# WESTERN GOVERNORS UNIVERSITY

Enhancing Student Support Through Machine Learning







#### WESTERN GOVERNORS UNIVERSITY



Affordable Education



Personalized Learning



Expanded Access



Workforce Skills

WGU provides provides a means for individuals to learn independent of time or place and to earn competency-based degrees and other credentials.





#### STUDENT SUPPORT MODEL

Program Mentor

- Guide and motivate students through academic journey
- Create a personalized plan for each term
- Answers any questions on policies and procedures

Instructors

- Provide guidance for learning course materials
- Available for 1 on 1 student interactions

**Evaluators** 

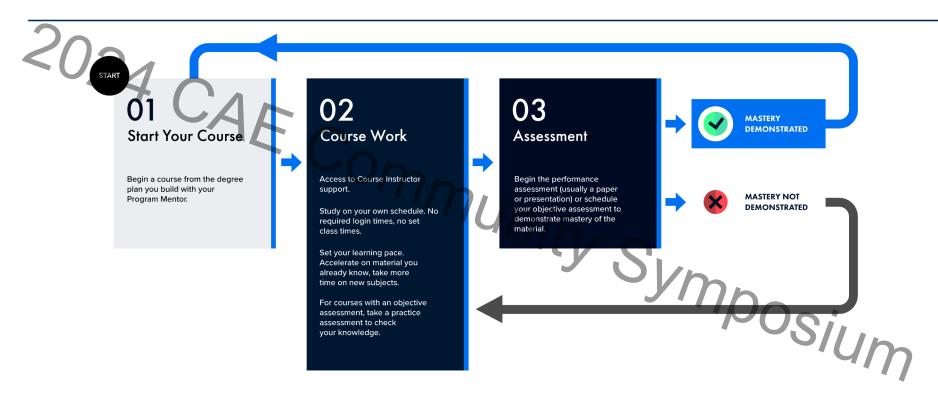
- Review assessments to determine if competency has been demonstrated
- Provides clear and bias-free feedback on submitted work







### How does CBE work?







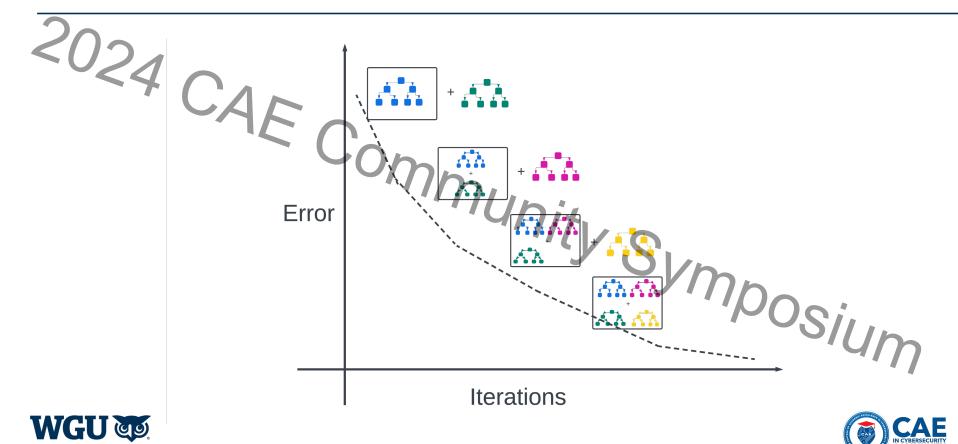






Our mentors triage students by today's "needs" and reach out accordingly.

#### **GRADIENT-BOOSTED TREE**



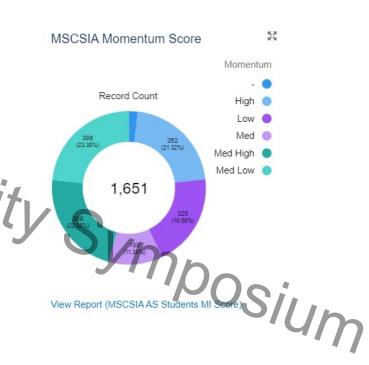
#### **DECISION INTELLIGENCE DASHBOARD**

Today:

- "Who should I call now?"
- "Who has an immediate roadblock?"

#### As a process:

Improved practices based on individual needs.







## **ONE STEP CLOSER TO THEIR GOAL**

