

UNLEASH THE WORKFORCE

Digital Credentials in Higher Education: Complete Waste of Time or Enhancing what we do?



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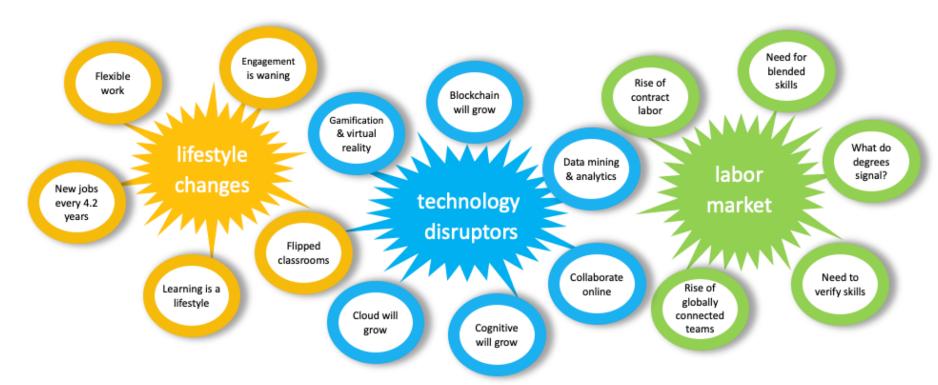


4 out of 5 Businesses say there is a CRITICAL shortage of talent





These changes requires us to CHANGE and RETHINK how we meet the market demand for talent.

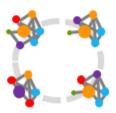




Signals are emerging that are DRAMATICALLY changing the way we RECOGNIZE SKILLS



Rapid Technology Change requires "liquid skills"



Rise of Teams require expertise location



Shadow Decentralized Workspaces



Gig Economy requires a skills registry



Multiple Lines of Business



New jobs require new credentials



Badges Can..... **ASSESS** RECOGNIZE **DEVELOP VALIDATE**



Benefits of Badging



Badges enhance degree pathways so learners want to come and learn

Required vs. Preferred Skills Spectrum

ABLE TO LEARN ON THE JOB

ABLE:

UNABLE:

IMPORTANCE I. NEEDED

PREFERRED:

Individuals need this skill but can learn it after being hired

REQUIRED:

This Skill is a deal breaker

PREFERRED:

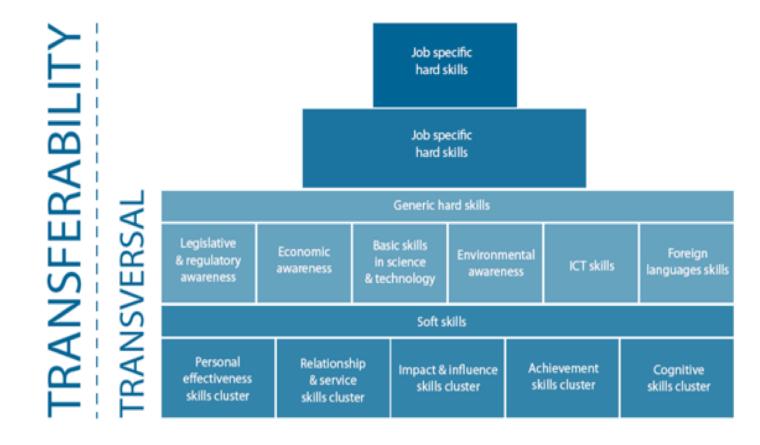
Individuals can learn this skill over time to make them better at the job

PREFERRED:

Skill is not necessary, but having it improves job performance



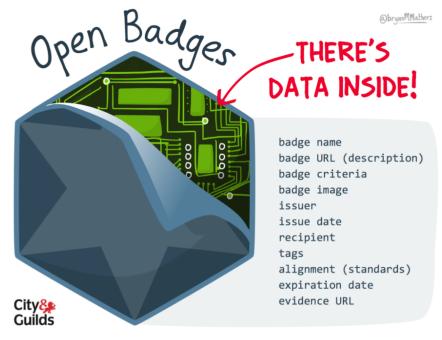
These changes will require us to create new **PARTNERS** HIPS to recognize & develop **TALENT**





What are digital badges?

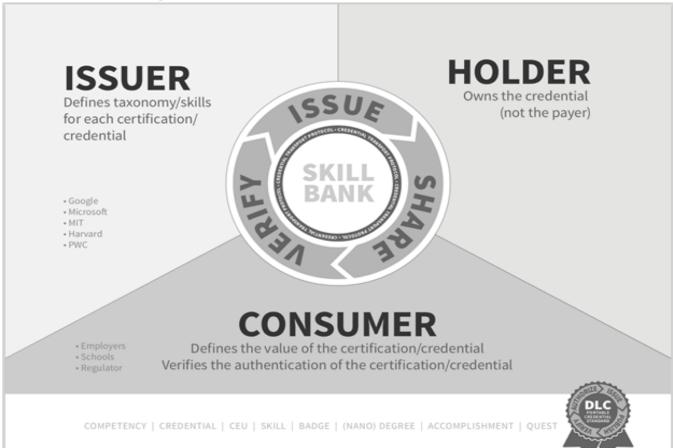
A wrapper for data that is proof that a specific skill, competency or body of knowledge has been acquired by the learner. A digital badge is the *visual representation* of that micro-credential.



