

Sherpa

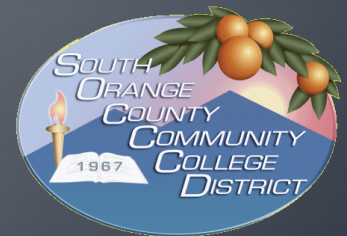


Increasing Student Success With a Recommendation Engine

Track: Moving the Needle on Graduation: Best Practices to Use Data, People, Process and Technology to Impact Retention

Bob Bramucci

South Orange County Community College District



Overview

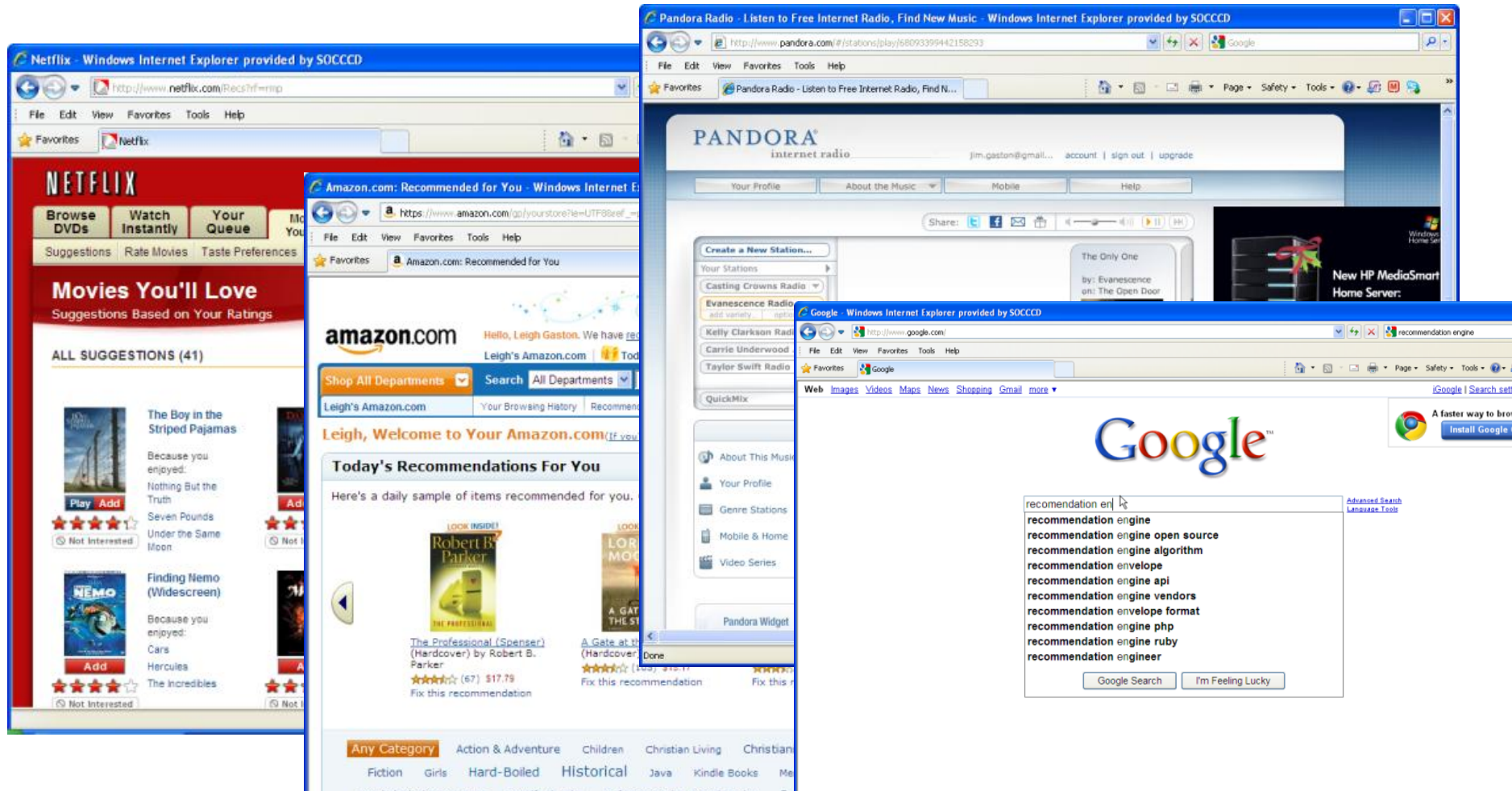
- About Us
- Importance of Recommendation Engines
- Sherpa Architecture
- Sherpa Demonstration
- User Experience Engineering

About Us

- About the SOCCCD
 - Two college district in southern California
 - Approximately 43,000 students
- History of In-House Development
 - Student Information System (SIS)
 - My Academic Plan (MAP)

