Redefining student success

Educational institutions currently define student success roost as primarily about improving retention and four-year graduation rates, but I think things are changing in the way that's been defined.

It's a broader definition now. Institutions are beginning to consider things like the experience itself. Having grown up in the era of Netflix, and Uber and Amazon, you know, they [students] are expecting an experience kind of similar to what they've grown up with, and they get to the University, and the way they define their experience is about how difficult it is to do certain things.

Today, we see students actually looking at sort of employment rates, graduation rates, how many successful alumni do they have? It's about sort of the quality of the experience instead of just whether they graduate in four years or whether we retain them at the institution.

If we can make this easier for them and connect them in ways that we haven't been able to do before, I think it's going to be better in general. When I ask students what you're really looking for in education, they want something that just makes sense. None of them have the time to really think about sort of how to plan out their college experience.

Students I think are going through more of a process of thinking about school in terms of an ROI than ever before: are they really going to get something out of it for what they're putting in.