The **value** of the badge depends on the **rigor** of the criteria to obtain the badge, coupled with the **reputation** of the issuer. Digital badges are also portable across departments, affiliates, and organizations.



Credential Ecosystem





Higher Education Use Cases







Heidi Shoemake
Director of Academic Technology and Communications
hhshoemake@umc.edu



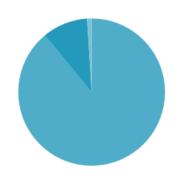


Badge Report Summary

badges created **57** total issued 896

badge activity

36.1k



10% Facebook

89% LinkedIn

1% Twitter











The Journey to U Med Cred

Staff Initiatives

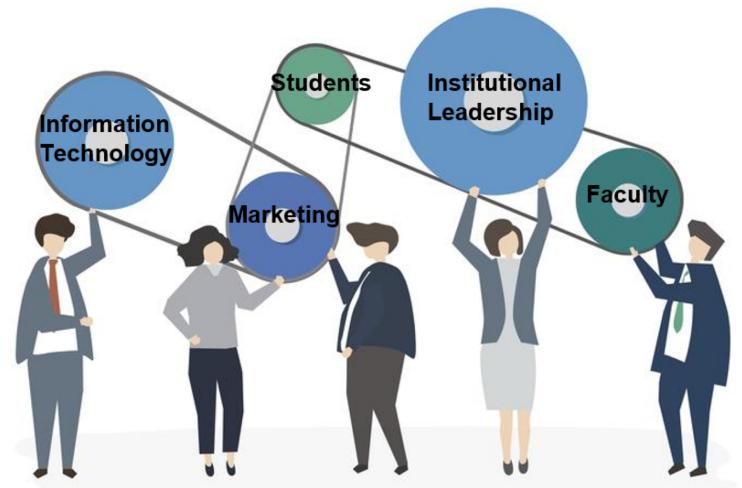
Students: IPE Activity

2016 Credly Enterprise Customer

2015 – Pilot for Faculty

Teaching Excellence & Student Achievement







1 Identify Dedicated Resources



3

Define clear policies and procedures

Invest in Marketing your program



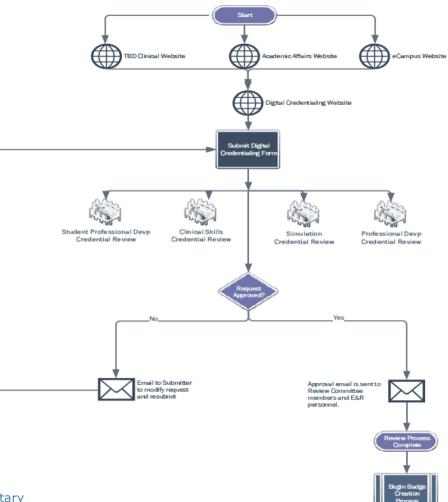
Invest in building relationships with key stakeholders



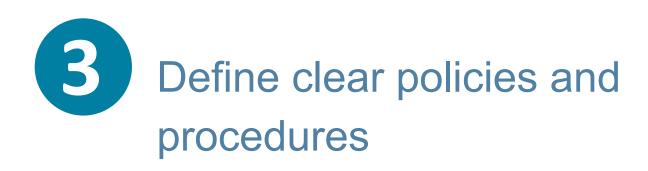


















	entialir

gital Credentialing						
UMMC Policy and Procedure Manual	E-AA-GEN-GEN-PO-00039					
Subject: Digital Credentialing						
Revised Date: 1/16/2018 Effective Date: 1/2/2018						
Prepared By: Dorothy R. Singleton	Approved By: Ralph H. Didlake					
eCampus Digital Credential Policy Subcommittee:						
Elizabeth Franklin						
Elizabeth Jacobs						
Kenny Heard						
Christian Pruett						
Office of the Associate Vice Chancellor for Academic Affairs- E-Campus						
DOCUMENT TYPE: Policy						
REVIEW PERIOD: Three Years						
TITLE: Digital Credentialing						
1.0 PURPOSE		1.0 PURPOSE				

A digital credential is an information-rich visual representation of a verifiable accomplishment or achievement that contains metadata which explains the context, meaning, processes and results of learning engagements. Digital credentials are tools for displaying skills and experiences that may not be apparent in an academic transcript, resume or curriculum vitae. Digital credentials are linked to secure electronic files, sharable through social media, personal or professional websites, or as an embedded link, to demonstrate skills and experiences to prospective employers, colleagues, faculty, and peers. They reflect the University of Mississippi Medical Center's reputation for quality teaching and learning.

