

DATA MANAGEMENT

LESSONS AND PRACTICES FROM MDRC

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GOALS FOR TODAY

Goal #1

- Provide Lessons and best practices from MDRC Research

Goal #2

- Provide practical tools for you to use after today to support your student success efforts.

Goal #3

- (Possibly) Change the way you view data and data management.
“Data is your friend!”

DISCUSSION TOPICS

- Using Data as a Student Success Tool
- Using Data to Guide Program Improvement

USING DATA AS A STUDENT SUCCESS TOOL

CONTINUOUS IMPROVEMENT THROUGH DATA

Treat data as a tool rather than as a report card

Continually using data to identify problem areas will promote ongoing positive changes in the outcomes of students

Measuring a program against its goals and history is a great way to show improvement

WHAT DATA CAN DO...

- Show you how you are doing
- Identify the “holes” in real time
- Help people and programs work more effectively
- Help ensure you are reaching ALL students

WHAT WE'VE LEARNED

- Successful programs use data throughout the semester.
 - Identifying key milestones that are integral to student success and confirming that there is a means to track progress towards them
 - Using student data consistently to monitor and inform decision making

EXAMPLES OF PROGRAM DATA

COMMUNICATION AND OUTREACH:

- Text messages
- Emails
- Phone calls
- Method and Responsiveness

ENGAGEMENT AND KEY TASKS

- Orientation attendance
- In-person meetings
- Group meetings
- Early Alert

ENROLLMENT AND MILESTONES:

- Enrollment in 12 units
- Enrollment at add/drop date
- Specific class enrollment
- Class registration for upcoming semester
- FAFSA completion for upcoming year

WHAT HAS WORKED FOR OTHER PROGRAMS

Thinking about data at multiple levels and interacting with it throughout the semester.

In one student support program, reports were run for communication with students each week, meetings each month, registration at specific points in the semester, and FAFSA completion at particular points of the year.

USING DATA TO GUIDE PROGRAM IMPROVEMENTS

STEPS TO USING DATA TO GUIDE PROGRAM IMPROVEMENTS

1. Determine the measures you and others care about.
 - Ex. Participation, course completion
2. Set benchmarks to gauge progress
 - Realistic
 - Based upon historical data
 - Periodically reset

THOUGHTFUL BENCHMARKING

Measure	2017 Actual	2018 Benchmark	2019 Benchmark	2020 Benchmark
Program Enrollment	300	360	315 [*]	300 [*]

Historic Data

Measure	2013 Actual	2014 Actual	2015 Actual	2016 Actual	2017 Actual	2018 Benchmark
Program Enrollment				315	300	300
College Enrollment	10,000	9,050	9,500	9,250	9,000	

*Revisit in one year

STEP TO USING DATA TO GUIDE PROGRAM IMPROVEMENTS CON'T

3. Determine how you will track what you care about

- Ex. MIS system, Excel, other?

4. Generate reports on a frequent schedule

- Meet, Discuss, Make changes as necessary

BENCHMARK TEMPLATE EXAMPLE

Outcome	Year 1						Year 2	
	Fall		Spring		Summer		Fall	
	Historical Baseline	2018 Benchmark	Historical Baseline	2018 Benchmark	Historical Baseline	2018 Benchmark	Historical Baseline	2018 Benchmark
Enrolled (%)								
Enroll full-time (%)								
Enrolled in a Math class (%)								
Completed Math req (%)								
Enrolled in an English class (%)								
Completed English req (%)								
Met with success coach/mentor (%)								
Created initial comprehensive education plan (%)								
Success Activities (%) ¹								
Activity 1								
Activity 2								
Activity 3								

HOW WILL YOU TRACK WHAT YOU CARE ABOUT?

USING AND CREATING DATA SYSTEMS TO FACILITATE DATA USAGE

TAKE ADVANTAGE OF DATA TOOLS

- Data tracking systems are often seen as burdensome but that doesn't have to be the case.
- Data Tracking systems are like staff support
- Increased experience with data tools is a virtuous cycle
- Comfort will reduce stress and open opportunities for increased efficiency

COVERING GAPS IN A TRACKING SYSTEM

- When possible, program specific data should be tracked in the primary data system
- Program components beyond the scope of the standard college program may not fit into larger system
- Creating complimentary tools for the benefit of the program can be useful, as long as it is allowed

