

## CASE STUDY

# Activating Institutional Data Across a Community College System with Rapid Insight

The Community College System of New Hampshire

- **About:** The Community College System of New Hampshire (CCSNH) is a network of seven community colleges serving 26,000 students.
- **Challenge:** CCSNH sought to foster efficiency in several departments, including the Registrar, Advising, and Admissions offices, by improving access to pivotal decision-informing data. Data reports were manual and static, costing valuable Institutional Research (IR) staff time to generate and distribute. With a small IR team across the System, hundreds of employees to serve, and varying levels of user expertise, CCSNH needed an intuitive tool that would grant employees direct access to actionable data.
- **Solution:** CCSNH implemented Rapid Insight’s cloud-based dashboards in 2019, granting easy data access to employees across the system. Personalized dashboards allow users to prioritize work and make informed decisions. As a result, Institutional Researchers at the colleges can reclaim time for important strategic priorities.
- **Impact:** CCSNH can make informed decisions at all levels of the organization, from strategic planning to individual student assistance. Live, up-to-date dashboards provide academic counselors with lists of students who need assistance, enabling responsive and impactful support. Administrators use Rapid Insight to identify programs with strong term-to-term persistence, sharing out best practices to improve retention in other programs. The resulting improvements in graduation rates and equity contributed to the selection of White Mountains Community College (a CCSNH campus) as a semi-finalist for a 2023 [Aspen Award for Community College Excellence](#).

## Impact Highlights

**+5%**

Increase in fall-to-spring persistence at one campus

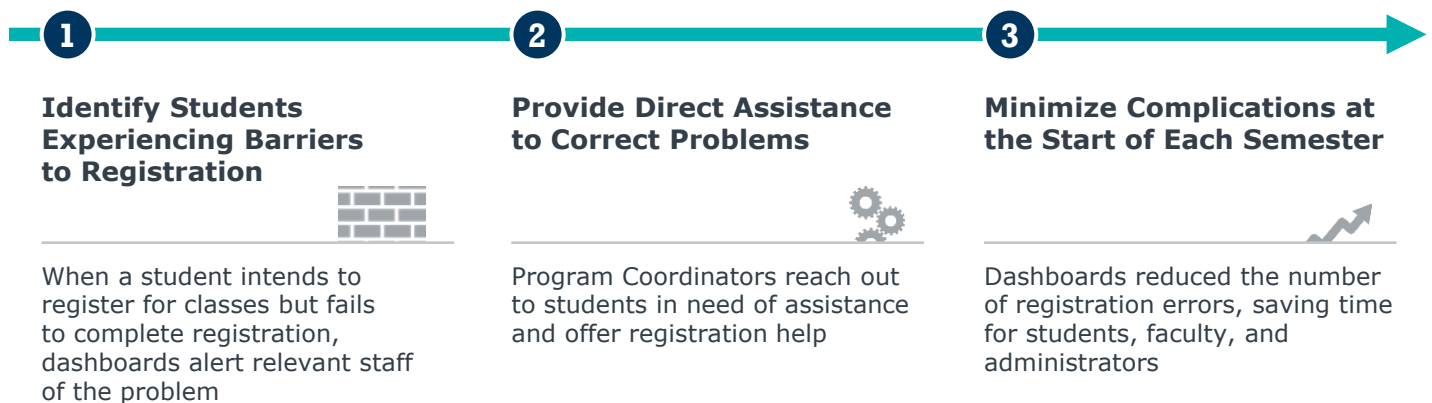
“

The more people we empower to delve into the data, the better we’re going to be as an organization.”

