



Scaling Pathways Implementation while Creating a Culture of Continuous Improvement

ASHLEY VANHEEST & DR. DANIEL PHELAN

NCII RURAL GP INSTITUTE 6

04.11.24 | PITTSBURGH, PA

BEGINNING

Advancing Student Success Through Aligned Instructional Programs and Supports

DANIEL J. PHELAN, PH.D.

Chief Executive Officer/Chief Academic Officer

Jackson College, Michigan

Pathways Conference | 04.12.24 | Pittsburg, PA

Serve nearly 7,000 unduplicated credit students annually;

Tri-County area in the south-central region of the lower peninsula of MI;

Board College in the League for Innovation in the Community College;

Regionally accredited by the Higher Learning Commission; and

Founded in 1928 as Jackson Junior College

Student Info System: Colleague



Suboptimal

An Early Experience



“Deliver
great
experiences
with
intentional
design.”



B. JOSEPH PINE II

“Focus on
reducing
customer
suffering.”

B. JOSEPH PINE

The Experience Economy



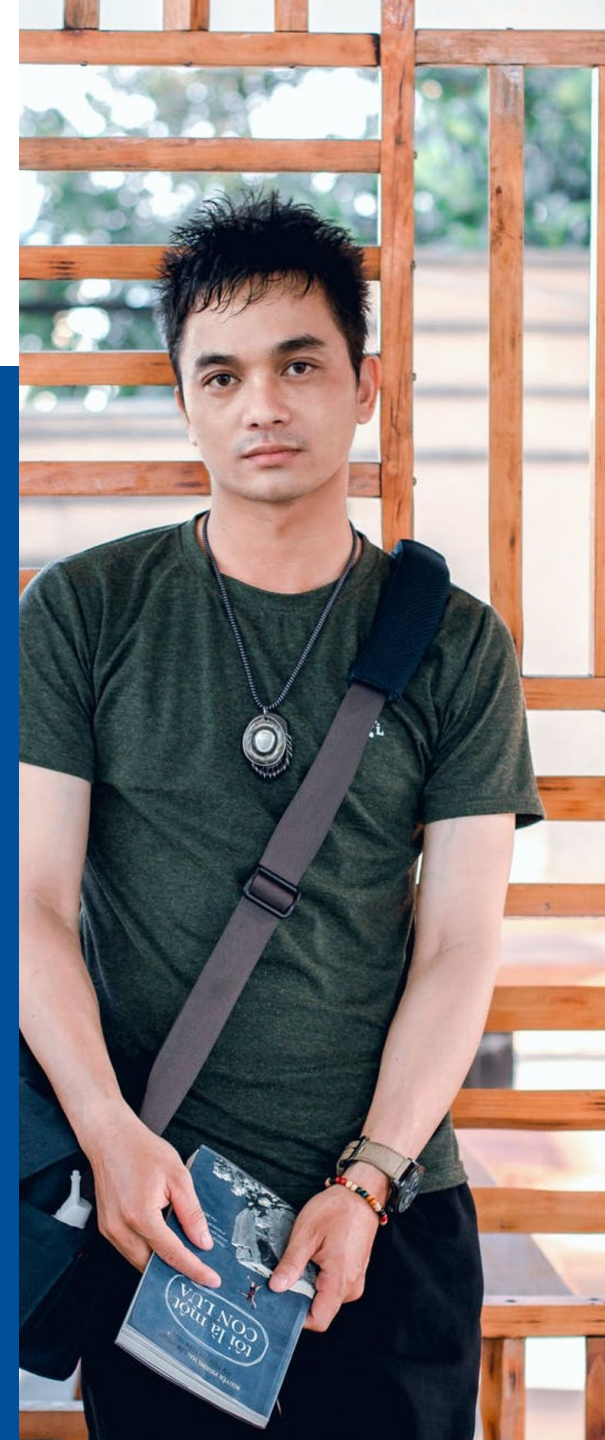
*Work Is Theatre &
Every Business a Stage*

B. JOSEPH PINE II
JAMES H. GILMORE

Focus Group Utilization

We Asked...

- MISADVISING & CONFUSION
- COURSEWORK RELEVANCE TO POS
- POOR COMMUNICATIONS - UNCLEAR CHOICES
- TOOK CLASSES I DIDN'T NEED
- I DON'T FEEL SUPPORTED IN DIRECTION TO GO
- CLASSES WERE FULL OR CANCELLED - SCHEDULES WERE UNCLEAR



Areas for Opportunity...

