The Promise and Perils of Innovation

Competitive Challenges to the Traditional Higher Education Model

University of Wisconsin, Milwaukee
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Matthew R. Pellish
Director, Member Education

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Project Director
David Attis

Consultant
Colin Koproske

Managing Director
Noah Rosenberg

Design Consultant
Claire Drayton

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Road Map for Discussion

1 A Battle on Two Fronts

2 New Business Models: Disruptive Competition and Incumbent Innovation

3 Appendix: Risk Analysis

Notes:
Disruption Fatigue
*Who Knew that Innovation Could Sound So Familiar?*

**Required Reading at Board Meetings and Planning Retreats**

- *Innovative University* by Clayton M. Christensen and Henry N. Kim
- *Higher Education?* by Richard E. Nott
- *Newsweek* article on innovation

**The Conventional Litany of the Broken University Business Model**

- Uncontrolled cost increases
- Graduates lack critical skills
- Resistance to pedagogical innovation
- Irrelevant scholarship
- Tenure protects faculty from accountability
- Undergraduate tuition subsidizing faculty research
- Traditional universities captive to the prestige arms race—real change will come from radical, low-cost models

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Premium Position Captivity

The Incumbent’s Dilemma
* Certain Downside, Speculative Upside for Exiting Prestige Arms Race

Clayton Christensen in a Nutshell:
“Be More Like BYU Idaho”

- End tenure
- Dismantle departments
- Refocus research on pedagogy
- Switch to fully online degrees
- Enroll the marginally qualified
- Reduce number of programs
- Scale back merit-based aid
- Cut back big-time sports

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**I’m Certainly Not Going First**

“I understand that as an organization we could be a lot more efficient. But if I tried to make some of the changes that are being recommended, the accreditors would be all over me, I’d have a faculty revolt, and pretty quickly, I’d be out of a job.”

Provost
Public Research University
Featured Models of Efficiency Impossible to Emulate

Nascent Small-Scale Publics Built from Scratch

New STEM-Focused Institution Fills Unmet Need at Low Cost

- Opened in 2005
- Single 16-story building
- No sports, gym, or dorms
- No tenure; 12-month contracts
- No departments

“From the beginning we decided we didn’t want this to be a traditional institution, because we in business who had been involved with other higher education institutions felt that everything took too long.”

Chair of Planning Committee

Mayo Clinic Partner Becomes Learner-Focused System Branch

- Opened in 2008 to serve nearby Mayo Clinic
- First class of 57 undergrads in 2011
- No departments
- Differentiated faculty model separates curricular design, teaching, and targeted projects

“The bad news at the beginning was that we had no faculty; the good news was that we had no faculty.”

Chancellor Stephen Lehmkuhle

Not In Our League

Startups Hardly Look Like a Threat to Established Universities

- Peer-to-peer learning
- Unaccredited
- Non-profit, tuition-free
- 1,300 students

- Pay-by-the-course Gen Ed
- Unaccredited
- For-profit
- $99/month plus $39/course
- 38 entry-level college courses

- Free video micro-lectures
- Unaccredited
- Non-profit, tuition-free
- 3,000+ lectures available
Opening the Floodgates
Sebastian Thrun’s Massive Open Online Course (MOOC) Goes Viral

Two Fashionable Brands + One Hot Global Topic = Truly Amazing Uptake

Celebrity Faculty
Dr. Sebastian Thrun
Stanford Professor

Cutting-Edge Corporation
Google

INTRODUCTION TO
Artificial Intelligence

Topics Covered
• Knowledge Representation
• Inference
• Machine Learning
• Planning and Game Playing
• Information Retrieval
• Computer Vision
• Robotics

From Announcement to Launch:
2 months

Enrolled Students
160,000

Countries
195

Instructors Thrun and Norvig record traditional lectures and post online

Students’ homework, quizzes, and exams graded by computer

Students post and answer thousands of questions on various message boards

Students create software tools to support the course, including an AI “playground” for testing code

A Seminar at Scale
New Teaching Technologies and Social Models Essential to Course Design

Relatively Common

Still Rare

Instructional Videos
Automated Assessment
Peer-to-Peer Academic Support
Student-Designed Tools


Parting Ways Over Assessment
Thrun and Stanford Differ Over Credentialing

Open to All, But Winnowing the Elite

Casual Learners
- Enrolled: 160,000
- Completed: 28,000

Connecting to Industry

Certificates of Completion
- Students completing class can add certificate to CV

Employer Introductions
- Top student resumes passed along to employers

World-Class Talent
- Resumes Requested: 1,000
- Perfect Scores: 248 (None from Stanford students)

A Venture Capital-Backed Startup
Your Revenue Model Is Thrun’s Loss Leader

An Inverted Revenue Model
- Courses are free
- Assessment and certificates are free
- Revenue may come from value-added services to students and employers:
  - Authenticated Credentials
  - Lead Generation

No Going Back for Thrun

“Having done this, I can’t teach at Stanford again. It’s impossible. There’s a red pill and a blue pill and you can take the blue pill and go back to your classroom and lecture your 20 students. But I’ve taken the red pill and seen Wonderland.”

