

## **Faculty Student Success Dashboard (FSSD) - FAQ**

Q1 – Why was the Faculty Student Success Dashboard created?

A1- Prior to FSSD launch faculty were unable to easily access individual academic performance, progress and success data of their students beyond performance in the faculty's own classes. The idea is to provide a holistic view of individual student success to the faculty and empower them to proactively support their students' success by examining a variety of student success indicators.

Q2- What data can I access in the Faculty Dashboard?

A2- Graduation rates of your students, class performance (e.g. GPA) across the department and institution based on GPA averages, detailed information about students including demographics, academic status, and units completed.

Q3- How do I, as faculty, use the data presented in the Faculty Student Success Dashboard (FSSD)?

A3 - The use of the data from the Dashboard is entirely up to each individual faculty. Based on the faculty use of the Dashboard, we plan to create a guide of Best Practices.

Possible uses: research, longitudinal studies, student campaigns, insight on factors that may impact student success. Please share your stories: [facultydashboard@fullerton.edu](mailto:facultydashboard@fullerton.edu)

Q4- What are the expectations of my department Chair and/or Dean because I, as faculty, have access to this Dashboard?

A4- The Dashboard does not dictate how the data should be used. Department Policies, Department Bargaining Agreements (CBA), Faculty Personnel Committee (FPC), Department Personnel Committee (DPC), University Policy Statement (UPS), in specific UPS 210 (Tenure and Promotion Personnel Procedures), and Academic Senate do. The faculty use of the Dashboard is separate from any of the above-mentioned policies and is totally up to faculty.

Q5- Is the FSSD going to be used in my Retention, Tenure, and Promotion (RTP)?

A5- The Dashboard provides a convenient channel for faculty to access data within one comprehensive toolset. The Dashboard is a resource for faculty and is not designed to be used as part of the RTP process. The only components included in the Dashboard that are relevant to RTP have already been in use:

1. SOQ - Access to the SOQ within this Dashboard provides the opportunity to each faculty to multi- select and download several documents, which was not possible in the past.
2. Graded List - Access to the grade distribution report by term and course.

Q6- What are the data sources for the Faculty Dashboard?

A6- PeopleSoft, University Census Data, and Titan Degree Audit (TDA).

Q7- How far back would faculty be able to access their courses data?

A7- Course, units, and grade information is available for all terms starting with Fall 1982.

Data is pulled from the sources below:

1. Student Records System – PeopleSoft Campus Solutions
  - a. Course, units, and grade data from Fall 1982 forward.
2. The office of Assessment and Institutional Effectiveness
  - a. *Underrepresented, Ethnicity, Parent Level Education, Sex, EOP status, Major at Entry, Major at Latest* is part of census data collected starting in Fall 2004. This is the same data utilized by the campus Student Success Dashboard.
3. Titan Degree Audit (TDA) –
  - a. The *Units Needed* field showing the number of estimated units needed for the student to complete their degree is populated from the degree audit system based on the student last run audit report.
4. Canvas -Learning Management System (LMS)

In summary, data on the Dashboard for terms older than Fall 2004 are displayed as Unknown or N/A for Assessment and TDA data instead of dropping the records.

Q8- How often the data in the Dashboard is updated?

A8- The data is refreshed nightly from PeopleSoft. Census data is refreshed each term (parent education level, ethnicity, major at entry, etc.)

Q9- How about Data Privacy?

A9- Faculty now have access through the Dashboard to sensitive data such as ethnicity, first generation status, etc. It is important that faculty safeguard the data and keeping them confidential under the provisions of FERPA.

Q10- What are the major learning goals for Faculty Dashboard?

A10- Improvement of graduation rates (aligned with the campus GI2025 goals). As faculty become more experienced with the Dashboard, we are hoping to learn from faculty about their Best Practices e.g., how the Dashboard benefited them in terms of research or helping drive student success. Please share your stories: [facultydashboard@fullerton.edu](mailto:facultydashboard@fullerton.edu)

Q11 – What Learning Management System (LMS) data is available about students in the Faculty Student Success Dashboard?

A11 – Canvas data is integrated into the Dashboard. Under Courses in Canvas, faculty can access FSSD via a link.

Q12- Do other CSU campuses utilize this Dashboard?

- a. A12- CSUF is the first campus to develop and launch the Faculty Student Success Dashboard (FSSD). Currently CSU Monterey Bay and Dominguez Hills are also utilizing FSSD. We continue to reach out to other CSU campuses sharing the benefit of the Dashboard and how they can run this Dashboard on their campus for Student Success.

Q13- What if I have questions about the Dashboard?

A13 – Please send inquiries to [facultydashboard@fullerton.edu](mailto:facultydashboard@fullerton.edu)

Q14- What is TitanNet?

A14- TitanNet is the campus advising, appointment and case management system. It supports the success of students through stored notes, appointment history, tutoring, campaigns, academic planner, and reporting. Students can access TitanNet from a mobile app allowing them to schedule appointments, review notes from advisors and faculty, receive nudges for important to-dos, and other resources via Navigate app.

Q15- Do part time faculty have access to TitanNet?

A15- Yes, part time faculty as well as full time faculty have access to TitanNet via FSSD.

Q16- Can I, as faculty, access other faculty courses data?

A16- Faculty can only access their course data via the FSSD.

Q17- What are the defined Gender Codes?

