



Who Should Read

CIO & IT Staff

President's Cabinet

Unit & Department Heads

Digital Projects Compendium

Ten Technology Success Stories to Help Your Campus
Harness Digital Capabilities for Innovation

Study in Brief

This report profiles various projects that innovative institutions are undertaking to leverage new technologies (virtual and augmented reality, artificial intelligence, internet of things) for the digital transformation of mission-critical processes in student recruitment, teaching and learning, campus experience, and operational workflows.

10 Ways to Use This Research

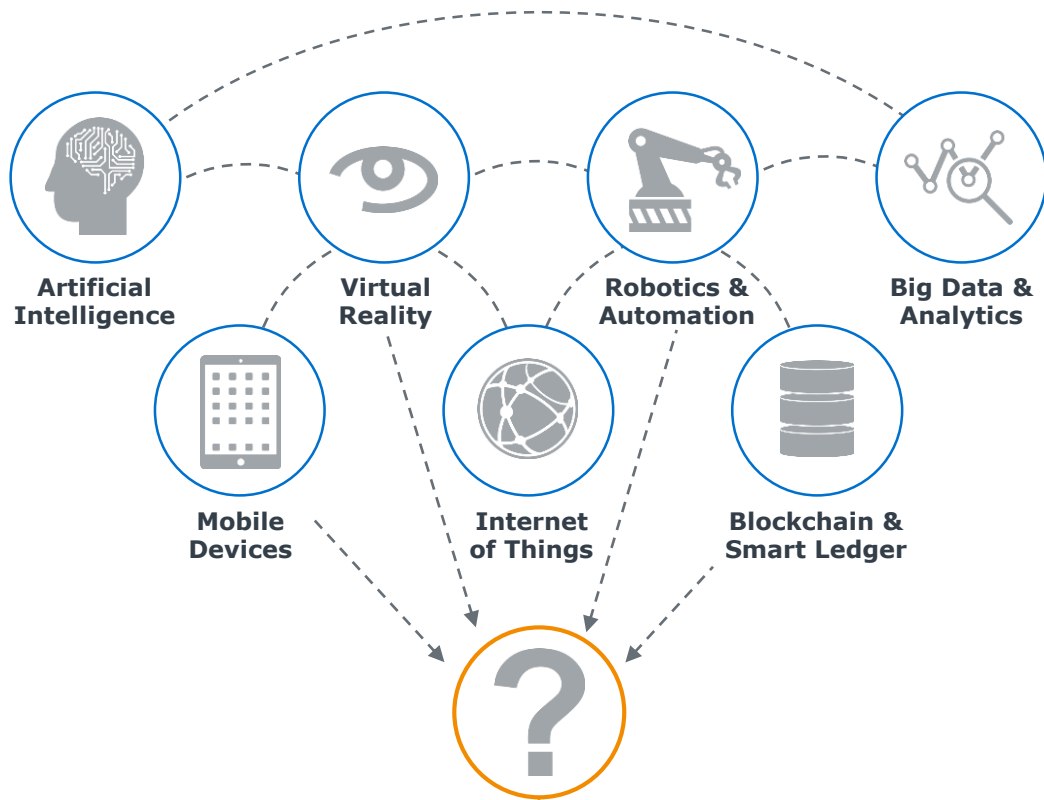
- Building an institutional digital strategy
- Elevating campus awareness of digital transformation in higher education
- Facilitating discussion around new and emerging technologies
- Empowering leaders to think critically and creatively about digital projects
- Establishing cross-functional digital innovation teams
- Establishing a campus framework for innovation
- Communicating digital project ideas and concerns between IT and unit leaders
- Introducing new technologies on campus
- Evaluating the viability of transformation projects for campus
- Building consensus for problem-focused adoption of new technologies

Digital Tech Fueling Appetite, Need for Innovation

Leaders Ask: How Should We Leverage New Technologies on Campus?

As technology capabilities become more impressive and available data increases, opportunities to innovate are multiplying in the world around us. With each new wave of digital technology, new products and services that leverage new capabilities emerge to displace existing modes of production. But the accelerating pace of technology change is outstripping higher education’s ability to find meaningful use cases. As technology innovation marches forward, and the commercial sector follows closely behind, university and college leaders are left wondering what each new set of digital capabilities might mean for higher education – and specifically for their campus.

Growing Web of New Technology Stoking Digital Uncertainty on Campus



Out-of-Industry Innovations

- *What new technologies are emerging through scientific research and discovery?*
- *How are new technologies changing the processes of commercial firms in industry?*
- *How are technology innovations reshaping demand and expectations?*

Peer Competition

- *What are other institutions doing to leverage technology in their business model?*
- *Which emerging technologies will be most important in higher education?*
- *Who are the leading institutions when it comes to digital transformation?*

The Subject of This Brief

Campus Leader Anxiety

- *How should we embrace new technologies to improve our services and workflows?*
- *Which technologies will be most successful in our campus environment?*
- *How should we decide where to invest our resources for innovation?*

Source: EAB interviews and analysis.

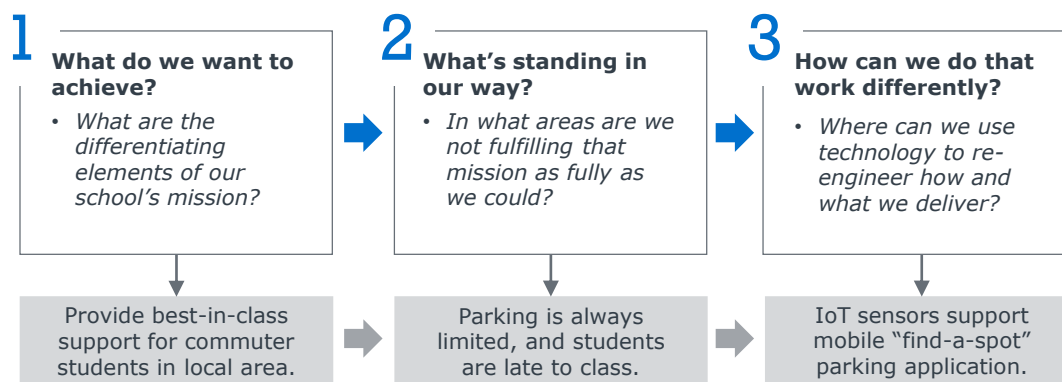
Innovation is Not One Size Fits All

Successful Transformation Focuses on Problems, Creativity, Collaboration

Campus Context and Mission Differentiation Should Drive Innovation Strategy

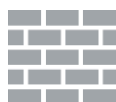
Digital technologies can help leaders to address some of the broad-ranging, mission-critical issues faced by their institutions. But as higher education leaders consider how best to apply these technologies on their campus, they should begin with a focus on the strengths and value drivers of their institution, as well as any barriers mitigating the actualization of those values. With no single “right way” to leverage digital capabilities, campuses must first look inward to determine the “right way **for us.**” Once unique missions and institutional value propositions are isolated, teams tasked with innovation can find ways to enhance those areas with digital technology, transforming the experience of research, teaching and learning, and campus community for their students, faculty, and staff.