Sebastian Thrun

“The Four Elements of Udacity”

14 Free STEM Courses (Mostly Technical)
An Active Online Community
Optional Proctored Exams
Career Placement Service

**A Tipping Point**

*From Inspiration to Fruition in Only a Year*

- **July 2011**
  - Thrun and Norvig announce that their Stanford AI course will be open to anyone

- **January 2012**
  - Two Stanford professors found Coursera; Venture capital firms invest $16 M

- **July 2012**
  - UC Berkeley joins EdX
  - Coursera reaches 17 members

- **October 2012**
  - University of Texas joins EdX

- **December 2011**
  - MIT announces “MITx”
  - Thrun gets venture capital to create Udacity

- **May 2012**
  - MIT and Harvard announce “EdX” – free online courses and certificates

- **September 2012**
  - Coursera expands to 33 institutions and 200+ courses

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**A Tipping Point**

*From Inspiration to Fruition in Only a Year*

**The Incumbent Response**

*New Ventures Offer Elite Universities a New Platform*

**Coursera**

**A Venue for Star Faculty**

- Private company founded by Stanford computer scientists Andrew Ng and Daphne Koller
- Partners with elite universities to showcase “the world’s best courses”
- No money exchanged in partnerships; Coursera serves primarily as central web portal

**edX**

**Building an Open Platform**

- Not-for-profit organization coordinating partner MOOCs (HarvardX, MITx, BerkeleyX)
- Led by Anant Agarwal, MIT computer scientist and MITx’s first instructor
- Delivery platform will be open and sharable; cited as key “differentiator” by Berkeley

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**Sustainable Business Model or Marginal Revenue?**

- Secure Assessment
- Tuition Sharing
- Lead Generation
- Ads
- Tutoring
- Screening Tests
- Certificates
- Enterprise Platform

**Nominal Revenue**

**Potentially Lucrative**

Source: Coursera contract with the University of Michigan; Education Advisory Board interviews and analysis.
# Envisioning the Current MOOC Market

## Key Differences Emerge in Aim and Structure

<table>
<thead>
<tr>
<th></th>
<th>Coursera</th>
<th>edX</th>
<th>Udacity</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Initial Funding</strong></td>
<td>$22 M in Venture Capital</td>
<td>$30 M from Harvard</td>
<td>$20 M in Venture Capital</td>
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<tr>
<td></td>
<td>$30 M from MIT</td>
<td>$5 M from U Texas</td>
<td></td>
</tr>
<tr>
<td><strong>Course Structure</strong></td>
<td>Fixed terms</td>
<td>Fixed terms</td>
<td>Self-paced</td>
</tr>
<tr>
<td></td>
<td>Automated assessment</td>
<td>Automated assessment</td>
<td>Automated assessment</td>
</tr>
<tr>
<td></td>
<td>Lectures + quizzes</td>
<td>Pearson testing centers</td>
<td>Pearson testing centers</td>
</tr>
<tr>
<td><strong>Student Engagement</strong></td>
<td>MeetUp gatherings</td>
<td>Class discussion boards</td>
<td>Active peer support forums</td>
</tr>
<tr>
<td></td>
<td>Considering peer assessment</td>
<td>Wikis</td>
<td>Q&amp;A Sessions</td>
</tr>
<tr>
<td><strong>Scale</strong></td>
<td>33 University partners</td>
<td>UC Berkeley first additional partner; seeking more</td>
<td>Focus on STEM and industry</td>
</tr>
<tr>
<td></td>
<td>1.3 M &quot;Registrants&quot;</td>
<td>122 K students in pilot course</td>
<td>160 K students in pilot course</td>
</tr>
<tr>
<td><strong>Employer Partnerships</strong></td>
<td>None</td>
<td>None</td>
<td>Career Placement Program</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>400+ interested firms</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>20 official partners</td>
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## Reading Between the Lines

### What’s Motivating the Rush to Online Offerings?

**Brand Enhancement**

“They will in no way diminish the value of a UVA degree, but rather enhance our brand and allow others to experience the learning environment of [Thomas] Jefferson’s Academical Village.”

*Teresa Sullivan
President, University of Virginia*

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**Public Service**

“The missions of Harvard and MIT are to provide access to learning and education and improve the general quality of life of humankind. What we’re doing is simply a continuation of that mission.”

*Anant Agarwal
President, EdX*

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**Improving Pedagogy**

“Through this partnership, we will not only make knowledge more available, but we will learn more about learning. We will refine proven teaching methods and develop new approaches that take full advantage of established and emerging technology…”

*Drew Faust
President, Harvard University*

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**Fear of Missing Out**

“You’re known by your partners, and this is the College of Cardinals. It’s some of the best universities in the country… We’re doing this in the hope and expectation that we’ll be able to build a financial model, but I don’t know what it is. But we can’t be too far behind in an area that’s growing and changing as fast as this one.”

