Evolving a Guided Pathways Culture: Focus on Student Services

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“Yesterday I was clever, so I wanted to change the world. Today I am wise, so I am changing myself.”  --- Rumi

Monroe Community College
State University of New York

Inspiring every day.
# MCC Profile by the Numbers

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 2017 Enrollment (credit)</td>
<td>12,907</td>
</tr>
<tr>
<td>Enrollment (credit and non-credit)</td>
<td>30,110</td>
</tr>
<tr>
<td>Students in career or transfer program</td>
<td>92%</td>
</tr>
<tr>
<td>Average Age</td>
<td>21</td>
</tr>
<tr>
<td>% Pell Eligible</td>
<td>47%</td>
</tr>
<tr>
<td>Minority</td>
<td>39%</td>
</tr>
<tr>
<td>% Female</td>
<td>53%</td>
</tr>
<tr>
<td>Online Course Registrations</td>
<td>19,704</td>
</tr>
</tbody>
</table>
Your Job as the VP

Here’s what we expect from you:

- Help us grow as a division.
- Don’t shake thing up too much. You’re new.
- Understand that we have a long history of doing things well.
- Pull the division together.
- Stop Academic Services from trying to tell us how to do our jobs.
- Put an end to the Academies Model. Without us, they can’t lift this.
Overview of Choice Theory

- Belonging
- Power
- Freedom
- Fun
- Survival

Quality World

Perceived World

The Real World

Comparing Place

Total Behavior

Copied from:  http://brucedavenport.com/introduction.html
About OCC

• 12,640 students (headcount)
• 52% female, 48% male
• 45% full-time, 55% part-time
• 62% matriculated, 38% non-matriculated
• 63% Pell-eligible
• 72% pursuing AA or AS; 26% AAS, 2% certificate or AOS
• Average age 21.7
• 43% White, 34% unknown, 12% African American, 5% Hispanic, 2% Asian, 3% multiple races, 1% American Indian or Alaskan Native
The Big Opportunity

• OCC saw a growth of nearly 60% between Fall 2004 (8,195) and Fall 2012 (13,018)
• Yet, the college had declining retention and completion rates
• Resources were focused on planning and managing the growth
• Need to realign resources to support student success
8 Step Process for Leading Change, by John Kotter
Create a sense of urgency

Present the data

“Ugly” data

Benchmarks

Student Experience Committee
Build a guiding coalition

Achieving the Dream

Middle States Team

Strategic Planning
Form a strategic vision and initiatives

- Dev. Ed reform
- Orientation redesign
- New onboarding model
Enlist a volunteer army

- World Café
- Empower staff
- Governance groups
Enable action by removing barriers

Colleague (SIS) redesign

Continuously destroy silos

New advising software
Generate short-term wins

Support complementary efforts already in progress

Communicate and recognize efforts

Incorporate faculty and staff input
Sustain acceleration

Bring projects to scale

Be relentless

Manage burnout
Institute change

- Measure outcomes
- Align policies
- Make changes visible
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Questions?
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