E-Learning and Student Success: How do you measure up?

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UNCOMMON THINKING FOR THE COMMON GOOD
Objectives:

Our activities for today include:

I. Introduce the new EDUCAUSE Benchmarking Service & Student Success index

II. Learn how Lee College has improved decision making related to student success

III. Collaborate to discuss the obstacles, successes, and action plans for your own institutions

IV. Initiate a discussion about what services are needed in next steps
I. Introducing the EDUCAUSE Benchmarking Service

1) Build reports on demand with customized peer groups
EDUCAUSE Benchmarking Service Beta
EDUCAUSE Benchmarking Service Beta

EDUCAUSE Student Success Maturity Index
I. Introducing the EDUCAUSE Benchmarking Service

2) Benchmark maturity and technology deployment

2.B) Information Security Dimension Scores with Peer Comparison

3.B) Information Security Deployment Detail

- Secure remote access
- Malware protection
- Network filtering
- Scanning tools for private/protected information
- Security information and event management
- Log management
- Secure wireless access
- Endpoint configuration management
- Vulnerability assessment tools
- Host based intrusion detection system
- Network intrusion detection system
- Endpoint encryption for sensitive data
- Host based intrusion prevention system
- Network Intrusion prevention system
- Penetration testing tools
- Network access control system
- Data loss prevention
I. Introducing the EDUCAUSE Benchmarking Service

![Bar chart showing the EDUCAUSE Benchmarking Service metrics]

- **Culture of Innovation**: Absent/ad hoc 2.3, Repeateable 2.6, Defined 2.8, Managed 3.0, Optimized 3.2
- **IT Governance**: Absent/ad hoc 2.6, Repeateable 3.0, Defined 3.0, Managed 3.0, Optimized 3.0
- **Information Security**: Absent/ad hoc 2.8, Repeateable 3.0, Defined 3.0, Managed 3.0, Optimized 3.0
- **IT Risk Management**: Absent/ad hoc 3.0, Repeateable 3.0, Defined 3.0, Managed 3.0, Optimized 3.0
- **Research Computing**: Absent/ad hoc 3.2, Repeateable 3.2, Defined 3.2, Managed 3.2, Optimized 3.2
- **Analytics**: Absent/ad hoc 3.4, Repeateable 3.4, Defined 3.4, Managed 3.4, Optimized 3.4
- **E-learning**: Absent/ad hoc 3.6, Repeateable 3.6, Defined 3.6, Managed 3.6, Optimized 3.6
- **Student Success Technologies**: Absent/ad hoc 3.7, Repeateable 3.7, Defined 3.7, Managed 3.7, Optimized 3.7
3) Receive recommendations for improvement

### 3. Data Security and Data Management Processes

<table>
<thead>
<tr>
<th>Item (1 = Absent/Ad hoc, 5 = Optimized)</th>
<th>ProU</th>
<th>CIC</th>
<th>Pub DR</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Overall Mean</strong></td>
<td>1.9</td>
<td>2.9</td>
<td>2.8</td>
<td></td>
</tr>
<tr>
<td>3.3) We classify data to indicate the appropriate levels of information security</td>
<td>4.0</td>
<td>3.1</td>
<td>3.1</td>
<td>Your institution has procedures and technologies in place to protect sensitive data from unauthorized access and tampering.</td>
</tr>
<tr>
<td>3.4) We have standards for isolating sensitive data to protect it from unauthorized access and tampering.</td>
<td>3.0</td>
<td>3.0</td>
<td>3.0</td>
<td>Data protection standards. Establish common, repeatable best practices for isolating sensitive data to protect it from unauthorized access and tampering.</td>
</tr>
<tr>
<td>3.1) We have a process for identifying and assessing reasonably foreseeable internal and external risks to the security, confidentiality, integrity, or availability of records containing sensitive information.</td>
<td>2.0</td>
<td>3.1</td>
<td>2.9</td>
<td>Risk assessment. Develop or improve processes for identifying and assessing reasonably foreseeable internal and external risks to the security, confidentiality, integrity, or availability of records containing sensitive information. Risk assessment should identify, quantify, and prioritize risks against criteria for risk acceptance and objectives relevant to the organization. Consider all risk assessments including those that may be performed by third parties and internal audit.</td>
</tr>
</tbody>
</table>
Student Success Maturity Index
by Carnegie Class