*E. Gordon Gee
President, Ohio State University*
**Overhyped or Truly Disruptive?**

*Forecasting the Potential Impact of MOOCs on Higher Education*

<table>
<thead>
<tr>
<th>Black Swan</th>
<th>Industry Shaping</th>
</tr>
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<tbody>
<tr>
<td><strong>Offering Full Undergraduate Degrees</strong></td>
<td><strong>Popularizing and Legitimating Online Instruction</strong></td>
</tr>
<tr>
<td>• Residential experience will remain central for traditional students</td>
<td>• Interest among top schools generates positive “buzz” around online learning</td>
</tr>
<tr>
<td>• Elite institutions unwilling to dilute core brand</td>
<td>• Could rapidly accelerate innovation in distance education</td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th>Potential Impact</th>
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<tbody>
<tr>
<td><strong>Replacing Traditional Baccalaureate Courses</strong></td>
</tr>
<tr>
<td>• Credit for MOOC completion beginning to emerge, beginning in high schools</td>
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<tr>
<td>• Early articulation plans are far from disruptive—require full tuition</td>
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<table>
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<tr>
<th>Overhyped</th>
<th>Marginal Changes</th>
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Notes:

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Source: Education Advisory Board interviews and analysis.
Disruption from Above, Then Below
New Models Will Threaten Incumbents from Both Ends of the Spectrum

Selective Institutions
Growth of High-Quality Online-Only Curriculum

Pressure on Graduate & Professional Revenue
Eroding Margins on Lower Division
Expensive and Undifferentiated

Access-Focused Institutions
Unbundling of General Education

Uncoupling “Quality” from Price and Exclusivity
• Celebrity Faculty Open Courses
• Hot Employer Partnerships
• Top Global Brands Crowd Out Mid-Tier Institutions

Gathering Legitimacy of Low-Cost Models
• Legislator and Parental Support for “No Frills” Programs
• Flipped Classrooms and Technology-Assisted Instruction
• Employer Acceptance of Non-Traditional Educators and Credentials

The Burning Platform
Economic Conditions Accelerating the Rise of Alternatives

The Unpleasant Economic Realities
• State budget cuts
• Federal budget pressure
• Soaring student debt
• Bankruptcy rates rising
• Falling home equity
• High graduate unemployment

The Threat You’ve Feared: Regulation
• Caps on Tuition and Fees
• Limits on Collective Bargaining
• Faculty Productivity Mandates
• Performance-Based Funding
• Academic Program Elimination
• Forced Articulation

The Real Threat: Irrelevance
• Governors launching charter universities and other alternatives
• Venture philanthropists funding alternative projects
• Non-traditional students flocking to for-profit universities
• Traditional undergraduates opting for community colleges
• Faculty launching educational technology startups

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# Disruptive Competition and Incumbent Innovation

*Pressures on the Traditional Higher Education Business Model*

<table>
<thead>
<tr>
<th>Traditionalists Believe...</th>
<th>But Innovators Show...</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Quality at Scale</strong></td>
<td>Quality means small courses with tenured faculty</td>
</tr>
<tr>
<td><strong>2. Competing on Convenience</strong></td>
<td>We should not treat students like customers</td>
</tr>
<tr>
<td><strong>3. Integrating Academic and Career Preparation</strong></td>
<td>Degrees represent mastery of a discipline</td>
</tr>
<tr>
<td><strong>4. Problem-Focused Research</strong></td>
<td>Curiosity-driven disciplinary research is most fruitful</td>
</tr>
</tbody>
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*Notes:*
How Will Disruption Manifest?
Pressures on the Traditional Higher Education Business Model

1. Quality at Scale
   Elite institutions and faculty rapidly legitimize technology-intensive, globally scalable instructional models

2. Competing on Convenience

3. Integrating Academic and Career Preparation

4. Problem-Focused Research

Disruptive Competitors:
- Elite Open Course Credentials
- Signature Online Master’s Programs
- Prestigious Online Undergraduate Universities

Incumbent Responses:
- Flipped Classrooms
- Adaptive Learning
- Learning Analytics
- Course-Sharing Consortia

Notes:
**Inactive Learning, in Person and Online**

*Few Benefits from Static Content Delivery*

**“Sage on the Stage”**

- 1-2 hours of lecture
- No way to “rewind”
- Physical constraints of classroom
- Students play passive role

**Generic Online Course**

- Readings and homework posted online
- No forum for interaction
- Email correspondence
- No additional value from technology

**More Engaging**

- Lecture
- Reading
- Group Discussion
- Practice / Projects
- Teaching Others

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**Making the Most of Large Classes**

*How Ontario’s Best Faculty Approach High-Capacity Instruction*

**Problem**

- Feeling of “anonymity,” no personal connections
- More students mean more work for faculty
- Few incentives or resources for instructional innovation

**Solution**

- Creating a Sense of Community
- Improving Efficiency
- Supporting a Culture of Teaching

**Strategies**

**Creating a Sense of Community**

- Supplementary tutorials
- “Think-Pair-Share”
- Extensive course websites
- Social media
- Clickers
- Pre-class availability
- Peer mentorships

**Improving Efficiency**

- LMS administration
- Commercial assessment software
- Pre-recorded content
- Open educational resources
- TA-led tutorials
- Team-based instruction

**Supporting a Culture of Teaching**

- Teaching & learning center
- Scholarship of teaching
- Teaching emphasis in promotion guidelines
- Dean & chair support
- Professional development workshops
- Teaching awards

Crowd-Sourced Student Support

Incentivizing Heads of the Class to Help Others in a Class of 160,000+

Thrun’s A.I. Class Discussion Board

Can someone recommend prerequisite materials to read before the start of the class?

