

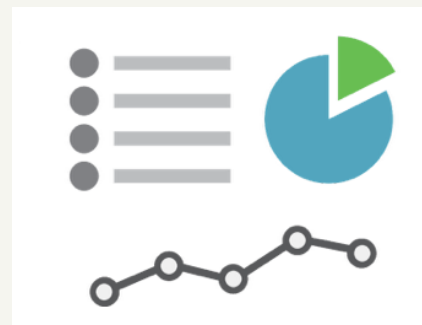


# Policy recommendations

## Integrating data/learning analytics and the advice-giving process

### Link to existing policy or mission

- Specifically link to policy for support
- Use policy at departmental level if no overall policy exists
- Policy must justify and guide the use of data



### Involve stakeholders in policy & process

#### Staff

- On validity of alerts, on communication with students, on action, on usage

#### Students

- On relevance, on buy-in, on usage

### Define target students

- Can be different subgroups with different goals
- Use data directly in case work or use aggregated data for research & managerial purposes

### Ensure faculty understand data & have advising, supporting skills

- Data literacy required
- Skills for advising/tutoring preferable
- Knowing the referral process is essential

### Be transparent

- Make processes public
- Set rules for data use
- Be clear on data limitations
- Comply to GDPR

### Focus on dynamic data

- Dynamic data is recent, behavioural & actionable
- Avoid unique focus on static data, such as demographics, which students can not change

### Include post data processes

- Describe decisions made & outcomes gained
- Set rules for record keeping
- Appoint staff to correct incorrect data and notes



### Shape policy aware of technical capacity

- Be aware of technical opportunities and (current) limitations
- Involve IT personnel early in development of LA systems

