Handout Content & Structure Overview

Header & Core Principle

- **Title:** From Data to Informed Action: Exploring Analytics Builder to Identify and Reduce Learner Friction
- **Context:** D2L Ignite Lab | Optimization Services & Learning Analytics
- **Core Principle:** Dashboards provide **signals, not definitive answers**.
  A metric shows you *where* to look—context, inquiry, and domain expertise reveal *why* the pattern exists and *what* action to take.

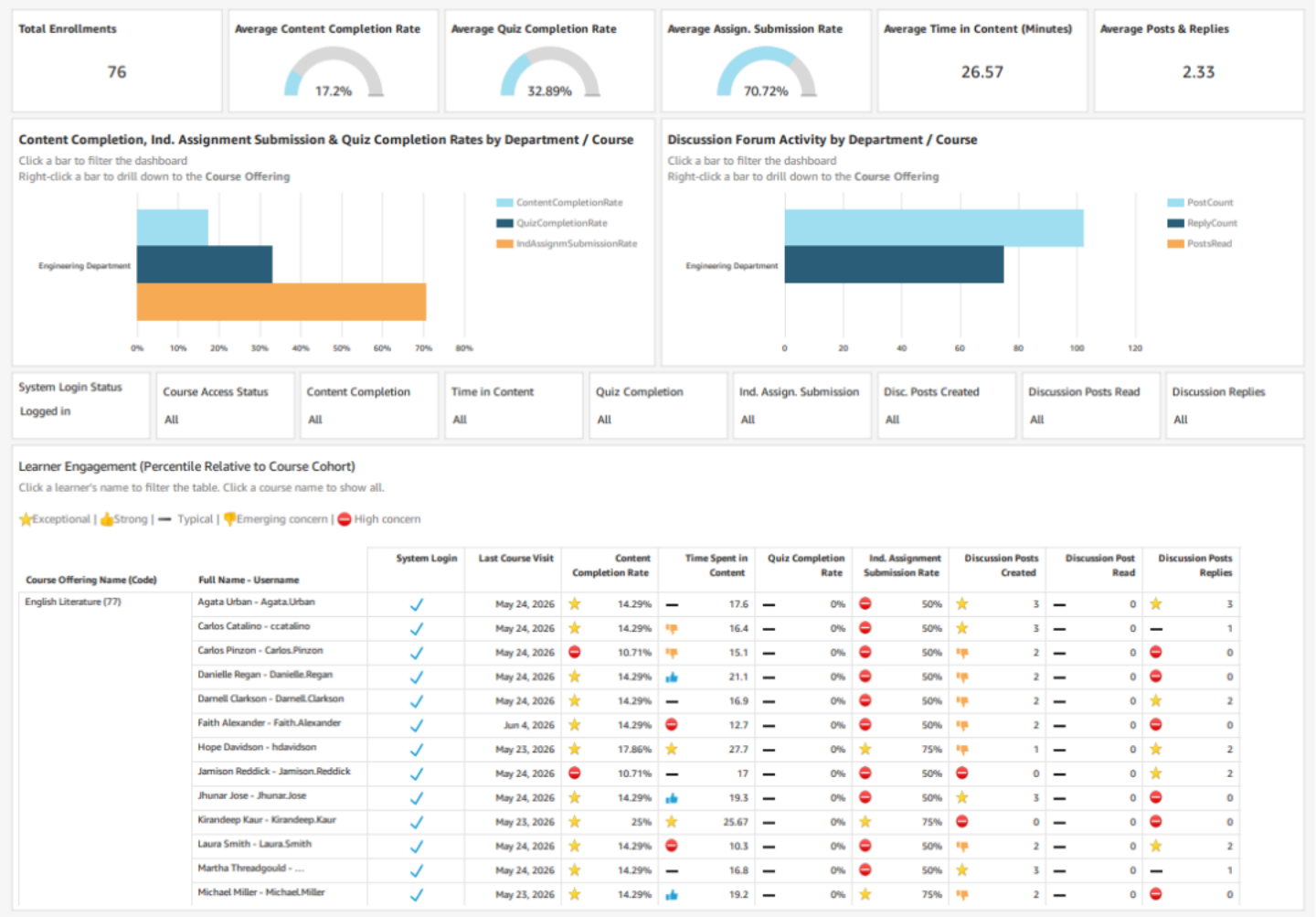
1. The 4-Step Inquiry Framework

1. **Notice:** Identify unexpected trends, divergences, or outliers across high-level KPI cards and cohort comparisons.
2. **Interpret:** Brainstorm pedagogical and operational hypotheses (e.g., optional content vs. required assignments). Avoid jumping to premature conclusions.
3. **Investigate:** Drill down into course sections, learner engagement patterns, instructional design choices, assessment structure, and delivery timelines to validate potential explanations.
4. **Act:** Select targeted, high-leverage interventions: personalized learner outreach, course sequencing adjustments, or stakeholder syncs.

2. From KPI to Learner, a 3-Level Investigation Framework

- **Level 1: KPI Overview:** Compare activity types. (*Example:* Are assignment submissions high while content completion is low? Learners may skip reading material to complete assignments directly).
- **Level 2: Course / Section Comparison:** Compare offerings (e.g., Offering 77 vs. 81). Compare quiz participation, time spent in content, and discussion activity across sections.
- **Level 3: Learner Detail Table:** Look for multi-indicator patterns (e.g., low time spent + low quizzes) rather than acting on an isolated single data point.

  Refer to the following Figure to relate the different levels as explained.



3. Critical Inquiry Prompts

- **Design & Requirements:** Are all course items required, or is supplemental material diluting completion rates?
- **Sequencing & Pacing:** Are learners submitting work out of order or stalling at specific milestones?
- **Cohort Comparability:** Were students enrolled at the same time? Are facilitators applying the same grading cadence?
- **Holistic Context:** How does engagement data correlate with grades, adoption, and qualitative feedback?

4. Three Action Pathways

- **Learner-Level Support:** Target outreach to learners showing multiple emerging- or high-concern indicators. Clarify expectations and provide targeted guidance.
- **Course & Assessment Design:** Audit course sequencing, verify prerequisites, restructure confusing modules, and distinguish mandatory assessments from optional resources.
- **Stakeholder & Process Sync:** Consult course facilitators and academic advisors. Establish recurring monitoring practices so learner friction can be identified and addressed early, rather than after the course concludes.

Next Step

Schedule a consultation with the Learning Analytics & Optimization Services team to explore how Analytics Builder can support your institution's goals.

Thank you