1. Can someone recommend prerequisite materials to read before the start of the class?
   - A: Try the Khan Academy lectures. Answered by AISuperFan
   - A: Look it up on Wikipedia. Answered by WalesJ

2. Reward Badges
   - Motivate Quality Contributions
     - Good Answer: Answer voted up 25 times
     - Great Answer: Answer voted up 100 times
     - Pundit: User has left 10 comments

3. Peers Vote Both Questions and Answers “Up” or “Down” Based on Usefulness

1,527 Karma

12% Reduction in DFW rate
45% Increase in enrollment cap
31% Cost savings per student

Quality at Scale

Winning on All Fronts with Course Redesign

Alternative Model Expands Capacity, Improves Quality, and Costs Less

Few Excuses Left

Course Redesign Gaining Traction Across Institutional Types and Disciplines

“They always thought I was a pretty good lecturer, but … I had come to a realization that even my most successful students weren’t retaining a lot of the material I’d covered from one course to the next.”

Elizabeth Alexander
Texas Wesleyan History Professor

Physics
- Clickers and frequent feedback opportunities keep students on track
- Students grouped based on answers to questions

English
- From 3 hours to 1 hour in class per week
- Additional time spent in one-on-one sessions, peer tutoring, and multimedia lessons

History
- Historical Methods class won “Radically Flexible Classroom” award
- Movable furniture and tech-enabled classrooms facilitate group work

Math
- Emporium model: 1 hour in class, 2 hours in large computer lab
- Significantly improved completion and retention rates
- 19% instructional cost savings

Cleveland State Community College

BYU

- Do our students actually learn during class, or do they simply feverishly scribble down everything we say, hoping somehow to understand the material later?”

Eric Mazur
Harvard Physics Professor

Incentivizing Pedagogical Change

Three Lessons in Encouraging Faculty to Improve Their Courses

1. Provide Centralized Instructional Design Support

Typical Problem:
- Multiple, duplicative services
- No integration of tech & instructional design expertise

Exemplar Model:
- Center for Teaching & Learning combines tech and pedagogy staff
- Staff directly involved with course design at all levels

2. Focus on New Hires to Create Culture of Innovation

Typical Problem:
- Political capital spent trying to convert eternal skeptics
- Research remains the priority

Exemplar Model:
- Faculty Development Institute focuses on new hires
- 100s of short courses available on every facet of teaching

3. It’s Not About Technology. It’s About Assessment.

Typical Problem:
- Faculty recall at “online” and “machine-aided” teaching
- Wasteful tech investments

Exemplar Model:
- Faculty required to submit self-assessment studies yearly
- Agnostic about end product; experimentation encouraged
Building Assessment In
Instructor Dashboards Provide Real-Time Outcome Data, Predictive Analytics

Aiming Higher than Equivalence

“While continuing to study the impact of online learning on completion is important, the question to be answered is not ‘is online education as good as (or better than) traditional education?’ but rather, ‘how can the technology be used most effectively to support and accelerate colleges’ efforts to dramatically increase student progress and completion?’”

Candace Thille
Director, Open Learning Initiative

A Change of Heart

“I have been on record for some time as being skeptical about the likely effects on productivity in higher education of various new technologies... But the evidence...about the work at Carnegie Mellon has caused me to rethink my positions.”

William Bowen
President Emeritus, Princeton University
Game-Based Learning on the Horizon
Motivating and Educating a Generation of Gamers

6 Million Years
Total worldwide playtime

200 Million Minutes
Total playtime per day

10 Million Players
Currently subscribed

1 Billion Downloads
Since 2009

Built-in Assessment
- Players must solve problems, coordinate teams, and develop mastery to “beat the game”
- Completion signifies known competencies and objective achievements

Contextual Learning
- Players learn by doing, not reading or watching
- Puzzles placed in compelling, intuitive narrative
- Crowd-sourced “theorycrafting” for serious players

Motivating Progression
- Games must be accessible and fun, yet challenging
- Huge amount of data used to calibrate incentives
- “Experience points” and items provide social recognition

Transforming Commodity Courses
Breaking the Cost / Capacity Curve With Self-Paced Learning

Adaptive Software Promotes Engagement and Provides Analytics

Activity-Based Learning
Short, engaging, “real world” problems to solve

Achievement Points
Uses game-like badge system to track progress and motivate students

Automated Assessment
Built into activities and diagnostic exams, which adapt to performance

Performance Dashboards
Instructors focus face time on biggest stumbling blocks

Dramatic Improvement in Remediation Results

Moved into regular freshman math

Finished 4 weeks early

Pass Rate

Remedial Math Pilot
5,000 students

66% 75%

13% 6%

Before After


Course-Sharing Consortia

Comprehensiveness Achieved by Combining Offerings Online

Lowering the Cost and Risk of Launching Online Programs

Online Consortium of Independent Colleges & Universities (OCICU)
- New Ventures of Regis University provides online infrastructure
- Course design, maintenance, and faculty training included

Taking Niche Offerings to Scale Without Sacrificing Breadth

New Paradigm Initiative
Associated Colleges of the South
- Courses broadcast via teleconference; remote students participate in real time
- Declining viability of language departments a key catalyst

Chinese  Physics  Art History  Biology  Arabic

Departments offer many sub-scale courses Yet colleges still struggle to afford breadth

83 Institutions

16 Institutions


The Platform Wars

Big Data Fueling Emerging Market for Education’s “Google Equivalent”

Next-Gen Learning Platform
- Course administration
- Multimedia content delivery
- Live collaboration tools
- Real-time performance data
- Predictive analytics
- Adaptive assessment
- Automated advising

The Power of a Platform

“How’s it hard to predict who will win the platform wars, but it’s easy to predict that someone will. The costs of building an online platform are negligible... The rewards of building the winning platform are vast, as Instagram found when it was bought by Facebook for $1 billion.”

