# Analytics.
# Student-Centered Services.
# Student Success.

nuro
RETENTION

EAST REGION
ADULT EDUCATION
Education That Works

## 12,000 Students

### Race
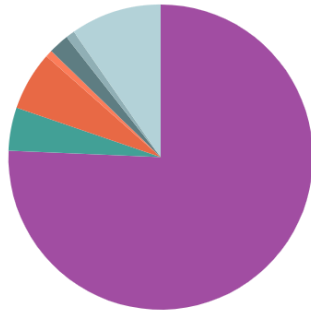


- White (75.68%)
- Asian (4.57%)
- Black (6.25%)
- Pacific Islander (0.74%)
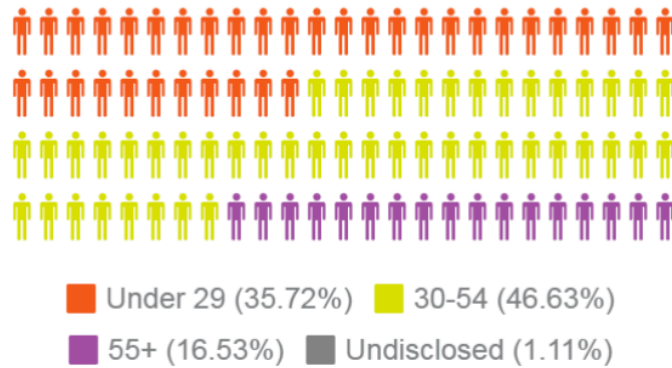- Filipino (2.16%)
- Indian (0.94%)
- N/A (9.66%)

### First Language



- English (43.88%)
- Spanish (18.44%)
- Arabic & Farsi (19.25%)
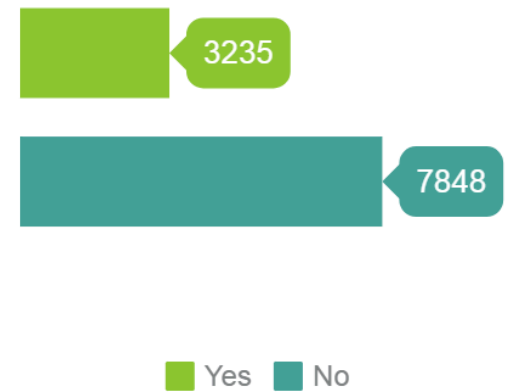- Asia East (2.35%)
- Other (4.45%)
- Undisclosed (11.62%)

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# Opportunity

## Gender

3917

7139

■ Female  ■ Male

## Age of Students

■ Under 29 (35.72%)  ■ 30-54 (46.63%)
■ 55+ (16.53%)  ■ Undisclosed (1.11%)

## School Outside of US

3235

7848

■ Yes  ■ No

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# Build on existing structures …

# But change.

# Challenge

Change:

- Introduce transition services and student support systemically

- Introduce transition maps as a student-owned tool

- Systematize and prioritize data collection and analysis as tools

- Transform structures toward student-centered education

- Introduce competency-based learning, assessment, and teaching

- Align assessment frameworks and Guided Pathways principles

# Challenge

Change:

- Work across educational systems: Sharing of data, ownership and leadership

- Work across management systems: Understand functionalities, API, and data integration

- Work across – actually shifting – mindsets: From teacher-centered to student-centered education (and design)

# Challenge

How do we know that *Education Works* ?

- How can we systematically understand and address the challenges **our** students experiences, without sacrificing context and specificity?
- How do we learn together what is really working (and what isn't) and for whom?
- How can we be successful in data-inspired outreach and interventions that are precise and benefit the student?
- Precision matters, but how can our efforts become sustainable and scalable?

# Dilemma

Now what?

Extensive research into available platforms and tools seems to indicate that "there is nothing out there for **our learners**." Commonly used milestones, benchmarks, and "nudges" don't work for our students.

# Transitions

Our learners:

- Can choose between open and managed enrollment

- Do not receive grades

- Attend classes on trimester, quarterly, or other schedules

- Do not get "punished" when they don't attend class

- Do not take finals, exams, or tests the way community college students do

- Do have distinct experiences, resources, and knowledge gaps

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# Transition

Now what?