—Scott Fields, Chief Operating Officer

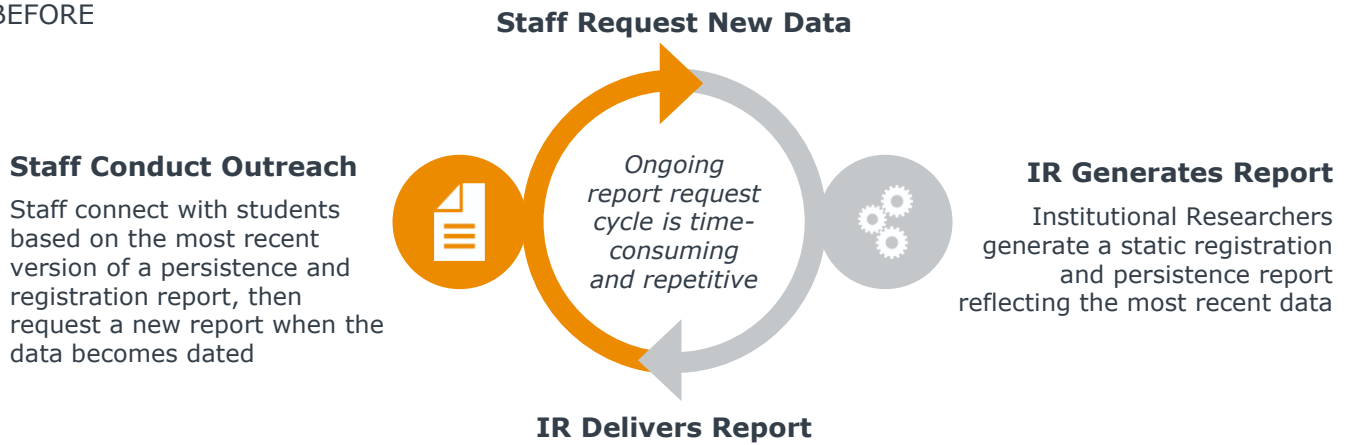
## Identifying and Correcting Registration Errors

Dashboards Enable High-Touch Assistance

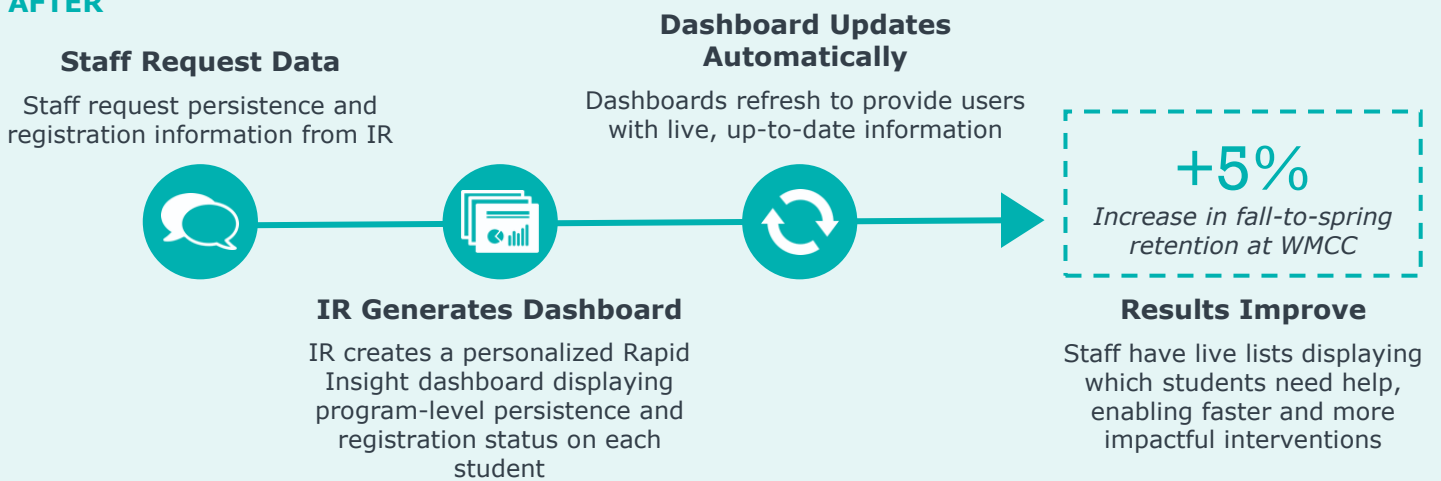


# Data Dashboards Increase IR Capacity at White Mountains Community College

BEFORE



AFTER



## Combining EAB's Navigate and Rapid Insight

*Extending the Impact of Both Tools for Increased Student Success*

▶ EAB acquired Rapid Insight in 2021. As users of Rapid Insight and Navigate, EAB's Student Success Management System, CCSNH is excited to coordinate their use of both platforms to further their student success initiatives.

### Rapid Insight

*Democratized Data Access*

- Customized data dashboards
- Institution-wide insight sharing
- Actionable, trustworthy information



### Navigate

*Student Success Management*

- Integrated student success analytics
- Student-centric communications
- Coordinated, holistic student support



We really have the ability to leverage [Navigate and Rapid Insight] across the two platforms to make some impressive changes in the future... We're going to be able to tap into metrics that we haven't been able to get our arms around in the past."

*-Scott Fields, Chief Operating Officer, CCSNH*