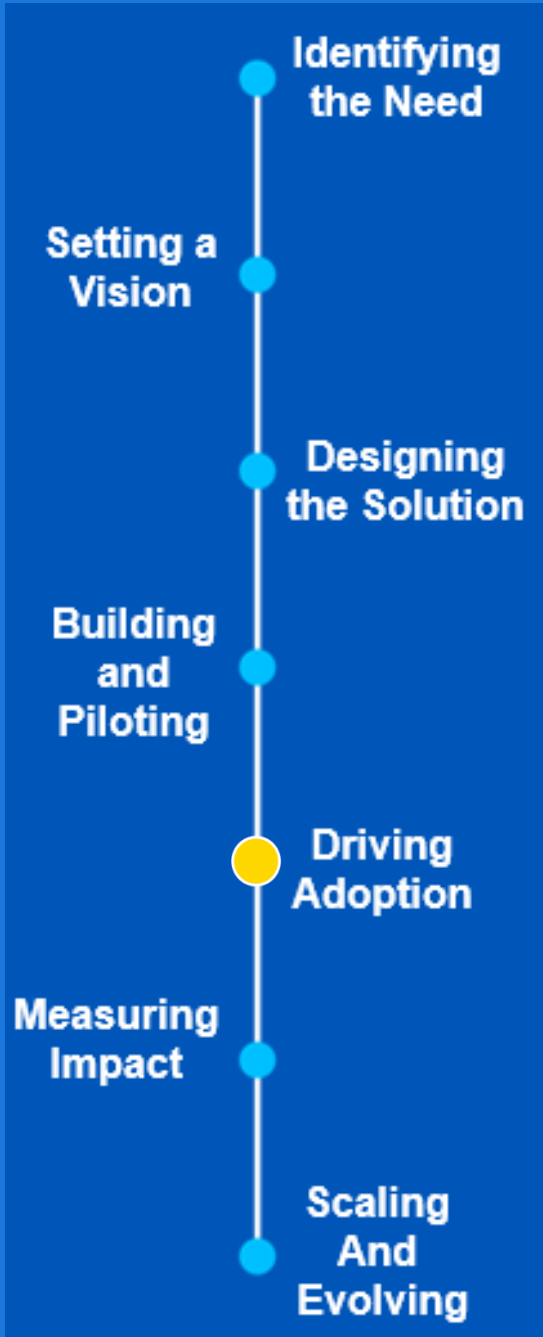
Admit Term : All

Academic Program	Number of Students Completing Within Last 7 Days	Number of Appointments Completed	Number of New Students	% Completing NSA Appointment
Assoc in Engineering Science		22	23	
Associate in Applied Science	0	245	284	



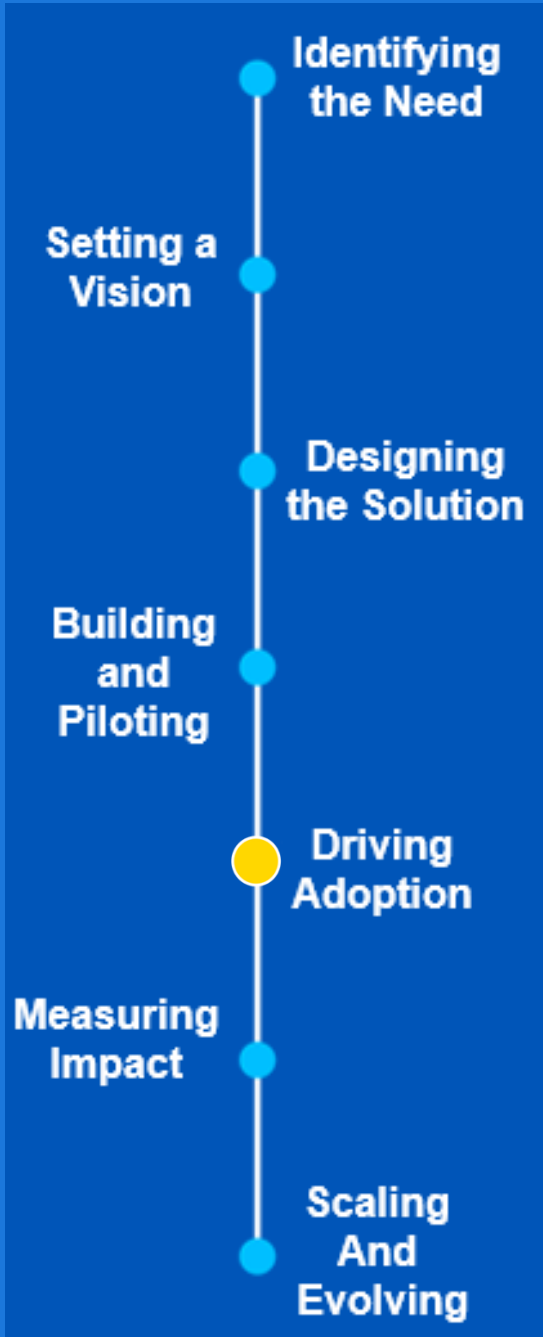
Building Trust

- Addressed advisor concerns early with workshops and feedback
- Used role-based permissions to manage sensitive data
- Branded as a supportive tool, not a performance audit
- District staff only discussed college-level trends



Training and Culture Shift

- Embedded training into team meetings and PD sessions
- Created tutorials and one-pagers to build data literacy
- Encouraged teams to become stewards of their own data
- Adoption grew, and support requests dropped



Training and Culture Shift

An online text guide was created to walk through the objectives and explanations of the metrics.

CITY COLLEGES OF CHICAGO

New Student Advising 2.0 Districtwide Big Play

Overview
New Student Advising (NSA) provides early, targeted support, personalized academic planning, and connections to essential resources. Students work with their Advisors to solidify academic program/plan selection and to co-create a plan for successful academic performance and future goal attainment. NSA 2.0 also supports the Level Up Transfer Big Play – addressing the early stage of the Transfer journey.

With the success of NSA 1.0 in Spring 2024 (84% of appointments completed) and in Fall 2024 (92% of appointments completed), and higher re-enrollment rate data YTD over prior year, we are confident about the potential of this next phase of NSA.

NSA 2.0 launches in Spring 2025, with indicators placed on student accounts on January 23, 2025. All new 1st term students (with few exceptions) are still required to complete a 1st term NSA appointment. AND 2nd term students meeting the Target Population criteria are also required to complete a 2nd term NSA appointment.