Intent of Use

Definition

Submitter Email :	hhshoemske@umc.edu	Date Submitted :	2018-08-28 15:04:59)

Step 1: Category Details

Select the appropriate Categor	y: *Select						
Step 2 : Program Information							
Program 'Title' for the digital credential : *							
Brief program description :	bbrevizaed description of the overall program.						
Full program description :							
Learning Objectives :	Provide a full description of the overall program. This is not specific to a topic or level.						
coming objectives.	Explain in detail topics covered, learning expectations, manner of presentation and expected takeaways.						
Assessment Methods :							
	List methods of assessment. For each, detail why it was chosen, what is assessed and why is it relevant.						
Professional significance :							
Will users be allowed to claim this credential on their own?	Explain the value and benefit provided by the credential. Yes No						
Important: This method does not require issuer approval.							
Who is authorized to award this credential?							
	Name - Email.						
Will this credential be awarded in a course in Canvas? *	Yes No						
	Step 3 : Level Information						

Attachments

O 14 O 15

Is there a Mastery level credential awarded in addition to number of levels provided above ?*

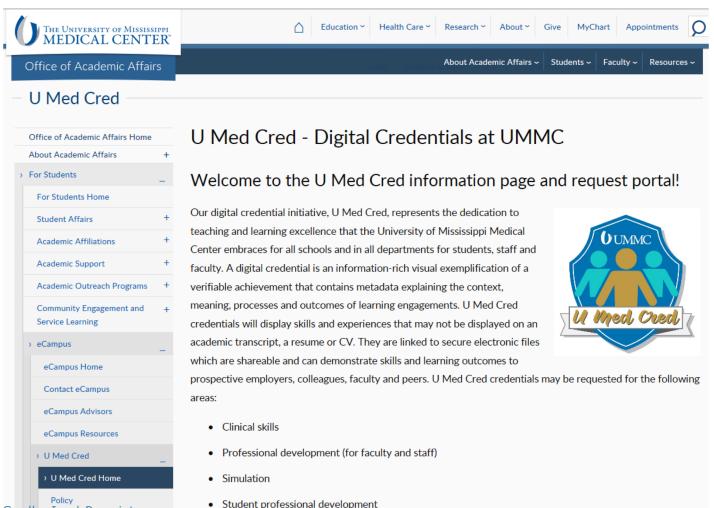
Select number of Levels needed: *

 $\bigcirc \ 1 \ \bigcirc 2 \ \bigcirc 3 \ \bigcirc 4 \ \bigcirc 5 \ \bigcirc 6 \ \bigcirc 7 \ \bigcirc 8 \ \bigcirc 9 \ \bigcirc 10 \ \bigcirc 11 \ \bigcirc 12 \ \bigcirc 13$

O Yes O No















Invest in building relationships with key stakeholders







Kim Moore

Director-Workforce, Professional and Community Education

kimberly.moore@wichita.edu



5 Strategies for Successful Business and Industry Badge Collaboration



Determine Your Focus - External Driven vs.
Internal Driven Content





Develop Key Relationships







Badges at Wichita State University















Where We Started

Focus: Non Degree Seeking Working Professionals

Online For Credit - 1 cr. hr. or less

Undergraduate or Graduate Credit

Earn Hours Towards Relicensure

Partial Open Term of Enrollment

Affordable - Market Based Tuition



Where We Are

Fall 2015 - 1 Badge/2 Students

Fall 2018 - 73 Badges/1047 Students

2019 - demand inside and outside is putting stress on resources (human)

What We Learned

Focus is Changing:

Non Degree

High School College Readiness

Degree Bound







Dr. MJ Bishop

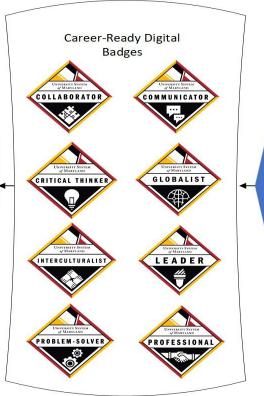
Associate Vice Chancellor and Director of William E. Kirwan Center for Academic Innovation at the University System of Maryland

mjbishop@usmd.edu

USM DIGITAL BADGE SYSTEM

USM "Launch" Badge

An open badge granted by the USM certifying that earners are ready to start their careers. Through the process of acquiring all of the career-ready badges, earners will hone their ability to articulate their career-ready skills



Evidence-Based Dimensions and Criteria

Assessment criteria
will be predetermined
and include rubrics to
assess evidence that a
badge earner met the
criterion

USM Institutional Badge Earning Pathways

Institutions "curate" badge earning pathways created out of curricular offerings and/or co-curricular activities. Institutions may also build in an option for students to propose their own badge earning pathways

Competencies based on skills identified by employers as critical for career success (aligned to NACE Career Ready Skills Framework)

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Examples of Higher Education Badges

Co-Branded Badges



Additional Details

Professional Customer Contact Center Management (P3CM)

Issued by Bellevue University

Student has demonstrated mastery of skills related to Convergys' customer contact center. The earner is able to lead a dynamic and effective customer service center and to recruit leaders for this vital operational area of the company.