Case-in-Point: Tackling Parking Hurdles Helps Streamline Commuter Student Experience



Guiding Principles to Turn Digital Opportunity into Transformational Change

Focus on Problems



Successful innovations provide practical solutions to real problems. Campus leaders should avoid new technologies without first investing time and brain power to understand the problems their institution is facing. Innovate to find solutions – not just for the sake of innovating.

Move Beyond Automation



Digital transformation means new processes, not just quicker work. Transformative solutions provide different-in-kind workflows and experiences, leveraging technology to reimagine the status quo. Rethinking the *what* and *why* of processes will reap digital dividends.

Work Across Silos

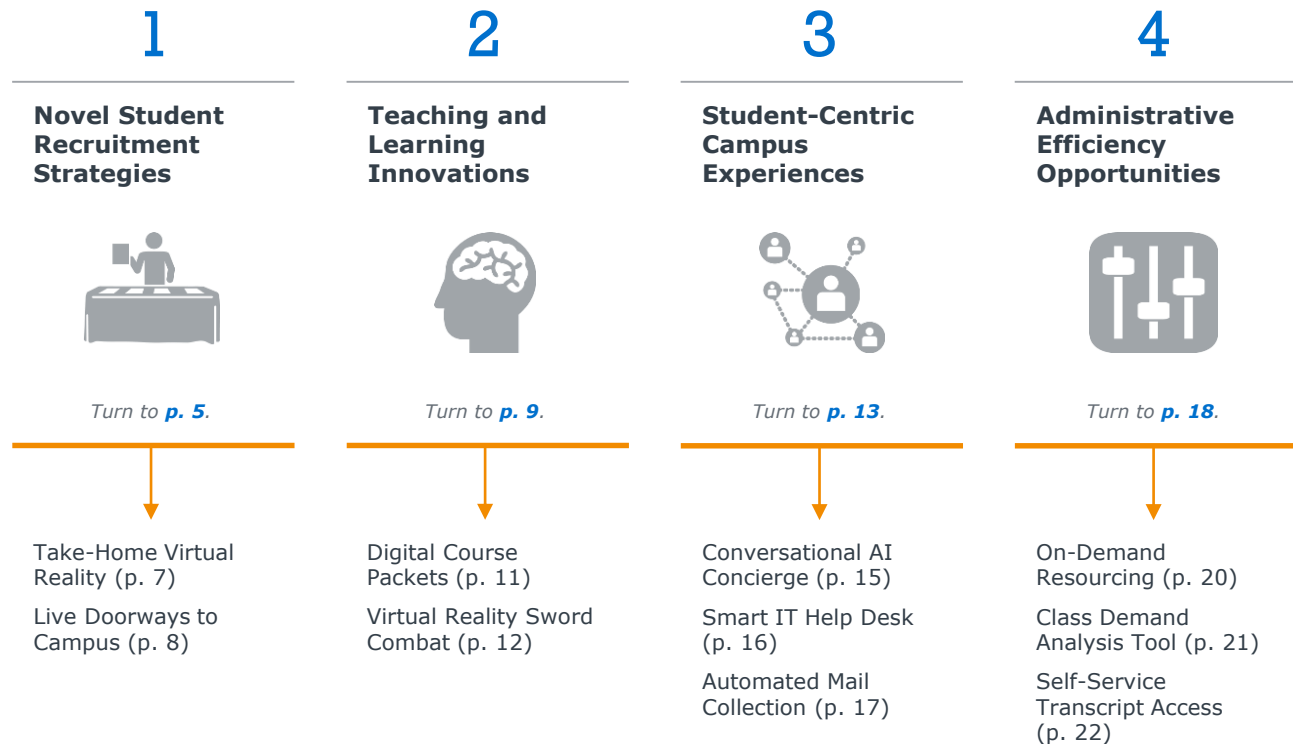


Collaboration will enhance creativity, and accelerate culture shifts. Institutions' strategic problems won't be solved within silos. Without collaboration, leaders will lack the perspective, the skill spread, and the political will to drive lasting enterprise change.

Four Strategic Domains to Focus Your Digital Agenda

A Guide to Higher Education Transformations of Varying Scale, Impact

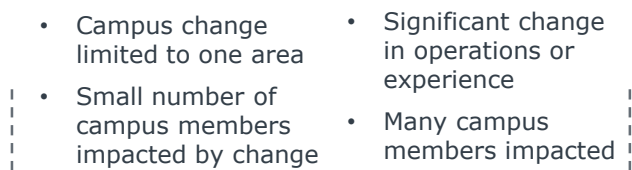
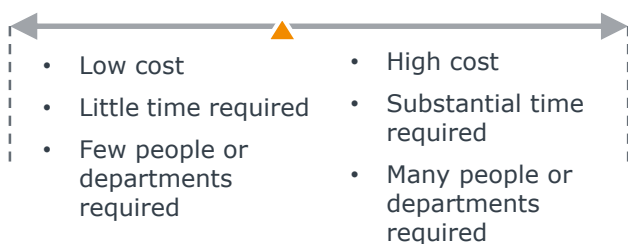
As you navigate digital transformation opportunities at your institution, observations and lessons from early movers should provide inspiration and guidance. To facilitate those conversations, this document outlines the specific underlying problems and creative design processes behind ten digital transformation initiatives identified at different institutions during the IT Forum’s research. Campus profiles are arranged into four strategic domains that create differentiated value within higher education.