- **WE NEEDED TO GET CLEAR ABOUT OUR DATA AND DATA DESEGREGATION**
- **WE NEEDED TO REDUCE STUDENT-CUSTOMER SUFFERING**
- **WE NEEDED TO MOVE FROM STUDENT TRANSACTIONS TO STUDENT RELATIONSHIPS**
- **WE NEEDED TO UNDERSTAND THE IMPACT OF DEV ED**
- **WE NEEDED TO UNDERSTAND GATEWAY COURSES AS BARRIERS**
- **WE NEEDED A BETTER SYSTEM AND ORIENTATION**

We can do better...

Building capacity to design and implement clear, effective, meaningful and supportive academic routes for students.



INCREASE THE COMPLETION RATES OF OUR STUDENTS EARNING CREDENTIALS



ENSURING LEARNING AND UNDIFFERENTIATED OUTCOMES FOR STUDENTS



COORDINATED AND SUPPORTIVE THROUGHPUT

PHASES AND IMPLEMENTATION

Understanding 'how' through the lens of 'why'

ASHLEY VAN HEEST

Interim Chief Student Services Officer;
Executive Director, Student Success & Retention
Jackson College, Michigan
Pathways Conference | 04.12.24 | Pittsburg, PA

Setting the Stage



SIS: COLLEAGUE

TOOL: ELLUCIAN STUDENT PLANNING

ADVISING MODEL: STUDENT SUCCESS NAVIGATORS

- Professional advisors, no faculty advisors
- Navigators split between academic pathways and special pops
- Avg caseload 150-200

MANDATORY NEW STUDENT ORIENTATION

MANDATORY ADVISING

- Required each semester
- Registration is not available until advisor has approved courses for the next term

MANDATORY FYE COURSE

- SEM 140 Seminar in Life Pathways (3 credits)