NSA 2.0 Target Population

- Students on SAP Warning
- Students with no declared Educational Intent (if they intend to pursue transfer/career upon completion)
- Students with an undecided Academic Plan

During 1st term appointments, Advisors will:

- Confirm student's program of study in CS9
- Determine a relevant course schedule for the upcoming term
- Make 1+ warm referral to relevant student services aligned with the student's goals and to connect the student to their CCC support team
- Ensure students are enrolled or on-track to enroll in college-level English and Math
- Support the increase, over time, of term-to-term retention of first-year students

During 2nd term appointments, Advisors will:

- Discuss current progress towards completion and continuous improvement/ support efforts in academics
- Support students with the declaration of Academic Goals
 - This is also an action item on the new Transfer Student Success Tracker and is required for degree conferral
- Ensure students are enrolled or on-track to enroll in college-level English and Math
- Support students to enroll for the next term

NSA 2.0 Goals

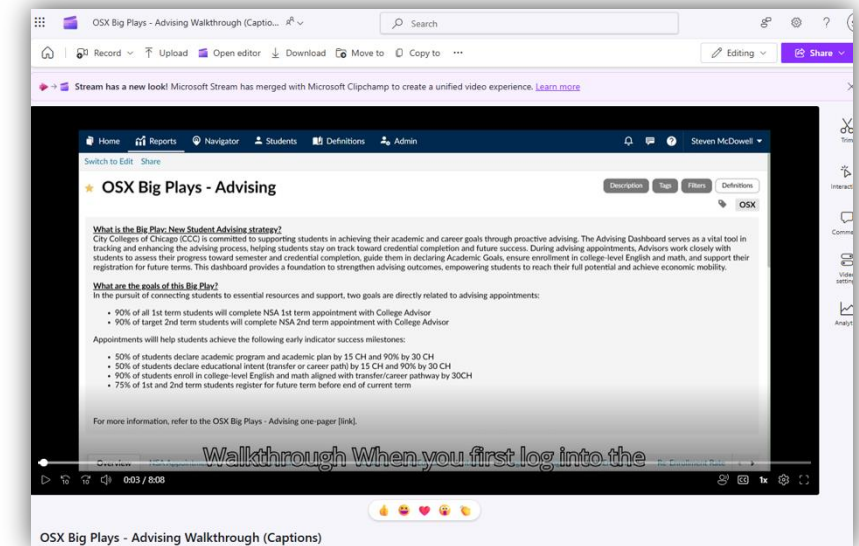
- 90% of all 1st term students will complete NSA 1st term appointment with College Advisor
- 90% of target 2nd term students will complete NSA 2nd term appointment with College Advisor

Appointments support students to achieve the following early indicator success milestones:

- 50% of students declare academic program and academic plan by 15 CH and 90% by 30 CH
- 50% of students declare educational intent (transfer or career path) by 15 CH and 90% by 30 CH
- 90% of students enroll in college-level English and math aligned with transfer/career pathway by 30CH
- 75% of 1st and 2nd term students register for future term before end of current term

Support and Real-Time Data for Strategic Intervention
Advisors, Associate Deans, and senior leadership have access to real-time data and professional development for NSA, allowing teams to track progress and connect with students who most need our support.

- **OSX Big Plays – Advising Dashboard:** Provides an overview of NSA 1.0 and 2.0, progress on NSA goal achievement (Educational Intent and Academic Plan declaration as well as enrollment in English and math), and re-enrollment data. Dashboards will allow for broad level of oversight, as well as downloadable student-level data so that just-in-time outreach can be done easily.
- College teams will receive weekly progress updates, dashboard training, a regularly updated Advising [SharePoint repository](#) of resources, and more.



Training videos were posted online for users to access 24/7, walking them through scenarios of how to use the dashboard.

