

# How Can I Continue Learning?

## *Module 1.3*




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This resource is useful at all titles and departments across an institution, from frontline staff and faculty to senior leadership

A photograph of two graduates in red caps and gowns, seen from behind, celebrating with their arms raised and holding their caps. They are standing on a grassy field with a city skyline visible in the distance under a clear sky.

## Continuing Our Education

Our hope is that these modules can help you and your institution build a foundation of student success technology knowledge, troubleshoot immediate challenges, and plan for next steps. However, the field of education technology is vast, ever-changing, and complex. We hope you'll choose to continue building on your student success technology knowledge in the years to come.

In this sub-module, we have compiled an overview of the types of additional educational materials and activities you might consider (including a brief, non-exhaustive list, current at the time of this writing). Depending on your interests, the needs and goals of your institution, and how much time you have, you may wish to pursue a subset of suggestions described in this section.

### Did You Say AI?

At the time of this writing, large language models (LLMs) like Chat GPT are being iterated and tested by public audiences for the first time. At The Ada Center, we see potential for these tools and other AI-powered advances to dramatically improve the quality of student support technologies. These engines also have the power to enable far more effective and customized learning experiences; however, they also pose challenges to academic integrity. We anticipate that by this time next year (Fall 2024), AI-powered technologies will be poised to play a more prominent role in our student success toolkits.

MSI leaders can ensure their institutions are poised to benefit from these disruptive tools by engaging in the following activities:




Mapping how these technologies could support student navigation of your career and transfer pathways, course selection, and connecting with campus resources (note: this will involve being thoughtful about the type of institution data that these technologies can ingest)



Encouraging faculty professional development around how to use LLMs (to support occupations in their disciplines) such that your students will be poised to navigate a competitive workforce




Cultivating an environment that acknowledges the challenges of these tools but also encourages campus culture to think creatively about how these technologies might benefit our futures



## Starter Continuing Education Resource List

Quick Takes	Deeper Analyses and Resources	Conferences and Professional Organizations
<i>Subscribe to newsletters and podcasts, bookmark trusted news sources, or follow vendors and thought leaders on LinkedIn and other social media.</i>	<i>Read the research and case studies put out by non-profits, colleges and universities, vendors, and other organizations in the education technology field.</i>	<i>Join a listserv or community of practice and sign up for events that provide opportunities to connect or learn more about products on the horizon.</i>
<p>Traditional News Sources:</p> <ul style="list-style-type: none"> <li>• <a href="#">Campus Technology</a></li> <li>• <a href="#">The Chronicle of Higher Education</a></li> <li>• <a href="#">Inside Higher Ed</a></li> <li>• <a href="#">EdSurge</a></li> </ul> <p>Example Vendors with Social Media Presence:</p> <ul style="list-style-type: none"> <li>• <a href="#">Anthology</a></li> <li>• <a href="#">Blackboard</a></li> <li>• <a href="#">EAB</a></li> <li>• <a href="#">Encoura</a></li> <li>• <a href="#">Instructure</a></li> <li>• <a href="#">Salesforce</a></li> <li>• <a href="#">Watermark</a></li> </ul>	<p>Suggested Reading:</p> <ul style="list-style-type: none"> <li>• <a href="#">Advising Technology Across The Student Journey</a></li> <li>• <a href="#">Advising Technology Procurement &amp; Planning</a></li> <li>• <a href="#">CRM 101: Making Sense of CRMs in Higher Education</a></li> <li>• <a href="#">Driving Toward A Degree</a></li> <li>• <a href="#">EAB Case Studies</a></li> <li>• <a href="#">Time For Class</a></li> <li>• <a href="#">The Promise and Perils of Predictive Analytics</a></li> <li>• <a href="#">Reimagining the Role of Technology in HE</a></li> </ul> <p>Software Comparison Sites:</p> <ul style="list-style-type: none"> <li>• <a href="#">Capterra</a></li> <li>• <a href="#">G2</a></li> <li>• <a href="#">Gartner Magic Quadrant</a></li> <li>• <a href="#">TrustEd Apps Directory</a></li> </ul>	<p>Conferences and Events:</p> <ul style="list-style-type: none"> <li>• <a href="#">AACRAO</a></li> <li>• <a href="#">ASU+GSV Summit</a></li> <li>• <a href="#">Complete College America Annual Convening</a></li> <li>• <a href="#">EDUCAUSE Annual Conference</a></li> <li>• <a href="#">SXSW EDU</a></li> <li>• <a href="#">DREAM</a></li> </ul> <p>Community Groups and Newsletters:</p> <ul style="list-style-type: none"> <li>• <a href="#">Advising Success Network</a></li> <li>• <a href="#">Community College Resource Center</a></li> <li>• <a href="#">Every Learner Everywhere</a></li> <li>• <a href="#">EDUCAUSE Connect</a></li> </ul>

A photograph of two graduates in red caps and gowns, one holding a diploma high and the other with arms raised in celebration, set against a bright, hazy background.

## Starter Continuing Education Resource List

In addition to these organizational resources, we also recommend seeking out advice from peers, local peer networks, and thought leaders that strike a chord.

