

Data points work best for action planning when paired with other types of information

- Create a **journey map** focused on the arc of a student's experience over time. Identify the highs and lows, and the reasons for these highs and lows.
- Conduct **focus groups** and interviews with students to understand their emotions, thoughts, and needs.
- Create a visual representation of the way work is currently done using a **process map**. Annotate the map with the major issues or barriers that arise in the work.
- Analyze **additional quantitative data** about the problem to better understand its dimensions.
- **Scan research** and relevant literature to find information about the problem or how it may be solved.

When examining Useful Data for the first time

1. Create space for people to **describe** what jumps out at them, from a range of perspectives
2. Ask people to present **hypotheses** about why these outcomes are present, and encourage them to develop alternative hypotheses, particularly regarding factors that the college can influence
3. Determine what you can **agree on** based on the data, particularly regarding specific action steps
4. List **additional information** you need to guide possible action steps, including specifying how this additional information will support action planning
5. Attend to concerns about methodology, but don't let these questions prevent a **discussion about students**