

STUDENTS' EDUCATIONAL JOURNEY

LOOKING BEYOND ACTIVE LISTENING AND DATA INSIGHT

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Louisville KY
2023

California Lutheran
UNIVERSITY

Students' Educational Journey



Reflections on internal and external factors that create unpredictable challenges on how engagement strategies and data insights are applied in support of student educational journey

Students' Educational Journey - Progress on Data Insights

Increase in use of data to steer business decisions, boost efficiencies and improve ability to meet student expectations.

More collaboration on shared data goals

Noticeable focus discussions on a real problem that needs to be solved and important to the institution.

Increased interest in data governance and management structures

Unifying data sources

Data literacy training

Constant assessment and improvement of institutional data and analytics capabilities.

Threats to Students' Educational Journey



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Mental Health Crisis

- Over 70% of college students experience moderate to serious psychological distress
- 35% are diagnosed with anxiety and 27% with depression
- More students in college have access to mental health treatment prior to college
- Demand for mental health has not been matched with appropriate funding, leading to higher caseload for mental health care workers

Source: National College Health Assessment , American College Health Association, 2021

Mental Health Crisis - Interventions

- Equipping faculty and staff to identify and support students in distress
- Opportunities for group therapies, peer counseling and telehealth
- Faculty development related to trauma curriculum
- Rapid access and assessment
- Incorporating broader culture of wellness into policies and campus life

Diversity Equity and Inclusion Compliance Race

- Surge in DEIJ effort in higher education since George Floyd
- Demand for DIEJ work on campus is high
- Increasing political attack on DEI initiatives
- Lack of appreciation of diverse perspectives, talents, and lived experiences
- Struggles with elevation of voices and scholarship of historically underrepresented students, faculty, and staff.
- Average tenure of a chief diversity officer has decreased from three years to now less than two years

Political Interference

Promulgation of bills mandating or prohibiting content in the classroom, empowering partisan political appointees to determine campus policy, and limiting freedom to learn, teach, and conduct research

Political Interference

- Tennessee - Passed law prohibiting students and employees at public colleges and universities from being penalized for failing to endorse certain “divisive concepts.”
- Florida - Stop WOKE Act, signed into law in April 2022
- Florida - Appointment of far-right trustees at the New College of Florida

Political Interference

- Florida - Prohibition DEI, CRT and other discriminatory programs
- Texas - Putting curricular and hiring decisions in the hands of the governing board
- Ohio - Banning any activity related to diversity, equity, and inclusion (DEI) and creating parameters around addressing “controversial matters.”

Higher Ed Employee Turnover

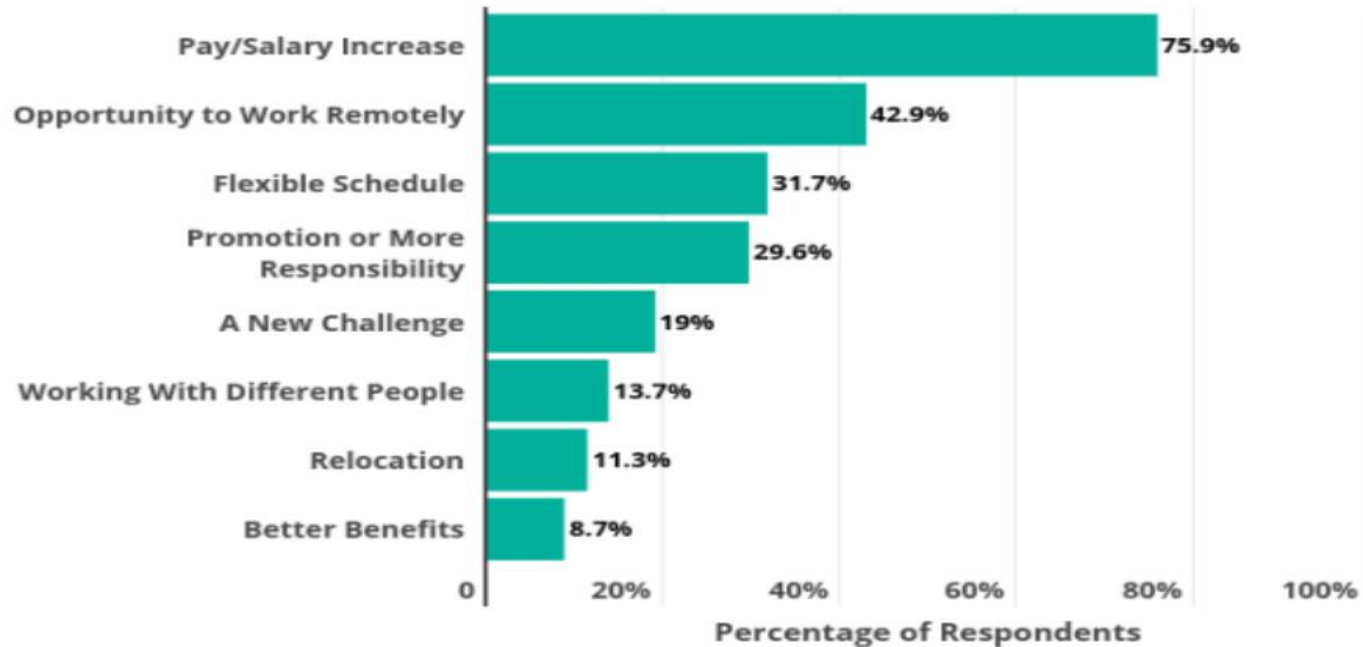
“Higher ed institutions are at risk of losing half of their current employees in the next year. In addition, the problem of retention appears to be getting worse rather than better,”

Source: [CUPA-HR 2022 Higher Education Employee Retention Survey](#)

Higher Ed Employee Turnover

2022 EMPLOYEE RETENTION SURVEY

Reasons Employees Are Seeking New Opportunities



Source: [CUPA-HR 2022 Higher Education Employee Retention Survey](#)

Closing Remark