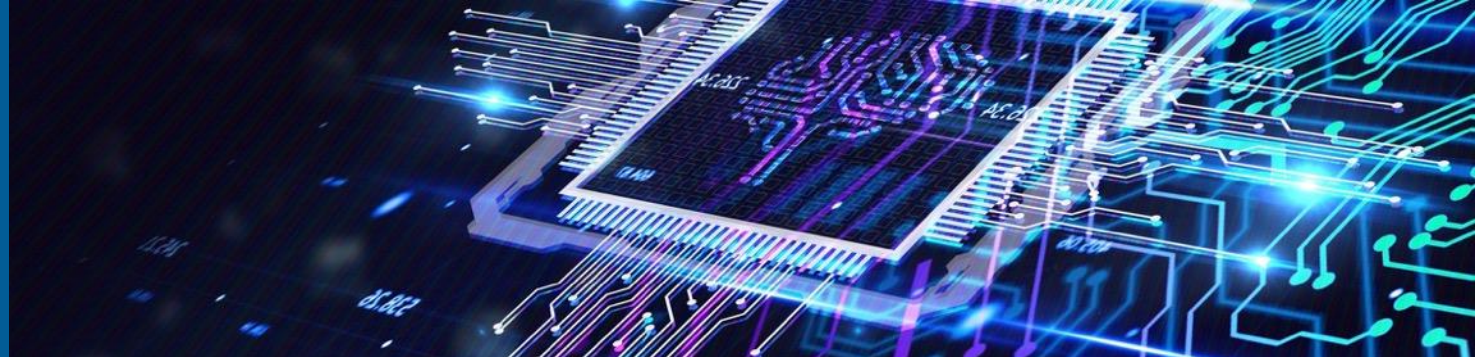




CSC

ICT Solutions for
Brilliant Minds



EDUCAUSE 2022 Summary

Institutional Research (IR) Network / Nov 11, 22

Anttoni Lehto



EDUCAUSE

- a nonprofit association whose mission is to advance higher education via IT
- provides the knowledge, resources, and community-building opportunities to shape strategic IT decisions at every level in higher education
- 100,000+ Individual Members
- 20+ Years in Operation
- 2,100+ Member Organizations
- <https://www.educause.edu>

EDUCAUSE

EDUCAUSE Annual Conference 2022

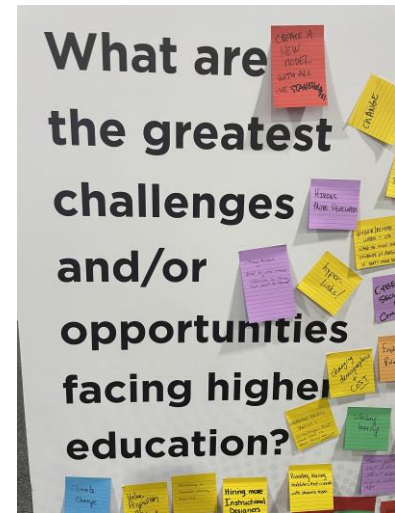
- October 25–28, 2022 | Denver, CO
- November 2–3, 2022 | Online
- about 6500 participants
- more than 100 booths at the exhibit
- underlying theme: digital transformation “vs.” the culture of care
- US point of view strong, but signals are useful or revealing in any case
- <https://events.educause.edu/annual-conference>

EDUCAUSE

POST-IT Wall / What are the greatest challenges and/or opportunities facing higher education?

Student experience

- maintaining a **consistent learning experience**
- **mental health**, accessibility & general well-being (esp. after Covid)
- finding ways for tech to better support **student success**
- **resonating** learning modalities for students
- **engagement** in online learning
- continuous learning
- institutional value propositions & proving the value of a degree
- ineffective teaching practices combined with program bloat
- increasing suite of products



POST-IT Wall / What are the greatest challenges and/or opportunities facing higher education?

Internal issues

- change fatigue and change aversion combined with an organisational non-ability to pivot fast
- stakeholder mapping/modelling
- hiring developers, instructional designers and information security analysts
- staffing in general and **employee retention**
- retention of **institutional knowledge** and resources
- cutting costs vs. innovation
- governance and **siloed information**
- relationship between institutional designers, administrators and faculty
- buy-in from the top

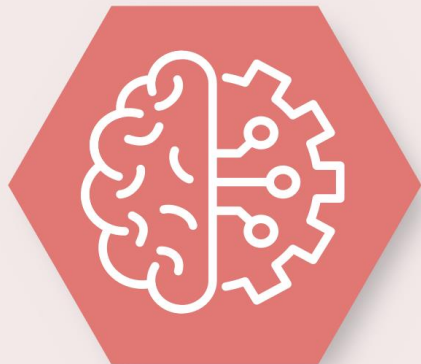




Leading with Wisdom

Technology leaders need wisdom in order to inspire, lead, and manage their institution, IT organization, and workforce.

- 1 A Seat at the Table**
Ensuring IT leadership is a full partner in institutional strategic planning
- 3 Evolve, Adapt, or Lose Talent**
Creating a workplace that allows for and supports movement up, down, and sideways to accommodate shifts in personal and professional goals and to foster healthier work/life balance
- 5 Enriching the Leadership Playbook**
Leading with humility and candor to engage, empower, and retain the IT workforce



The Ultra-Intelligent Institution

Data and analytics can provide institutions with intelligence offered through ongoing, useful, and increasingly sophisticated insights.