Demonstrated Skills

Communication	Customer Focus		Customer Service		Diplomacy	
Interpersonal Con	nmunication	Lea	dership	Problem S	olving	
Recruiting	Recruiting					

Earning Criteria

To earn this badge, students must have completed coursework designed exclusively for Convergys' customer contact center.



Additional Details



Additional Details

Student has demonstrated mastery of critical operational aspects of banking knowledge, including the fundamentals of banking, defining and executing ex

Leadership (PBOL)

Issued by Bellevue University

knowledge, including the fundamentals of banking, defining and executing excellence through teams and for the client, improving bank success, and financial analysis.

Professional Banking Operations &

Demonstrated Skills

Banking	Fina	ncial Analysis	Financial Analysis	Management
Team Building		Team Work		

Earning Criteria

Earners of this badge must have completed coursework designed exclusively for Sun Trust's banking context.

Department Supervisor Leadership Education & Acumen Development (DS LEAD)

Issued by Bellevue University

Student has demonstrated mastery of key performance concepts considered foundational to retail success today: Retail Business Management, including understanding of P&L management and how department operations fit into store success, and Retail Leadership in Action, focusing on building and leading a productive and engaged team.

Demonstrated Skills

Leadership Mana		gement	Performance Revi	ews	
Retail Management		Sales a	nd Merchandizing	Team Building	
Team Work					

Earning Criteria

Earners of this badge must have completed coursework designed exclusively for Home Depot's leadership and management context.



Forensic Social Work

Issued by Northern Kentucky University

The earner of this micro-credential can analyze the intersection of social, health and legal systems and provide appropriate interventions and services to criminal offenders. The earner understands the relationships among law, criminal justice, and mental health and substance abuse treatment systems; and can explain how complex social issues intertwine with criminal behavior. The earner can identify the impact of relevant laws and social policies on treatment and correctional responses to crime.

Demonstrated Skills

Forensic Social Work

Earning Criteria

Complete these courses: SWK 572 Forensic Social Work; SWK 612 Addiction and Family Violence or SWK 525 Substance Use and Abuse; and SWK 411: Social Work and the Law.



Plans Examiner 2 (1031-2014)

Issued by Bucks County Community College

The earner of this badge has successfully completed the professional certification testing for Plans Examiner 2 NFPA 1031, 2014 Edition through cognitive and psychomotor skills assessment following the guidelines set forth in accordance with the policies and procedures of the Bucks County Community College through our Professional Certification Accreditation.

Demonstrated Skills

Code Enforcement Nfpa 1031 Plans Examiner

Plans Review

Earning Criteria

Successfully complete the Professional Certification Assessment.

Type: Certification

Level: Foundational

Cost: Paid



EPIC Online Teaching Certification

Issued by Wake Technical Community College

The EPIC Online Teaching Certification allows participants to learn about Wake Tech's eLearning Preparedness Initiative across the College (EPIC) to implement the EPIC Course Quality Standards to support effective and efficient course design. Topics covered include Universal Design for Learning, Blackboard skills, accessibility, and best practices for online teaching. The EPIC Online Teaching Certification provides faculty with the necessary tools and steps to develop and deliver online courses.

Demonstrated Skills

Accessibility Blackboard Online Teaching And Learning
Universal Design For Learning

Earning Criteria

Through this certification, participants developed pieces of an online course in their discipline and followed the standards set forth by Wake Tech for compliance. To complete, participants achieved a minimum score of 85% or higher to meet the standard.

Type: Certification

Level: Foundational

Time: Hours

Cost: Paid

Additional Details



Bayesian Design of Experiments: Part #1

Issued by University at Buffalo, Continuing and Professional Education

Offered by the Institute for Computational Data Sciences. The earner of this badge has familiarity with Bayesian analysis of mathematical models and is able to find solutions to Bayesian inference problems numerically and interpret the results. The Bayesian paradigm considers probabilistic, stochastic and uncertain systems. Real-world applications of Bayesian systems are physical models such as re-entry heat shields of spacecraft, chemical reaction modeling and financial systems.

