NAVIGATING STUDENT SUCCESS TECHNOLOGY

A step-by-step curriculum
for Minority-Serving Institutions (MSIs)

completecollege.org/student-success-tech

This free five-part instructional series on student success technology is designed for Minority-Serving Institutions (MSIs) and their partners, and it is also widely applicable across the higher education field. Taken together, these practical resources aim to **provide practitioners with the tools to establish and maintain a technology ecosystem** that effectively supports, rather than impedes, the institution's broader student success and equity goals.

This curriculum was authored by The Ada Center based on six years of insight from its work with hundreds of MSIs and access-focused institutions. The Ada Center gathered the most commonly asked student success technology-related questions from practitioners across student affairs, academic affairs, IT, institutional research, and faculty to create the curriculum. The tools touch on persistent challenges, such as how to prioritize competing technology projects, how to make sense of the CRM landscape, or how to have productive and honest vendor conversations.

The curriculum would not be possible without the thought partnership and support of Complete College America and generous funding from the Bill & Melinda Gates Foundation. The Advising Success Network has been a roll-out partner and dedicated champion for this work.

WHO SHOULD USE THE MODULES

While designed with MSIs in mind, the exercises and resources within these modules are widely applicable across the higher education field. Within institutions, modules can be used by a host of practitioners, including but not limited to:

- **Technology procurement and implementation teams** seeking step-by-step guidance around technology readiness assessment, strategic planning, vendor engagement and effective implementation;
- **IT and IR leaders and practitioners** seeking to better understand how to ensure technology and data approaches align with institution student success and equity goals;
- **Non-IT practitioners tasked with helping to lead strategic technology projects** and seeking a practical orientation to student success technology products and strategies;
- **Leaders interested in understanding the student lens on technology**, as well as the various risks and opportunities for students that are associated with common student success technology products.

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ELEMENTS OF THE MODULES

- A starter pack to equip you with the background information you need to engage each module.
- Engagement and learning tools, including webinar recordings, discussion guides, group activities, planning templates, and much more.
- Easy navigation to track your progress and reference materials throughout your planning and implementation.

PARTNERSHIP AND SUPPORT

Developed by The Ada Center in partnership with Complete College America, with roll-out support from the Advising Success Network and funding from the Bill & Melinda Gates Foundation.

THE MODULES IN THE CURRICULUM

Download all modules on the CCA for free on CCA's website once you login: completecollege.org/student-success-tech

Module 1: How Can Student Success Technology Advance Institution Goals?

A practical overview of what good student success technology looks like, how the technology marketplace is organized, and key continuing education resources.

Module 2: How Does My College Create a Student Success Technology Plan?

Walk through a process akin to a "chiropractic adjustment" for your student success strategies and technologies by creating a student success technology plan that ensures your technology ecosystem aligns with your student success and equity goals.

Module 3: What Do Students Think About Our Technology?

Explore how to leverage student insights effectively, equitably, and efficiently to build a technology ecosystem that is authentically student-informed and student-centered.

Module 4: How Should We Approach Buying New Technology?

Gather practical insights and best practices to help you navigate this complex landscape, put together an effective procurement team and intentional procurement process, and support your institution's efforts to find technology solutions that are aligned with your needs and mission.

Module 5: How Can We Effectively Implement Technology Projects?

Cover the basics of technology implementation success and provide resources for those hoping to rescue a technology initiative gone adrift.

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