

Utilizing Technology to Support Guided Pathways

Kelly Casperson, Early Alert System Manager

Northeast Wisconsin Technical College

Agenda

- Start with WHY
- Developing Interventions & Technology Along the Pathway
- Creating a Technology Action Plan
- Communicating to Stakeholders
- Discussion

The Golden Circle

WHAT

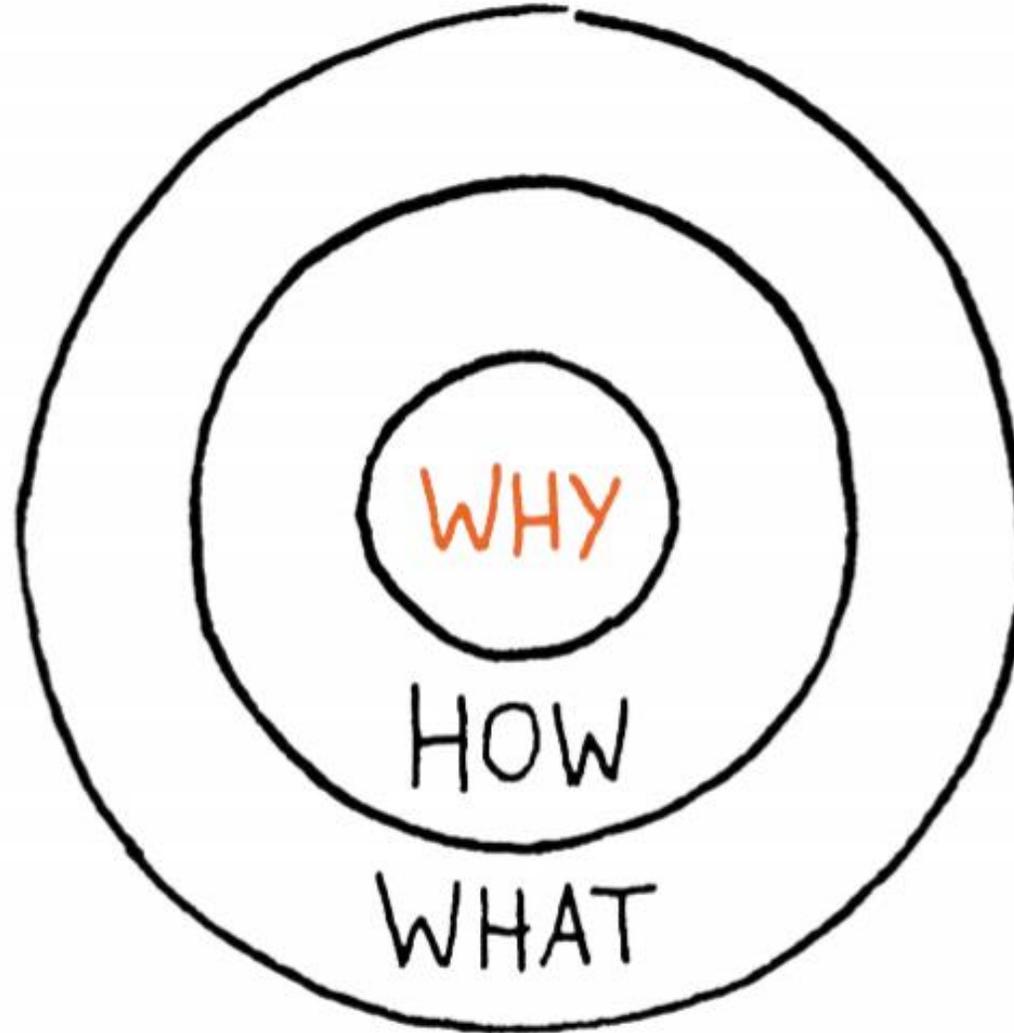
Every organization on the planet knows WHAT they do. These are products they sell or the services they offer.

HOW

Some organizations know HOW they do it. These are the things that make them special or set them apart from their competition.