US Non-specialized
5.0

DR Priv
3.5

AA
3.7

BA
3.7

MA Priv
3.6

MA Pub
3.7

DR Pub
3.7

2015 EDUCAUSE Core Data Service

5. Optimized
4. Managed
3. Defined
2. Repeatable
1. Absent/ad hoc
Student Success Maturity Index

by Carnegie Class

US Non-specialized: 5.0

5. Optimized
4. Managed
3. Defined
2. Repeatable
1. Absent/ad hoc

2015 EDUCAUSE Core Data Service
Student Success at Lee College
MITE MISSION – “We are working to help meet society’s need for access to effective, high-quality educational opportunities in an era of rapid economic, social, and personal change.”

Dr. Gary Lopez, Keynote Speaker – “Student Success and the Promise of Personalized Learning”
Quick Facts About Lee College

• 30 miles from Houston, Texas in Baytown, TX
• Achieving the Dream Leader College
• Clinton Climate Initiative College
• Fall 2015 Enrollment 7,192 (Main, Dual Credit and Huntsville Center)
• 41% Hispanic
• Academic 30% and Technical 70%
• 2014-2015 Certificates and Degrees Awarded – 1,749
Fastest Growing Texas Community College
6th Fastest Growing U. S. Community College (5000-9,999 Enrollment)
2015 Community College Week National Top 150

4th Highest Producer of Associate’s Degrees in Science Technologies / Technician (Community Colleges)
2015 Community College Week National Top 100
Significant Gains

- Reversed a 4 year decline in matriculation
- Increased matriculation 4% overall
- Increased College Entrance testing to nearly 100%
- Strengthened partnership with school district
  - Improved communication
  - Improved curriculum
  - Established shared goals

**Challenges:** Significant percentage still “Not Found” in any college or university that graduated from 10 Service Area ISDs ranging from 36% up to 63%.
Are the strategies working for everyone?

Male College-Going Rate Up 7%

- 49% in 2011
- 43% in 2012
- 39% in 2013
- 46% in 2014
Are the strategies working for everyone?

African American High School Graduate College-Going Rate Up 8%
Are the strategies working for everyone?

Caucasian High School Graduate College-Going Rate Up 7%

Hispanic Matriculation No Change
ALWAYS MORE TO DO . . .

- ESTABLISH A SHARED VISION OF STUDENT SUCCESS.
- USE THE DATA (MUST HAVE EVIDENCE) – DON’T JUST COLLECT, AND COLLECT AND COLLECT
- STUDENT SUCCESS – PEOPLE, PROCESSES AND CULTURE
- 2016 EDUCAUSE TOP 10 I.T. ISSUES
2016 EDUCAUSE TOP 10 I.T. THEMES AND ISSUES

1. Information Security
2. Optimizing educational technologies
3. Student success technologies
4. IT Workforce hiring and retention
5. Institutional data management
6. IT Funding
7. BI and analytics
8. Enterprise application integration
9. IT Organizational development
10. e-Learning and online education

REINVEST
DIFFERENTIATE
DIVEST

Lee College
Driving Innovation and Empowering Digital Transformation

- Data Center Operations provides 24/7/365 operational support for academic and administrative systems in four locations across 40 buildings throughout the main campus.

- These systems support applications such as
  - campus infrastructure (eXChange, myLC Campus, web cloud hosting, authentication, domain name services, firewalls);
  - classrooms (myLC Campus, Distance Education, Blackboard);
  - Financial applications (purchasing, payroll, general ledger accounting and human resources);
  - Student Records, student financials, financial aid, advising, counseling, etc.
Steering Team: Executive Level Leadership
Cradle To Career Network: Community Engagement
Parental Involvement Team: Family Engagement
Professional Alignment Councils: Faculty Engagement
The Traditional Student (P-16)
EDUC 1300: Learning Frameworks – Student Success Course
HS College and Career Readiness Counselors
College Transition Team: Counseling & Advising Engagement
What resources are needed?

