



## When Education Data Speaks, Are We Really Listening?

### *Data coaching for student success*

The education sector captures more and more data, but are we really listening to understand what data mean and using that information to improve student learning? How does an institution move to a culture of positive data use? One way to begin is to embrace the training of data coaches.

### **Data Coaching and Accountability 2.0**

IEBC believes Accountability 2.0 is helping move data use beyond blame or punishment. The Institute for Evidence-Based Change data coach training empowers educators to understand what's going on behind "performance" numbers and seek strategies to improve. Data coaching prepares participants to address: "What are we going to do about it?" This work means the difference between problem-solving and paralysis.

A thorough and ongoing grounding in the data helps decision-makers better identify which students need help and, over time, whether interventions are making a difference and why. That's data worth listening to.

### **Data Coaches as Data Whisperers**

Data Coaches are faculty and staff at your institution who are interested in using, and helping their colleagues use, data to inform and improve their decision-making. No special skills are required to begin. IEBC can train staff in the skills needed to:

- **collaborate with colleagues**
- **make meaning out of the data you already have**
- **ask the right questions to get the answers you and your colleagues are searching for**
- **lead discussions and meetings around data and**
- **focus on the data that leads to meaningful change**

IEBC's workshops demystify data use and empower faculty and staff to help coach their colleagues to identify patterns and insights in data that guide measurable improvements in student learning, persistence and completion.

IEBC brings together a keen understanding of human decision-making and the best in design thinking and data science to our work with partner institutions. Workshops are based on IEBC's work with dozens of institutions across the country and all kinds of data users.

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Data coaches gain confidence in data use, practice activities in groups and individually, and develop practical applications that apply to their unique work. Training includes the following workshops:

1. **Data Use Demystified**
2. **The Psychology of Data Use**
3. **Types of Data and Their Uses**
4. **Analytics: Beyond Talking Smart**
5. **Human Judgment and Decision-Making**
6. **Organizational Habits Promoting Data Use**
7. **Continuous Improvement Continuously**
8. **Predictive Analytics: Leading and Lagging Indicators**
9. **Telling Your Story with Data**
10. **Winning Combinations: Qualitative and Quantitative Data and Their Uses**
11. **How to Integrate Data into a Meeting**
12. **Getting Your Team On Board to Use Data**



### Getting started: What kind of data user are you?

It's imperative that data coaching respect the local context and educators' experiences and attitudes around data. At the start of our work, we conduct a brief assessment asking educators to identify with one of the following types of data users. While no educator will fit neatly into one tidy label, it's a great conversation starter and helps IEBC surface insights into the local context and what educators need to be comfortable putting data to good use.

😱 **I'm terrified – run Bambi run!**

😞 **I'm not a data person**

😊 **Wa-hoo, data yum**

😐 **I don't care – and neither should anybody else!**

😬 **I get the potential, but data doesn't help me do my job**

### Results

When decision-makers listen to what data are saying about students, they are in a better position to apply solutions that match the problem. Continually fanning the flames of inquiry about student success leads to more of the right answers. Acting on the data has helped close the achievement gap.

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### THE INSTITUTE FOR EVIDENCE-BASED CHANGE (IEBC)

The Institute for Evidence-Based Change (IEBC) is a nonprofit organization dedicated to helping education stakeholders — community colleges, universities, K-12 school systems, employers and others — use coaching, collaboration and data to make informed decisions and craft solutions that improve practice and dramatically increase student success. We partner with our clients to successfully implement customized evidence-based solutions to today's most pressing issues.

Institute for Evidence-Based Change

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