WHY

Very few organizations know WHY they do what they do. WHY is not about making money. That's a result. WHY is a purpose, cause or belief. It's the very reason your organization exists.



Simon Sinek,
“Start with Why: How
Great Leaders
Inspire Everyone to
Take Action”

I will succeed in
college because...



**“I want to make my
family proud.”**



“This is something
I’ve always wanted
to do, and I’m finally
going to do it!”



**“I am not afraid to
ask for help.”**



“I’m not afraid of a challenge, and I’m willing to push myself out of my comfort zone.”



“I’m will not let
failure win.”



Guided Pathways



Ensure Students are Learning

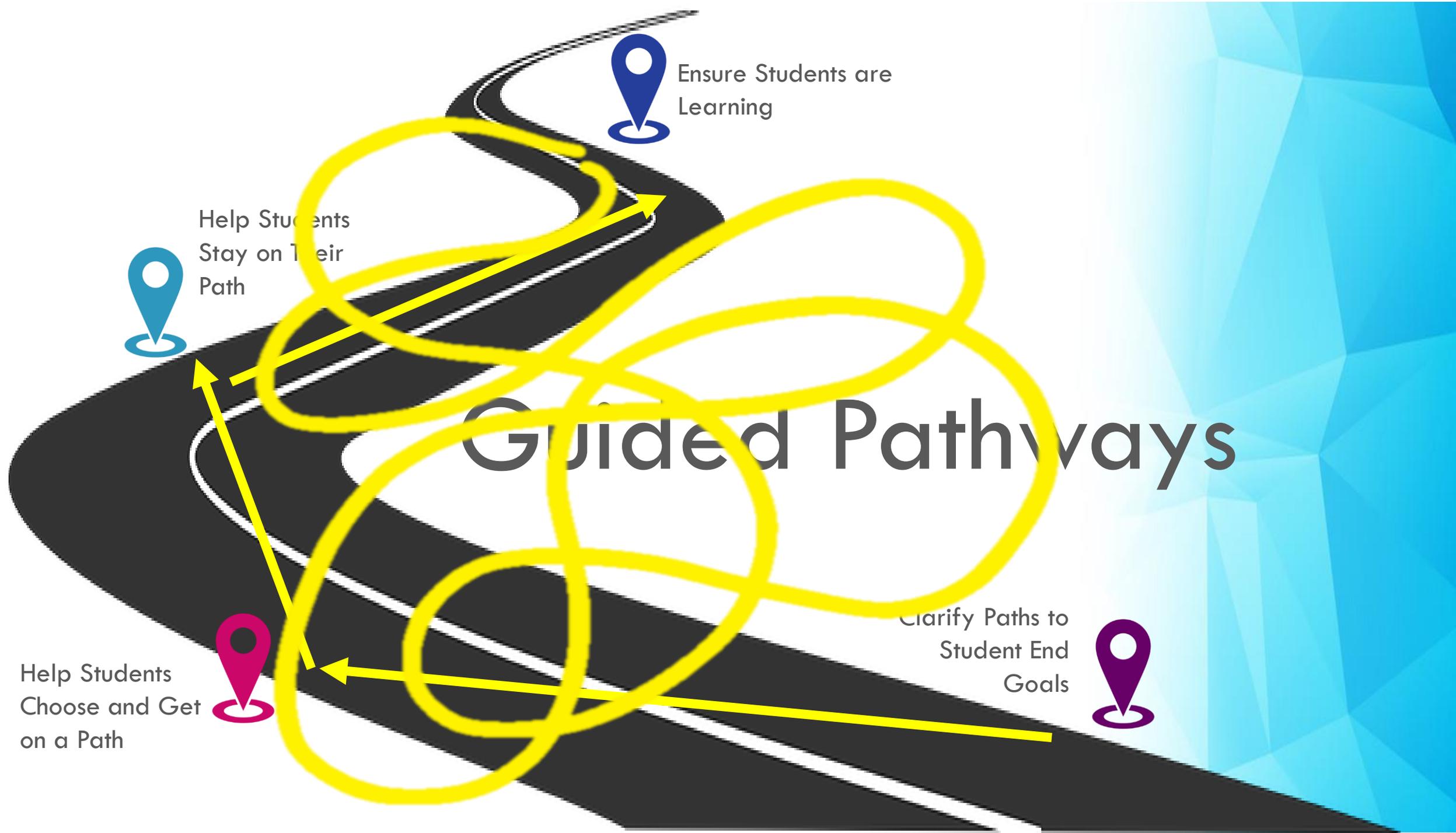


Help Students Stay on Their Path



Help Students Choose and Get on a Path

Clarify Paths to Student End Goals



Clarify Paths to Student End Goals

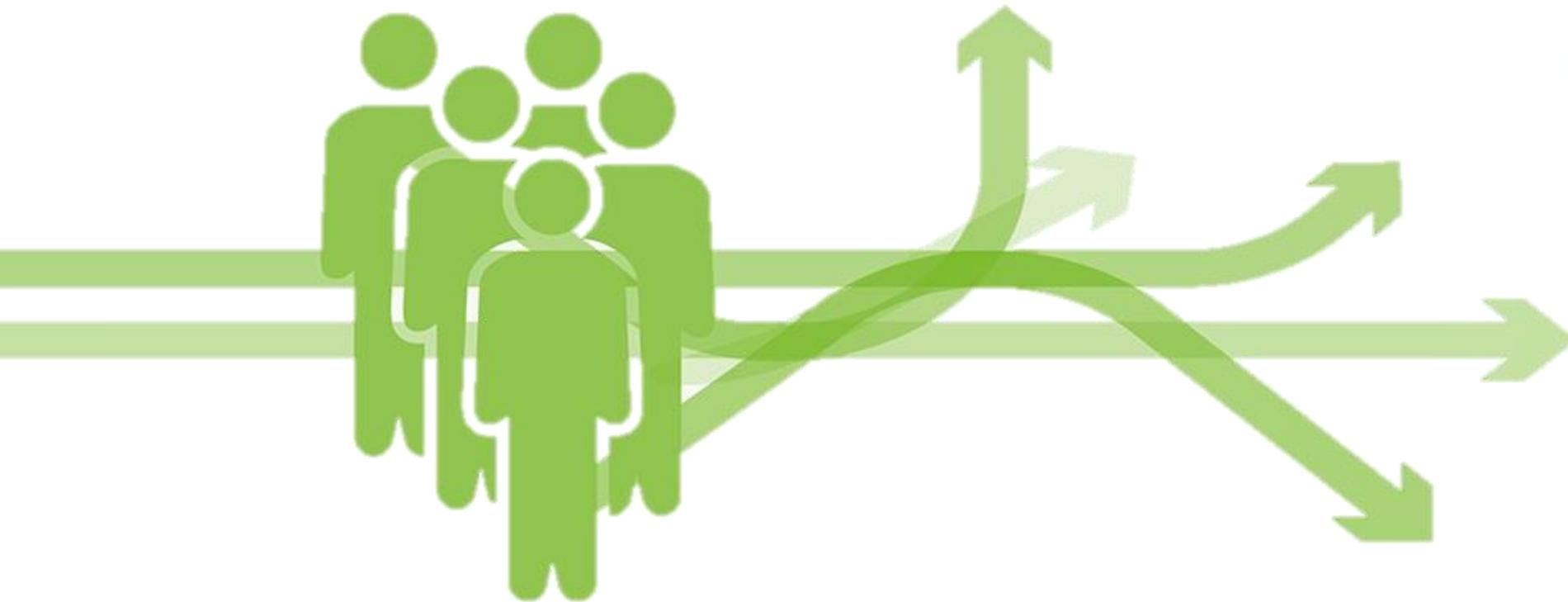
ASSOCIATE DEGREE	ADMINISTRATIVE PROFESSIONAL ASSOCIATE DEGREE 10-106-6 Total Credits: 68 \$29,117* <small>potential salary</small>																																										
TECHNICAL DIPLOMA	OFFICE PROFESSIONAL TECHNICAL DIPLOMA 31-106-1 Total Credits: 37 \$27,464* <small>potential salary</small>																																										
CERTIFICATE	BUSINESS PROFESSIONALS ESSENTIALS CERTIFICATE 61-106-1 Total Credits: 10 \$22,000* <small>potential salary</small>																																										
CERTIFICATE	BUSINESS SOFTWARE ESSENTIALS CERTIFICATE 61-106-2 Total Credits: 5 \$20,500* <small>potential salary</small> HS																																										
