



Services for the Student Success Center Network

Strategic Data Use

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JFF is partnering with ASA Research to help Student Success Centers and their colleges use student data to drive change. ASA Research, LLC is a small, women-owned research firm located in Bethesda, Maryland. ASA's research team has served the education community for over 20 years with a mission to provide high-quality, client-centered research, analysis, and consulting services. ASA partners have worked with a range of clients, including private foundations, non-profit and community organizations, government agencies, education institutions, and national associations. They will offer a range of services to the Student Success Center Network (SSCN), including:

- ▣ **Level 1:** ASA will develop and provide a suite of tools to support institutions' student success related data work. ASA will develop guides to be used in conjunction with the tools, so that the tools can be used for two purposes: (1) Centers can provide them to institutions so that campus staff can conduct data work and have data-related discussions on their own, and (2) tools will be used during ASA-conducted workshops or webinars for the SSCN, as applicable to the workshop or conversation topic.
- ▣ **Level 2:** ASA will offer Network-wide workshops and training regarding the strategic use of data to support student success initiatives. For example, a workshop may be focused on how to integrate and effectively use key performance indicator (KPI) data and outcomes reports as part of the Center's ongoing student success work, or how to use KPI data as a springboard to topics offered in the Level 3 workshops (below) and in conjunction with tools and resources developed for Level 1 support (above).
- ▣ **Level 3:** ASA will provide customized services to states, including research and consultation services for Centers and workshops/webinars for colleges.

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Requesting Services:

To request any of these services please work directly with your JFF state team.

Key to Levels of Service

Level 1: Online Tools and Resources such as research publications, policy briefs, recorded webinars, and virtual tools and templates

Level 2: Training, Convening, and Peer Learning such as Network-wide workshops and webinars, group consultation with national providers, and leadership development opportunities

Level 3: Customized Services such as state-specific coaching and consultation, institutes, and trainings customized for Centers based on readiness and need for deeper, individualized support



DETAILS ABOUT TOOLS & RESOURCES (LEVEL 1):

ASA will develop tools to support the Centers' data work related to student success initiatives. These tools may be used during a facilitated webinar or workshop, or they may be provided to institutions for their own use. The tools can support four phases of strategic data planning and use:

- **Data Needs Assessment** – to guide an institution through data inquiry that identifies motivators, facilitators, and barriers to their students' academic success.
- **Metrics Identification and Alignment** – to create a metrics framework that aligns operational metrics and student outcomes with a college's reform strategy to facilitate understanding of cause and effect and potential impact.
- **Strategy Implementation and Goal Setting** – to assist colleges in setting improvement targets and intermediary outcomes.
- **Monitor and Communicate** – to assist with tracking progress, analyzing outcomes, and communicating impact.

DETAILS ABOUT PEER LEARNING & CUSTOMIZED SERVICES (LEVELS 2 & 3):

Trainings and Workshops

- ASA will offer a series of training workshops and webinars. Each workshop or webinar, customized to the participants' needs, focuses on a phase of the strategic data planning process and the use of data to support student success initiatives. ASA-developed tools will be used during the workshop, along with practical examples. ASA can conduct the trainings in person, via webinar, or through a combination of the two. Workshops are typically partial or full day in length, depending on content and needs; webinars will be two to three hours in length. Depending how workshops are delivered, participants may be required to complete homework prior to a convening.

Research Consultation

- ASA can provide ad hoc consultation to Centers, including:
 - Consultation on Center research agendas, including an assessment of what is needed balanced with data availability and what is possible.
 - Interpreting and analyzing statewide data to identify trends, barriers, and motivators of success, and examining outcomes with an equity lens.
 - Supporting statewide data collection, including conducting a data assessment and aligning metrics and definitions, liaising between the National Student Clearinghouse and other data holders, and assisting with data sharing agreements.
 - Developing KPI monitoring systems including identifying the appropriate metrics to be included and providing consultation regarding easy-to-use and effective data displays.
 - Developing reports and infographics to tell institutions' and states' student success stories.
 - Conducting qualitative research to identify and profile potential challenges and promising practices.