Demonstrated Skills

Critical Thinking Digital Technology

Problem Solving

Earning Criteria

Attend all 5 days of lecture; Submit all homework assignments prior to the deadline posted; Satisfactorily complete all of the homework problems; Complete final digital portfolio.

https://www.youracclaim.com/org/university-at-buffalo-continuing-and-professional-education/badge/bayesian-design-of-experiments-part-1

What Does All This Mean for SIUE?



It's About Intentional Decisions

- 01 Define SIUE Badging Journey
- *02* Define Governance Plan
- 03 Identify Priorities
- **04** Key Performance Indicators
- 05 Onboarding and Communications
- 06 Continuous Feedback Loops



01 The Badging Journey

What will differentiate our badging program?

How disruptive do we want to be?

How do we phase in technology integrations?

How do we position the the badges to maximize benefits for the Institution, Staff, © 2012-2019 Credly, Inc | Proprietary

How do we prevent badge pollution?



Strategic Vision Answers the Why Questions....

Why should	Why should	Why should	Why should	Why should
our workforce	our students	a badge	a badge	a badge
_		earner	earner	earner
our students	our faculty and			
	staff		a badge	(a badge
our employers			issuer	consumer)
	our employers			
participate in our	award/Earn	claim their	share their	accumulate,
digital badge	digital badges?	digital badge?	digital badge	maintain and
programs?			on social	store their digital
			media?	badges in their
				personal profile?
				(view digital
				badges in a
				personal
				· · · · · · · · · · · · · · · · · · ·
oprietary				profile?)
	our students our employers participate in our digital badge	our students our employers participate in our digital badge programs? our faculty and staff our employers award/Earn digital badges?	our students our employers participate in our digital badge programs? cur employers award/Earn digital badges? claim their digital badge?	our students our employers participate in our digital badge programs? claim their digital badge? claim their digital badge? claim their digital badge? claim their digital badge on social media?

Sample Strategic Vision

Articulation of the intrinsic value of badges to people & consumers:

We have organized our efforts around these 5 areas of focus:

1

2.

3.

4.

5.

Technology will be key to bringing the badging experience to life.



02 Governance

Will there be a governing body that meets to decide on credential creation, revisions, expirations, or archiving?

How should collaboration with the institution as a whole be enforced? Or not?

Establish a well-defined and rigorous, regionally recognized framework and methodology aligned to generally-accepted internal and/or external standards.

What will the process look like in 3, 5 and 10 years?

Clear governance to prioritize efforts and protect the brand and minimize associated

How do we prevent devaluation?



Sample Governance

Contents:

Key Questions

Credential Authoring Considerations

Credential Issuing Considerations

Reminder on roles within Credly

Macro Roles

Micro Roles

Organization Tools

Commercial Models

Preliminary Recommendations

Opportunity Statement: Clarify managing authorities, approvals and approaches for a growing and diversifying set of participating groups, both inside and outside the University's umbrella.

Key Questions to be addressed

Standards & Leveling: What minimum standards exist for ensuring a particular credentials are up to the institutional set standard(s). How are individual credentials slotted into a hierarchy or taxonomy of credentials.

Issuer Identity: Who is the issuer of a particular credential (Institution, Department or Division, faculty or a third party)?
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Permissions: What are the permissions required to approve the creation of a particular credential?

Administration: Once a new credential is created, who "pushes the button" when a particular has been earned? Alternatively, who approves the rules that automatically trigger the issuing of a credential.

Commercial: What are the commercial arrangements that cover the ability to issue digital credentials under a particular brand? How are third-party issuers handled?

Credential Authoring Considerations: The following questions surface relevant considerations in creating a credential-issuing governance program (both internal to an organization and across multiple organizations).

Authority: Which individual or group will approve new proposals for credentials?

Department chair?

Interdisciplinary committee? Executives?

Other?

Eligibility: What makes a particular credential eligible for consideration for publication?

May any individual recommend a new credential or must a recommendation carry the prior approval or endorsement of a particular type in order to be considered by the authority? May individuals from outside the institution recommend a new credential?



Sample Governance

Process: What will be the process to propose a new digital credential?

Generic Rules of the Road

Example of universal rules for new credential proposals:

New credentials authorized only after review by at least two faculty/staff, at least two industry representatives, and including approval by an institutional department chair or a member of the Executive Committee.

Credentials will not be issued for participation only.

Credentials require formal assessment.

Credentials must have evidence attached.

Credentials should represent a substantial effort on behalf of the earner.

Credentials should have value outside the institution.

Regional or campus specific digital credentials are allowed if...?

Organization brand may be featured on the credential if...?

Credentials may be co-branded to include multiple organizations if...