K12	K12 COURSES TOTAL CREDITS: 25 <i>Not all K12 credits will apply to all credentials. Your high school may offer these transcribed credits that may apply towards a higher credential.</i> <table border="1"> <thead> <tr> <th>Catalog Number</th> <th>Course Title</th> <th>Credit Value</th> </tr> </thead> <tbody> <tr><td>10-809-197</td><td>Contemporary American Society</td><td>3</td></tr> <tr><td>10-809-195</td><td>Economics</td><td>3</td></tr> <tr><td>10-801-136</td><td>English Composition 1</td><td>3</td></tr> <tr><td>10-809-172</td><td>Intro to Diversity Studies</td><td>3</td></tr> <tr><td>10-804-123</td><td>Math with Business Applications</td><td>3</td></tr> <tr><td>10-103-141</td><td>Micro: Access-Intro</td><td>1</td></tr> <tr><td>10-103-131</td><td>Micro: Excel-Intro</td><td>1</td></tr> <tr><td>10-103-132</td><td>Micro: Excel-Part 2</td><td>1</td></tr> <tr><td>10-103-151</td><td>Micro: PowerPoint-Intro</td><td>1</td></tr> <tr><td>10-103-111</td><td>Micro: Windows/Computer Basics</td><td>1</td></tr> <tr><td>10-103-121</td><td>Micro: Word-Intro</td><td>1</td></tr> <tr><td>10-103-161</td><td>Outlook 2013</td><td>1</td></tr> <tr><td>10-809-199</td><td>Psychology of Human Relations</td><td>3</td></tr> </tbody> </table>	Catalog Number	Course Title	Credit Value	10-809-197	Contemporary American Society	3	10-809-195	Economics	3	10-801-136	English Composition 1	3	10-809-172	Intro to Diversity Studies	3	10-804-123	Math with Business Applications	3	10-103-141	Micro: Access-Intro	1	10-103-131	Micro: Excel-Intro	1	10-103-132	Micro: Excel-Part 2	1	10-103-151	Micro: PowerPoint-Intro	1	10-103-111	Micro: Windows/Computer Basics	1	10-103-121	Micro: Word-Intro	1	10-103-161	Outlook 2013	1	10-809-199	Psychology of Human Relations	3
Catalog Number	Course Title	Credit Value																																									
10-809-197	Contemporary American Society	3																																									