Assessing Viability for Your Institution

While some of the profiled innovations may be easily replicated at other institutions, some projects and initiatives are the result of long-term planning, widespread campus engagement, and deep investments from the schools we have profiled. To help your team make judgements about the viability of similar projects for your institution, each profile includes high-level guidance on the investment required for implementation, and the scale of impact such projects can be expected to have on campus.

Ease of Implementation



Scale of Impact

Source: EAB interviews and analysis.



Novel Student Recruitment Strategies

Digital Innovations to Enhance the Student Marketing Process

SECTION

- Take-Home Virtual Reality
- Live Doorways to Campus

1

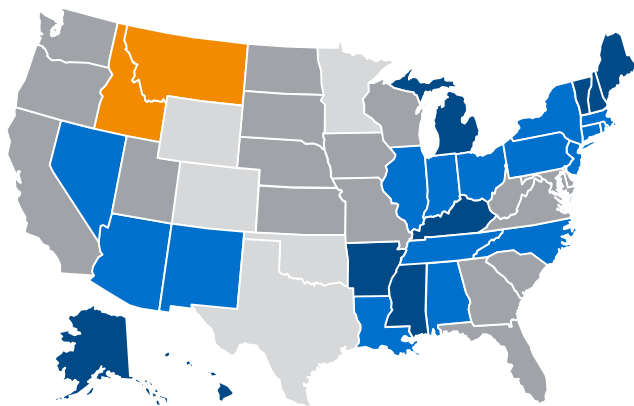
Enrollment Declines While Competition Soars

Enrollment Officers Ask: *How Will We Stand Out in a Crowded Market?*

The past decade has seen massive declines in the total number of enrolled students across all sectors of postsecondary education, and the next decade of looming demographic changes offers little hope for schools struggling to entice new students. As enrollment managers fight to reverse the trends, competing effectively in the market and broadening the pipeline of prospective students is more important than ever.

Falling Birthrates From 2007 to Present Projected to Hit Universities Across the US

Projected Percent Change in the Population of 18-Year-Olds, 2017-2029



- 11% to 30% growth
- 0% to 10% growth
- 1% to -9% decline
- 10% to -19% decline
- 20% + decline

College Demand Diminishing...

↓ 9%

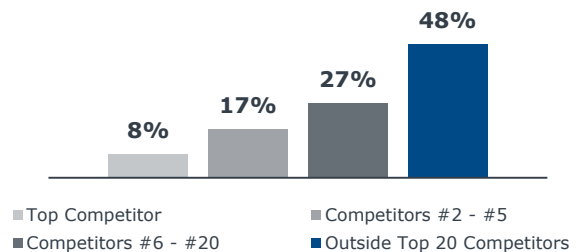
Projected decline in 4-year college-bound students, 2017-2029

↓ 11%

Demand decline for research universities and liberal arts colleges ranked outside US News Top 100

...While Competition Increasing, Expanding to Include New Segments

Where Did Admitted Students Who Did Not Deposit Choose to Enroll?
(n = 81,827)



Recruitment Teams Increasingly Under Pressure to Appeal to More Diverse Prospective Students in a Crowded Market

“How are we going to enroll more students from **outside our traditional recruitment area**? We need to **differentiate** ourselves, and cut through the noise of competition. But how will we **build the right institutional brand** that appeals most to our growing pool of prospective students?”

Source: Grawe, Nathan D., *Demographics and the Demand for Higher Education*, 2017; Royall & Company, "DepositIQ Survey 2016"; EAB interviews and analysis.

Take-Home Virtual Reality

Wayne State University Distributed 10,000 Branded Google Cardboard Glasses

The Challenge...



The VP of Enrollment wanted to showcase campus at fairs

because Wayne State struggled to enroll students outside of Michigan.

Ease of Implementation




Scale of Impact




Collaboration Between IT and Marketing Created High-Impact, Low-Cost VR Experience

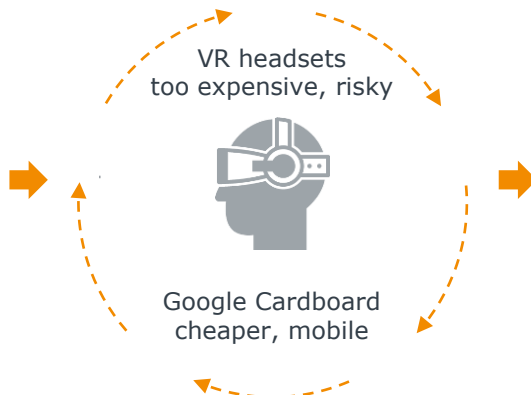
The Provost at Wayne State University challenged the IT, Enrollment, and Marketing teams to develop an innovative recruitment strategy in an effort to recruit more students from outside Michigan. They focused on a virtual reality tour for prospective students. After determining that VR headsets would be too expensive to take on the road, the team purchased 10,000 Wayne State-branded Google Cardboard goggles for recruitment fairs, providing prospective students with take-home devices to interact virtually with campus.

Cross-Campus Expertise and Iterative Ideation...

 Enrollment provided context for the problem

 IT provides CX and technical VR filming expertise

 Marketing brings brand and visual story perspective



...Led to Recruitment Ripple Effect

10,000

Direct recruitment interactions with branded Google Cardboard headsets



Prospective students share devices with friends and family, increasing outreach

\$2

Investment per Google Cardboard headset

Key Facts and Figures

- » From kick-off to completion: **6 months**
- » Actual work time required: **6 weeks**
- » Staffing: **2 full-time employees, 2 students**
- » Total investment: ~**\$20,000**



Three weeks after the event, the AVP for Enrollment got a text message from a teacher in Chicago saying, 'look at what my students are looking at.' The kids were showing off their Wayne State cardboard goggles to teachers and peers."

Project Leader
Wayne State University

Source: EAB Interviews and Analysis

Live Doorways to Campus

The University of Nottingham Used Digital to Showcase the Campus Community

The Challenge...



Recruitment leaders wanted to showcase campus community

to show students that they could belong at University of Nottingham.

