Examining Student Success & Technology Strategy Through a Student Lens Discussion Guide

Module 3.4

Contents

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

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Synthesizing Student Feedback: Discussion Guide

Focus group observations should be shared in a leadership meeting on technology strategy among representatives from Information Technology, Student Affairs, Advising, Academic Affairs, Enrollment, and Institutional Research.

Sample Discussion Questions:

1) What were some of the most consistent findings across student interviews?

2) Which of these findings are most surprising or unexpected? Why?

3) Were there any areas in which student responses to technology tools or features differed significantly? If so, how? Are there any discernable patterns around the characteristics or attributes of the students who felt one way versus another?

4) Which technology to-dos are most urgent and important to address, according to our students?

5) Which technologies appear to be less important to our students and/or were there any features or technologies that students were unaware of?

6) How do our students' technology asks and priorities align with the items that other stakeholders (e.g., faculty, staff, leadership) would like to prioritize?

7) Technology investments or changes can have implications beyond the IT office. What are the potential people, process, and budgetary implications of our students' top technology requests?

8) What follow-up questions might we like to pursue with students, faculty, and/or staff given these insights?

9) How might we continue to involve our students' perspectives in this work to ensure that the constant sourcing and embedding of the student voice into campus decisions? (e.g., student advisory groups, regular panels, etc.)

10) How will we follow up with the students who contributed to this round of insights? Who will be responsible for thanking our participants and informing them about any next steps or insights that have come from their feedback?

Next Steps

Congratulations! You have completed Module 3. Student voices will continue to feature across the coming modules about product procurement and implementation, as students are arguably our most important stakeholders. Feel free to return to this module as needed to reflect on and improve your student engagement strategies.

☑ *Read* Module 3.1 What Do Students Think About Our Technology?
⏳ <1 hour

☑ *Watch* Module 3.2 What Do Students Have to Say About Student Success Technology? – Webinar
⏳ <1 hour

☑ *Read and Plan* Module 3.3 How to Conduct Effective Student Focus Groups
⏳ <1 hour

☑ *Read and Discuss* Module 3.4 Examining Student Success & Technology Strategy Through a Student Lens Discussion Guide
⏳ <1 hour

Further Reading:

As your team crafts strategies to continue engaging student voices in your own work, we encourage you to explore the following resources, which were compiled by the Advising Success Network (ASN) and represent extensive student research, including several resources that have been authored by current students themselves:

- (Mis)understanding Our Students: Approaches to Affirming Student Identities ([Link](#))
- Knowing Our Students: Understanding & Designing for Success ([Link](#))
- Collected Resources Authored By Advising Success Network Student Fellows ([Link](#))

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.

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