Define benchmarks that work (beyond standard demographics):

- Sense of time and urgency
- Immediate needs and goals
- Long-term goals and choices (academic, career, life)
- Languages and need for interpreter
- External and internal barriers
- Clear identification of sub-cohorts

- Transitions (situation, self, support, strategies) and proposed solutions
- Referrals
- Knowledge/program/resource gaps
- All WIOA reporting benchmarks
- Test results and scores

## ERAE NURO RETENTION COMMITTEE

### PRIMARY ADVOCATE
Champions institutional support for Nuro platform and best practices.

### TECHNOLOGY LEAD
Assist with configuration of data connections and integration between Nuro and ASAP for data extraction.

### PLATFORM LEAD
Main contact between consortium and Copley; works to engage and support different constituent groups on platform.

### ADVISING LEAD
Primary contact for student council and transition team that will utilize the platform to track, identify and support students.

### FACULTY LEAD
Leads efforts to obtain instructors and faculty buy-in for assessment updates, on-demand referrals, and progress reports.

### STAFF LEAD
Possesses thorough understanding of ongoing and future institutional student success goals and initiatives. Works with student council and different stakeholders on utilization of platform.
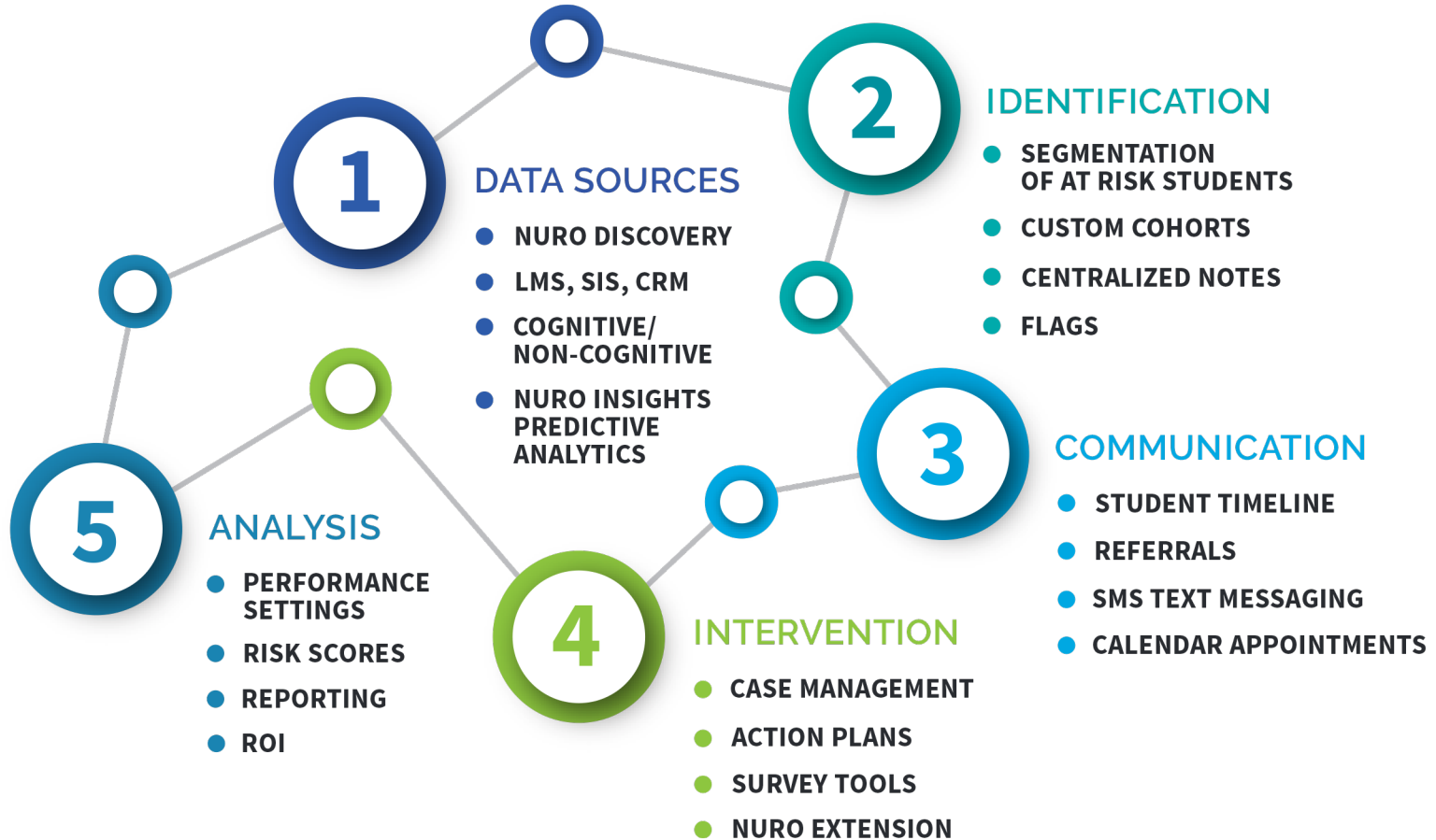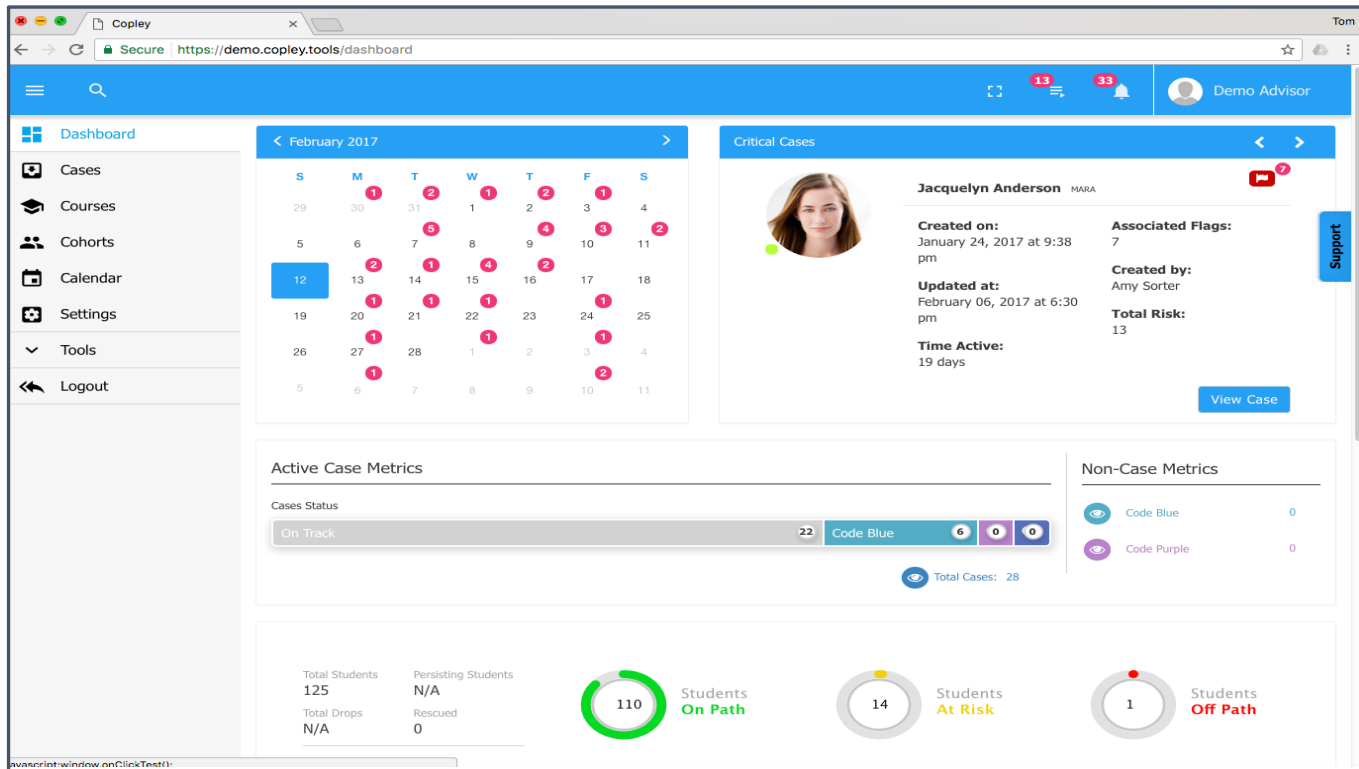
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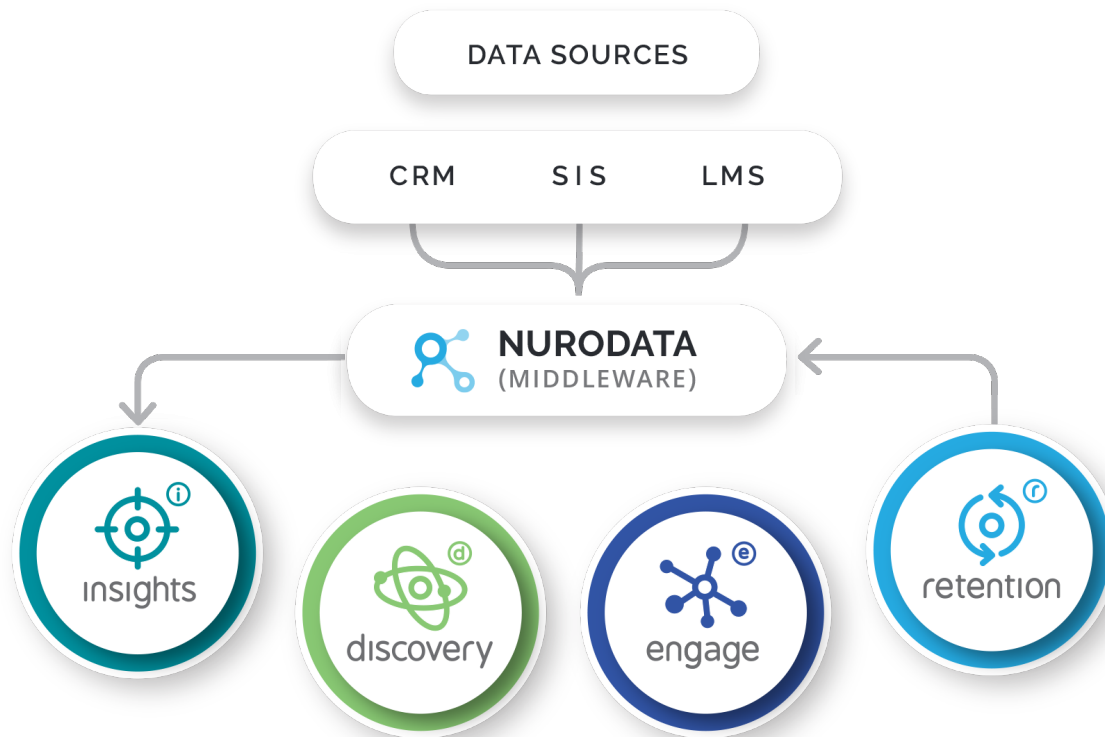
# Toward a Solution: The Nuro Dashboard

# Next Steps

- Stay focused on students, their needs, and their voices.

- Follow a realistic and detailed timeline.

- Customize existing and design new benchmarks and flags for specific student populations and specific cohorts.

- Fine-tune messaging and in-person support services based on (predictive) analysis

- Keep working with ASAP IT Solution Specialist to ensure API and export processes.

- Develop timeline for professional development events (start at the leadership level) based on data analytics.

# ERAE Detailed Timeline

Month 9: Production Phase II

Month 8: Customized Progress Reports and Enhancements

Month 7: Customized Progress Reports and Automated Workflow

Month 6: Going Live

Month 5: Going Live

Month 3 & 4: API Mapping

Month 2: ERAE – Nuro – ASAP

Month 1: Kick-Off and Discovery Sessions

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Analytics



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