Ease of Implementation



Scale of Impact



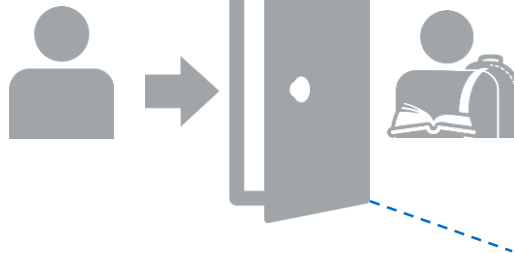
Transportation Industry Inspires Project to “Humanize” the Institution at Prospect Fairs

An IT leader at the University of Nottingham was wowed by a French railway advertising campaign that set up stand-alone doors in the center of Paris. When opened, the doors showed a screen with a livestream link to another European capital, and offered an in-person experience with someone from the foreign capital. When recruitment leaders came to IT asking for marketing help, video doors offered a quick and inexpensive opportunity for innovation. IT and enrollment leaders built video doors to be taken to recruitment events which allow prospective students to speak directly with students on campus about their experiences.



Prospective Student Experience

- Personalized information based on interests
- “Humanized” view of the institution through person-to-person interaction
- Sense of accessibility to the institution community



Equipment Requirements

- Students to participate as on-campus guides
- Screens, lights, speakers
- A door for experience optics
- Video chat function
- Reliable, robust wi-fi

Key Facts and Figures

- » From kick-off to completion: **2-3 days**
- » Staffing: **1 CX designer**
- » Technology requirements: **Robust wi-fi**
- » Total investment: **£10,000 (~\$13,000)**



When I saw the National Train of France campaign I was taken aback. People opened them, and there was a live video link to an experience in another European city on the other side. It was so accessible and exciting. I thought potential students would love it.”

Project Leader
University of Nottingham

Source: EAB Interviews and Analysis



Teaching and Learning Innovations

Digital Interventions to Enhance Educational Experiences

SECTION

- Digital Course Packets
- Virtual Reality Sword Combat

2

EdTech Often Under Fire, But Faculty See Opportunity

Academic Leaders Ask: *Can We Use Technology More Effectively in Teaching?*

While digital interventions and transformation initiatives are assumed to hold immense promise for teaching and learning, the success of specific projects remains a subject of debate among experts. But as the opportunity for transformation grows more varied with the emergence of new digital capabilities, leaders must look to find specific, problem-driven use cases for technology – both inside and outside the classroom. When IT collaborates with faculty and student support services, the teaching and learning experience can be augmented to enhance experiences and streamline administrative burdens.

Technology as a Learning Distraction?

Various studies demonstrate that technology can be a detriment to student learning and performance.

5%

Performance deficit in final exams when technology devices allowed in class

25%

Class time students spend distracted by digital tech in their least favorite course

Technology as a Learning Support?

K-12 classrooms increasingly turning to technology to engage young learners and augment pedagogy.

46%

K-12 students working with code during lessons

20%

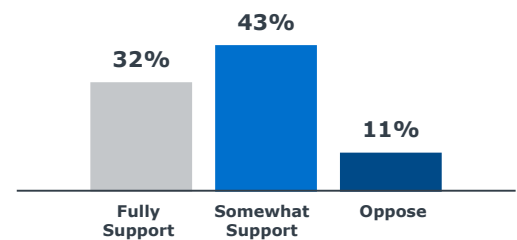
K-12 students using virtual reality in class

Higher Education Must Address the Digital Skills Gap...

- Bridge the divide between K-12 and postsecondary experience
- Prepare graduates for success in a technology driven economy

...And Faculty Increasingly See the Promise of Tech in the Classroom

Faculty Views on Expanding Use of Educational Technologies
(n = 2,129)



Faculty Members and Campus Leaders Searching for Effective Technology Use-Cases to Support and Enhance the Learning Process

“How can we use digital advances to **positively impact learning outcomes**? Can we make learning material **more accessible** for our different student segments? Or could technology help make our classes more **interactive, practical, and personal**?”

Source: S. Gillihan, "Does Technology in the Classroom Help or Harm Students", *Psychology Today*, August 13, 2018; B. Supiano, "Digital Distraction is a Problem Far Beyond the Classroom", *The Chronicle of Higher Education*, April 7, 2019; "2018 Survey of Faculty Attitudes on Technology." *Inside Higher Ed*, Gallup, 2018. EAB interviews and analysis.

Digital Course Packs

Wilfrid Laurier University Leaders Build One-Stop Course Resource Shop

The Challenge...



Wilfrid Laurier’s Librarian saw that students were double paying

to buy course-assigned texts already covered by institutional access.

Ease of Implementation

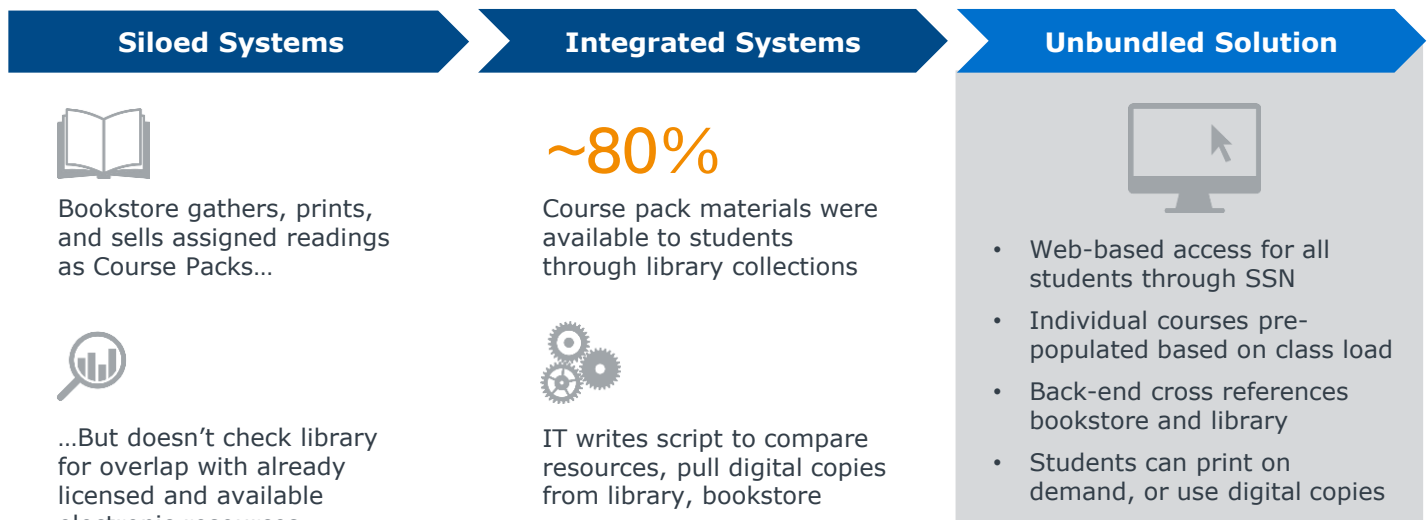


Scale of Impact



Connecting Siloed Systems Creates Cost-Effective, Unbundled Course Materials for Students