- Funding
- Strategic Planning
- Partnerships
- Data
- Technology & Tools
- People
- Courageous Conversations
- Resource Identification

Applying Student Success to the Core!

Lee College

Achieving the Dream
Community Colleges Count
Discussion logistics

- Work in groups at each table
- Explore the Maturity Index dimension assigned to your table
- Resources:
  - Key factors handout
  - Identify specific ideas to increase the maturity level of your institutions’ analytics initiatives
- Make action plan for when you return home
Discussion Questions

- What is the **obstacle** keeping you from the next maturity level for this dimension? What can help you overcome that obstacle?
- Where you have had **success** in this dimension? What were the keys to that success? What helped you get there?
- What are you going to do next week and in the next 90 days? What **actionable steps** will you take?
Student Success Maturity
(All Non-specialized US Institutions)

Leadership and Governance
Collaboration and Involvement
Advising and Student Support
Process and Policy
Student Success Analytics
Information Systems

1. Absent/ad hoc
2. Repeatable
3. Defined
4. Managed
5. Optimized

2015 EDUCAUSE Core Data Service
Leadership and Governance

- **Types of items**
  - Leadership commitment to student success
  - Decision-making body for student success initiatives
  - Financial support

- **Recommendations**
  - Find a champion
  - Raise the profile of governing body

Student Success MI
Discussion
Collaboration and Involvement

- **Types of items**
  - Cross-institutional involvement
  - Consistent definitions
  - Goals are understood and communicated

- **Recommendations**
  - Establish cross-departmental committees
  - Communicate goals and definitions broadly
Advising and Student Support

- **Types of items**
  - Faculty adoption of student success systems
  - Advising, tutoring, and mentoring support
  - Student success goals

- **Recommendations**
  - Identify and reach out to at risk students
  - Encourage use of student success technologies
Process and Policy

- Types of items
  - Policies for access and use of student data
  - Clearly documented degree requirements
  - Adaptable student success efforts

- Recommendations
  - Review policies and requirements to ensure they are clear and well understood
  - Assess and realign efforts periodically

Student Success MI
Discussion
Information Systems

- Types of items
  - Student success technologies in place
  - Effective data sharing
  - Users are trained

- Recommendations
  - Implement or upgrade early-alert and advising systems
  - Invest in data-sharing initiatives
  - Encourage and facilitate system use

Student Success MI
Discussion
Student Success Analytics

- Types of items
  - Outcomes identified
  - Appropriate data available to monitor and predict
  - Data are used to make decisions throughout the institution

- Recommendations
  - Invest in analytical expertise
  - Create forums for faculty users to share success stories
E-Learning Maturity Index
by Carnegie Class

5. Optimized
4. Managed
3. Defined
2. Repeatable
1. Absent/ad hoc

2015 EDUCAUSE Core Data Service
E-Learning Maturity
(All Non-specialized US Institutions)

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2015 EDUCAUSE Core Data Service
Governance, Security, and Accessibility

- Types of items
  - Effective decision-making about e-learning
  - Student identity verification
  - Alternate technologies for accessibility

- Recommendations
  - Establish governance structure
  - Develop e-learning policies and guidelines
Engagement

- **Types of items**
  - Training for students, faculty, and staff on e-learning technology
  - Evaluate new e-learning technology
  - Faculty involvement

- **Recommendations**
  - Include faculty in selecting and implementing new technology
  - Ensure users learn the technology
Priority

- Types of items
  - Senior position for e-learning management
  - E-learning is an investment and priority
  - Faculty are rewarded for online courses

- Recommendations
  - Share success stories from other institutions
  - Identify strategic initiatives that e-learning is meant to address
Operational Effectiveness

- Types of items
  - Reliable, mission-critical e-learning technology
  - Centralized e-learning services
  - Adaptable and scalable e-learning services, programs, and technology

- Recommendations
  - Centralize e-learning for greater efficiency
  - Establish an e-learning roadmap
Analytics

- **Types of items**
  - Measuring efficacy of e-learning courses
  - Measuring e-learning progress toward strategic goals

- **Recommendations**
  - Identify goals for efficacy and strategic progress
  - Choose metrics to track progress
Thank you!

Need more information? Please contact us.

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