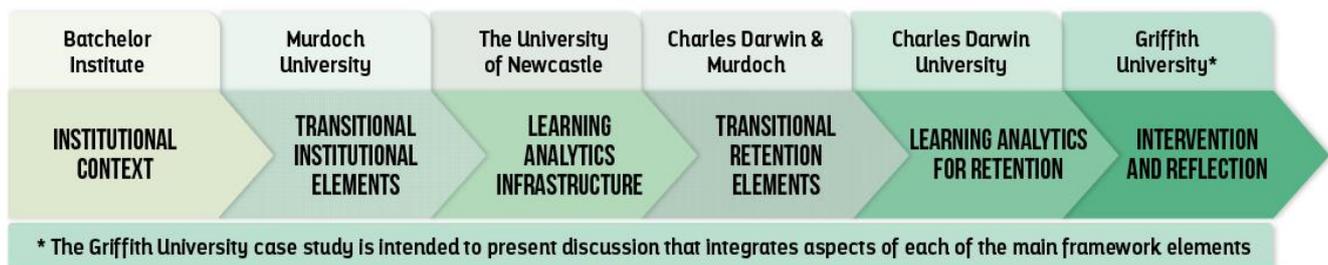


Introduction to the Case Studies

To complement the more quantitative data collected during the project each of the five partner institutions has developed a case study that explores their individual journey (or a specific aspect of their journey) with learning analytics to date. The case studies play an important role in providing a practical and narrative-driven insight into the decision making processes, challenges faced, and impacts of learning analytics. Each case study is comprised of an:

1. **Abstract:** which describes how that case study fits with the *Let's Talk Learning Analytics and Retention* framework that has been developed to help guide discussion about implementing learning analytics for retention purposes. The figure below summarises where



the case studies are intended to fit;

2. **Body:** which describes institutional progress with using learning analytics to assist with retention. In some cases this is more holistic whereas in others a particular aspect of implementation is covered in more detail; and,
3. **Conclusion:** Which summarises the key lessons learned to this point.

The project has found that variation exists amongst institutional approaches to implementing learning analytics for retention purposes. This necessitated the development of a framework with sufficient flexibility to cope with cross-institutional differences. Practically speaking, the framework has some generic elements and some which are more directly connected to the use of learning analytics for retention. For example, institutional context is a relevant consideration across many areas of interest and is thus more abstract (open to interpretation) in this context. In contrast, the relevance of including learning analytics in a retention plan is more self-evident.

Ultimately, there are some aspects of implementing learning analytics for retention where stronger consensus and evidence exists, allowing for more prescriptiveness in terms of what good practice is. However, there are other factors or dimensions where notions of good practice are debated and/or contingent upon context. There are a range of factors which can impact on the implementation of learning analytics, but in many cases the sector is still figuring out how those factors can be optimised. In these situations of uncertainty the case studies can assist because they:

- Present practical examples of how concrete learning analytics concepts and methods relate to the more generic framework dimensions;
- Explore the practical reflection and action processes that real institutions have undertaken and the contexts in which these processes have occurred; and,
- Leave room for readers to make inferences about how the lessons might be adapted to their own context.