

Student Success

Proposed Concept #4:

System-wide selection, hosting and funding of technology tools that integrate with ISRS for (a) predictive analytics, (b) customer relationship management (CRM), and/or (c) Grad Planner (progress to degree).

Michael M. Crow, President of Arizona State University, said in an interview with EDUCAUSE, ***“As a sector, U.S. higher education institutions are not taking advantage of one of our natural strengths: our technological capability and technological infrastructure. We should be highly analytical, on every possible level, driving toward our objective: high-quality education at the lowest-possible cost.”***

Across our system there is mixed adoption and availability of technology. Budget struggles mean it is difficult to purchase new technology, and our colleges and universities lacks consensus on which are the best tools. A recent survey of 33 MnSCU campus Chief Information Officers (CIOs) showed that a wide variety of software is being used. *(See next chart)*

A problem we are addressing is losing track of students due to increasing percentages of part-time students and the demands on their time and complex schedules. ***Although students are connected electronically, we are not connected to them.***

References:

Crow, M. (2012, July/August) No More Excuses: Michael M. Crow on Analytics. *EDUCAUSE Review*, 14-22. Retrieved from <http://www.educause.edu/ero/article/no-more-excuses-michael-m-crow-analytics>

Eden Dahlstrom and D. Christopher Brooks, with a foreword by Diana Oblinger. *ECAR Study of Faculty and Information Technology*, 2014. Research report. Louisville, CO: ECAR, July 2014. Available from <http://www.educause.edu/ecar>.

Effectiveness of Student Retention Software Systems, 2013. Research report. Washington, DC: Hanover Research, December 2013.

Our goal is to put forward a recommendation that will lift all boats and result in more than incremental change. All campuses would have access to software and to sharing best practices. Any tools selected would have ISRS interface.

Proposed Timeline:

2015: Develop Request for Information, Request for Proposals; Purchase

2016: Implement by fall 2016

Beyond: Assess and revise

What do YOU think?

- How are current educational technologies (DARS, grad planner, online tutoring, online advising, etc.) affecting student success?
- What kinds of educational technologies would help more students succeed?



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