Student Success Technology Planning Team

Module 2.2

Contents

This resource will be most useful for technology project managers, student success initiative leaders, and/or steering committees engaged in student success technology strategy

COMPLETE COLLEGE AMERICA

The Ada Center

ADVISING SUCCESS NETWORK

Who Should Be Involved in Creating a Student Success Technology Plan?

Colleges with successful technology ecosystems typically leverage a cross- functional, dedicated planning team. Strong teams may range in size, with most clocking in around 8-12 core people, including end-users, technical and data leads, and strategy and resourcing leads. Members of this group will be responsible for – at a minimum – contributing to discussions about major ongoing or upcoming student success initiatives, existing technology tools and their performance, and current process or technology gaps and pain points.

The following resource will guide you through how to brainstorm an inclusive list of key individuals to include in your technology planning team.

Participant Checklist

Though this list may vary according to individual institution needs and governance structures, most colleges include the following types of roles in their student success technology planning working group:

Senior-Level Representatives From:
- IT
- IR
- Admissions/Recruitment
- Academic Affairs
- Student Affairs

Frontline Staff/Technology End-Users, Such As:
- Advisors
- Faculty
- Student Support Staff
- Students

Note: Many colleges opt to leverage an existing committee, such as a Guided Pathways working group or ATD working group, to form the foundation of this team.

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Member Responsibilities

For This Module: The Student Success Technology Planning Team should be committed to collectively meeting and collaborating for at least 2 working sessions with the aim of completing a high-level student success technology plan (though some teams may need more or fewer sessions to complete the plan).

Though no one individual may know everything about your institution's technology, student success initiatives, or resourcing/capacity constraints, the Student Success Technology Planning Team should contain individuals who can:

- Contribute to discussions about ongoing student success and equity initiatives;

- Contribute to discussions about existing student success technology, including how tools are being utilized (or underutilized), how end-users feel about the tool, and if/how that tool connects with other student success tools in your ecosystem;

- Provide insight on college resources and capacities;

- Provide input on strategic project prioritization;

- Engage in activities to collectively understand existing opportunities, challenges, and gaps in existing initiatives, processes, and technology tools/systems;

- Raise difficult questions and push on group assumptions;

- Collaborate in the spirit of continuous improvement and with a firm commitment to equity and inclusion.

Going Forward: Many institutions then choose to leverage the planning team to build out and/or vet a more detailed student success technology plan. The team may also evolve into a standing Student Success Technology Steering Committee, serving as a resource for their respective departments/units by helping to explain the plan to colleagues, answer questions about student success technology prioritization, and channel requests from end-users back to the Student Success Technology Steering Committee.

Planning Team: Template

Name	Role/Dept. or Unit	Who Will Reach Out?	By When?

Next Steps

You and your team may not necessarily be able to fill out a student success technology plan right away, and that's okay!

This module is meant to take you step-by-step through a series of activities and reflections that will allow you to gradually fill out your high-level student success technology plan.

The next resource in this module is Module 2.3: Initiative and Technology Mapping, which will help you understand your existing process and technology gaps and opportunities.

- ✔ *Read* Module 2.1 How Does My College Create a Student Success Technology Plan?
  ⏳ <1 hour

- ✔ *Read and Plan* Module 2.2 Student Success Technology Planning Team
  ⏳ 1– 2 hours

- ☐ *Complete* Module 2.3 Initiative and Technology Process Mapping Activity Guide
  ⏳ 3– 4 hours

- ☐ *Read and Reflect* Module 2.4 Post-Mapping Reflection and Prioritization Guide
  ⏳ 3– 4 hours

Module 2.2 Action Steps:

1) Who should invite each individual to participate in this team? By when? Jot this down.

2) Would it be helpful for someone in leadership to provide further context about and endorsement for this team/forthcoming process? If so, how? (e.g., email, announcement at broader gathering, etc.)

3) How will each individual be contacted? (Note: Is it best to have a 1:1 conversation with some individuals first, or will an email suffice?)

4) What information will need to be communicated to new team members? (Note: Feel free to send along this primer!)

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

For questions about this resource, or to explore additional higher education technology research and tools, please visit
www.theadacenter.org/resources.