



**COLLEGE & CAREER
READINESS**



COABE 2024 Webinar #5 Data Collection Methods and the Student Experience

Presented by Dr. Tyler Harvey

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This presentation will be recorded and shared for on-demand viewing.



Data Collection Methods and the Student Experience

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What is my role at ACC?

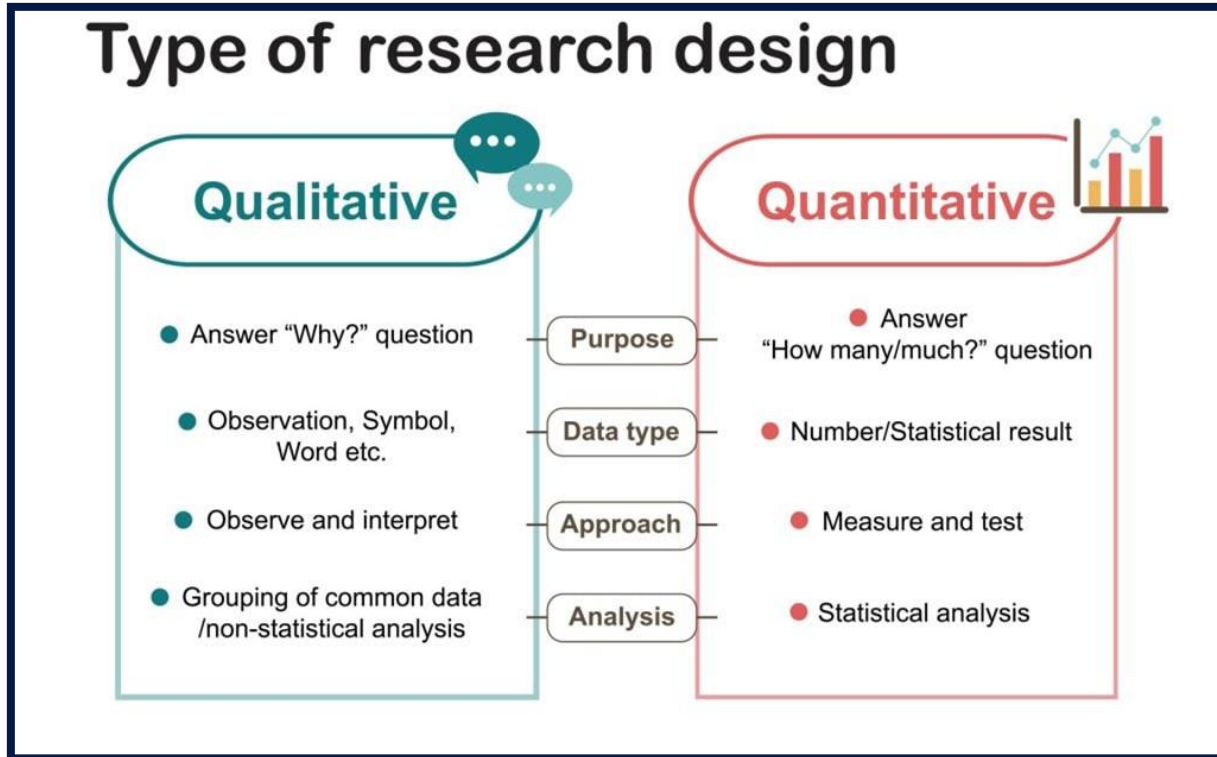
- Title: Data, Assessment, and Transitions Coordinator
- Role: Facilitate and oversee the following areas;
 - Data Entry, Collection Methods, and advise program decisions based on FTE and MSG.
 - Assessments (TABE, TABE-ClasE, GED, HiSET)
 - Transitions to Succeed Courses (formerly RISE)
 - Shared role: Auditing process
 - Administrative Role (Front Desk Staff)

Thank You's/ Acknowledgements

- Dan Loges/ Leigh Davidson
- Dr. Ken Ingle/ ACC
- Justin Snyder/ Jennifer Mock
- Melba Aguirre/ Jaime Isaac/ Lorena Sarmiento
- My Team (Assessment/ Intake/ Administrative/ Transitions)

Data Collection Methods

What types of data can we collect?



Importance of Data Collection

- Program Performance
- Informed Decision Making
- Implementation or Resurgence of Best Practices
- Reduction of program hindrances

Becoming a Data Detective

- This session dealt with interpreting NRS (National Reporting System) testing data
- Connection with Administrator of Program
- Using data as a means to drive program performance
- Connection with Instructional Staff
- Take Away: Investigate and dig into program data, Don't report data out and not know the why's behind data

Collecting Student Data

NRS Testing Data

- Importance of not only knowing what program data means, but what does it mean in reference to program performance.
- Knowing the EFL Indicators and understanding what they mean.
- Targeted Testing Practices for effective testing and communication with instructional staff
- Take Away: Data Matters, Analyzing Data Matters, Data Driven Program Performance Matters

Surveys

- Our programs strive to collect and are mandated to collect the #'s
 - FTE
 - MSG
 - Post-testing
- However, what about the stories or rather the non-measured events that make up our measured events and the student experiences as a whole.
- Surveys are another way to collect data for program performance. These will give an in-depth look at all aspects of program.
- If a survey is given, do something or act on the results of the survey given.
- I have included a sample end of course survey that we have implemented [here](#).

