



# 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 –



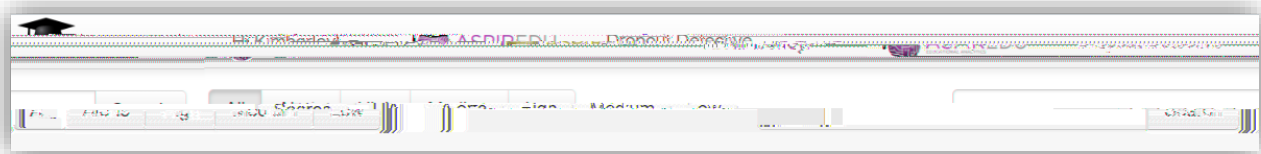
- Latest Submission – This is the timestamp of the student's most recent submission of a gradable activity in the course.

Student	Risk Index	Last Access	Latest Submission
Harper, Nevin	64	07/21/2015 9:01 a.m.	07/18/2015 8:59 a.m.
Mia, Galardi	7	07/26/2015 9:11 a.m.	07/25/2015 9:09 a.m.
Mia, Mia		07/21/2015 9:01 a.m.	07/21/2015 9:01 a.m.
London, Weston		07/19/2015 9:55 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.



## STUDENT-SPECIFIC INFORMATION

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

- 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.



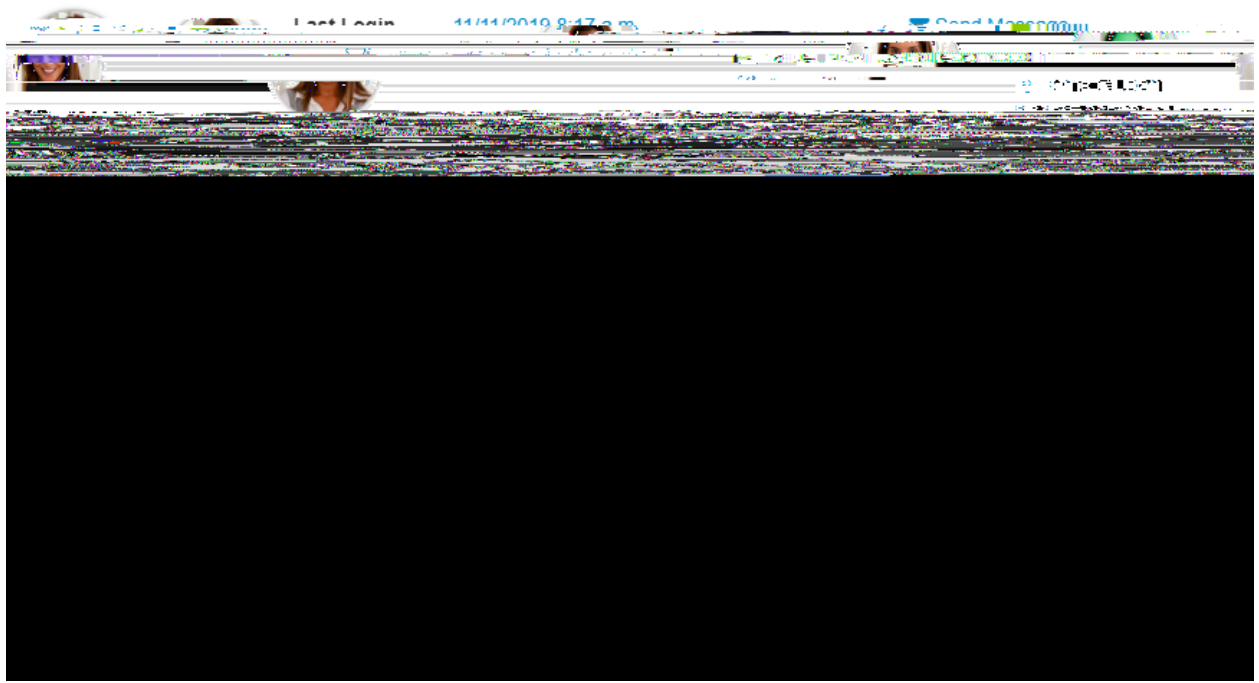
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## HISTORY



Harper Nevin

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CONTACTS

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



## 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)