Identifying
the Need

Setting a
Vision

Designing
the Solution

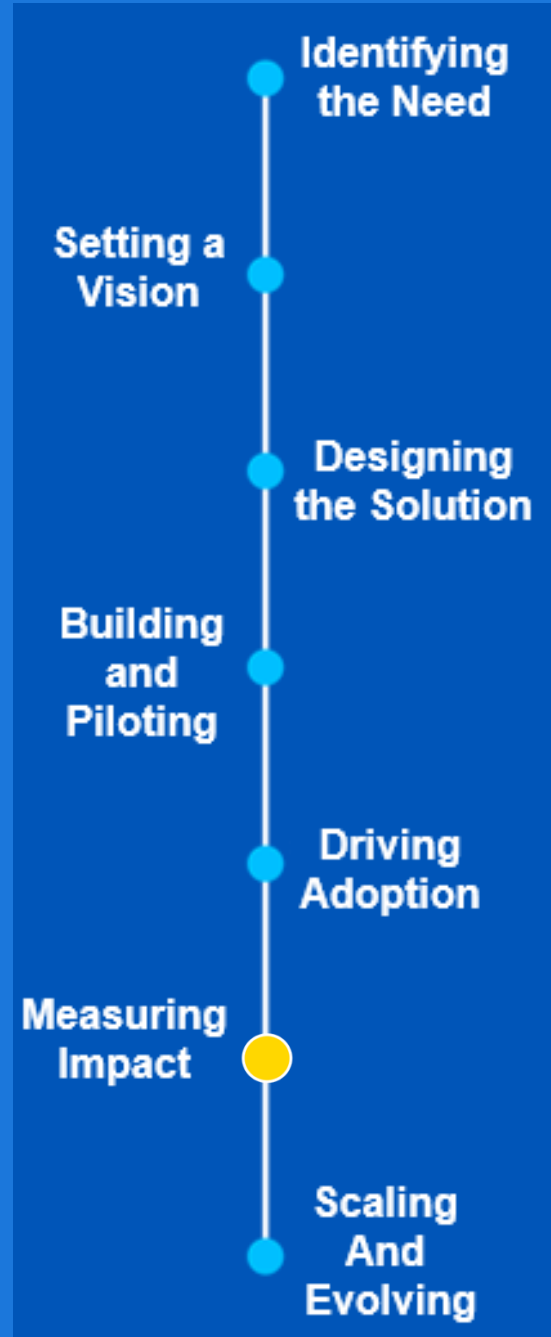
Building
and
Piloting

Driving
Adoption

Measuring
Impact

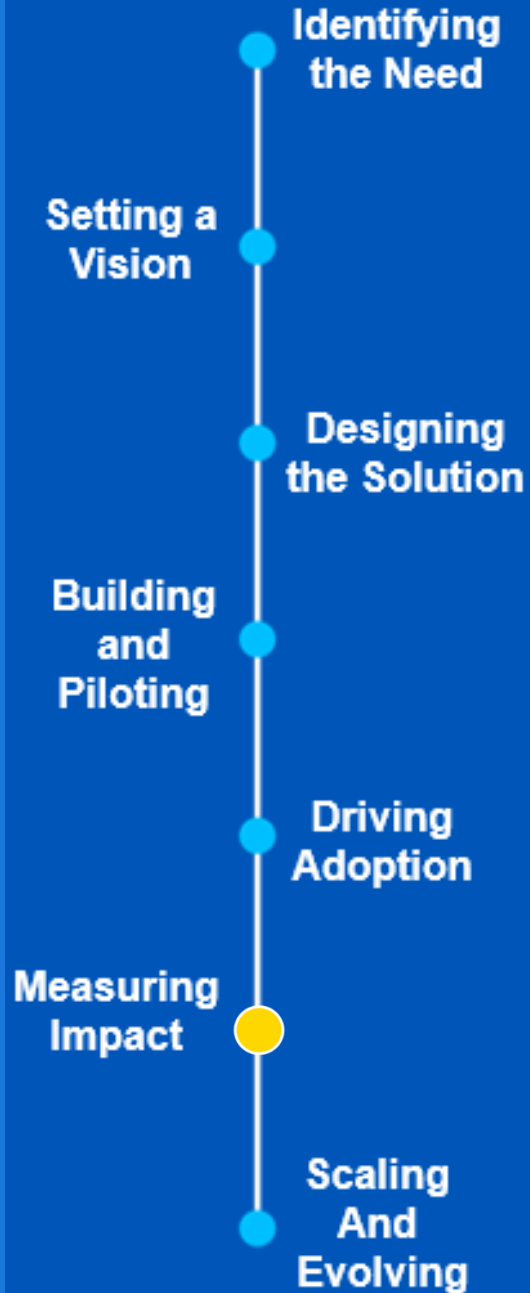
Scaling
And
Evolving

Expanding for More Impact After Early Wins

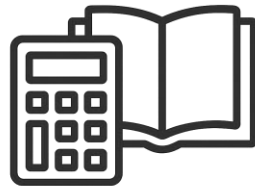


- Success raised deeper questions
 - Can we measure **impact**, not just activity?
 - Can the tool help shape better advising conversations?
- Expanded functionality
 - Added data on *course loads, academic/course progression, momentum thresholds, and educational intents.*
- Helped advisors prepare for meetings with more personalized data

Tracking Lagging Indicators



Student Meets With Advisor

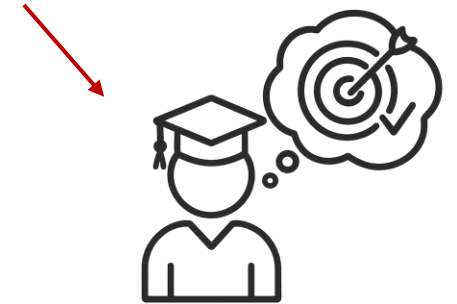


Sign up for
College-Level
English and Math

and



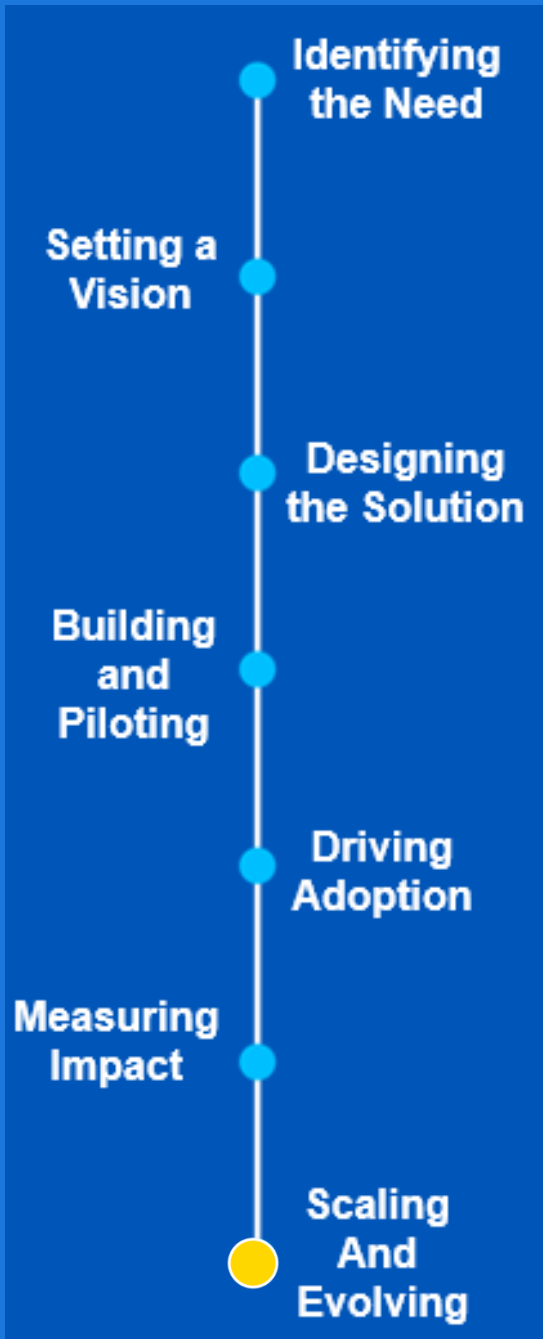
Enroll for
Another Term



Decide What
They Want To
Study and/or Do
After
Graduation

Learning From Mistakes and Hurdles

- Balancing immediacy with reliability
 - High-concurrent usage among teams impacted stability.
 - Need to prioritize certain metrics, off-load heavy queries.
- Some desired metrics did not exist in our central warehouse
 - Find proxies, collaborate with IT to access new tables, gather student self-reported data



★ OSX Big Plays - Advising

What is the Big Play: New Student Advising strategy?
City Colleges of Chicago (CCC) is committed to supporting students in achieving their academic and career goals through proactive advising. The Advising Dashboard serves as a vital tool in tracking and enhancing the advising process, helping students stay on track toward credential completion and future success. During advising appointments, Advisors work closely with students to assess their progress toward semester and credential completion, guide them in declaring Academic Goals, ensure enrollment in college-level English and math, and support their registration for future terms. This dashboard provides a foundation to strengthen advising outcomes, empowering students to reach their full potential and achieve economic mobility.

What are the goals of this Big Play?
In the pursuit of connecting students to essential resources and support, two goals are directly related to advising appointments:

- 90% of all 1st term students will complete NSA 1st term appointment with College Advisor
- 90% of target 2nd term students will complete NSA 2nd term appointment with College Advisor

Appointments will help students achieve the following early indicator success milestones:

- 50% of students declare academic program and academic plan by 15 CH and 90% by 30 CH
- 50% of students declare educational intent (transfer or career path) by 15 CH and 90% by 30 CH
- 90% of students enroll in college-level English and math aligned with transfer/career pathway by 30CH
- 75% of 1st and 2nd term students register for future term before end of current term

For more information, refer to the OSX Big Plays - Advising one-pager [\[link\]](#).