2 Privacy and Cybersecurity 101

Embedding privacy and cybersecurity education and awareness in the curriculum and in the workplace

4 Smooth Sailing for the Student Experience

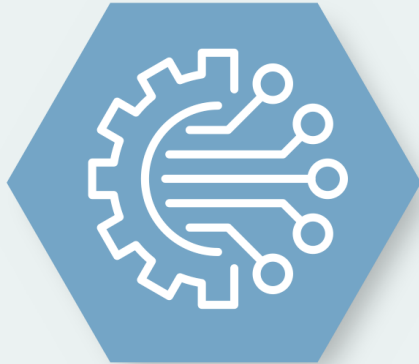
Using technology, data, insight, and agility to create a frictionless student experience

6 Expanding Enrollments and the Bottom Line

Focusing data and analytics initiatives on identifying academic programs with high potential for recruitment ROI

7 Moving from Data Insight to Data Action

Converting data analytics into action plans to power institutional performance, enhance operational efficiency, and improve student success



Everything Is Anywhere

With the institution no longer confined to the physical campus, leaders must find new strategies for supporting technology everywhere and anywhere.

8 A New Era of IT Support

Updating IT services to support remote and hybrid work

9 Online, In Person, or Hybrid? Yes.

Developing a learning-first, technology-enabled learning strategy

10 SaaS, ERP, and CRM: An Alphabet Soup of Opportunity

Managing cost, risk, and value of investments in new ERP solutions

<https://www.educause.edu/research-and-publications/research/top-10-it-issues-technologies-and-trends/2023>

- three institution-level shifts needed in the digital transformation of higher education:

1. culture

- Dx has to be a deliberate process, seeing it through culturally essential
- metrics to back the process up (adaption cycle time, collaborative activities, etc.)

2. workforce

- roles, jobs, functions, training
- thorough onboarding of new workforce facilitates change
- different ways e.g. also those that have hands-on jobs work remotely once a week

3. technology

- easiest

Digital Transformation (Dx)

2/2

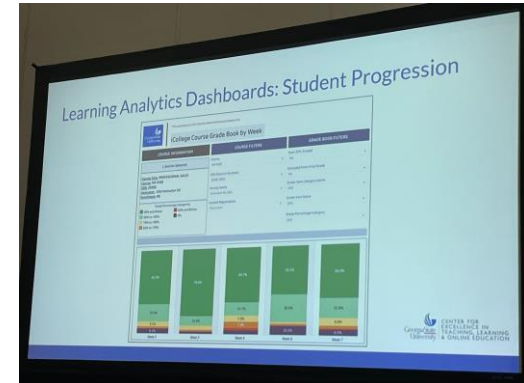
- what can be transformed and what cannot = the framework for Dx
- the three lenses mentioned above
 - culture
 - workforce
 - technology

should be utilised when figuring out the framework
- percentages/importance of those three categories in different contexts should be identified for maximum efficiency

Learning Analytics & the Culture of Care – CASE 1

• Continuous Course Improvement with Learning Analytics Dashboard

- helping course designers to refine courses during or between course cycles
- dashboards are a good communicational tool – a "soft" approach – when discussing changes in teaching
- sharing information more broadly to support the design of courses important
- “Design Co-Pilot” monitors data and and interferences non-intrusively
 - The process enables a light way to provide a way to reach out to teachers to need support.
 - More teachers can be reached (15-20%) , not just the 5% in development semesters.
 - Later recommendations can be shared for 100% of the teachers, design suggestions for continuous class development.



Learning Analytics & the Culture of Care – CASE 2

• Reaching Students Where They Are: The Power of Data and Analytics

- sensing and responding to students' needs with custom-tailored learning experiences
- by capturing signs of academic inactivity, personal and technical problems surface
 - chatbots should answer all kinds of questions, not just e.g. one department's themes
 - chatbots may discover crises via trigger words and connect the student with a human
 - technology should not make the call, but help the person do it --> more agency to instructors
 - sharing alumni, salary etc. data early in their studies, sooner rather than later
 - (even automated) feedback makes it easier for students to resist negative factors
- what is coming next:
 - personalised education --> better relation of graduation
 - 70% better graduation rate through leveraging data during the last decade at the university in question
 - personalised education also gaps equity gaps

Extended Summary of EDUCAUSE 2022 Available

- General Sessions and Materials
 - Especially **EDUCAUSE Digital Transformation (Dx) Materials**, including a **Dx checklist for institutional use**
- Breakout Sessions
 - Including more details about **each session covered** by the CSC personnel
- Poster Sessions
 - Including info on community groups like **Student Success Analytics Practitioners CG**
<https://www.educause.edu/community/student-success-analytics-community-group>

At <https://wiki.eduuni.fi/x/hgQGEw>

If you have questions about something beyond the documentation, please ask in the coming weeks.



Anttoni Lehto

Asiakasratkaisupäällikkö

CSC – Tieteen tietotekniikan keskus Oy



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