Kevin Carey, New America Foundation

How Many Providers Do We Need?

“In 50 years, there will be only 10 institutions in the world delivering higher education and Udacity has a shot at being one of them.”

Sebastian Thrun

Disruptive Competition and Incumbent Innovation

Pressures on the Traditional Higher Education Business Model

1. Quality at Scale
2. Competing on Convenience
   - Lower-cost options, more convenient delivery modes, and targeted marketing attract students who would not otherwise have enrolled
3. Integrating Academic and Career Preparation
4. Problem-Focused Research

Disruptive Competitors:
- Affinity Population Marketing
- Competency-Based Placement
- Pay-by-the-Course Subscriptions
- No-Frills Charter Universities

Incumbent Responses:
- Affinity Market Support
- Flexible Articulation
- On-Time Graduation Guarantees
- 2+2 Models
- 3+2 and 4+1 Master’s Programs

Notes:
The Non-Traditional Majority

*Full-Time Residential 18- to 22-Year-Olds a Declining Share*

**Significant Percentage of Undergraduates Now Non-Traditional**
- 46% Enrolled Part Time
- 36% Age 25 or Older
- 32% Employed Full Time
- 23% Are Parents

**Hispanic Population and Enrollment Growing Rapidly**
- 43% US Population Growth Rate, 2000-2010
- 37% Projected College Enrollment Growth Rate, 2011-2019

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Targeting the Non-Consumers

*For-Profit Universities Serve Traditionally Non-College-Going Populations*

**Attracting More Diverse Students**
*Race/Ethnicity of Student Population*
- White: 61%, 54%
- Non-White: 36%, 39%
- Multi-Race, Unknown, Non-Resident Alien: 23%, 28%

**Serving Families with Lower Incomes**
*Family Income for Dependent Students*
- Under $20K: 24%
- $20K - $39K: 30%
- $40K - $59K: 17%
- $100K and Above: 39%

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Access at a Price

*Growth in For-Profit Sector Accompanied by Concerns About Debt*

**Winning on Flexibility**

“[For-profit institutions] play a critical role in the future of education by providing access to students who previously have been left behind by or excluded from the traditional higher education system in the U.S.. We do this by providing flexible scheduling, a choice of online or campus-based classrooms, small class sizes, degree programs relevant to today’s workforce, faculty who have professional experience in their field of instruction, and high levels of student support to help students succeed.”

The Apollo Group, “Higher Education at a Crossroads”

**Growth of Undergraduate Enrollments**
1999-2009

<table>
<thead>
<tr>
<th>Type</th>
<th>Growth Rate</th>
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<tbody>
<tr>
<td>For-Profit</td>
<td>539%</td>
</tr>
<tr>
<td>Public</td>
<td>32%</td>
</tr>
<tr>
<td>Private Nonprofit</td>
<td>21%</td>
</tr>
<tr>
<td>All</td>
<td>42%</td>
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**Student Loan Default Rate**
After $10,000-20,000 Debt by 2009

<table>
<thead>
<tr>
<th>Type</th>
<th>Default Rate</th>
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<tbody>
<tr>
<td>For-Profit</td>
<td>16%</td>
</tr>
<tr>
<td>Community Colleges</td>
<td>3%</td>
</tr>
<tr>
<td>Four-Year Colleges</td>
<td>2%</td>
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</tbody>
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Competing on Convenience

**Targeting Underserved Demographics**

*New Enrollment Markets Require New Institutional Competencies*

**Maximizing Campus Support**

- **Beyond Marketing** – Hispanic Outreach & Leadership at Armstrong (HOLA) combines admission, advising, financial aid, event, and community support services
- **Building Community** – New Latino leadership program, fraternities, sororities, and dance team
- **Ensuring Access** – Special scholarships help overcome new financial barriers for undocumented students
- **Proven Results** – Hispanic enrollment up 200% over last decade; retention and graduation rates higher among Hispanics than non-Hispanics
- **Soon to Expand** – Received Lumina grant to lead local Latino college attendance drive

**Utilizing Third-Party Services**

- **Personalized Mentoring** – Transition Coach eases shift to higher education and civilian workforce
- **Access to Instant Network** – National community of veterans study and connect together online
- **Instructional Partners** tailor curricula:
  - 2+2Plus – U of California GE courses during active duty, transition to campus life afterward
  - Pre-MBA Bootcamp – Free basic course, “Quant Primer” from UCLA Extension, MBA placement
  - Silicon Valley Concentration – 6-week intro course, post-bacc program with 7 web-based concentrations

### A Governor’s Dream

*Competency-Based Alternative Helps Meet Completion Goals*


#### A Radically New Instructional Model

- No “courses” or “credits,” just competency exams
- No traditional instructors; 800+ faculty a mix of assessment designers, subject matter experts, and student mentors
- 32,000 students nationwide
  - Average age = 36
  - 70% work full time
  - 30% annual growth