Tab Filters

2025SU Advising Overview Tab

Report FiltersTerm is 2025SU

College	NSA 1.0 Progress	NSA 2.0 Progress	% Confirming Education Intent (0-15)	% Confirming Education Intent (16-30)	% Declaring Academic Plan (0-15)	% Declaring Academic Plan (16-30)	% Enrolled in CL English (0-15)	% Enrolled in CL English (16-30)	% Enrolled in CL Math (0-15)	% Enrolled in CL Math (16-30)	% Re-Enrolled YtD
DA	25.5%	4.1%	41.8%	66.8%	85.2%	84.4%	25.7%	55.0%	32.5%	47.9%	
HW	28.2%	0.0%	49.8%	84.1%	88.3%	77.1%	32.0%	75.4%	42.8%	57.0%	
KK	52.0%	10.0%	53.2%	77.2%	80.2%	86.2%	28.7%	49.7%	27.7%	33.9%	
MX	38.8%	6.8%	67.6%	85.1%	81.7%	88.0%	44.0%	71.4%	44.2%	69.6%	
OH	29.5%	0.0%	49.6%	75.1%	86.9%	87.1%	32.7%	78.0%	28.2%	34.4%	
TP	72.2%	15.6%	57.3%	86.1%	86.0%	70.3%	26.9%	76.6%	39.7%	59.7%	

Tab Filters

Term is in list (2025SU, 2025FA) ▼

New Student Advising 1.0 by College					
College	Number of Students Completing Within Last 7 Days	Number of Appointments Completed	Number of New Students	% Completing NSA Appointment	Goal - YTD
DA	9	89	510	17.5%	31.4%
HW	10	87	503	17.3%	31.4%
KK	9	89	344	25.9%	31.4%
MX	19	206	1098	18.8%	31.4%
OH	3	45	280	16.1%	31.4%
TR	28	116	368	31.5%	31.4%
WR	18	89	469	19.0%	31.4%
Grand Total	96	720	3570	20.2%	31.4%

New Student Advising 1.0 by Ethnicity					
Ethnicity	Number of Students Completing Within Last 7 Days	Number of Appointments Completed	Number of New Students	% Completing NSA Appointment	Goal - YTD
Am. Ind		0	5	0.0%	31.4%
Asian	4	39	129	30.2%	31.4%
Black	21	234	1039	22.5%	31.4%
Hispanic	57	317	1767	18.0%	31.4%
MENA		4	9	44.4%	31.4%
Multi-Racial Non-Hispanic	7	60	186	32.3%	31.4%
White	7	66	435	15.2%	31.4%
Grand Total	96	720	3570	20.2%	31.4%

New Student Advising 1.0 by Retention Tier					
Tier	Number of Students Completing Within Last 7 Days	Number of Appointments Completed	Number of New Students	% Completing NSA Appointment	Goal - YTD
Tier Not Yet Assigned	96	720	3570	20.2%	31.4%
Grand Total	96	720	3570	20.2%	31.4%

New Student Advising 2.0 by College					
Home College	Number of Students Completing Within Last 7 Days	Number of 2.0 Appointments Completed	Number of NSA 2.0 Students	% Completing NSA 2.0 Appointment	Goal - YTD
DA	0	2	49	4.1%	31.4%
HW	0	0	28	0.0%	31.4%

New Student Advising 2.0 by Ethnicity					
Ethnicity	Number of Students Completing Within Last 7 Days	Number of 2.0 Appointments Completed	Number of NSA 2.0 Students	% Completing NSA 2.0 Appointment	Goal - YTD
Asian	0	2	10	20.0%	31.4%
Black	0	9	74	12.2%	31.4%

New Student Advising 2.0 by Retention Tier					
Tier	Number of Students Completing Within Last 7 Days	Number of 2.0 Appointments Completed	Number of NSA 2.0 Students	% Completing NSA 2.0 Appointment	Goal - YTD
Tier Not Yet Assigned	0	22	228	9.6%	31.4%

Actionable Datasheet Created for Advisors

New Student Advising - Downloadable Student Level Report



Report Filters

Advisor : All

College : All

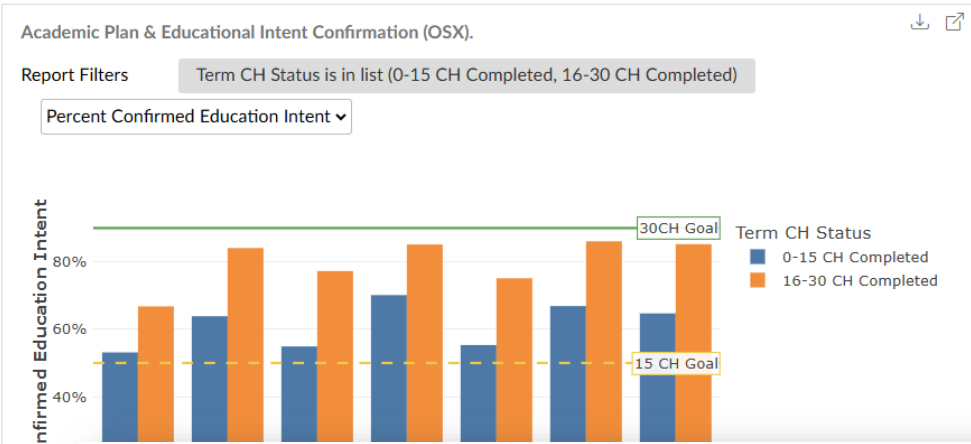
[Download](#)

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ID	Admit Term	College	Student Full Name	Student Email	Student Cell Phone	Advisor	NSA Status	Academic Plan	Academic Program	Fre:
88576	Fall 2025 Admit	MX	Last Name, First Name88576	User88576@ccc.edu	--	Advisor Name	Not Met With Advisor	Undecided Healthcare-AGS	Associate in General Studies	Not
149413	Summer 2025 Admit	OH	Last Name, First Name149413	User149413@ccc.edu	--	Advisor Name	Not Met With Advisor	Child Dev: ECE-AAS	Associate in Applied Science	Not
171950	Fall 2025 Admit	KK	Last Name, First Name171950	User171950@ccc.edu	--	Advisor Name	Has Met With Advisor	Sociology-AA	Associate in Arts	Not
222589	Summer 2025 Admit	OH	Last Name, First Name222589	User222589@ccc.edu	--	Advisor Name	Not Met With Advisor	Comm Passenger Drvr CI B-BC	College Certificate FA-No	Not
277357	Fall 2025 Admit	HW	Last Name, First Name277357	User277357@ccc.edu	--	Advisor Name	Not Met With Advisor	Undecided Education-AA	Associate in Arts	Not
336469	Summer 2025 Admit	KK	Last Name, First Name336469	User336469@ccc.edu	--	Advisor Name	Not Met With Advisor	Auto Body Repainting Tech-BC	College Certificate FA-Yes	Not
429457	Summer 2025 Admit	MX	Last Name, First Name429457	User429457@ccc.edu	--	Advisor Name	Not Met With Advisor	Undecided, Human Services-AA	Associate in Arts	FSF
441397	Summer 2025 Admit	MX	Last Name, First Name441397	User441397@ccc.edu	--	Advisor Name	Has Met With Advisor	Pre-HIT - AGS	Associate in General Studies	Not
548906	Summer 2025 Admit	KK	Last Name, First Name548906	User548906@ccc.edu	--	Advisor Name	Has Met With Advisor	Undecided Cnst Tech & Drft-AGS	Associate in General Studies	Not