A17- Unknown is when the students do not choose any of the available options. Not Applicable option is rarely chosen by students.

<b>Gender Code</b>	<b>Gender</b>
F	Female
M	Male
N	Nonbinary
U	Unknown
–	Not Applicable

Q18- Is Canvas part of the FSSD?

A18- Yes, Canvas data is integrated into the Dashboard. Under Courses in Canvas, faculty can access FSSD via a link.

Q19- Is the SOQ going away from the current location?

A19- Yes, the target date for retirement of the old SOQ site is Spring 2021.

Q20- How do I get to FSSD?

A20- You can:

- 1- Log into your Portal, go to Titan Online widget, click the link to the Faculty Home Page.
- 2- Log into your Portal, and search for FSSD or Faculty Dashboard under Apps located on the left-hand side within your Portal.
- 3- Click on FSSD link under Courses in Canvas.

Q21- Are Deans and Chairs able to see the data for their faculty in the FSSD?

A21- FSSD provides data for courses that faculty have taught and currently teaching at CSUF. Chairs and Deans have access to their courses if they teach. Department and college level data is accessible to Chairs and Deans via the Course Grade Distribution Dashboard.

Q22- Why aren't all Ethnicities included? In addition, if a student is biracial, the data is not available.

A22- The Ethnicity Data is based on census/national guidelines data, and it is collected via the office of Assessment and Institutional Effectiveness.

Q23- Can faculty communicate with their students via FSSD?

A23- Under My Students and My Current Students tabs, faculty can find their students email address to communicate with them. The other way is via TitanNet (campus advising, appointment, and case management system) that can be accessed by clicking on the students' CWID under the same two tabs.

Q24- Can faculty save their searches on terms and courses?

A24- Yes, the instructions can be found on the fssd webpage: <https://www.fullerton.edu/fssd> under Faculty Student Success Dashboard Guide.

Q25- Are faculty expected to reach out to students who are not performing well based on the Faculty Dashboard data?

A25- While it is not realistic to expect faculty to reach out to students, FSSD is designed to provide faculty with all the information needed to monitor their students' success, and thus allowing them to reach out if they desire. Faculty members are mentors. As a mentor, a faculty member may want to know about mentees' success and graduation. FSSD allows faculty to reach out to the mentees.

Q26- When will I be able to view my SOQ in the FSSD each semester?

A26- Each semester is unique. Faculty Affairs and Records (FAR) strives to publish the Fall semester SOQ reports by the end of January to give lecturers with Spring evaluations due as much time as possible. The Spring semester SOQ reports are published by the end of June.

Q27- What is Score?

A27- Total marks scored by a student in all graded assignments in a course.

Q28- What is Points Possible?

- A28- Maximum points possible in a course for all graded assignments.
- Q29- What is Current Score?
- A29- Percentage score of a student in a course.
- Q30- What is Final Score?
- A30- Adjusted percentage score of a student in a course.
- Q31- What is Assignment Total?
- A31- Total number of assignments in a course, which a student is expected to complete.
- Q32- What is Assignment On Time?
- A32- Total number of assignments in a course, submitted by a student on or before due date.
- Q33- What is Assignment Late?
- A33- Total number of assignments in a course, submitted by a student after due date.
- Q34- What is Assignment Missing?
- A34- Total number of assignments in a course where a student has not done a submission and due date has passed.
- Q35- What is Student Engagement?
- A35- Cumulative Engagement Score calculated for a student based on his/her engagement with course content.
- Q36- What is Total Page Views?
- A36- Total number of page views recorded for a student in a course since the start of course.
- Q37- Why don't I see my Canvas course(s) data in the Dashboard?
- A37- You may need to publish your course(s) data. If the course is published and you still cannot see the data, please contact IT Support: [HelpDesk@fullerton.edu](mailto:HelpDesk@fullerton.edu) or call (657) - 278- 7777.
- Q38- How do I publish a course in Canvas?
- A38- Instruction: [How to publish my course in Canvas](#)
- Q39- What is EAB?
- A39- EAB stands for Education Advisory Board which is the institution behind what we call TitanNet on our campus.
- Q40- What is Equity Mindedness?
- A40- Practitioners question their own assumptions, recognize stereotypes that harm student success, and continually reassess their practices to create change. Part of taking on this framework is that institutions and practitioners become accountable for the success of their students [staff] and see racial gaps as their personal and institutional responsibility.

Q41- What is DIEP?

A41- DIEP stands for Diversity, Inclusion, & Equity Programs. More information:  
<https://hr.fullerton.edu/diep/>

Q42- What is CUE?

A42- CUE stands for Center for Urban Education. More information:  
<https://cue.usc.edu/about/equity/equity-mindedness/>

Q43- Who is considered as URM?

A43- “Underrepresented student” is defined as any student who has identified their race/ethnicity as African American, American Indian or Native American, Hispanic, and Pacific Islander.

Q44- How do I view real-time SOQ response rates?

A44- Faculty can view their real-time response rates for their classes via the Global Announcement feature in Canvas beginning the 2<sup>nd</sup> day of the SOQ window.

Q45- How do I determine SOQ final response rates?

A45- In each SOQ Statistical Report, course enrollment and total number of forms submitted is displayed allowing faculty to calculate own final response rates.

Q46- Where do I find Gender and Ethnicity for my students in FSSD?

A46- To request access, please email [facultydashboard@fullerton.edu](mailto:facultydashboard@fullerton.edu)