TRACKING TOOL EXAMPLE

	Enrolled in Math	Completed Math Req	Enrolled in English	Completed English Req
Student1	No	Yes	No	Yes
Student2	Yes	No	Yes	No
Student3	No	Yes	No	Yes
Student4	Yes	No	Yes	No
Student5	No	Yes	No	Yes
Student6	No	Yes	No	Yes
Student7	No	Yes	Yes	No
Student8	No	Yes	No	No
Student9	No	Yes	Yes	No
Student10	No	Yes	No	Yes

- Create a simple tracking sheet for important data that is difficult to report

- Connect it to a second sheet that summarizes the data in real-time as you update it

Student Enrollment and Completion (as of 2/10/2018)

	Students	Percentage
Total Students	30	
Enrolled in Math	11	37%
Completed Math	18	60%
Enrolled in English	7	23%
Completed English	13	43%

BRINGING IT ALL TOGETHER

REPORTING ON PROGRAM OUTCOMES AS YOU MOVE TOWARDS SUCCESS GOALS

Measuring a program against its goals and history is a great way to show improvement

Continually using data to identify problem areas will promote ongoing positive changes in the outcomes of students

REPORTING ON PROGRAM OUTCOMES (CON'T)

- Report on momentum points that define program success
- Create a template to house several statistics to provide a concise view of the program
- Review the data at the level of detail necessary to understand the story
- Schedule team meeting to talk through the report

WHAT HAS WORKED FOR OTHER PROGRAMS

Creating a reporting template that captures several momentum points and discussing in a team meeting

In OH, monthly and semester report templates were developed and completed by the programs. Each month, we led a monthly discussion of the reports that compared the results to the prior month and talked about strategies for improvement.

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Student2	Yes	No	Yes	No
Student3	No	Yes	No	Yes
Student4	Yes	No	Yes	No
Student5	No	Yes	No	Yes
Student6	No	Yes	No	Yes
Student7	No	Yes	Yes	No
Student8	No	Yes	No	No
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DISCUSSION POINTS FOR TEAM MEETING

- How does the current report compare to expectations (benchmarks, the previous report)? What happened that could account for that change?
- Are there any metrics that could use a closer analysis to understand what happened?

DISCUSSION POINTS FOR TEAM MEETING (CONTINUED)

- Are there any steps that can be taken during the upcoming period to improve the outcomes or prevent negative changes?
- What are our expectations for the next report?

REPORT TEMPLATE EXAMPLE

Los Angeles Promise Individual Cohort Report Template - DRAFT								
	Year 1						Year 2	
	Fall		Spring		Summer		Fall	
	N	Percentage	N	Percentage	N	Percentage	N	Percentage
Eligible students ¹	100							
Active LACP students ²	90	90%	70	78%	30	33%	70	78%
Enrolled in a Math class	90	100%	45	50%	20	22%	10	11%
Completed Math requirement	0	0%	45	50%	70	78%	80	89%
Enrolled in an English class	90	100%	50	56%	30	33%	15	17%
Completed English requirement	0	0%	40	44%	60	67%	75	83%
Met with success coach/mentor	60	67%	40	44%	10	11%	0	0%
Created initial comprehensive education plan	80	89%	85	94%	90	100%	90	100%
Success Activity Completion ³								
Activity 1	30	33%	25	28%	10	11%		
Activity 2	40	44%	33	37%	5	6%		
Activity 3	50	56%	45	50%	2	2%		
Success Activity Descriptions								
Activity 1	(FILL IN DESCRIPTION HERE)							
Activity 2	(FILL IN DESCRIPTION HERE)							
Activity 3	(FILL IN DESCRIPTION HERE)							
NOTES: ¹ The numbers of Eligible and Program students are only calculated once at the beginning of the academic year. ² The percentage column for Active LACP students uses the number of Eligible students as the denominator. All other percentages are calculated using the Active LACP students value as the denominator. ³ Success Activities can be tracked as cumulative or semesterly, as needed.								

TIPS FOR SCHEDULING REPORTS

- Review reports on a timeline that will support program improvements in real time
- Review statistics more frequently/closely during the period when change can happen
- Create multiple reports to monitor different timelines (e.g., monthly vs. semester)

RECAP & QUESTIONS

RECAP

- Treating data as a tool rather than as a report card will ensure that there are no bad surprises
- Setting benchmarks for your program will help you understand your goal and monitor your success

RECAP

- Using systems and creating simple complimentary tools aids in program efficiency and effectiveness
- Creating a reporting schedule and conducting team meetings to discuss opens the door for team discussions about program improvements

QUESTIONS?