Tab Filters

Ethnicity : AllGender : AllHome College is in list (DA, HW, KK, MX, OH, TR, WR)Term is in list (2025SU, 2025FA)



Academic Plan & Educational Intent Confirmation(16-30)

Report Filters Term CH Status is 16-30 CH CompletedTerm CH Status2 is 16-30 CH Completed

Home College	Term CH Status		16-30 CH Completed
	Number of Students	Decided Academic Plan	
DA	307	84.4%	66.8%
HW	402	77.1%	84.1%
KK	189	86.2%	77.2%
MX	693	88.0%	85.1%
OH	209	87.1%	75.1%
TR	273	70.3%	86.1%
WR	379	73.1%	85.2%
Grand Total	2,452	81.3%	81.3%

Advising and Transfer Student List (OSX)

Report Filters Approved to Graduate : AllEducation Intent : AllStudent First Name : AllStudent Full Name : AllStudent Last Name : AllTerm CH Status : AllTransfer Success Appointment : All

Download

1-9 of 23,426 < >

Term	Student ID	Student First Name	Student Last Name	Student Full Name	Home College	Advisor	Education Intent	Declared Degree	Academic Plan	Decided AP	
2025FA	7788404	First Name	Last Name	Last Name, First Name	WR	Advisor Name	Transfer to 4-year College	AGS	Pre-Nursing-AGS	1.0	Y
2025FA	8263681	First Name	Last Name	Last Name, First Name	MX	Advisor Name	Prepare for future job	AC	Medical Assisting-AC	1.0	Y
2025FA	8046054	First Name	Last Name	Last Name, First Name	KK	Advisor Name	Improve present job skills	AC	Collision Technology-AC	1.0	Y
2025FA	8125640	First Name	Last Name	Last Name, First Name	OH	Advisor Name	Transfer to 4-year College	AA	Business/Economics-AA	1.0	Y
2025FA	7841694	First Name	Last Name	Last Name, First Name	WR	Advisor Name	Transfer to 4-year College	AES	Chemical Engineering-AES	1.0	Y
2025FA	2518729	First Name	Last Name	Last Name, First Name	MX	Advisor Name	Other/Unknown	AAS	Radiography-AAS	1.0	Y
2025FA	7525487	First Name	Last Name	Last Name, First Name	MX	Advisor Name	Prepare for future job	AGS	Pre-Nursing-AGS	1.0	Y
2025FA	7894369	First Name	Last Name	Last Name, First Name	KK	Advisor Name	Prepare for future job	AAS	Automotive Tech Opt1 KK-AAS	1.0	Y
2025FA	2987550	First Name	Last Name	Last Name, First Name	WR	Advisor Name	Transfer to 4-year College	AS	Associate in Science-AS	1.0	Y

Tab Filters

Ethnicity : All

Gender : All

Home College is in list (DA, HW, KK, MX, OH, TR, WR)

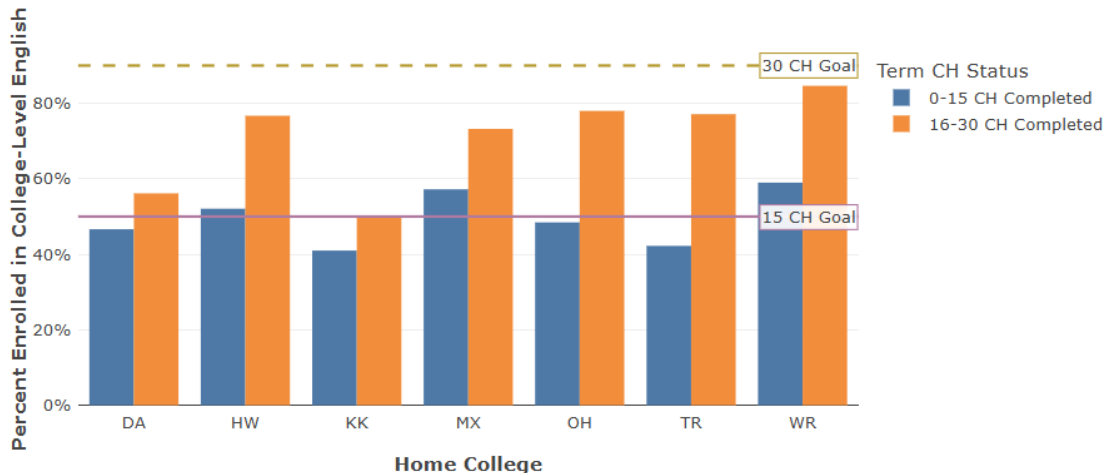
Term is in list (2025SU, 2025FA)

College-Level English & Math Enrollment (OSX)

Report Filters

Term CH Status is in list (0-15 CH Completed, 16-30 CH Completed)

Percent Enrolled in College-Level English



College-Level English & Math Table (OSX)

Report Filters

Term CH Status is in list (0-15 CH Completed, 16-30 CH Completed)

Home College	Term CH Status					
	Total Number of Students (Denominator)	0-15 CH Completed		Total Number of Students (Denominator)	16-30 CH Completed	
		Percent Enrolled in College-Level English	Percent Enrolled in College-Level Math		Percent Enrolled in College-Level English	Percent Enrolled in College-Level Math
DA	1632	46.6%	43.5%	307	56.1%	48.0%
HW	2731	52.1%	49.5%	402	76.7%	57.4%
KK	1150	41.0%	27.3%	189	50.3%	33.9%
MX	4626	57.2%	55.3%	693	73.2%	69.9%
OH	1059	48.4%	32.6%	209	78.0%	34.6%
TR	1996	42.2%	41.0%	273	77.1%	59.7%
WR	2711	59.0%	59.8%	379	84.6%	74.1%
Grand Total	15883	51.9%	48.5%	2452	72.5%	58.8%

Advising and Transfer Student List (OSX)