### Some Examples of Thought Leaders with a Social Media Presence:

- Bridget Burns (@BBurnsEDU), CEO of the University Innovation Alliance and a leading advocate for innovation and use of technology to support student success
- Ruha Benjamin (@ruha9), Professor of African American Studies at Princeton University and Founding Director of the Ida B. Wells JUST Data Lab
- Tanya Joosten (@tjoosten) Director of Digital Learning Research and Development, and co-PI and co-Director of the National Research Center for Distance Education and Technological Advancements (DETA) at the University of Wisconsin-Milwaukee

A green bookmark icon.

### Action Step

Bookmark 2-3 of these resources that you may want to return to later for further exploration.



## Starter Continuing Education Resource List

Many of the organizations mentioned in this module regularly offer webinars and other forms of professional development to help you stay informed about the latest trends in student success technologies. If time and travel resources are available to you, you may consider attending a conference that focuses on technology and innovation in education (e.g., ASU+GSV Summit and SXSW EDU). These events grant exposure to product demonstrations, allow you to get a feel for Edtech suppliers, and may lead to new or deepened relationships with technology professionals and leaders.

In addition, several of our field's large membership-based organizations host discussion boards and listservs (we are especially partial to the EDUCAUSE listserv). Connections through these communities are especially useful when it comes time to purchase a new product, as you can invite advice from and speak to community members who currently use the software or who may have recently implemented the tool you are exploring.


We also recommend taking advantage of the many free resources provided by software vendors directly. While these companies have a clear profit motive, many also produce incredibly useful research insights based on significant data sets (e.g., how to effectively nudge students). Software providers also have direct experience with on-the-ground implementation of technologies, which provides a unique vantage as compared to more academic evaluation and treatments of the education technology landscape.

### Evaluating the Quality of Information

#### *Red Flags for Treating Content Claims with a Degree of Caution and Scrutiny*

- Content from a provider that isn't familiar with higher education and/or MSIs
- Resources marketed as being from a specific institution that are funded by another party that wishes to remain hidden behind the scenes
- Any content that claims a product is plug-and-play or a silver bullet
- Vague details around data strategy, implementation approach, and costs\*
- Attributing major student success gains exclusively to a technology intervention rather than considering the full range of concurrent activities (e.g., redesigning advising)
- Highly directive advice from experts that have never engaged in the technical implementation of or day-to-day usage of a student success technology





## Contextualizing this Work

While this curriculum series is focused on student success technology, this work never exists in a vacuum. Each institution and individual engaged in this material is supporting myriad goals. In some cases, those goals are very specific (e.g., deploy a new case management system, focus on strengthening success for students of color). In other cases, they are broad transformation and learning goals.

The field is rapidly producing a wealth of incredible resources to support individuals and institutions with the framing work that exists alongside student success technology deployment. While it would not be possible to cite all of these incredible resources, we'll be flagging key transformation resources from our project partners at Complete College America and the Advising Success Network that might help contextualize the materials you'll digest in this curriculum. Many of these resources critically help situate this work in the push for more equitable student outcomes, which we define as follows:

Focusing on equitable student outcomes requires campus practices, programs, and mindsets to shift such that students' educational experiences and outcomes are not predetermined by their racial, economic, or social background. This approach requires that institutions and leaders work to create conditions that support the success of student groups historically excluded from higher education and for whom higher education was not designed.


### Example Contextualizing Resources

From our partners at Complete College America:

- Explore further research from the field at <https://completecollege.org/research-insights/>
- The emergence and evolution of artificial Intelligence is expected to shape the future of higher education for generations to come. CCA has begun to explore this topic in The [AI Divide](#) and [Attainment with AI](#).

From our partners at the Advising Success Network:

- Explore a collection of work centered on holistic advising, trends in the field, relevant resources, and promising practices at <https://www.advisingsuccessnetwork.org/resources/>


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## Next Steps

Congratulations! You have completed Module 1. This module is designed to create a shared foundation of student success technology knowledge. By the end of this module, you should have a framework for what effective student success technology can look like, how the software marketplace is organized, and what resources might help you continuously advance your technology knowledge. The next resource is Module 2.1 How Does My College Create a Student Success Technology Plan?




*Read and Reflect* Module 1.1 How Can Student Success Technology Advance Institution Goals?

 1 hour




*Read and Reflect* Module 1.2 How Can I Make Sense of the Technology Landscape?

 2 - 3 hours



*Read and Plan* Module 1.3 How Can I Continue Learning?

 <1 hour

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### *Module 1.3 Individual Reflection:*

- 1) Which of the resources suggested here might I want to share with my colleagues?



## About This Series

This five-part instructional series on Student Success Technology is designed for minority serving institutions (MSIs) and their friends. Taken together, these instructional resources aim to provide practitioners with the tools to establish and maintain a technology ecosystem that effectively supports the institution's broader student success and equity goals. The exercises and resources within these modules are also widely applicable across the higher education field.

This resource was compiled with generous funding from the Bill & Melinda Gates Foundation and was authored by The Ada Center based on six years of insight from The Ada Center's work with hundreds of MSIs and access-focused institutions. The curriculum would not be possible without the thought partnership and support from Complete College America and the Advising Success Network.

For additional curriculum modules, please visit:

[www.completecollege.org/navigating-student-success-technology](http://www.completecollege.org/navigating-student-success-technology)

For questions about this resource, or to explore additional higher education technology research and tools, please visit

[www.theadacenter.org/resources](http://www.theadacenter.org/resources).