The “Ideal” Student

**FIRST
TIME**

**FULL
TIME**

COLLEGE READY

DECIDED

Real Student

**PART
TIME**

LOCATION BOUND

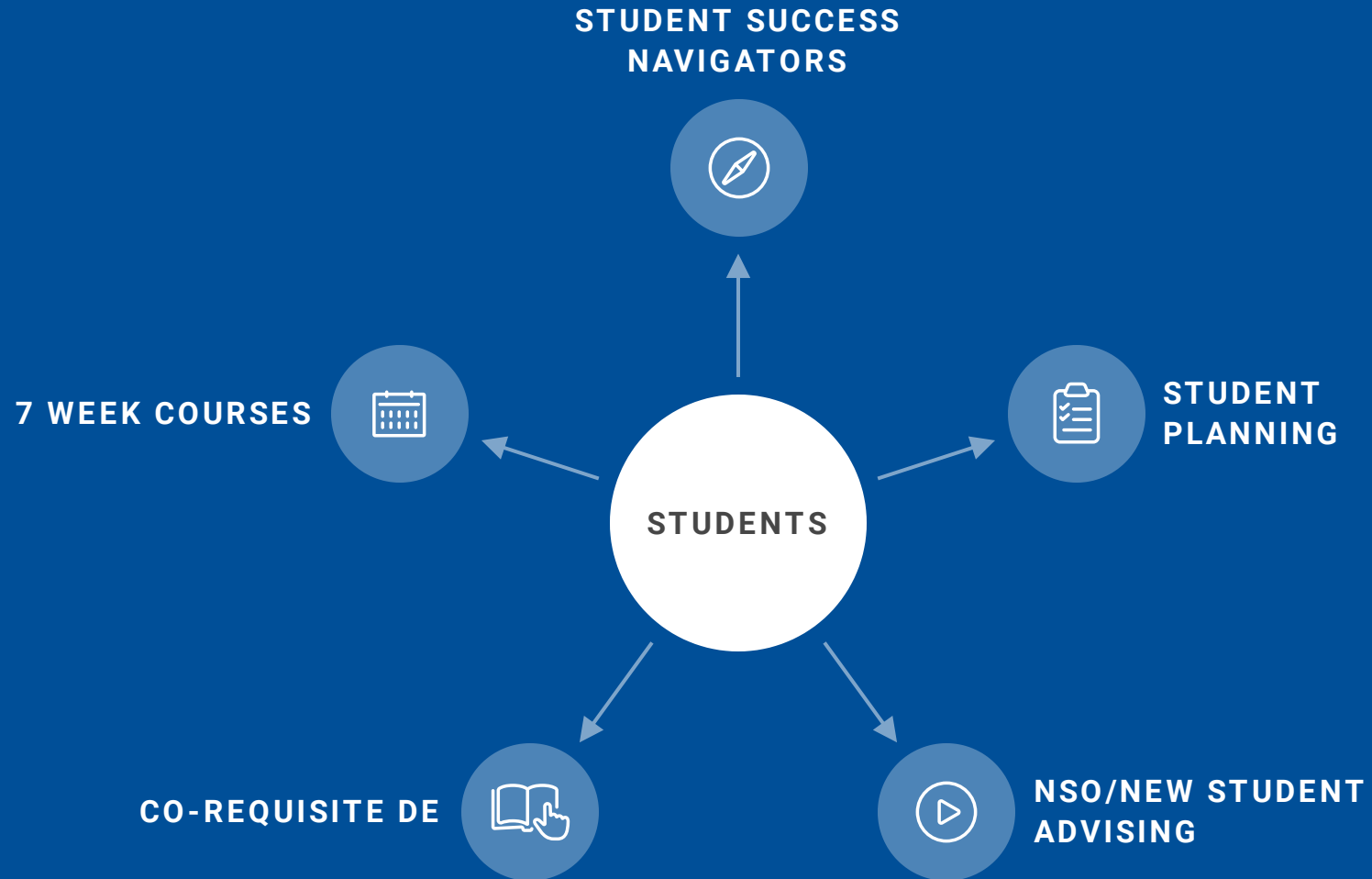
TIME BOUND

\$ BOUND

WORKING

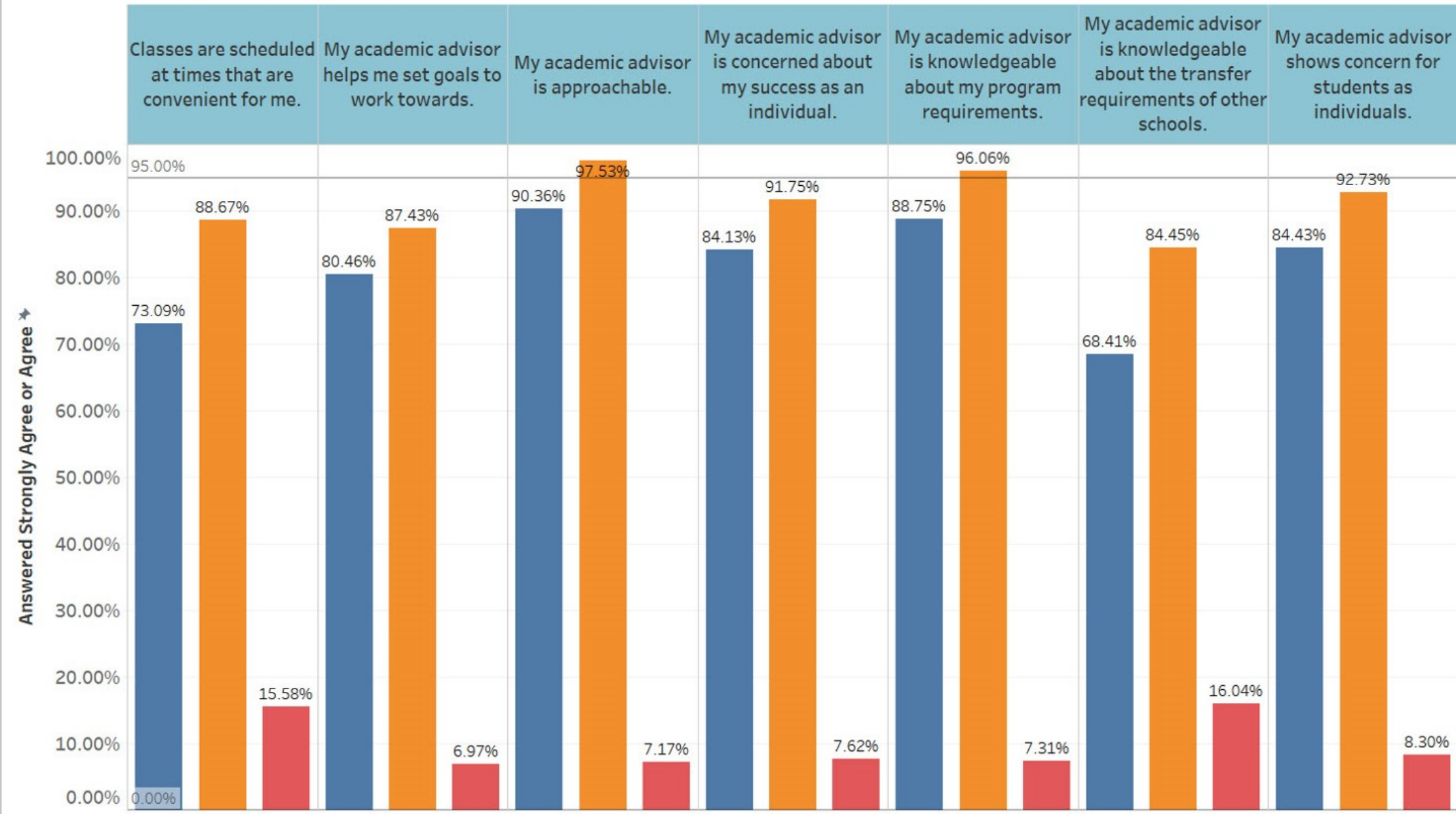
RETURNING

At the Center



FL15 WN17 Comparison

Measure Names
 ■ Fall 2015
 ■ Winter 2019
 ■ Percent Difference



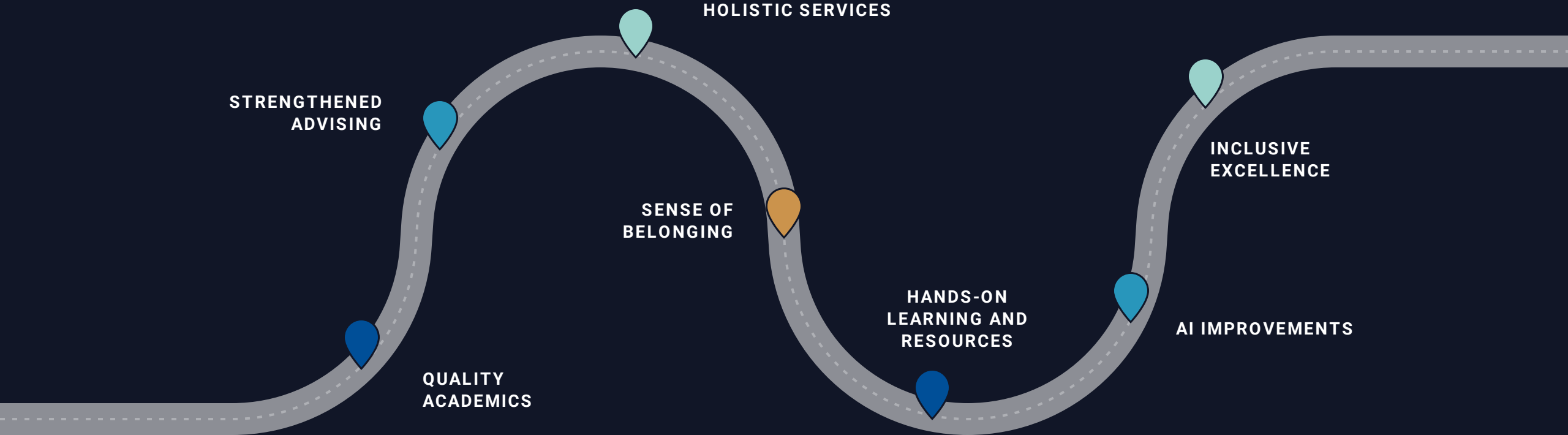


“Continuous improvement is better than delayed perfection.” -Mark Twain

Continual Improvements

- **PATHWAYS 2.0 (AND 3.0 AND 4.0 AND 5.0...)**
- **NSO VERSION #4**
- **CASELOAD BREAKDOWN VERSION 1232.0**
- **SEM 140, FYS 131, FYS 110**

The next level: Enriched student experience



Strategic Agenda Re-envisioned





Forward, ever forward.

With integrity. With discipline. With commitment.