Orange SUccess
SYRACUSE UNIVERSITY

Early Wins

ORANGE SUCCESS ADOPTION RATES
Fall 2016 - Spring 2017
(profiles created/updated not just logins but measured by user actions)

7,058 STUDENTS
46% of undergraduate student body
(14,607 2016-17 reported enrollment)

7,058 total appointments created
8,705 total appointments created by students

ACTIVITY
714 faculty/major advisors with caseloads
91 academic/college advisors with caseloads
111 faculty/instructors taking attendance within 272 courses
61 student support/retention counselors

FACULTY/INSTRUCTORS
1,222

STAFF
221

ONLINE SCHEDULING USAGE

EARLY ALERTS
(All courses are added to Orange SUccess automatically each term. Students can receive a flag/kudo email without ever logging into their dashboard.)

There were a total of 22,264 flags raised
with 60% of these raised from surveys completed within 1,553 courses.
(Surveys were completed by 786 faculty/instructors who raised 13,432 flags within four surveys.)

13,115 TOTAL UNIQUE STUDENTS WITH A FLAG OR KUDO
(86% of all undergraduate students have received a flag or kudo)

Average Number of Flags Per Student 2.85
Average Number of Kudos Per Student 2.13

"received an answer within an hour"
"received email with detailed directions to drop a course"
"got an answer from my professor within 12 hours...pleasant surprise"
"immediate response from my advisor and professor"
"got the details about my schedule and also how to make an online appt."