Administration

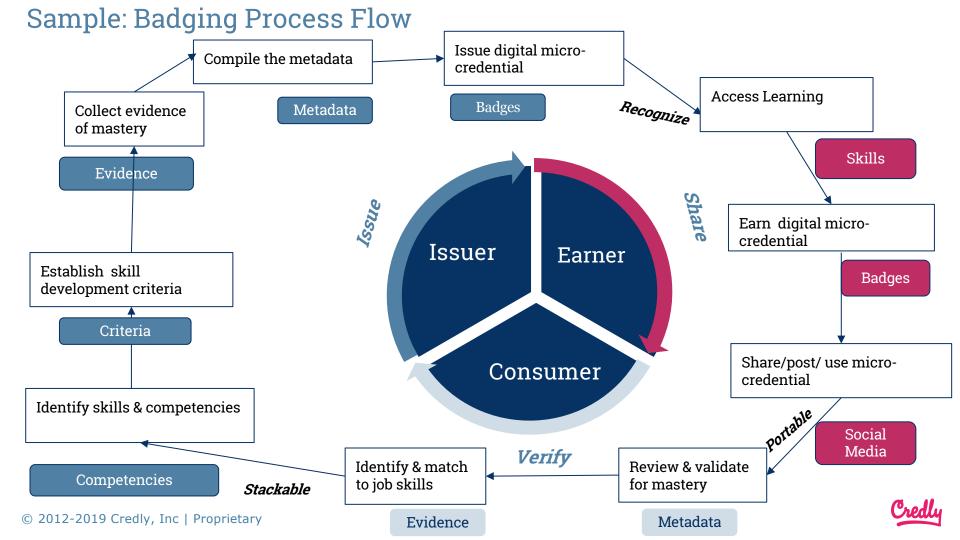
Who may "press the button" on an approved credential and under what circumstances?

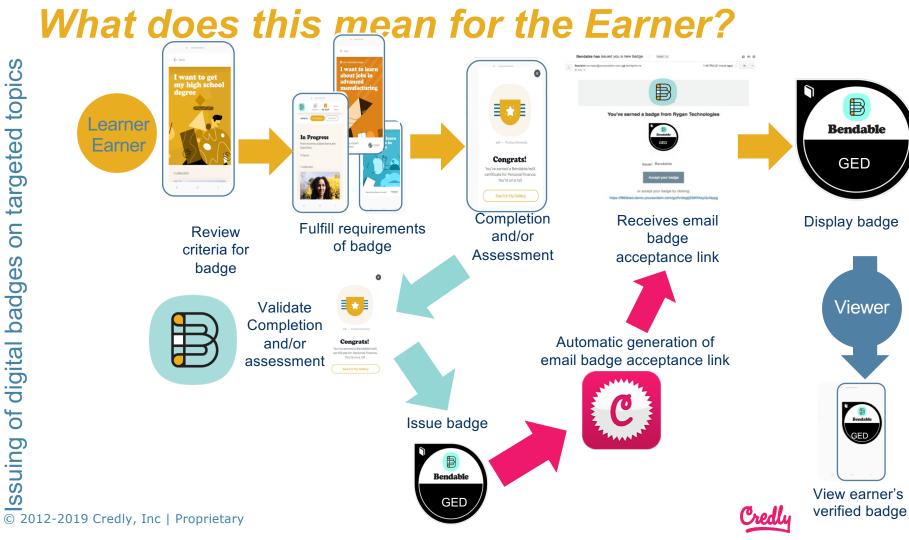
Who may install rules for automated issuing through the use of the LMS (e.g. through Canvas or other LMS) and under what circumstances?

Credential Issuing Considerations

Threshold Issue: Which group does the issuing of the credential once it has been properly defined and subsequently earned by an individual? Note that this is a *separate* question from the credential authoring authority which is covered above.







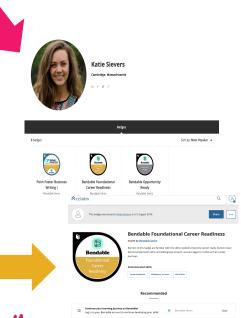
Bendable

GED

Viewer

What does this mean for an Issuer?