10-809-195	Economics	3																																									
10-801-136	English Composition 1	3																																									
10-809-172	Intro to Diversity Studies	3																																									
10-804-123	Math with Business Applications	3																																									
10-103-141	Micro: Access-Intro	1																																									
10-103-131	Micro: Excel-Intro	1																																									
10-103-132	Micro: Excel-Part 2	1																																									
10-103-151	Micro: PowerPoint-Intro	1																																									
10-103-111	Micro: Windows/Computer Basics	1																																									
10-103-121	Micro: Word-Intro	1																																									
10-103-161	Outlook 2013	1																																									
10-809-199	Psychology of Human Relations	3																																									

Follow your path

-  Administrative Professional
-  Office Professional
-  Business Professional Essentials
-  Business Software Essentials
-  Business Software Essentials

Help Students Choose and Get on a Path

- Admissions & Career Advisors and Embedded Career Coaches
- Student Intake Survey



Help Students Choose and Get on a Path

- Admissions & Career Advisors: Guide students from program choice through first term enrollment
- Embedded Career Coaches: Work in local high schools to guide students from program choice through first term enrollment
- Salesforce CRM: Create automated, personalized communication, staff workflows, and case management for staff

Help Students Choose and Get on a Path: Student Intake Survey

Who can help me if I get overwhelmed with my responsibilities?

