From Data to Decisions: Using Analytics to Improve Student Support

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Higher Education Data Challenges

External Requests	Internal Service Reports	Operational Reporting
• FOI • Audit • Charters	• Annual Summaries	• Appointments • Processes

Building Data Trust



Governance



Data



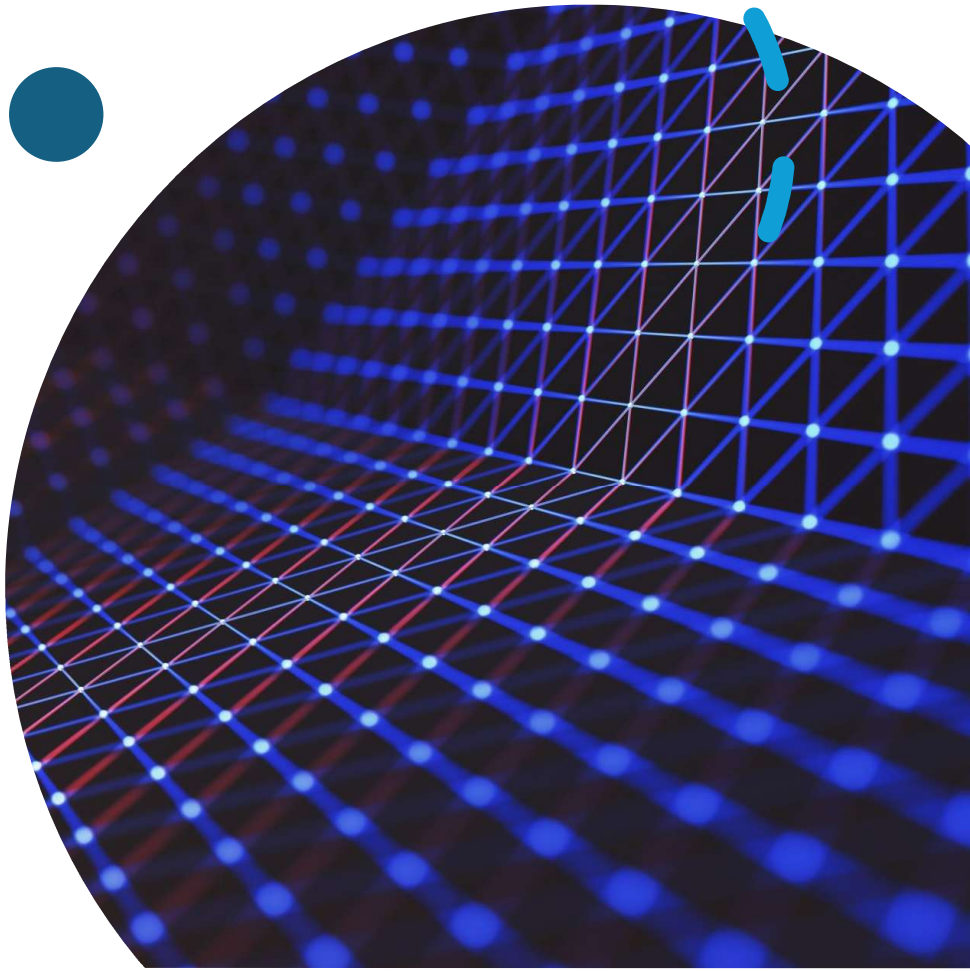
Insight



Support

Bringing the Data Together

- Single source of truth
- Consistent reporting
- Shared understanding
- Cross-service collaboration