Report Filters

Approved to Graduate : All

Education Intent : All

Student First Name : All

Student Full Name : All

Student Last Name : All

Term CH Status : All

Transfer Success Appointment : All

Download

1-9 of 23,426

Term	Student ID	Student First Name	Student Last Name	Student Full Name	Home College	Advisor	Education Intent	Declared Degree	Academic Plan	Decided AP
2025FA	8125640	First Name	Last Name	Last Name, First Name	OH	Advisor Name	Transfer to 4-year College	AA	Business/Economics-AA	1.0
2025FA	2518729	First Name	Last Name	Last Name, First Name	MX	Advisor Name	Other/Unknown	AAS	Radiography-AAS	1.0
2025FA	7525487	First Name	Last Name	Last Name, First Name	MX	Advisor Name	Prepare for future job	AGS	Pre-Nursing-AGS	1.0

Recent Mass Outreach Tab Added

Overview

NSA Appointments

NSA Appointments by Advisor

Academic Plan & Educational Intent

College-Level English & Math Enrollment

Re-Enrollment Rate

Retention Roster

MidTerm Outreach

Definitions

Tab Filters

Students with All As and/or Bs

Download

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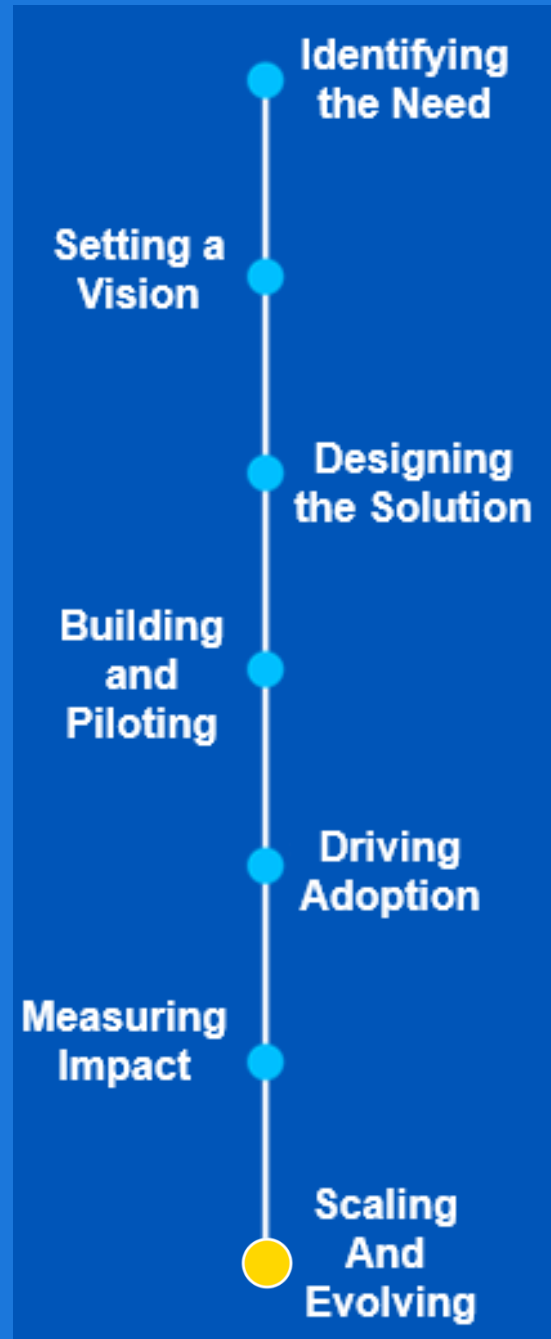
Student ID	Student Full Name	Student Email	Home College	Term	
6999	Last Name, First Name	User6999@ccc.edu	TR	2025SU	
7843	Last Name, First Name	User7843@ccc.edu	KK	2025SU	
11562	Last Name, First Name	User11562@ccc.edu	TR	2025SU	
14730	Last Name, First Name	User14730@ccc.edu	KK	2025SU	
16340	Last Name, First Name	User16340@ccc.edu	HW	2025SU	
20560	Last Name, First Name	User20560@ccc.edu	HW	2025SU	
21039	Last Name, First Name	User21039@ccc.edu	WR	2025SU	
21243	Last Name, First Name	User21243@ccc.edu	KK	2025SU	
23400	Last Name, First Name	User23400@ccc.edu	WR	2025SU	
23861	Last Name, First Name	User23861@ccc.edu	WR	2025SU	

Students with Ds and/or Fs (Filterable for At Least One D/F OR All Ds/Fs)

Download

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Student ID	Student Full Name	Student Email	Home College	Term	Early College	Instructional Area
21486	Last Name, First Name	User21486@ccc.edu	HW	2025SU	No	Semester Credit
27056	Last Name, First Name	User27056@ccc.edu	KK	2025SU	No	Semester Credit
28910	Last Name, First Name	User28910@ccc.edu	KK	2025SU	No	Semester Credit
32025	Last Name, First Name	User32025@ccc.edu	KK	2025SU	No	Semester Credit
47085	Last Name, First Name	User47085@ccc.edu	DA	2025SU	No	Semester Credit
53950	Last Name, First Name	User53950@ccc.edu	DA	2025SU	No	Semester Credit
58098	Last Name, First Name	User58098@ccc.edu	WR	2025SU	No	Semester Credit
65726	Last Name, First Name	User65726@ccc.edu	MX	2025SU	No	Semester Credit
68522	Last Name, First Name	User68522@ccc.edu	OH	2025SU	No	Semester Credit
70305	Last Name, First Name	User70305@ccc.edu	MX	2025SU	No	Semester Credit