Wilfrid Laurier’s Librarian discovered that when the bookstore created and printed students’ course packs, they were not cross-referencing with library holdings and licenses. Up to 80% of assigned readings were available through the library, and therefore covered through tuition fees. Collaboration between IT, the bookstore, the library, and the accessible learning center led to an integrated solution that provided all course materials through a single web portal, enabling students to select and print on demand – they only print what they need and only pay for what they print.



Key Facts and Figures

- » From kick-off to completion: **18 months**
- » IT involvement: **5 months**
- » Active IT coding time: **1 week**
- » Dollar investment: **\$0**



The digital course packs project is a testament to what true partnership and meeting of creative minds can achieve. We used existing technology as critical enabler to bring access and cost savings for our students.”

Gohar Ashoughian, Librarian
Wilfrid Laurier University

Source: EAB Interviews and Analysis

Virtual Reality Sword Combat

VR Sword Combat Catalyzes Innovation at SMU (Southern Methodist University)

The Challenge...



A faculty member wanted to introduce classes to sword combat but the associated risks were a barrier to creating interactive experiences.

Ease of Implementation

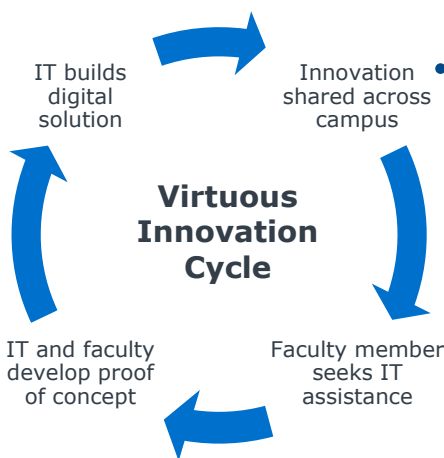


Scale of Impact



Engaged Faculty Members Become Vocal Advocates for the Value of Digital Innovation

The IT team partnered with a professor to build a program that enabled students to better visualize the concepts of sword combat through virtual reality. The project has garnered interest across campus for its innovative contribution to student learning, and its potential value in furthering research. IT's proven ability to collaborate with professors and enhance teaching mechanisms then led to an uptick in faculty interest.



55%

Percentage of faculty members who say that they adopt educational technologies **after seeing their peers use them.**

Ideal VR Candidates Are Subject Areas That Are:



Dependent on high cost, single use, or inaccessible resources



Potentially harmful or dangerous to participate in



Rare or uncommon specialisms among faculty and experts

Key Facts and Figures

- » From kick-off to completion: **6 months**
- » Actual work time required: **30 hours**
- » Staffing: **3 staff members, 2 students**
- » Total investment: ~**\$30,000**

“

The success of this project was the beginning of a better relationship with technology innovation on campus. Faculty now have confidence to work with our IT team to put together extraordinary things to support teaching and learning at the institution.”

Jason Warner, Executive Director of Academic Technology Services
SMU

Source: "2018 Survey of Faculty Attitudes on Technology." *Inside Higher Ed*, Gallup, 2018. EAB Interviews and Analysis eab.com



Student-Centric Campus Experiences

Digital Innovations to Deliver Customized Student Experiences

SECTION

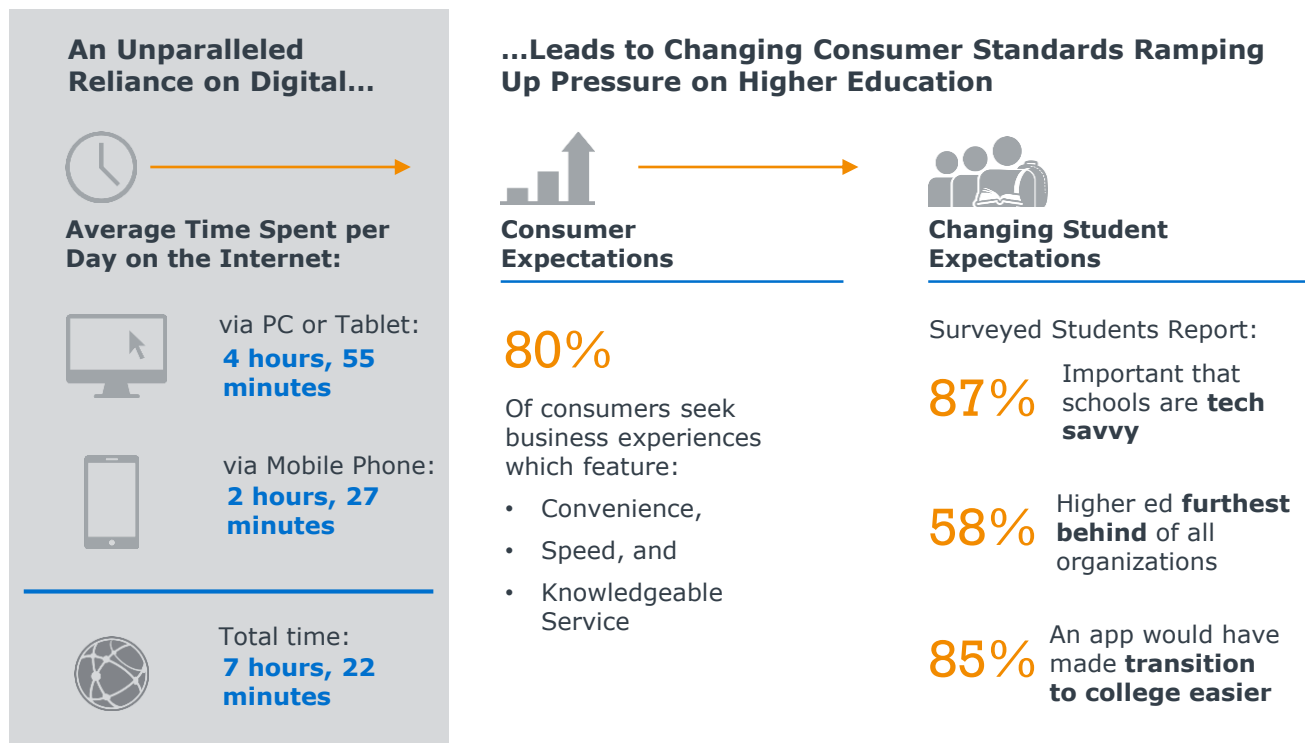
- Conversational AI Concierge
- Smart IT Help Desk
- Automated Mail Collection