CareerHub

Appointments

Forms

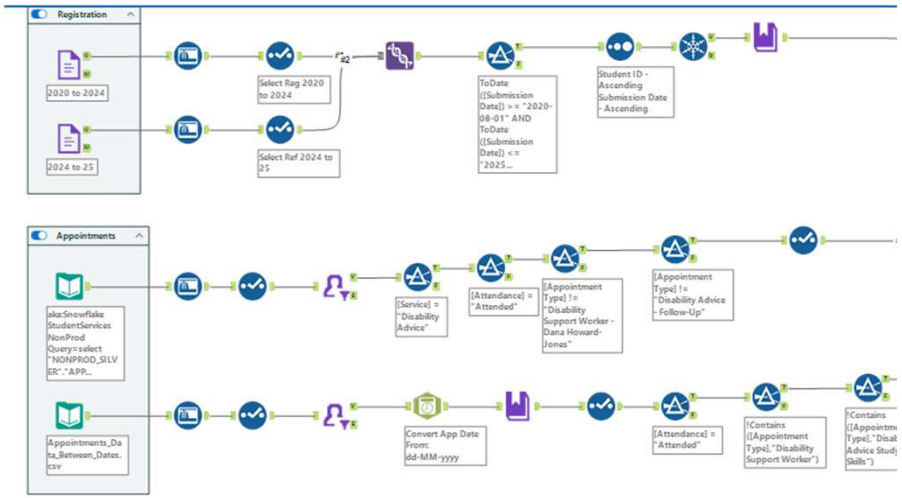
Events

itment	16 May 2023, 9:00 am	Appointment	Test Appointment (Online)	booked
itment	8 Mar 2023, 12:40 pm	Appointment	Test Appointment (Online)	booked
itment	18 Jan 2023, 10:35 am	Appointment	Test Appointment (Online)	booked
t Ambassador g - Fri 11 Nov HC	11 Nov 2022, 9:15 am	Event	Student Ambassador	cancelled by studer
be a great freelancer ison Grade - Session 1 luction to the ce mindset	1 Nov 2021, 5:00 pm	Event	Beckett Careers: Freelance & Business Start Up Short Course (Alison's course)	absent
itment	30 Sep 2021, 11:00 am	Appointment	Test Appointment (Online)	cancelled by studer

361485	Hardship Fund - Closed Lack of Evidence	18 May 2024, 4:48 pm
361258	Hardship Fund - Assessment Complete	18 May 2024, 1:12 pm
360870	Hardship Fund - Assessment Complete	17 May 2024, 11:36 pm
357241	Hardship Fund - Assessment Complete	17 May 2024, 8:52 pm
359549	Hardship Fund - Assessment Complete	17 May 2024, 1:59 am
361078	Hardship Fund - Ineligible	16 May 2024, 8:27 pm
359689	Hardship Fund - Assessment	16 May 2024,

Alteryx - Tool for mere mortals

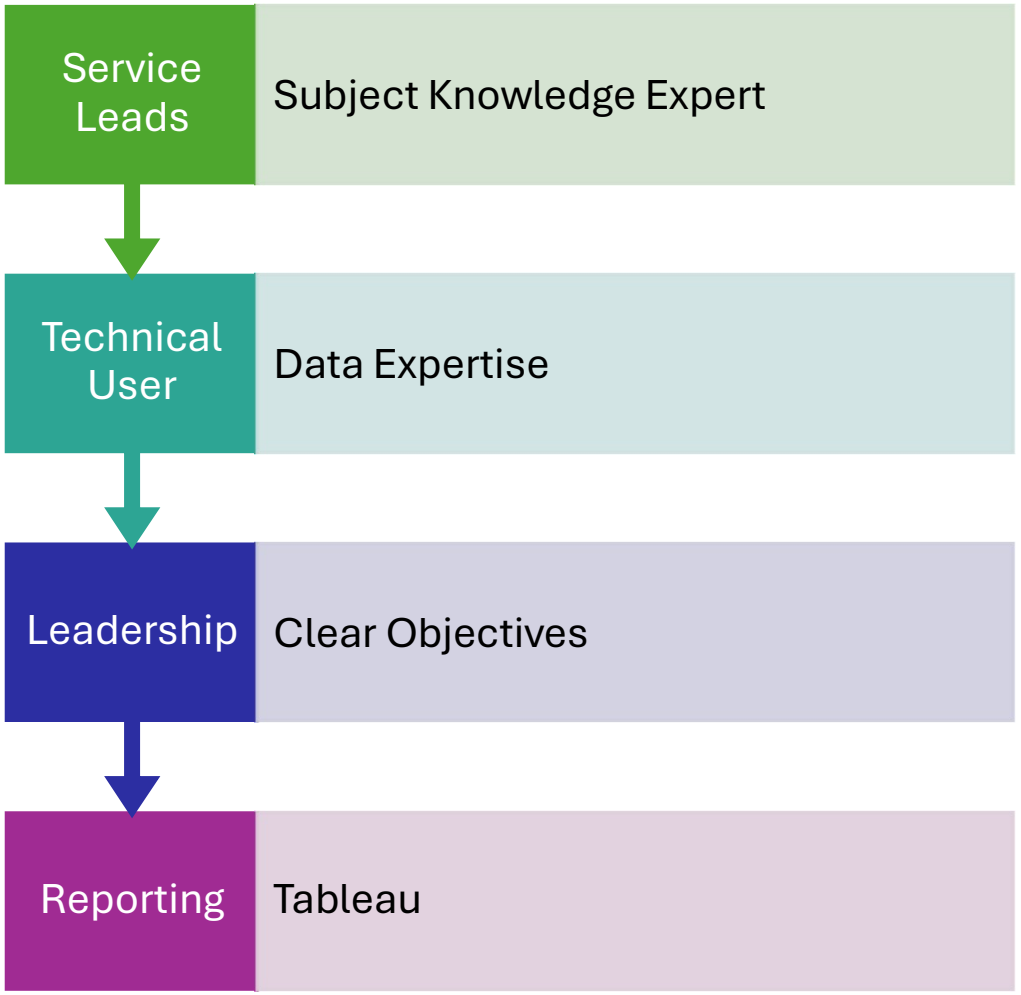
- No-code / low-code approach
- Visual workflows
- Removes barriers to analytics
- Allows non-programmers to work confidently with data