Project Overview

Recommendation Engines



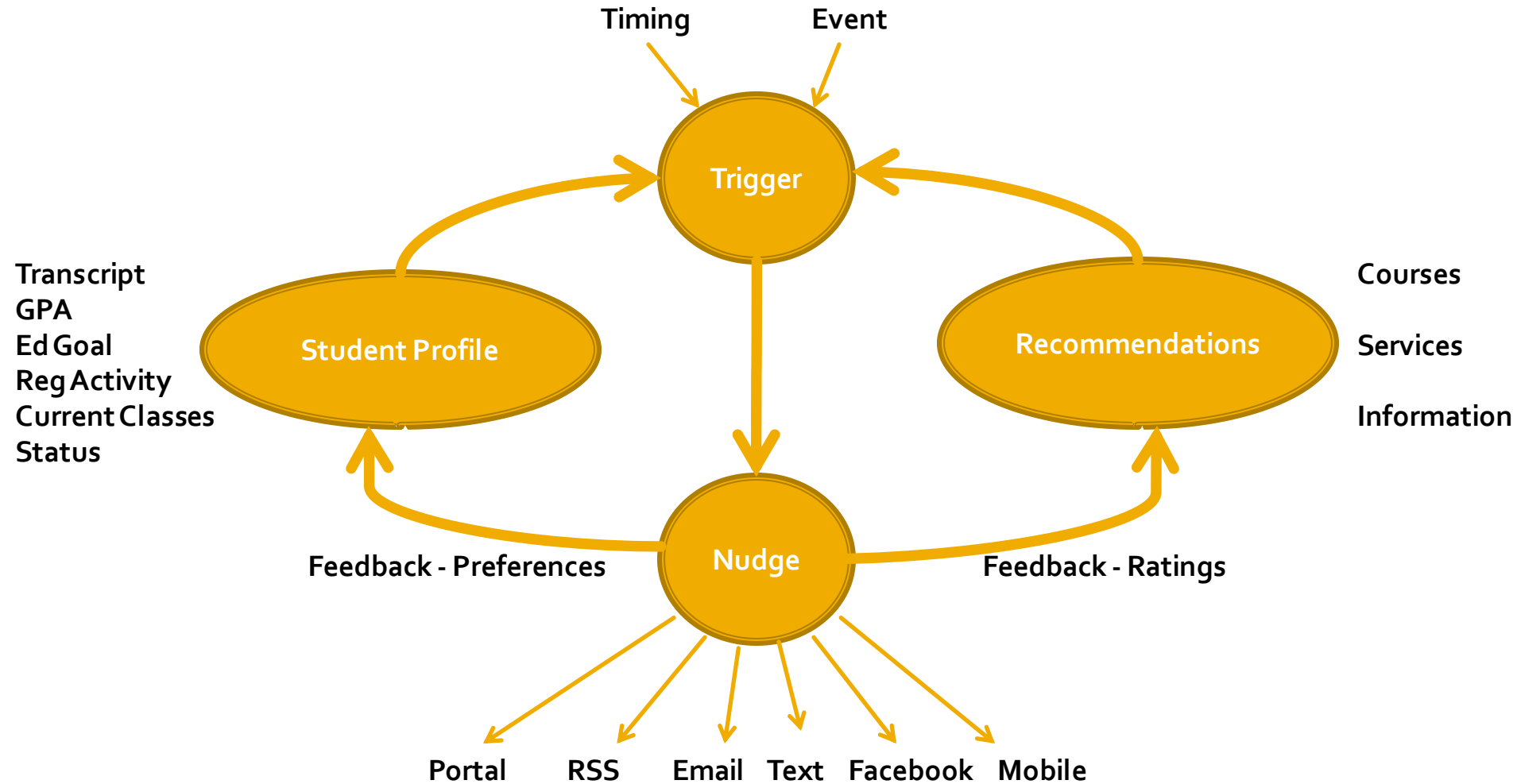
Sherpa

So what is *Sherpa*?



Sherpa is a ***recommendation engine*** that will guide students to make informed decisions regarding courses, services and information.

Sherpa Architecture



Recommendation Examples

Student Profile	Recommendation
New student, not matriculated	Link to online orientation
GPA > 3.5	Link to honors program
GPA < 2.0	Link to tutoring program
Transfer student	Courses that fulfill GE pattern
Does not have MAP plan	Link to MAP
Low assessment scores	Recommend basic skills classes
First time student	Step-by-step instructions
Returning student	Recommend classes based on goals, success patterns and transcript details. Only display classes with an empty seat and that don't conflict with student's schedule