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on targeted topics

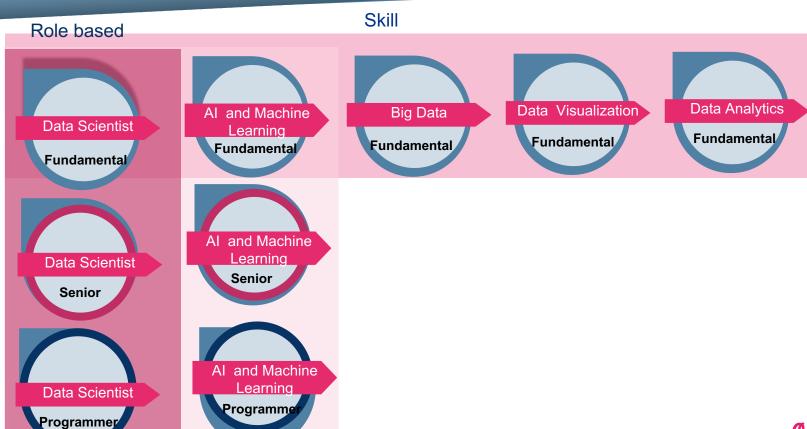
Issuing of digital badges

Displays badge

Sample Badging Competency and Taxonomy Framework

	Spectrum of Knowledge, Skills & Abilities to be Recognized and Verified				
Proposed Badge Categories	Knowledge Badge earner has gained an understanding of factual information and/or theoretical concepts related to skill area	Skills & Abilities Badge earner is able to apply knowledge to specific situations and perform essential job functions or tasks associated with skill.			
Level	Knowledge	Foundational	Intermediate	Advanced	Mastery or Specialist
Learning (What the badge earner is expected to be able to do.)	Able to articulate key concepts of a skill to others, including those already proficient in the skill	Able to perform narrow or routine tasks on a project, engagement or assignment that demonstrates foundational comprehension of the skill.	Able to complete less structured, non-routine or complex tasks as well as discuss implications of changes to process, policies and procedures related to skill.	Able to independently assess and complete comprehensive tasks, characterized by high degree of complexity and frequency of changes, as well as apply theoretical knowledge associated with practical skills.	Able to solve for new and complex problems characterized by frequent and unpredictable changes, as well as for the development of innovative solutions and procedures in novel problem situations.
Application 2012-2019 Credly	Can be demonstrated or explained	Can be performed independently	Can perform and supervise skill	Can perform, supervise and quality inspect or assess skill.	Can perform, supervise and teach the skill.

Targeted latticed or stacked skills





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Targeted dependent latticed or stacked skills















03 Priorities

Where do we start?

Internal or External?

Credit or Non-Credit? Motivation? Gamification?
Participation? Membership?
Specialized Skills? Completion?
Advanced Skills? 21st Century
skills? Workforce Skills?
Industry Specific Skills?

How do we position the the badges to maximize benefits?

Academic? Student Support? Faculty and Staff Development?



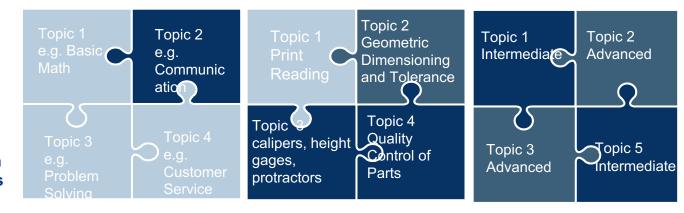
Example targeted industry: Manufacturing

Goal:

Provide curated learning pathways for specific role capability and skill proficiency.

Criteria for selecting a badgeable skill:

- Skill(s) identified in one of the targeted industries
- Skill identified in the South Bend Industry Driven Skills and Competencies workbook.
- Skill is assessed using an assessment, observed behavior or employer verified.



Warehouse Picker-Packer Manual Machinist

Quality Control-Assurance Inspector



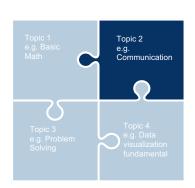
Example role family: Quality Control-Assurance Inspector

Provide validated knowledge, skills and abilities of a specific role. Criteria for a digital credential could include:

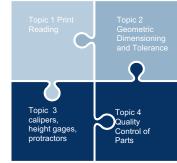
- Verification from a learning provider showing completing of required training.
- · Passing an Industry assessment.
- Number of hours on a related engagement.
- Observed behavior or skill.
- External credential.

Goal:















05 Key Performance Indicators

How will we differentiate the badges from certificates, certifications and degrees?

What will differentiate our badging program?

How disruptive do we want to be?

How do we phase in technology integrations?

How do we position the the badges to maximize benefits for the Institution, Staff, © 2012-2019 Credly, Inc | Proprietary



Examples of Pilot KPIs			
Category	Question	Suggested KPI-Metrics (* indicates that these metrics are measured by Credly's Acclaim platform)	
Framework	Is the level of rigor appropriate?	Pass rates, average number of tries to earn a badge, levels of badge attainment	
Framework	How effective are the assessments and attestations?	Pass rates, average number of tries to earn a badge, levels of badge attainment	
Governance	Are the skill evidence gathering process effective?	Does the evidence meet quality review? How many times does the evidence not meet quality review?	
Value	Is the badge perceived to have value? Are badges motivating to engage with X? Is the earner experience perceived as positive or negative?	Number of badges earned*, accepted*, badge share rate*, earner-issuer-consumer-surveys, focus groups, interviews, external vetting	
Value	Are the estimated number of badges issued vs accepted percentages correct?	Number of badges earned*, accepted(, badge share rate*, earner-issuer-consumer-surveys, focus groups, interviews, external vetting	
Value	Is the information about digital badges clear? Compelling? Comprehensive?	earner-issuer-consumer-surveys, focus groups, interviews, external vetting	
Communications © 2012-2019 Credly, I	Are the internal communications noticed? Are the FAQs clear? Comprehensive? Helpful?	internal email open rates, badge notification email open rates*, click throughs, website analytics, earner-issuer-consumer-surveys, focus groups, interviews, external vetting	