3

Students Seek Seamless, Tech-Enabled Interactions

Campus Leaders Ask: *How Can We Create Supportive, Digital Experiences?*

In an economy driven by digital marketing, customers expect convenient, fast, and personalized services across all consumer segments. But, on many campuses it is labyrinthine, paper-driven processes that remain the norm. Students, faculty, and staff are all expected to navigate the complex workflows of the institution, which often reflect legacy policies of particular departments and shun contemporary capabilities. Not only can campuses make the transition from prospect to student more seamless with better digital infrastructure, they can support current students more effectively with responsive, personalized experiences that promote a focus on their classes – and not the perpetual administration that surrounds their learning.



Campus Leaders Scrambling to Design and Deploy a Seamless, Engaging Digital Experience for Higher Education

“How can we make the living and learning experience **more seamless for students?** Where could digitalization **alleviate pain points and hurdles** in the student experience? Would more effective technology deployment help move the needle on **engagement and retention?**”

Source: "Experience is Everything. Get it Right." PwC, 2018.
 "Students Are Looking for Personalized Digital Experiences: Does Higher Ed Deliver?" Ellucian, 2017.
 EAB interviews and analysis.

Conversational AI Concierge

Deakin University Leveraged Smartphones to Create Personal Learning Support

The Challenge...



Deakin University wanted to embrace digital capabilities

to support students managing learning and campus activities.

Ease of Implementation



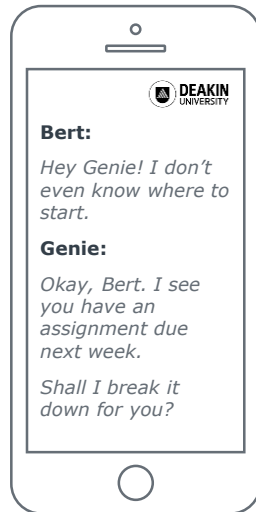
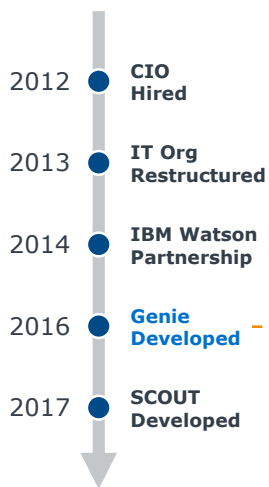
Scale of Impact



Six-Year Digital Plan Comes to Fruition with Smartphone-Enabled, Personal AI Assistants

When Deakin University's new CIO started on the job, he committed himself to changing the student experience. He sought, and secured, buy-in from leaders across campus to revolutionize how students interact with the university. Six years later, the university provides a best-in-class student experience. Students use the personal AI assistant for tasks like finding library books and setting homework reminders.

Deakin Timeline



Genie Can:



Remind students when their assignments are due to help manage their time more effectively



Connect students to the appropriate campus contact if they need help with a class project



Engage students by supplementing calendars with local campus events and extracurriculars



Help students with study problems, like finding a particular book in the library for a research project

Key Facts and Figures

- » From kick-off to completion: **6+ years**
- » IT capabilities: **Integration platform**
- » Key industry partners: **IBM Watson**
- » Results so far: **6,000+ question bank; 55,000+ questions answered**



If you want transformation you need to change the mindset of an organization. If you only invest in technology then you will not move much. The most important part is the big effort to change the mindset, the behavior, the understanding of what the weakness is, and how to do something about it."

CIO
Deakin University

Source: EAB Interviews and Analysis

Smart IT Service Desk

Marshall University Developed a Smart IT Service Desk to Service Students Faster

The Challenge...



IT service desk wait times were long and unpredictable

so the CIO wanted to build a solution that increased student satisfaction.

Ease of Implementation




Scale of Impact



Dynamic IT Service Desk Quickly Triage Students while Improving Service Planning

IT Leadership at Marshall University recognized that long wait times for IT pulled students away from class, extracurriculars, and friends. They also realized that every bit of required effort from students makes them less likely to seek out IT and to provide accurate triage information. In response, they developed a smart service desk solution built to minimize the amount of effort required from students to receive IT help and increase visibility into what type of issues brought students to seek assistance. The application was extended to include other offices, including Financial Aid, the Bursar's Office, and Residence Halls.

IT HELP DESK EXPERIENCE	STUDENTS	INSTITUTION
<ul style="list-style-type: none"> ○ Students sign in on a tablet with single ID card or mobile ID tap ○ Presented with issue menu organized by frequency of requests in real time ○ Shown a queue spot number and estimated wait time ○ Offered alternative times for service and sent automatic calendar invite 	<p><i>Enhanced Experience</i></p> <ul style="list-style-type: none"> • Lower data entry demand • Quicker service times • Less administrative work to schedule appointments 	<p><i>Enhanced Capabilities</i></p> <ul style="list-style-type: none"> • Track type and frequency of student IT queries • Gather worker productivity and help desk success data • Optimize IT help time and minimize long lines
<p>Single-Touch Data Entry Encourages Input Tap-commands and list prioritization reduces user abandonment and increases data capture for IT.</p> 		

Key Facts and Figures

- » Actual work time required: **~80-100 hours**
- » Staffing: **1 full-time employee, 1 student**
- » Frequency of use: **~700 interactions per month/location**
- » Total investment: **~\$2,000 per location**



We're looking at the best experience for today's modern world. Today's students' expectations are different. At the end of the day, they're our customers and we work for them. That's the driver for any project or decision we make."