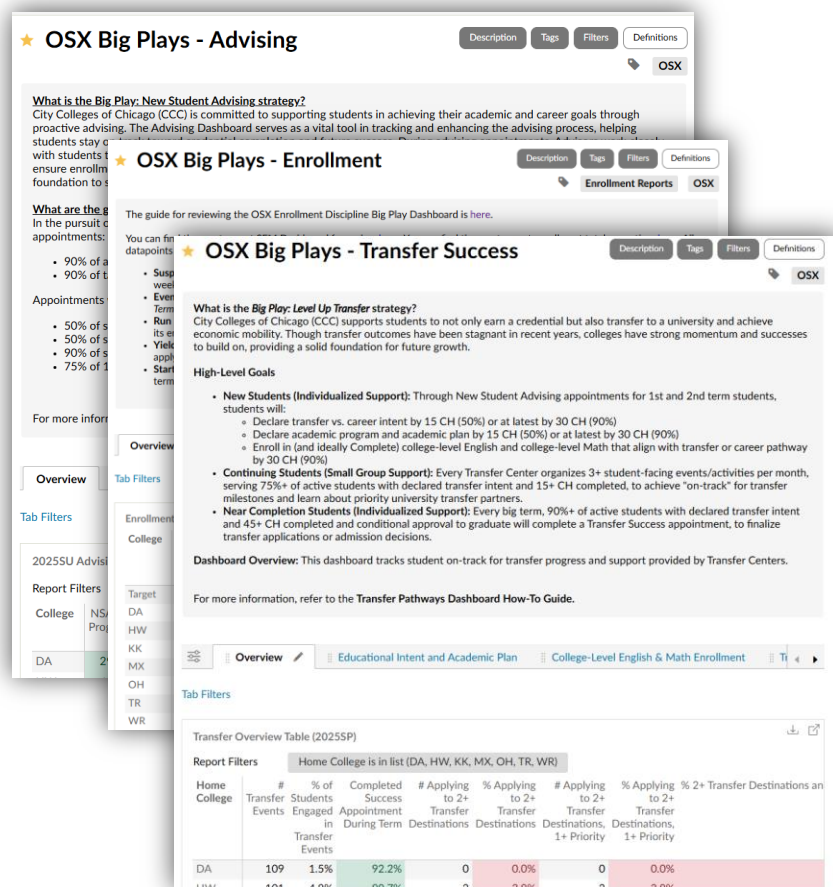


Results That Sparked System Change

- Quantitative outcomes included:
 - Nearly fivefold increase in first-term advising completion
 - Record number of educational intent declarations
 - Highest enrollment in college-level English and Math in recent years
- Qualitative outcomes included:
 - More strategic, data-informed conversations
 - Leadership began anchoring annual goal-setting in dashboard metrics

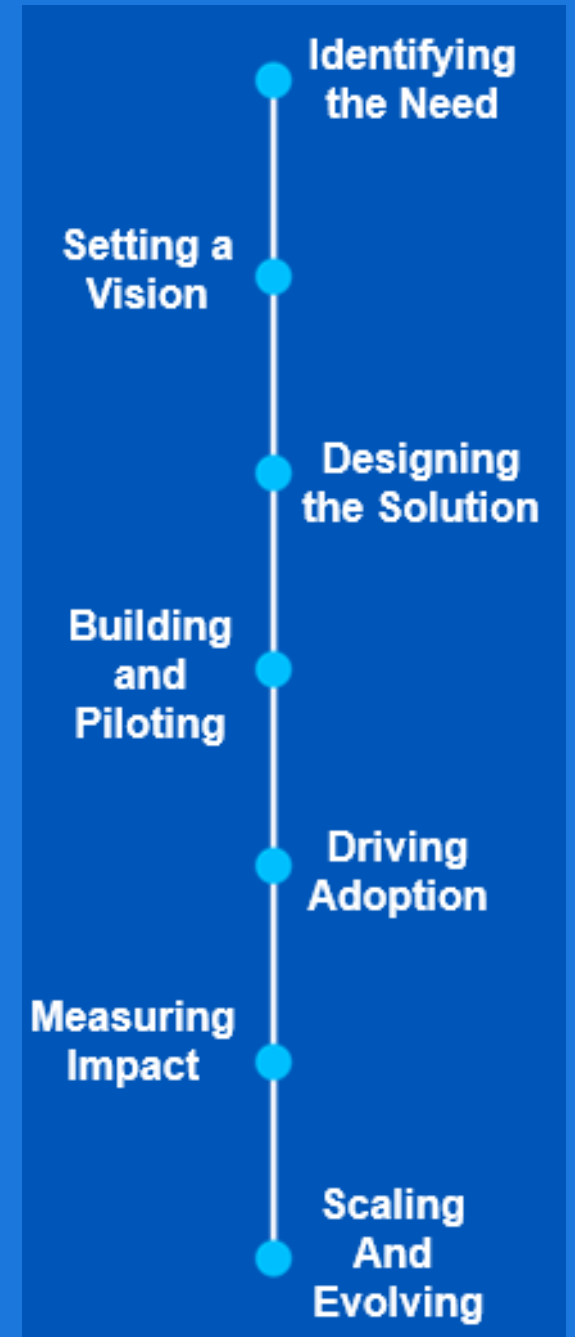
Scaling and Evolving

- Additional dashboards were requested and developed across departments



Lessons Learned

- Frame analytics tools as empowering allies, not performance audits, to encourage ownership and adoption.
- Invest in scalable architecture and comprehensive training to avoid technical debt and sustain engagement.
- Leverage imperfect or proxy data transparently to unlock actionable insights and drive early wins.



Appendix

Update and Change Log

	A	B	C	D	E	F	G	H
1	Date	Feedback/Issue	Solution	Status	Notes	Expected Finish Date	Actual Finish Date	
2	6/26/2025	Overview tab not loading	Steven update data type (structure changed in file being use)	Finished		6/27/2025	6/27/2025	
3	6/29/2025	Break Re-Enrollment Into SU/FA	Steven first connect with [REDACTED] and then (likely) break apart th	Finished		7/3/2025	7/7/2025	
4	6/30/2025	Allow advisors to filter for prior t	Steven remove filters from tables and put filters on tabs. If a us	Finished		6/30/2025	6/30/2025	
5	7/7/2025	Include midterm outreach tab b	Steven creates a "Midterm Outreach" tab and includes (1) a da	Finished		7/7/2025	7/7/2025	
6	7/11/2025	[REDACTED] suggest midterm grade bre	Steven creates a segmented bar graph showing midterm grade	Not Started	low priority. prioritizing other OSX changes first			
7	7/16/2025	Advisors not receiving credit for	Include all second term students in denominator/cohort and st	In Progress	Steven talk with [REDACTED] on Monday (7/21) before moving forward	8/7/2025		
8								
9								

NSA Updates- Summer 2025- 07/22/2025



To: [REDACTED]

Cc: [REDACTED]

Reply

Reply All

Forward

...

Tue 7/22/2025 4:10 PM

Deans,
I hope you're doing well as the summer term winds down this week!

[Spring 2025 Review](#)

To date, teams have met 88.3% of NSA 1.0 students from the Spring 2025 semester. With just 407 students remaining, I encourage you to ask your teams to continue reaching to these students ahead of peak registration. Spring 2025 data is still currently available on the [OSX Big Plays - Advising](#) dashboard by adjusting the term to Spring 2025 (Tab filters: Term: 2025SP).

It is important that we also still attempt to reach NSA 2.0 students from Spring 2025. We haven't seen much movement on this goal since the end of the term. Currently, we have met 68.6% of NSA 2.0 students. These students are potentially at risk of not retaining, and we want to ensure that they remain on-track toward their goals. We have the potential to impact 629 students, and an NSA appointment may be the reason they persist!

