

# STUDENT WELLBEING & SUCCESS

## HOW CAN TECH ACCELERATE YOUR IMPACT

*A Framework for Self-Diagnosis*



Santosh Carvalho  
Director, Digital Transformation, EMEA  
Salesforce.org



salesforce.org

We are a social impact center of Salesforce focused on partnering with the global community to tackle the world's biggest problems.

Read Our Story: [salesforce.org/about-us/](https://salesforce.org/about-us/)



# Three Prevalent Challenges for Leaders

#1

## Delivering Holistic Support



How do we embed wellbeing across the entire student journey instead of treating it as a medical intervention?

#2

## Optimising Scarce Resources



How do we enable and scale equitable and personalised student support utilising technology?

#3

## Monitoring & Measuring Wellbeing



How do we leverage data to uncover trends, identify at-risk students and improve the impact of our services?

# 3 Step Diagnostic Framework

#  
CHALLENGE



1

## Evaluate Your Institution

against best-practice capabilities

2

## Identify Root Causes

to prioritise actions

3

## Map Change Journey

how tech can accelerate your impact

# Are You Delivering Holistic Support?

“Most moments of the student’s experience are designed to improve wellbeing”



“Students’ wellbeing needs drive strategic planning, resourcing, and budgeting”



“All leaders, inc. faculty, staff, & student groups, are accountable for wellbeing outcomes ”



# Are Wellbeing Resources Optimised?

“Wellbeing resources are personalised for every student’s needs”



“Priority needs are identified proactively and resources are matched efficiently”



“The balance between the human touch and automation is right”



# Can you Easily Get Actionable Insights?

“Information is transparent, accurate, and easily shared across departments”



“We collectively monitor impact in real-time and inform our strategy & actions”



“Ethics, inc. data ownership, security, privacy is embedded in our infrastructure”



# Make-or-Break Moments Across the Student Journey

Plan



Reality



Employment



Exams



Reorientation



Accommodation & Finances



Onboarding





# Use This Framework with Your Teams

Available at  
[sfdc.co/WBframework](https://sfdc.co/WBframework)



## Three Prevalent Challenges for Leaders

### #1 Delivering Holistic Support

1  
How do we embed wellbeing across the entire student journey instead of treating it as a medical intervention?

### #2 Optimising Scarce Resources

2  
How do we enable and scale equitable and personalised student support utilising technology?

### #3 Monitoring & Measuring Wellbeing

3  
How do we leverage data to uncover trends, identify at-risk students and improve the impact of our services?

## Are You Delivering Holistic Support?

Most moments of the student's experience are designed to improve wellbeing"

NOT AT ALL 0 1 2 3 4 5 BEST PRACTICE

"Students' wellbeing needs drive strategic planning, resourcing, and budgeting"

NOT AT ALL 0 1 2 3 4 5 BEST PRACTICE

"All leaders, inc. faculty, staff, & student groups, are accountable for wellbeing outcomes"

NOT AT ALL 0 1 2 3 4 5 BEST PRACTICE

## Are Wellbeing Resources Optimised?

"Wellbeing resources are personalised for every student's needs"

NOT AT ALL 0 1 2 3 4 5 BEST PRACTICE

"Priority needs are identified proactively and resources are matched efficiently"

NOT AT ALL 0 1 2 3 4 5 BEST PRACTICE

"The balance between the human touch and automation is right"

NOT AT ALL 0 1 2 3 4 5 BEST PRACTICE

## Can you Easily Get Actionable Insights?

"Information is transparent, accurate, and easily shared across departments"

NOT AT ALL 0 1 2 3 4 5 BEST PRACTICE

"We collectively monitor impact in real-time and inform our strategy & actions"

NOT AT ALL 0 1 2 3 4 5 BEST PRACTICE

"Ethics, inc. data ownership, security, privacy is embedded in our infrastructure"

NOT AT ALL 0 1 2 3 4 5 BEST PRACTICE



Thank You