Examples of Program KPIs			
Category	Suggested KPI- Metrics	Source of Data	
Adoption	Number of badge offerings	Credly's digital badge platform	
Adoption	Number of unique badge holders	Credly's digital badge platform	
Learning	Number of badges awarded	Credly's digital badge platform	
Engagement	Number of awarded badges accepted	Credly's digital badge platform	
Engagement Branding	Number of accepted badges shared internally	Credly's digital badge platform	
Engagement Branding	Number of badges shared to social media	Credly's digital badge platform	
Branding	Number of views generated by issued badges	Credly's digital badge platform	

	Examples of Operational Metrics S	Supporting KPIs
Category	Suggested KPI-Metrics	Source of Data
Adoption	Types of badges (categories) options	Credly's digital badge platform
Adoption	Number of new badges since last reporting period	Credly's digital badge platform
Adoption	Number of participants starting badged learning programs	Learning management system or content management system
Adoption	Number of participants completing badged learning programs	Credly's digital badge platform
Adoption	Number of participants completing badged learning programs and accepting badges	Credly's digital badge platform
Adoption	Number of participants completing badged learning programs with pending badges	Credly's digital badge platform
Adoption	Number of participants completing badged learning programs with rejected badges	Credly's digital badge platform
Adoption	Number of badged learning objects searched for internally	Learning management system or content management system
Engagement	Ratio of participants starting badged learning programs to number of participants completing badged learning programs	Learning management system or content management system
Engagement	Length of time learning journey completed vs length of time before learning journey was abandoned	Learning management system or content management system
Engagement	Mean, Median, and Mode time to earn a badge by level of badge	Learning management system or content management system
Engagement	Number of badges per unique earner	Credly's digital badge platform
Engagement Learning	Time to earn badge by badge taxonomy-level	Learning management system or content management system

05 Communications

How will we differentiate the badges from certificates, certifications and degrees?

What will differentiate our badging program?

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How do we phase in technology integrations?

How do we position the the badges to maximize benefits for the Institution, Staff, © 2012-2019 Credly, Inc | Proprietary



Sample Communications









Who can earn a Digital Badge?



Why earn Digital Badges?



There are four steps to earning a Digital Badge.

What is a Digital Badge?

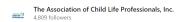
Digital badges, also known as microcredentials, represent evidence-based instructional skills or concepts. A digital badge is proof that the badge-earner has demonstrated that she effectively and consistently uses the target skill or concept as a part of her instructional practice.











CCLS Digital Badges are almost here!

Like Comment Share Add a comment...

ACLP members, visit bit.ly/ACLPDigitalBadge to learn more about what this means for you and how you can use a digital badge to get the recognition you've earned.





...

University of Utah

The University of Utah is the flagship institution of higher learning in Utah. It serves more than 32,000 students from across the United States and the world. With more than 100 major subjects at the undergraduate level and 90-plus major fields of study at the graduate level, including law and medicine, the university prepares students to live and compete in the global workplace. Learn more about all the U has to offer at utah.edu.

In f w a

Professional

Education -

OF UTAH

Badges

Sort by: Most Popular +









Language Proficiency -.. University of Utah

Professional Education - ... University of Utah



Metals Additive Manufacturing..



Professional Education -...
University of Utah



Professional

Professional

Education -... Education -...

Professional Education -... University of Utah

Education -... University of Utah

Professional Education -...







Issued by Northern Kentucky University

The earner of this micro-credential can analyze the intersection of social, health and legal systems and provide appropriate interventions and services to criminal offenders. The earner understands the relationships among law, criminal justice, and mental health and substance abuse treatment systems; and can explain how complex social issues intertwine with criminal behavior. The earner can identify the impact of relevant laws and social policies on treatment and correctional responses to crime.

7 badges

Professional

Education -

Demonstrated Skills

Forensic Social Work

Forensic Social Work

Time: Months

Cost: Paid

Earning Criteria

Complete these courses: SWK 572 Forensic Social Work: SWK 612 Addiction and Family Violence or SWK 525 Substance Use and Abuse; and SWK 411 Social Work and the Law.



Professional Education -...

University Child Abuse...

Social Media

Tactics for...

University of Utah

Benefits of Badging





06 Feedback Loops

How often are badges reviewed?

What is the adoption rate for specific industry badges?

Is the value of badges clearly demonstrated?

Are employers using badges as hiring criteria?

Are badges enhancing our brand?

Are students valuing badges earned?