Edward Aractingi, CIO
Marshall University

Automated Mail Collection

Bluetooth-Activated Lockers Streamline Mail Service at Gonzaga University

The Challenge...



Campus mailroom at Gonzaga wanted to speed package delivery

to provide better experiences as the number of deliveries increased.

Ease of Implementation



Scale of Impact



Seamless Mailroom Experience Keeps Students Happy and Staff More Meaningfully Engaged

Overwhelmed with incoming packages from an uptick in online shopping, Gonzaga’s mailroom team wanted a way to provide quicker service. IT helped integrate an automated locker system and package tracking software from external vendors with the University’s ERP. After being notified of package delivery, students now pick up their packages by using ID cards or a mobile app from one of 80 automated lockers – freeing staff to focus on higher-value tasks.

Automated Mailroom More Convenient for All



Better Student Experience

1. Arrive at mailroom when convenient
2. Swipe ID or enable mobile Bluetooth to open locker
3. Take package



Reallocated Staff Time

- Less time required finding and signing over packages
- More time to work on high-priority, high-touch work



Every Campus Must Ask:

Should We Automate this Task?



Do staff slow the process?

Consider whether the task could be made quicker or more convenient for students.



Can staff be better allocated?

Consider whether there are other, higher-value activities that staff could be engaged in.

Key Facts and Figures

- » From kick-off to completion: **6 months**
- » IT components: **Package tracking software, automated lockers, ERP**
- » Key industry partners: **SLogic, TZ Lockers**



Typically there was a line for the mailroom, especially right after students arrive at the university or after breaks. They would have to walk up to a counter and wait who knows how long. Now they walk over, swipe their card, a door opens, and they leave.”

Project Leader
Gonzaga University



Administrative Efficiency Opportunities

Tech-Supported Interventions to Streamline Business Operations

SECTION

- On-Demand Resourcing
- Class Demand Analysis Tool
- Self-Service Transcript Access

4

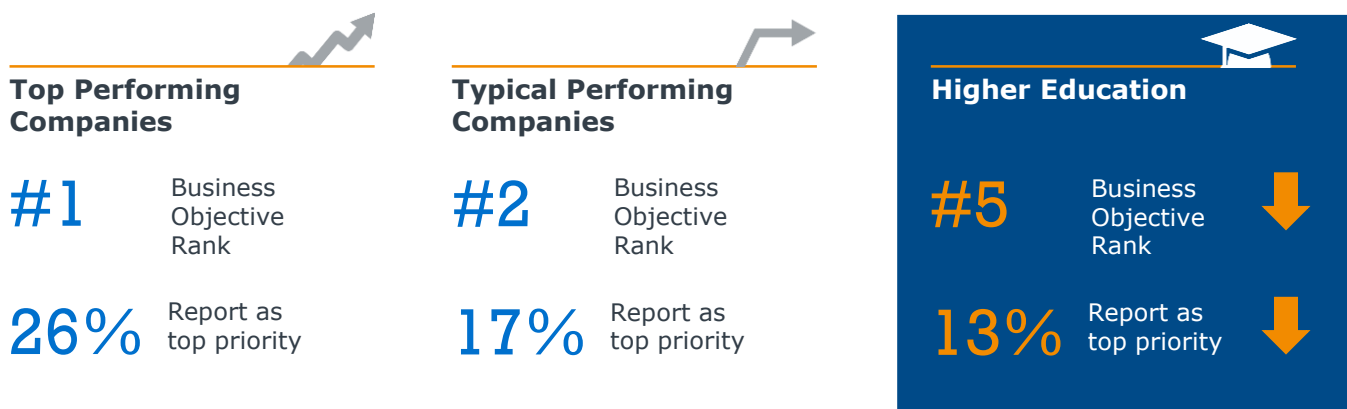
Labyrinthine Processes Undermine Growth Efforts

Campus Leaders Ask: *How Can We Use Our Resources More Effectively?*

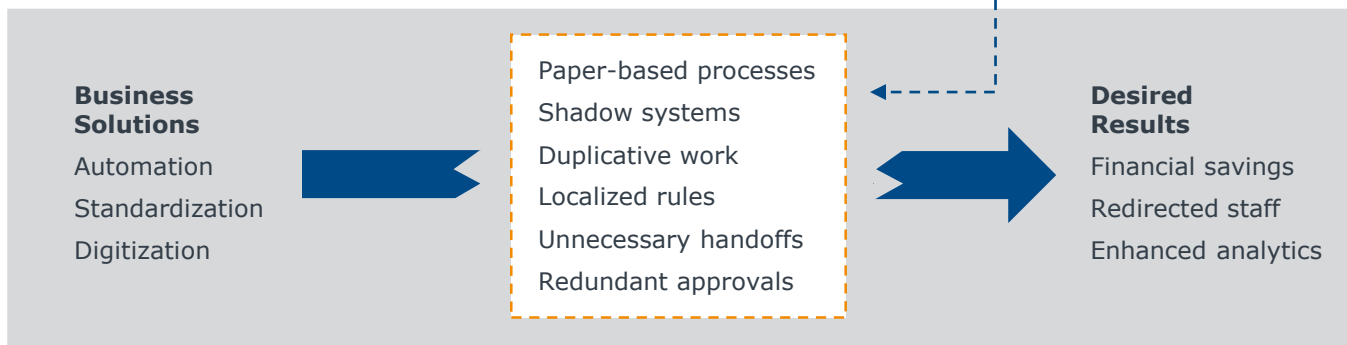
As growth climbs high on the agenda for many campuses, higher education leaders must establish a solid foundation for scalability to absorb new complexities in a sustainable way. But with most campuses still tangled up in twentieth-century processes, finding resources for innovation is a challenge. While industry leaders have prioritized digital business as a key driver of success, their higher education counterparts have yet to bring this objective into focus. To take advantage of today’s digital capabilities, leaders must rethink yesterday’s processes, and reimagine them from the ground up to optimize for efficiency and effectiveness.