Reflection Questions Data Collection Methods

1. What kind of data do you collect in your program?
2. How is this data collected and maintained in your program?
3. In what ways can we become more of a data detective?
4. How can the student experience shape our approach to collecting, and responding, to our data?

Student Experience

Why is the student experience important?

- Students enroll in our programs.
- Students participate and engage in our programs.
- Students have the first hand experience of the program.
- Students shape the trajectory of our program.

Entry Points of Student Experience



Interest

This is how programs get the word out about how their programs are offered and how students can sign up.



Entry

This is the area where programs determine how students are enrolled in your program.



Progress

This is the area where programs determine what students will do while in your program.



Completion

This is the area where programs determine how students will finish out and/ or transition into other programs

Entry Points

- Entry points are not necessarily in any essential order
- When each entry point is mapped out, it is easy to identify errors or corrections to verify about process.
- Each point should be flexible and have different routes within each if offering multiple programs.
- Within each point, it is possible to lose students.
- It is important to identify the transitions in which points students are lost in as well.

College and Career Readiness Student Experience Lifecycle

Bridge between each contact point.
Explained on slides

Interest

This is how students know about your program

Word of mouth
Website
Community Partners
Flyers
Connection Calls
Interest List
Social Media
Scope across county
Staff

Strengths/
Challenges
of each

What
are we
missing
out on?

How do
we
capitalize
on each?

Entry

This is how students enroll in your program

Students are REQUIRED to go through some type of intake (4 routes)

Minors (Ages 16-17): Parents complete a Minor Release Packet and schedule an initial meeting with Coordinator of Assessment. Depending on choice or outlet, the student will be given an intake date or directed to GED Account

ABE/HSE/ESL: The students go through the required paperwork and LEIS documents. They also complete reading and math placement testing.

Transitions: Once a student is referred by Advisor, Transitions Coordinator will reach out to student to schedule appointment. Students will complete documents and LEIS. Also complete placement testing.

IDD: Assessment Specialist will reach out to contact to schedule intake and place in class based on reading testing.

Progress

This is what students do while in your program

Students register in their class on the first day of class.

Instructors provide whole, small, and individual lessons catered to students needs

Upon completion of x amount of contact hours, students must take post-testing administered by assessment staff

ABE/HSE- Students complete HSE Official Testing

ESL- Students work towards exiting out or improving their English proficiency.

Transitions: Students complete required Tier Assessments

IDD: Students work towards career exploration goal or improving their math and reading proficiency.

Completion

How do students finalize their progress? What are next steps

ABE/HSE: Students upon completion of all required HSE Testing receives a diploma from North Carolina Community College System and 1 free class.

ESL: Upon the completion of Level 7 or exit out of Reading, Writing, Listening, and Speaking Test. Students earn 1 free class

Transitions: Students complete Tier requirements and do not have to take support class on curriculum campus

IDD: Students complete through career exploration among other avenues rather it is co-enrollment or college enrollment. Will work with A2A advisor to complete this section.

The student experience begins at interest and intake...

Reimagining Student Intake: Digitizing Processes to Improve Access and Engagement

- Intake is defined as the Registration, Orientation, Testing, Advising, and Scheduling.
- Figuring out ways to reduce the amount of time or complications that intake can have.
- Resources for students to complete process in a timely matter
- Advising (scheduling appointments)

Take Away: An efficient process can create effective student engagement.

Student Experience

The 4 C's of Student Retention: Communication, Collaboration, Consistency, and Celebration

- Location Tulsa, OK
- Communication= Student intake options, flex scheduling, name boards, testing results
- Collaboration= Community, Transitions Teachers, School System, Cross collaboration between ESL and GED programs.
- Consistency= Trust, Processes, Multiple Families Completing
- Celebration= At every level, there is some form of celebration

Take Away= All Parts and Positions in programs matter. It truly takes a team that values its members as a whole to make overall success for students.

Innovative Student Experience and Engagement

Raising Performance with an Innovative Remote Testing Hub

- Illinois Adult Education Program
- Testing Capacity and Scheduling
- Improving MSG's and Post-test Rates
- Levels and types of test
- Communicating with Instructors and Administrators for Testing
- Process to schedule testing (largely dependent on student to complete)
- Communicating with students

Take Away: Think outside of the box, it can render great results.

Reflective Questions on the Student Experience

- 1) Why do you believe that the Student Experience Matters in our programs?
- 2) What kinds of things do you do in your programs to promote a great student experience?
- 3) When mapping out your programs, do you have certain struggles at entry points? What tips can you share to help address some of these challenges?

Conclusion

How are we (ACC) currently implementing processes?

- As Data Coordinator, I walked away with an understanding of how to support instructors to interpret what data means.
- We are sharing data reports with instructors
- Our campus is going through a redesign around the student experience.
- We have revised our advising model.

Thank you and Contact Info

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