Pretty Pictures for All or Turning Data Into Conversations



Not Alone: A Collaborative Journey



Examples



Understand trends



Monitor service usage

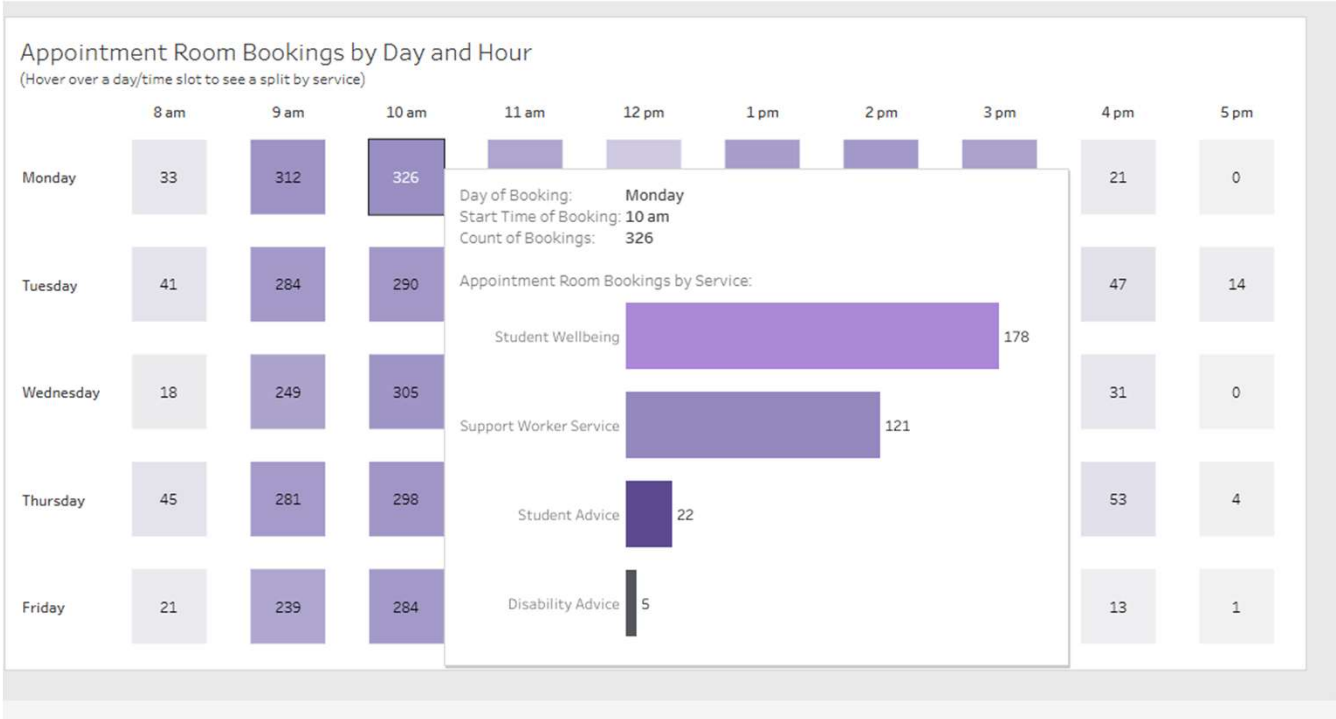


Inform interventions

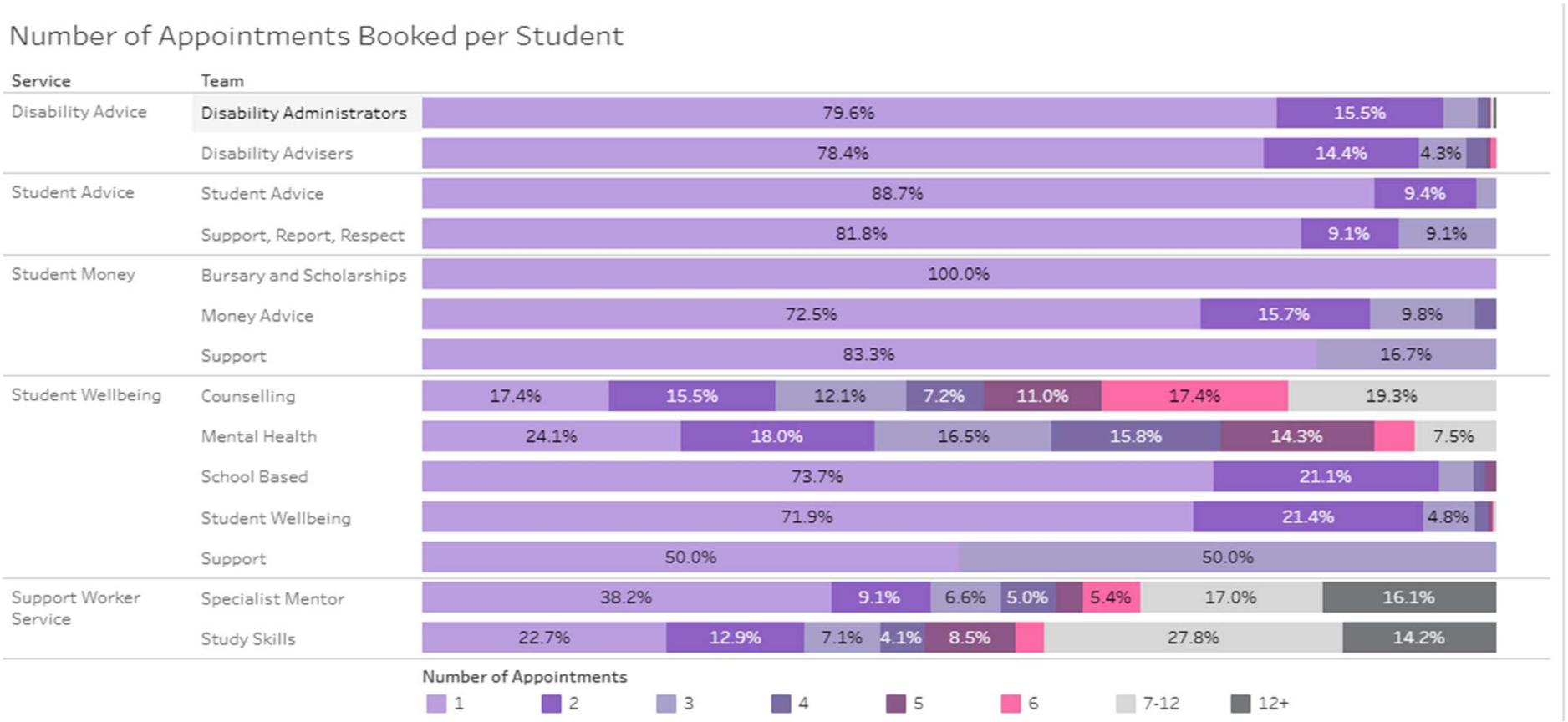
Appointment Attendance



Room Utilization



Student Appointments



Student Demographic



Impact Beyond Dashboards

Less time:



COLLECTING DATA

RECONCILING SPREADSHEETS

PRODUCING REPORTS

More time:

- Understanding trends
- Supporting students
- Making strategic decisions
- Outcomes

Conclusions



COMMITMENT



VISION



TIME

Thank You