Higher Education’s Lagging Prioritization of Digital...

"Digital Business/Digital Transformation" as a Reported Business Objective



...Leaves Campuses Bearing the Weight of Broken Processes



Campus Leaders Grapple with Complex, Resource-Intensive Processes to Increase Effectiveness Among Staff, and Minimize Costs for Students

“How can we **simplify our labyrinthine processes**? Where can we streamline administrative workflows to give our employees **more time for their most impactful work**? How do we make our business more efficient to **alleviate additional costs** on our students?”

Source: Gartner, ["2018 CIO Agenda: A Higher Education Perspective"](#) (2018); EAB interviews and analysis.

On-Demand Resourcing

CSU Fresno Leverages AWS IoT Buttons to Build Smart Notification Network

The Challenge...



CSU Fresno's IT consultant heard shared support system concerns

through talking to administrators from all over the campus.

Ease of Implementation



Scale of Impact



Looking Across Siloed Issues Isolates Common Problem, IT Builds Elegant, Shared Solution

CSU Fresno tasked 2 IT professionals with discovering campus issues and experimenting with IoT over the course of one year. Various conversations with stakeholders made clear that deploying support at the right time was often hard. After analyzing the issues, IT piloted a smart alert system powered by programmable AWS buttons. Located around campus, the buttons send an automated text alert for assistance to the appropriate individuals, who are then deployed to the location to provide necessary support for campus.



Facilities

"I wish we knew every time the restrooms needed servicing."



Campus Safety

"I wish we could have more emergency phones around campus."



Librarian

"I wish there was a way to help more students find books in the stacks."



Amazon Web Service (AWS) Buttons are low-cost, programmable, Wi-Fi enabled input devices that automate a pre-defined action. Where buttons are deployed, campus members can push to send notifications to custodians.



Incubating Use Cases

- Classroom support (press for support)
- Library workstations (press for help)
- Office front desks (press for assistance)
- Restroom service request (press to alert)
- Pay for printer errors (press to report)

Key Facts and Figures

- » Staffing: **1 FTE + students**
- » AWS buttons purchased: **129 (\$2,785 total)**
- » Incremental implementation time: **Few hours**
- » Units served: **7**
- » Total alerts responded to: **867 from September 2017 to May 2019**



It's an investment in the future. This IoT Buttons pilot opportunity allowed us to explore new mechanisms to creatively improve the current campus technology support service – as well as prepare the campus to be ready for thousands of IoT smart devices in the near future."

Project Leader
CSU Fresno

Class Demand Analysis Tool

University of Washington Proxy Data Helps Project Course Demand

The Challenge...



A developer wanted to share course demand information

to help students create realistic timelines for degree completion.

Ease of Implementation



Scale of Impact



Student Demand Mapping Empowers Campus Decision-Makers

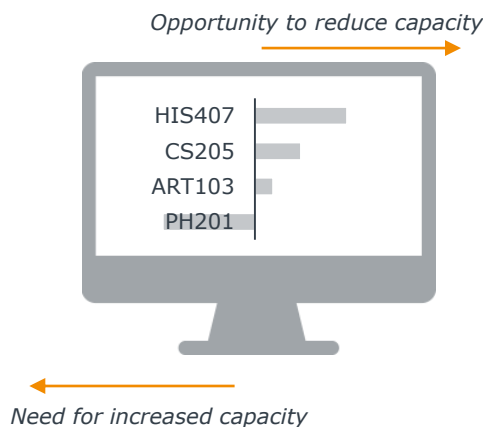
The University of Washington built a course demand dashboard to better equip advisors and to help students navigate course selection by mapping registration data to class capacity. The team supplemented the data with a second dashboard which compares data from students' indicated interest in classes to class capacity. Together, these dashboards allow advisors to assess the likelihood that a student can enroll in a class and provide administrators insight into resource allocation decisions.

Innovative Data Use...

The dashboards measure student demand using **two campus data sets**:

1. Actual course registration numbers provided by the registrar
2. Students who have signed up for alerts for specific classes through [Course Notify](#) which serves as a proxy for student interest

...Plus a Simple Interface...



...Supports Multiple Users

- Advisors**
 How can I ensure students can complete major requirements?
- Faculty**
 How do I make the case for more teaching staff or courses?
- Administrators**
 How do we make our schedules more efficient?

Key Facts and Figures

- » From kick-off to completion: **2-3 months**
- » IT capabilities: **Tableau, SQL, Enterprise Warehouse, Web Services**
- » Personnel: **1 developer per dashboard**
- » User uptake: **100+ users in first year**



Advisors are really interested in this information because they're meeting directly with students about how to plan their future. But we've been surprised to see interest from faculty, too. They use the tool to justify creating new courses or sections of an existing course. Without hard data, that can be hard to do."

Team Leader
University of Washington

Source: EAB Interviews and Analysis

Self-Service Transcript Access

Central New Mexico Community College Speeds Administration with Blockchain

The Challenge...



Administrators wanted to reduce transcript request complexity to empower graduates with ownership of their own educational credentials.

Ease of Implementation



Scale of Impact



Tamper-Proof, Digital Diplomas Minimize Hassle for Graduates and University Administration

Leaders at Central New Mexico Community College developed a blockchain, open-source platform to record digital diplomas, giving students greater ownership of their degrees. Now when students complete a degree or certificate, they receive an automated email with instructions for downloading and storing the credential. Students can then share one-time verified credentials directly with employers via social media or email.

Traditional Transcript Verification: 1-2 Weeks



Blockchain Transcript Verification: 30 Seconds



Employer Requests Student Transcript



Student Authorizes Access to Blockchain Credential



Employer Confirms Job Offer

Key Facts and Figures

- » From kick-off to completion: **1 year**
- » Total investment: **~\$25,000**
- » Key industry partners: **Learning Machine**
- » Results so far: **580+ diplomas conferred, 350+ student downloads, 250+ unique verifications**



We are very excited to begin adopting this technology to provide more value, independence and convenience to our students throughout their lives. Students put forth tremendous effort to earn their higher education credentials and we're going to start empowering them with ownership."

President Katharine Winograd
Central New Mexico Community College

Source: EAB Interviews and Analysis

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