Focus on Student Success



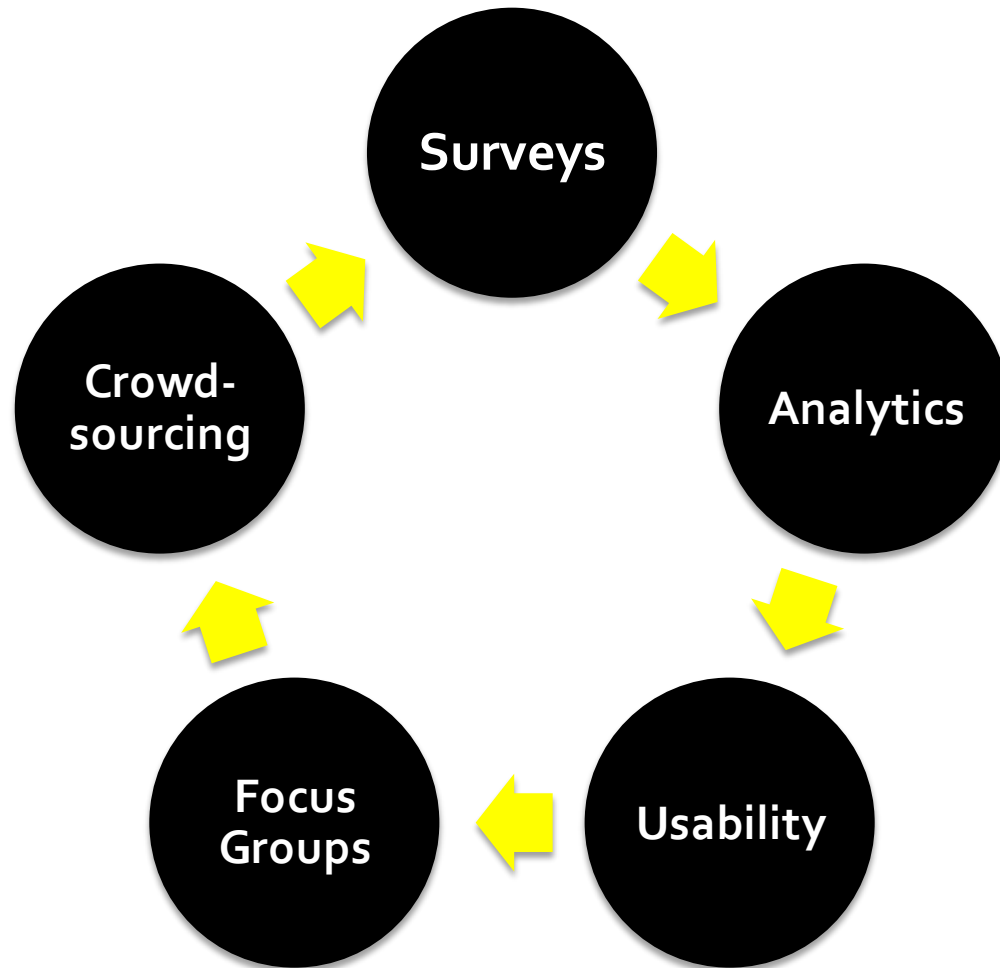
Enough Talking...

Sherpa Demonstration

User Experience Engineering



Feedback Loops



Throughout: Students on Design Team

Morae

MySite Registration - Schedule Builder - Windows Internet Explorer provided by SOCCCD

http://qa-pia2.stagesocccd.org/Portal/MySite/Classes/Registration/ScheduleBuilder.aspx

MySite Registration - Schedule Builder

Welcome Binny Alexander

MySite

My Classes

- Register For Classes
- Make Payment
- Refund Information
- Shopping Cart
- Current Classes
- Unofficial Grades
- Academic History
- Class Status

My Information

- My Academic Plan
- My Email
- Change PIN
- My College
- My Feedback
- My Preferences
- Parking
- Sherpa

SITE

SHORTCUTS

TODAY IS: MAR 26

Important Messages

- We're sorry. BUS 14 (Ticket #14885) - Class status is closed.

☐ Don't automatically show recommendations next time

You tried to enroll in: BUS 14 - LGL ENVIRON OF BUS (3.00 Units)
This class meets from 1/11/2010 - 5/20/2010
14885 W 6:00 PM - 8:50 PM J. Quinby BGS 232 Closed

Sherpa found sections of the same course:
BUS 14 - LGL ENVIRON OF BUS (3.00 Units)

Ticket	Day/Time	Instructor	Location	Status
The following classes meet from 4/5/2010 - 6/1/2010:				
14890	F 9:00 AM - 12:50 PM	P. Goldberg	BGS 232	Open

Accelerated 8-week class. All testing online. For further info, go to online schedule, click on Business, go to ticket# and click on Details, go to Class Web Site.

Add Class

Balance Summary

Total Balance: \$0.00

Total Units: 0.00

Room Fee

How useful was this list of recommendations? ☆☆☆☆☆

Feedback (optional):

Submit Feedback

Copyright © 2000 - 2010 South Orange County

Internet Protected Mode On

10:03 AM 3/26/2010

Questions?

- Bob Bramucci: rbramucci@socccd.edu