

Conversation Checklist

Here is what you
can do to prepare:



Schedule the meeting(s)

Members of the core team should be invited to attend. Ideally, the conversation should land 1-2 weeks after the completion of the ITA—this allows participants adequate time to review and reflect on their results, but not so much time that they don't remember them.

For the meeting, be sure to allocate enough time for both reviewing ITA outputs and for discussing next steps. Institutional style varies: some groups meet once for 4-5 hours, and some break their discussion into 3 or 4 meetings of 2 hours each. You know your participants—their attention span and availability—set the meetings as you see fit. If the institution has a team lead, they can help with this.

Don't forget the nuts-and-bolts logistics: reserve a large enough meeting space, order food or snacks, and make sure there's a projector in the room to display ITA results.



Review the ITA results

You have access to the full set of ITA results via dashboards in Qualtrics. Set aside time to familiarize yourself with the dashboards and understand the results—prior facilitators have recommended 10–20 hours. If you have an involved team lead at the institution, it may be valuable to review the dashboards with them too.

You'll see some great areas for discussion, which you're welcome to share with your core team in advance of the meeting. They should also review their individual results and be prepared to share their thoughts. In addition to the ITA results, feel free to integrate any other metrics or resources you or the institution regularly use.



As you review the results, consider the following questions:

- Which areas got rated highest by the group? Lowest? Does this align with your expectations?
- Compare the average results of the core team vs. the broader campus community (those who took the shorter version). Are the results aligned? Are there areas of disagreement between the leadership team and the broader campus?
- Look at both the category summaries and individual question responses—note that very high and very low ratings may be hidden within an average summary response. What questions have the greatest variance in response?
- Did role or subject matter knowledge impact how participants answered?
- Are there areas where there were a lot of “I don't know” or “Not applicable” answers? What does this tell you about how student success initiatives are communicated on campus?

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Create an artifact

Often it's helpful to create a workbook or other artifact for the team, built on dashboard screenshots and/or other data. This workbook can help lend structure to the conversation by giving the team something to reference and serving as a physical reminder of each ITA category. The content and design of this workbook is up to you, and the team lead, if they want to be involved. You may want to incorporate other information and data in this material to further support the reflection of the group. It should be designed to support the agenda and facilitation approach you choose to follow.

You Might Use:

WORKBOOK TEMPLATE

See the example workbook as a starting place. You could include each ITA indicator or a selection, along with other important inputs to the conversation such as KPIs or other data. You could also include the meeting agenda and goals.



Prepare for and facilitate the meeting

Prepare a meeting agenda and share it in advance with participants to explain why you're gathering together, how this connects to existing transformation efforts, and what the goals are for the meeting—direct participants to the Institution section of postsecondaryita.org for more details. You may also want to remind them to review their own ITA results with the lens of preparing to come to consensus. See sample agenda on the following page for facilitation tips.



Record the results

Record the institution's next steps in the online dashboard. A notetaker can be a valuable addition.

You Might Use:

SENSE-MAKING POSTERS

There is a set of three printable posters that can help track results. They cover:

- Aggregate ITA scores
- Actionable next steps
- Priorities

Past users have found that having a physical poster to fill out gives useful tangibility to the meeting.



Encourage commitment

This will be a powerful new conversation for the team, ideally. Encourage the team to reflect on the process and plan for more gatherings and conversations.