I am including an updated list of students from Spring 2025 who still need appointments here: [2025_07_25_NSA Spring 2025 Students - Need Appointment.csv](#)

New Student Advising 1.0 by College					
College	Number of Students Completing Within Last 7 Days	Number of Appointments Completed	Number of New Students	% Completing Appointment	Goal - YTD
DA	4	300	352	87.2%	90.0%
HW	6	390	475	83.4%	90.0%
KK	3	253	285	94.7%	90.0%
MX	5	562	689	82.6%	90.0%
OH		250	295	88.8%	90.0%
TR		288	314	96.8%	90.0%
WR	1	299	339	93.5%	90.0%
Grand Total	19	2338	2745	88.3%	90.0%

New Student Advising 2.0 by College					
Home College	Number of Students Completing Within Last 7 Days	Number of 2.0 Appointments Completed	Number of NSA 2.0 Students	% Completing NSA 2.0 Appointment	Goal - YTD
DA	4	162	257	63.0%	90.0%
HW	3	194	330	58.8%	90.0%
KK	1	139	192	72.4%	90.0%
MX	12	282	474	59.5%	90.0%
OH	1	148	201	73.6%	90.0%
TR	0	153	179	85.5%	90.0%
WR	5	296	370	80.0%	90.0%
Grand Total	26	1374	2003	68.6%	90.0%

[New Student Advising 1.0 – First Semester Appointments](#)

Once again this week, teams have a strong start on NSA 1.0 appointments – most colleges are ahead of our YTD goal of 27.4%!

Weekly Email Updates and Reminders

Enrollment Dashboard

★ OSX Big Plays - Enrollment

Description Tags Filters Definitions

🔍 Enrollment Reports OSX

The guide for reviewing the OSX Enrollment Discipline Big Play Dashboard is [here](#).

You can find the most recent SEM Dashboard for review [here](#). You can find the most recent enrollment totals over time [here](#). All datapoints update nightly unless otherwise noted.

- **Suspended App Clearance Rate:** the percent of credit applications that require manual review and are reviewed within one week of submission. Goal: 95%.
- **Events per College:** the number of events held by a college's enrollment team. Goal: 72 per allocated Recruiter Position per Term. Data is updated on the first day of the week.
- **Run Rate:** the number of students per full week remaining to ICCB term census that the college must enroll in order to meet its enrollment target goal.
- **Yield Rate:** the number of credit students who enroll in a given term divided by the number of admitted credit students who apply. Goal: 30%.
- **Start Rate:** the percent of credit students with a new application who registered for one or more credit courses in a given term and did not drop or have a no show withdrawal all of their courses. Goal: 80%.

Overview Applications in Suspense Recruiter Travel Run Rate Yield Rate Start Rate Admissions Roster Retention Roster

Tab Filters

Enrollment Overview Table (OSX) - 2025FA

College	Admitted Applicants	Applications YoY %	Suspended App Clearance Rate	Events Completed %	Newly Enrolled	Term Enrollment Goal	# Remaining to Goal	Remaining to Goal %	Weekly Run Rate Needed	Yield Rate	Start Rate
Target			95.0%								80.0%
DA	3,724	18.3%	75.3%	62.0%	819	2269	1450	63.9%	161	17.2%	90.9%
HW	3,649	2.4%	96.7%	73.1%	830	2931	2101	71.7%	233	19.3%	88.7%
KK	3,329	10.6%	96.0%	125.7%	527	1560	1033	66.2%	114	12.8%	88.6%
MX	8,257	11.3%	96.9%	45.4%	1880	3617	1737	48.0%	193	18.7%	91.8%
OH	2,158	12.8%	60.7%	69.4%	364	1335	971	72.7%	107	13.4%	83.9%
TR	2,710	-0.9%	90.0%	55.6%	646	1607	961	59.8%	106	21.5%	85.8%
WR	3,869	-1.5%	55.5%	61.6%	827	2500	1673	66.9%	185	18.8%	94.5%

Transfer Dashboard

★ OSX Big Plays - Transfer Success

Description Tags Filters Definitions

OSX

What is the Big Play: Level Up Transfer strategy?
City Colleges of Chicago (CCC) supports students to not only earn a credential but also transfer to a university and achieve economic mobility. Though transfer outcomes have been stagnant in recent years, colleges have strong momentum and successes to build on, providing a solid foundation for future growth.

High-Level Goals

- **New Students (Individualized Support):** Through New Student Advising appointments for 1st and 2nd term students, students will:
 - Declare transfer vs. career intent by 15 CH (50%) or at latest by 30 CH (90%)
 - Declare academic program and academic plan by 15 CH (50%) or at latest by 30 CH (90%)
 - Enroll in (and ideally Complete) college-level English and college-level Math that align with transfer or career pathway by 30 CH (90%)
- **Continuing Students (Small Group Support):** Every Transfer Center organizes 3+ student-facing events/activities per month, serving 75%+ of active students with declared transfer intent and 15+ CH completed, to achieve "on-track" for transfer milestones and learn about priority university transfer partners.
- **Near Completion Students (Individualized Support):** Every big term, 90%+ of active students with declared transfer intent and 45+ CH completed and conditional approval to graduate will complete a Transfer Success appointment, to finalize transfer applications or admission decisions.

Dashboard Overview: This dashboard tracks student on-track for transfer progress and support provided by Transfer Centers.

For more information, refer to the [Transfer Pathways Dashboard How-To Guide](#).

Overview Educational Intent and Academic Plan College-Level English & Math Enrollment Transfer Destination Choices Transfer Events Transfer Success Appointments Transfer Admissions and Scholarship Applications Transfer

Tab Filters

Transfer Overview Table (2025SP)

Report Filters Home College is in list (DA, HW, KK, MX, OH, TR, WR)

Home College	# Transfer Events	% of Students Engaged in Transfer Events	Completed Success Appointment During Term	# Applying to 2+ Transfer Destinations	% Applying to 2+ Transfer Destinations	# Applying to 2+ Transfer Destinations, 1+ Priority	% Applying to 2+ Transfer Destinations, 1+ Priority	% 2+ Transfer Destinations and 1+ Priority Identified (16-30 CH)	% 2+ Transfer Destinations Identified (16-30 CH)
DA	109	1.5%	92.2%	0	0.0%	0	0.0%	33.0%	54.9%
HW	101	4.8%	90.7%	2	2.9%	2	2.9%	37.5%	69.2%
KK	104	5.2%	90.4%	0	0.0%	0	0.0%	30.8%	66.4%
MX	82	0.3%	89.3%	5	9.1%	5	9.1%	34.8%	67.7%
OH	157	5.4%	98.6%	0	0.0%	0	0.0%	21.3%	60.1%
TR	104	3.7%	85.4%	2	6.9%	2	6.9%	35.5%	63.0%