#### An Appealing Alternative to For-Profits

- Founded by 19 governors in 1997
- Tuition: $5,780 per year; hasn’t been increased since 2007
- Online, self-paced instruction expands access to non-traditional students
- New subsidiaries in Indiana, Washington, and Texas

#### “Indiana’s 8th State University”

- Governor Mitch Daniels commissioned Western Governors University – Indiana in 2010
- No state allocation; initial funding from Gates & Lumina Foundations
- WGU students are eligible for state aid
- Critical in meeting completion goals

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### Competency Model Gaining Momentum

*Incumbents Increasingly Embracing Alternatives to the Credit Hour*

#### Western Governors University

- Learn On Demand program based on modular competency components as alternative to semester-long course

#### KCTCS

- Plans for UW Flexible Degree announced in July 2012
- “Homegrown” alternative to Western Governors subsidiary

#### Northern Arizona University

- Will begin to offer competency-based courses and degrees in Jan 2013
- Partnering with Pearson on content/course development

#### University of Wisconsin

- Proposed $5,000 online, competency-based associate degree
- Starting Jan 2013, would be the first degree to sever link to credit hour

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Source: Education Advisory Board interviews and analysis.

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Competing on Price with High-Demand Courses
An Experiment in Outsourced General Education

Few Official Partners...

StraighterLine – At a Glance
Business Model
- Most affordable provider of online general education courses
- 30-50 courses account for 1/3 of all higher ed

Pricing
- $99 a month + $39 course registration fee
- $999 a year for 10 courses

Enrollment
- 1,000 students in 2010; 3,000 students in 2011

Next Steps
- ETS iSkills and CLA assessments for a fee
- ACE “Recommended Credit” for free Saylor.org courses + StraighterLine assessment

...But Some Early Incumbent Adopters

...And 250+ Have Accepted Credits

Do You Know Where Those Credits Came From?
Growing Opportunities for “Credit Washing”

Swirling Students Bringing Questionable Credits

coursera						W
UNIVERSITY OF WASHINGTON						Public Research University

SL						NOVA						OLD DOMINION UNIVERSITY

Less Selective Private Masters University

Highly Selective Research University

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Targeting Today’s Swirling Student
“Credit Bank” Model Meets Demand for Low-Cost, Flexible Degrees

Excelsior College – Albany, NY
• Founded in 1971 by SUNY System as Regents College
• Became independent institution in 1998
• 30,000 students (mostly undergraduate)

“Students have educational paths that are as unique and diverse as they are ... Excelsior College revolutionized adult higher education by recognizing learning wherever and whenever it occurs.”

Notes:
## The Path Dependency of Total Cost

*Reducing Degree Costs through Articulation and Faster Time to Completion*

<table>
<thead>
<tr>
<th>Typical Option</th>
<th>3 + 2</th>
<th>2 + 2 Private</th>
<th>“On Time” Graduation</th>
<th>2 + 2 Public</th>
</tr>
</thead>
<tbody>
<tr>
<td>Six Years at Public University</td>
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<tr>
<td>Six Years at Private University</td>
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<tr>
<td>Source: Education Advisory Board interviews and analysis.</td>
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</tr>
</tbody>
</table>

1. Assumes in-state tuition at public four-year ($8,244) and two-year ($2,963), tuition at private university ($28,500) and room / board while at the public four-year ($8,887) and at the private four-year ($10,089).

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### The Net Price Calculator Does Its Job

“All we’re definitely seeing students and parents looking more closely at retention rates, time to degree, and net price. They understand that these factors are important, and the data are now much easier to get your hands on.”

Kathleen Dawley  
President & CEO, Maguire Associates
The $10,000 Degree

Early Attempts at Drastic Price Reduction Will Affect Few Students

Targeted Merit Aid for High-Achieving STEM Majors

University of Texas of the Permian Basin

- Accepted into selective “Texas Science Scholar” program
- No remedial courses
- Majoring in STEM field
- 4-year completion

⇒ $10,000

Accelerted 2+2 Program Starts in High School

Texas A&M University - San Antonio

- Qualifies for dual-enrollment program in high school
- Majoring in IT and Security
- 27 credits at a community college
- 36 credits at Texas A&M - SA

⇒ $10,000

Marketing a Transfer-Friendly Advantage

Enrollment Strategy Adapts as Student Demand Shifts to Completion

Recession and California Budget Cuts Lead to Course Reductions at Public Institutions

Declining Enrollments Threatening Long-Term Viability

New Message and New Policies Reinvigorate Campus

Transfer-Friendly
- No associate’s degree required
- Community college partnerships
- Marketed transfer scholarships on CSU campuses

Targeted Marketing
- Systematic review of program demand and market share
- Focus on demographics with highest persistence
- Individualized degree-mapping toward on-time completion

Source: Education Advisory Board interviews and analysis.
Enrollment Shifts Blurring Institutional Barriers

Innovation Centered Around Reaching New Kinds of Students

Regional University

For-Profit Provider

Community College

Prestigious R1

Notes:
Disruptive Competition and Incumbent Innovation

Pressures on the Traditional Higher Education Business Model

1. Quality at Scale

2. Competing on Convenience

3. Integrating Academic and Career Preparation
   
   Schools compete on ability of students to land “job of choice” through employer-relevant curriculum, experiential learning, and comprehensive career advising services

