Measuring What Matters
The Importance of Incorporating a Values-based Culture When Developing Guided Pathways
Presenter

Jesse Coraggio, PhD

- President, EdPros Consulting Group
- Previously Vice President, Strategic Impact, St. Petersburg College

September 26, 2018
St. Petersburg College

• One of 28 State Colleges in Florida
• Worked on Pathways for eight years
• One of the 30 AACC Pathways Colleges in the first set of institutes
• About 45,000 annual student headcount
• Three quarters of students are part-time

Summer Institutes
Mapping pathways is not the culture…

<table>
<thead>
<tr>
<th>Seq #</th>
<th>Course</th>
<th>Course Title</th>
<th>Credit</th>
<th>Type</th>
<th>Term Offered</th>
<th>Prereq</th>
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Total program credits: 67

(Includes MAT 1033 & Computer Competency)

* Part of Computer Support Certificate
* Part of Linux System Administrator Certificate
* Part of Microsoft Certified IT Professional Server Administrator Certificate
* Preparation Course for CompTIA A+ Industry Certification

Term Offered: F = Fall, SP = Spring, SU = Summer
Type of Course: Core = Required for the Program, Elective = Options based upon personal interest
Gen Ed = General Education, PreReq = Prerequisite, Subplan = Specific to a particular degree option
Mapping the onboarding process is not...
Data-Informed, Values-Based Culture

Six steps to a Data-Informed, Values-Base Culture

1. Start with Strategic Guiding Principles
2. Provide A Mission Focus
3. Create a Unified Student Experience
4. Make Data Available to Everyone
5. Empower Front Line Staff
6. Develop the Next Generation
1. Start with Strategic Guiding Principles

- The definition of student success is ‘students finish what they start’.

- If you don’t teach, your job is to help students get to class in the best condition for learning.

- Access changes self-perception, degrees and certificates change lives.
Culture of Inquiry
We encourage a data-informed environment that allows for open, honest dialogue about who we are, what we do, and how we continue to improve student success.

www.spcollege.com/mission
Regular Board Updates on Student Success

Enrollment Status

Fall 2010 Cohort

- 84% MAT, 95% Grad Rate, 95% Grad Rate 8%
- Full-time: 32%
- Part-time: 68%
- 30% (N=270) Fall term: 29%
- 39% Spring term: 39%
- 28% Fall Part-time
- 28% Spring Part-time
- 28% Fall Full-time
- 28% Spring Full-time
- (AA): 26%
- (GC): 19%

September 2010

Fall 2015 Who’s Here

SPC Board of Trustees Meeting
September 15, 2015

Transparency and Collaboration
# Transparency and Collaboration

## Pulse BI Financials

### Rollups | Breakdowns | Details | Trending

**Fund Dept Site Descr - Account**

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**Financials Cube Refresh**

- **Last Refresh**: 8/30/2015 8:14:27 AM

- **Fiscal Years**: 2015-2016
- **Accounting Period**: All
- **Rollup Supervisor**: CORAGGIO.JAMES
- **Direct Supervisor**: All
- **Expense Rollup**: Expenses
- **Fund Groups**: All
- **Department**: All
- **Site**: All
- **Project**: All
- **Grant**: All

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**September 26, 2018**
3. Create a Unified Student Experience

CollegeExperience.com

September 26, 2018
3. Create a Unified Student Experience

New Student Orientation
FTIC students who attended new student orientation were more successful in their courses and less likely to withdraw.

- 5% higher success rate
- 3% less likely to withdraw

Out-of-Class Support
The more often students visited the learning centers, the more successful they were in their courses.

<table>
<thead>
<tr>
<th># of visits</th>
<th>Course Success Rates</th>
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<tbody>
<tr>
<td>1-2</td>
<td>75%</td>
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<tr>
<td>3-4</td>
<td>77%</td>
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<tr>
<td>5-9</td>
<td>78%</td>
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<tr>
<td>10+</td>
<td>83%</td>
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</table>
4. Make Data Available to Everyone

“Teach them how to fish”

700+ Users
25+ Dashboard Reports
4. Make Data Available to Everyone

**Student System Cube Refresh**


- **Age Group**: All
- **Gender**: All
- **Ethnic Group**: All

**Grads by Award Trend**

- No background selections exist. Filter empty series and bottom axis items.
- Bars represent graduation data counts from 2011 to 2014, showing trends in different award categories.

**Enrollment**

**Student Success**

**Student Behaviors**

**Retention/Graduation**

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*September 26, 2018*
Key Performance Indicators (KPIs)

- Create pathway related Key Performance Indicators (KPIs) that are tied to college strategic goals, such as:
  - Persistence from Fall-to-Spring
  - Earned 6+ college credits in 1st term
  - Earned 12+ college credits in 1st term
  - Completed College Level Math and English in the first year
- Disaggregate data by race/ethnicity, age, and gender
- Look at student enrollment patterns by 25% increments of completion by program...look for barriers and accelerators
- Make data available for everyone...have courageous conversations
Data Driven vs. Data Informed

• Data does not “drive” us...it informs us
• We are professionals, not machines
• Context matters
5. Empower Front Line

Shared Ownership

http://www.spcollege.edu/collegeexperience/#tab=3
5. Empower Front Line Staff

- Ryan Marsh, Student Support Advisor, CL
  New Student Orientation

- Annie McGregor, Student Support Advisor, SE
  Integrated Career & Academic Advising

- David Wilburn, Student Support Advisor, TS
  My Learning Plan

- John Crane, Student Support Advisor, HEC
  Early Alert/Student Coaching System

- Matthew Bodie, Associate Director of Learning Resources, CL
  Out of Class Support

- Anamarie Root, Manager, Professional Development, EP
  Training

http://www.spcollege.edu/collegeexperience/#tab=3
6. Develop the Next Generation

Extensive Staff Training Plans

- 33,076 Staff Training Hours in Calendar Year 2015
- 32,917 Staff Training Hours in Spring 2016
6. Develop the Next Generation

Leadership SPC and Delta Academy
SParc - Shared Faculty/Advising tool that gives insight into the student academic performance real-time as well as flexible ways to contact student.
Data-Informed, Values-Based Culture

Six steps to a Data-Informed, Values-Base Culture

1. Start with Strategic Guiding Principles
2. Provide A Mission Focus
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Questions?