

HOW THEY USED DATA:

Anderson University



In the midst of COVID-19, Andrew Lehr, the Director of Student Success at Anderson University, used data from the Benchworks Student Impact Survey to:



Spot a Campus-Wide Concern Quickly

As the data first started coming in, Lehr noticed that students were commenting on the heavy workloads and overwhelming number of messages through email and their learning management system (Canvas).

Courses had all moved entirely online due to COVID-19, requiring faculty to quickly adjust from their predominant in-person instruction to totally online. While the majority of faculty were already using Canvas, their courses had not been designed to be 100% virtual. Even though faculty had planned their courses with the customary one hour in class requires two hours of work out of class, the new online instruction blurred "in class" and "out of class," feeding a perception of a heavier workload. And, a flood of emails added to confusion.

Lehr shared the data from the Student Impact Survey with academic leaders, including the provost. The provost, in turn, shared the data with faculty along with a message about "extending grace" as students adjusted to online learning.



Identify Students Who Needed Immediate Support

Lehr used data to identify particular students who needed support quickly. Using questions around food insecurity and job security, the Student Life division called and reached out to students. He also spotted issues in responses to the short-answer questions that prompted outreach.



Inform a Systematic Approach to Outreach

Lehr worked with Pharos Resources, his retention system provider, to move some of the survey responses into the system. Lehr and his team recruited staff from all areas of campus to participate in outreach, including some staff members who weren't connected directly to students they were contacting. By moving the survey data into the Pharos system, staff had additional information about what each student needed and how the student was doing.

Lehr summed it up best - "We were able to deliver, in a very visible way, on our mission - our care and commitment to students."