4. Problem-Focused Research

Disruptive Competitors:
- Digital Badges
- Employer-Defined Stackable Credentials

Incumbent Responses:
- Competency-Based ePortfolios
- Workforce Development Campuses
- “Applied” Liberal Arts Curricula

Dismal Job Market Making Career Prep a Priority

Spotlight on Higher Ed as Graduates Search for Employment

Of those who graduated since 2006...
- Over 11% were unemployed
- Only 51% were employed full time

Of those who graduated since 2009...
- Fewer than half were employed within a year of graduating
- Three times as likely to be unemployed as 2006-08 graduates

A Vicious Cycle

"Given that the unemployment picture for young college graduates has yet to show substantial improvement, the Class of 2012 will be joining a significant backlog of unemployed college graduates from the Classes of 2009, 2010, and 2011 in an extremely difficult job market."

"The Class of 2012: Labor Market for Young Graduates Remains Grim”
Economic Policy Institute

Beginnings of a Marketplace for Digital Badges

Will Micro-Certifications Replace the Symbolic Power of Diplomas?

What's a Digital Badge?

- Collectable, sharable certifications of specified competencies
- Acquired by examination, demonstration, proof-of-experience
- Help students find a job, collaborator, or social media followers

What’s Needed for a Liquid Market?

1. Proof-of-Concept Funding
   MacArthur Foundation launches $2M contest for badge design

2. Open IT Standards
   Mozilla developing interoperability specs for badge formats

3. Credible Sponsors
   Famed organizations designing and recognizing badges

Using Badges as Infrastructure for Learning Outcomes

Early Adopter Rethinking Assessment in a Digital Age

Beyond Mere Grades

- New Major Building
- Learner-Centric Toolkits

- Agriculture students will earn badges based on competencies, skills, classes, and internships
- Mix of pre-determined standards and self-assessment with peer review
- Intended to capture learning that occurs outside of traditional classroom setting and beyond graded assignments
- Operationalizes emphasis on learning outcomes

Internship Deliverables

- E-Portfolio
  - Sustainable Agriculture & Food Systems
  - Strategic Management
  - Interpersonal Communication
  - Experimentation & Inquiry

- Recorded Presentations
- Experimental Results and Analysis

Instruction Peer, Mentor, and Faculty Feedback Evidence

Source: Education Advisory Board interviews and analysis.
A Streamlined Pipeline for Local Industry

Accelerated Degree Program Focuses on Workforce Development

Cohorts Begin Courses in Local High Schools
- Students explore potential careers, apply in 9th grade
- Successful applicants assigned an industry mentor
- Free college credit earned in 11th and 12th grades

2-Year Campus Curriculum Focuses on “Real World” Skills
- Dual-counting / special general credits accelerate “core”
- Students intern with local employers, earn credit and financial assistance
- Results in BS in Systems Engineering Technology

Graduates Hit the Ground Running at Local Businesses
- Industry-focused curriculum mitigates cost of training new employees
- Developing stackable certificates for continued training
- Hope to attract new businesses in “research park” model


Not an Unfunded Mandate Anymore

$500 K
Block grant to support initial Innovation Campus initiatives

$10 M
Competitive funding to adapt Innovation Campus model throughout Missouri

"...[C]ompanies in high-growth sectors need a highly skilled workforce to grow, innovate and compete ... but the current business model for higher education is not keeping pace.”

Governor Jay Nixon
Liberal Arts 2.0

Articulating “Return on Education” to Outcome-Focused Students

Liberal arts college in Worcester, Massachusetts

CLARK UNIVERSITY


“LEEP provides a greater return on your educational investment by preparing you to thrive in today’s highly interconnected, competitive, and dynamic global economy”

“Turn your talents and passions into a rewarding career”

LEEP LIBERAL EDUCATION AMPLIFIED

Liberal Education & Effective Practice

1 “Effective Practice”
   - Clark’s “defining contribution” on top of AAC&U core learning outcomes

2 Alliance & Mentors
   - Employers and alumni partner with Clark to provide career guidance

3 “Return on Education”
   - New interactive website focusing on alumni placements and salaries

“Return on Education” Alliance & Mentors

Notes:
Disruptive Competition and Incumbent Innovation

Pressures on the Traditional Higher Education Business Model

1. Quality at Scale

2. Competing on Convenience

3. Integrating Academic and Career Preparation

4. Problem-Focused Research
   - Philanthropy, corporate, and government funding concentrates on handful of universities with demonstrated capabilities to solve business, technical, and social problems

Disruptive Competitors:
- Competitive “Grand Challenges”
- Venture Philanthropy

Incumbent Responses:
- Alternative Research Structures
- Incubator Campuses
- Community-Based Scholarship

Science in the Service of Society

Funders Emphasizing “Grand Challenges,” Not Disciplinary Research

University Model

- Department
- Faculty Salary
- Disciplinary Research
- Idea
- Publication

“Grand Challenge” Model

- Foundation
- Idea
- Global Competition
- Invention
- Prize Money

A Push to Remake Science Policy in Canada

“The current suite of programs is mainly (but not exclusively) focused on investigator-led ‘idea-push’ projects... However, there remains a gap with respect to collaborative R&D and innovation projects that are large scale, industry facing, demand driven and outcome oriented...”

