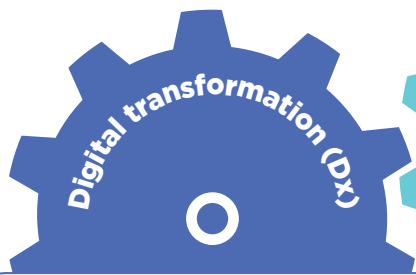


# DIGITAL TRANSFORMATION: Turning the wheels of student success

**Digital transformation (Dx) is a student-centered endeavor.** EDUCAUSE Research found that most (87%) IT professionals from institutions currently engaged in Dx said that "improving the student experience" was driving institutional planning and investment in Dx. Peek under the hood of higher education to understand how Dx engages the machinery of student success.



More a strategy than an outcome, Dx drives the evolution of student success technologies and is driven by them.

## Dx as compared to Digitization and Digitalization

### 1 Digitization

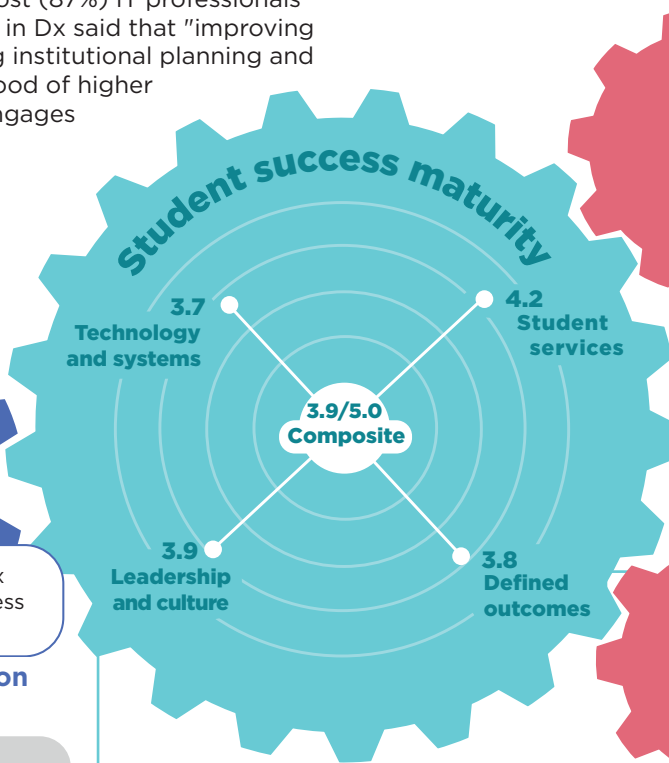
Changing from analog or physical to digital form. Most institutional functions are moving past this stage.

### 2 Digitalization

Using digital technologies and information to transform individual institutional operations. Many student success initiatives are in this phase.

### 3 Digital transformation

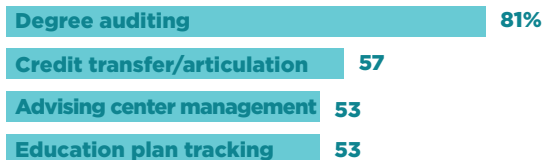
Deep and coordinated culture, workforce, and technology shifts that transform the institution. Few institutions have moved to this last stage of this process.



The maturity index is a measure of institutions' digital capabilities in the area of student success.

Overall, student success technologies score a 3.9 on the 5-point maturity scale, with student services being the most mature dimension.

In terms of deployment, the following student success tools are the most frequently deployed institution-wide.



## Universal design

The technology and strategies that can make learning more accessible for students with disabilities can benefit all learners, making universal design for learning (UDL) a student success strategy.

Student respondents who reported having a disability or impairment

13%



Of these students, 32% had two or more types.

Nearly half of students who said they had a disability had not registered with their institution's disability services office.

## Self-service

Self-serve technologies that students can use to identify and access community resources are among the least deployed student success tools. Rethinking student success to focus on the whole student requires an expanded deployment of self-service tools for community resources.



## Blended learning

The opportunity to teach and learn online provides the flexibility needed by students who work, have families, or simply prefer asynchronous scheduling.

58%

Of students prefer some form of blended learning, as opposed to 37% who prefer wholly face-to-face classes and 6% who prefer entirely online ones.

(These data were collected before COVID-19 campus closures.)

Where does your institution stand on student success? Use the [EDUCAUSE Analytics Services site](#) to find out!

