ALL FIGURED OUT

DATA ANALYTICS ENABLES PRESCHOOLS TO BETTER MANAGE OPERATIONS, ENHANCE THE WORK ENVIRONMENT AND IMPROVE SERVICE QUALITY.

Amid the focus on innovative teaching practices, some preschools are adopting new digital tools like data analytics to enhance areas such as communication and parent satisfaction, and to ease the work of teachers and centre staff.

Data analytics tracks and analyses data about enrolment figures, curriculum matters and facilities. Such software programmes surpass traditional data management tools, like Excel spreadsheets and manual record-keeping, which are no longer able to keep up with the huge amount of information that is generated every day.

The Early Childhood Industry Digital Plan (EC IDP), developed by ECDA and the Infocomm Media Development Authority (IMDA) in partnership with SkillsFuture Singapore and industry partners, provides preschool operators with a three-stage guide to digital transformation at each stage of their growth, thus streamlining operations, improving efficiency and driving business growth.

DIGITAL SOLUTIONS MADE EASY

To make it easy for preschools to adopt digital solutions, ECDA and IMDA maintain a list of pre-approved, cost-effective data analytics solutions, supported by reliable vendors.

One such vendor is LittleLives. "Our data analytics solution provides a quick overview of a preschool's performance. For instance, the software can, among other things, measure parents' satisfaction with the preschool based on communication statistics. The collection and analysis of such behavioural data provides useful information and insights for the preschool to enhance its services and programmes," says LittleLives' founder and CEO, Ms Sun Ho.

Ms Ho adds, "Data analytics gives an early indicator to problems that may arise, so preschools can fix or even prevent issues before they happen. More time can then be spent on strengthening relationships with different stakeholders with the time saved."

TRANSLATE DATA INTO ACTION

Another data analytics provider, Oak Consulting, uses Tableau Software, a technology platform that distils data into a chart, graph or table format that allows users to better visualise and understand their data.

"The visualisation software can very quickly show certain trends or outlier data in a matter of seconds," says Mr Victor Ng, Managing Director of Oak Consulting. For instance, data on teachers' salaries, how many have

received a promotion in the last year, and how long they have been with the preschool can be presented in a dashboard, making it easy to identify areas for improvement.

"Among other insights relating to centre operations, our solution provides insights into behaviours, trends and factors associated with staff retention, turnover, performance, training, appraisal and delegation of workload. Centre operators can use the tool to analyse attrition behaviour and fine-tune requirements for potential hires, etc.," says Mr Ng. ●

Find out more about the Early Childhood Industry Digital Plan at **go.gov.sg/ecidp**.