Innovation Canada: A Call to Action
Will Research Dollars Migrate to the Private Sector?
Venture Philanthropists Playing Increasingly Central Role in R&D

Paul Allen

ALLEN INSTITUTE FOR BRAIN SCIENCE
Fueling Discovery

Leaving the Academy
"...[U]niversity- and government-financed labs cannot afford the personnel and equipment to perform the multidisciplinary work that Mr. Allen wishes to encourage"

Ricardo Dolmetsch
(Former) Professor of Neurobiology
Stanford University

- $500M investment
- Attracting top faculty from elite institutions
- Doubling size to 360 staff
- Marketing accountability, speed, and publicly accessible results to funders


Competing in the Age of Venture Philanthropy
CDOs Hear Major Donors Critique Higher Education as Destination for Big Gifts

Stewardship

Can't Quantify Impact
"Big donors are now demanding business plans—we’ll sustain funding after the initial gift is used up and report on progress against goals on a quarterly basis."

CDO, Selective Private University

Less Attractive the Closer We Look
"We did a survey of trustees trying to find out what drove their giving behavior. We were discouraged to learn that several were less inclined to give after becoming a trustee, because they saw up close the vision and efficiency challenges."

CDO, Tuition-Dependent Private University

Funding Transformations, Not Operations
"You won’t get an eight-figure gift for financial aid or deferred maintenance. Venture philanthropists want to seed transformational ideas."

CDO, Private Research University

Organized around Disciplines, Not Problems
"Social entrepreneurs want to solve big problems that are inherently interdisciplinary, like public health or sustainable energy. It’s a struggle to get all our disciplines synchronized, and we’re starting to lose out to NGOs who have more integrated marketing pitches."

CDO, Flagship Public University

Source: Education Advisory Board interviews and analysis.
Restructuring the Research Enterprise
Overcoming the Limits of Departmental Autonomy

Energy Initiative
- Established in 2006 to transform global energy system
- More than 50 industry partners provide financial support and tech transfer relationships
- Connects more than 50 departments, laboratories, centers, and programs involved in energy-related research on campus

Thematic Divisions
- More than a dozen new interdisciplinary schools (i.e., Human Evolution and Social Change, Earth and Space Exploration)
- Large-scale research initiatives (Sustainability, Biodesign)
- Eliminated many traditional departments (Biology, Sociology, Anthropology, Geology)

Baylor Innovation Collaborative
- Baylor Research and Innovation Collaborative (BRIC) will provide faculty, industry, and start-ups with 330,000 square feet of space
- International partnerships, interdisciplinarity, commercialization, and workforce development are central themes

Key Themes Initiative
- University will focus on one major global challenge every two years (starting this year)
- First theme, “Water in Our World,” will address global water crisis from all angles
- Builds on existing institutional strengths and focuses energies of nearly every academic unit

Rethinking “Mission Creep”

Linking Research to Education and Service
Clarifying the Value of Academic Research to Students and the Community

Ernest Boyer’s Model of Scholarship
- Discovery
  - Advancing Knowledge
- Integration
  - Synthesizing Information
- Application
  - Translating Results
- Teaching & Learning
  - Improving Pedagogy

Elite Research Institutions
- “Where should we focus our investments?”
- “How can we make the biggest impact?”
- “Is our current trajectory financially sustainable?”

Access-Focused Institutions
- Abandoning the “Carnegie Climb”
  - “We ought to be an undergraduate teaching and learning institution, first and foremost. Our research agenda should support our students, and it should support the community that’s helping to pay the freight here. And while that may not be the traditional Harvard model, that’s a pretty nice place to be.”
  - Provost Regional Public University

No Longer a Monopoly Market
*Incumbents Losing Control Over Previously Exclusive Territory*

In 2000, open courseware from elite schools was introduced. By 2008, outsourcing general education units and 2+2 transfer agreements became prevalent. By 2015, elite MOOC certificates, robust online collaboration tools, and virtual labs were added.

Questions for Your Next Strategic Retreat

<table>
<thead>
<tr>
<th>Threats to Existing Business Model</th>
<th>Opportunities to Improve Value Proposition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Quality at Scale</strong></td>
<td>Will we lose students (or credit hours) to free online courses from respected universities? Should we accept credits from open courses? Can we “outsource” some instruction to them?</td>
</tr>
<tr>
<td><strong>Competing on Convenience</strong></td>
<td>Will cheaper, more flexible alternatives grow faster than we can adopt and expand? Should we build lower-cost, streamlined degree programs and expand our target market?</td>
</tr>
<tr>
<td><strong>Integrating Academic and Career Preparation</strong></td>
<td>How can we preserve the liberal arts when students are so focused on immediate career prospects? Can we demonstrate to employers that our students are properly prepared for their needs?</td>
</tr>
<tr>
<td><strong>Problem-Focused Research</strong></td>
<td>How fast will federal, state, and foundation funding shift from disciplinary to applied problems? Can we better integrate research, teaching, and outreach by organizing around grand challenges?</td>
</tr>
</tbody>
</table>
Contact Information

Matthew Pellish
Director, Member Education
PellishM@advisory.com
202-266-6215

Lora Pacht
Dedicated Advisor
PachtL@advisory.com
202-568-7949

www.eab.com