I'm not sure how I am going to pay my tuition or my rent.

I'm uncertain of my career goals.



Help Students Stay on Their Path

- Academic Planning & Schedule Builder
- Early Alert
- Predictive Analytics
- Case Management



Help Students Stay on Their Path: Academic Planning & Schedule Builder

A photograph of students in a computer lab. In the foreground, a young man in a red plaid shirt is smiling and looking at a computer monitor. Behind him, several other students are seated at desks, working on their computers. The background is slightly blurred, focusing attention on the students in the foreground.

 **ADD COURSES**

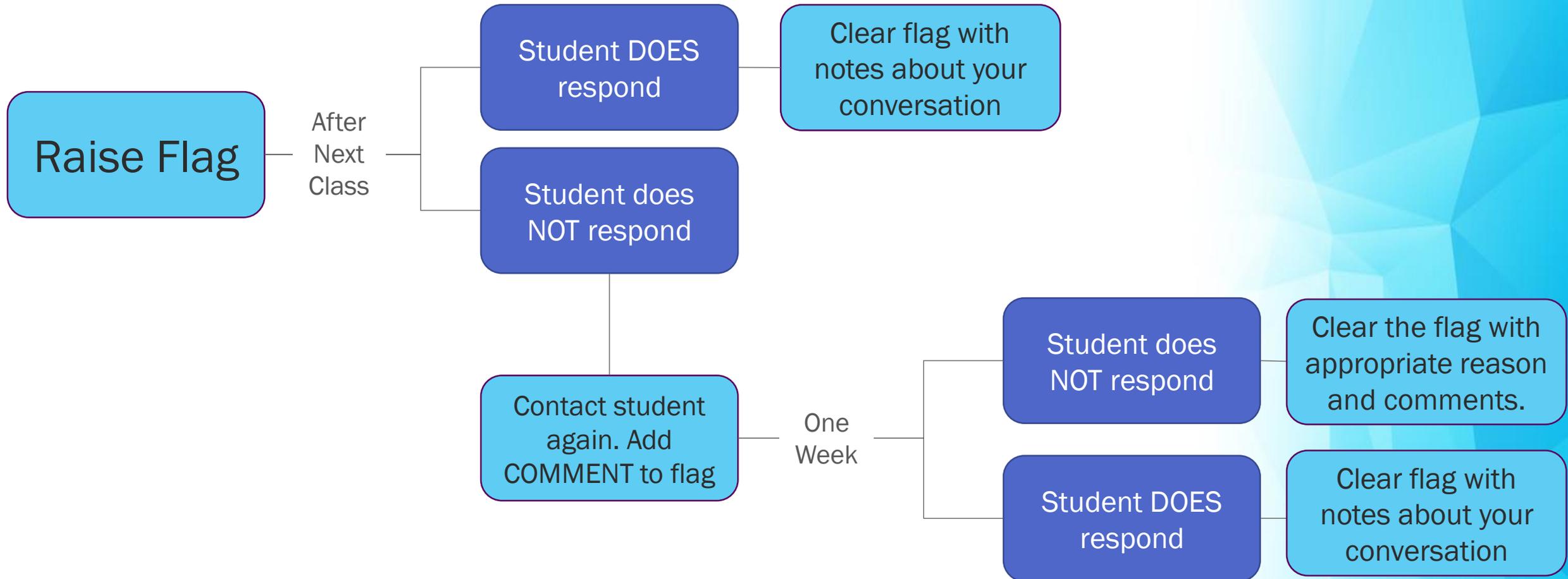
 **ADD BREAKS**

 **COMPARE SCHEDULES**

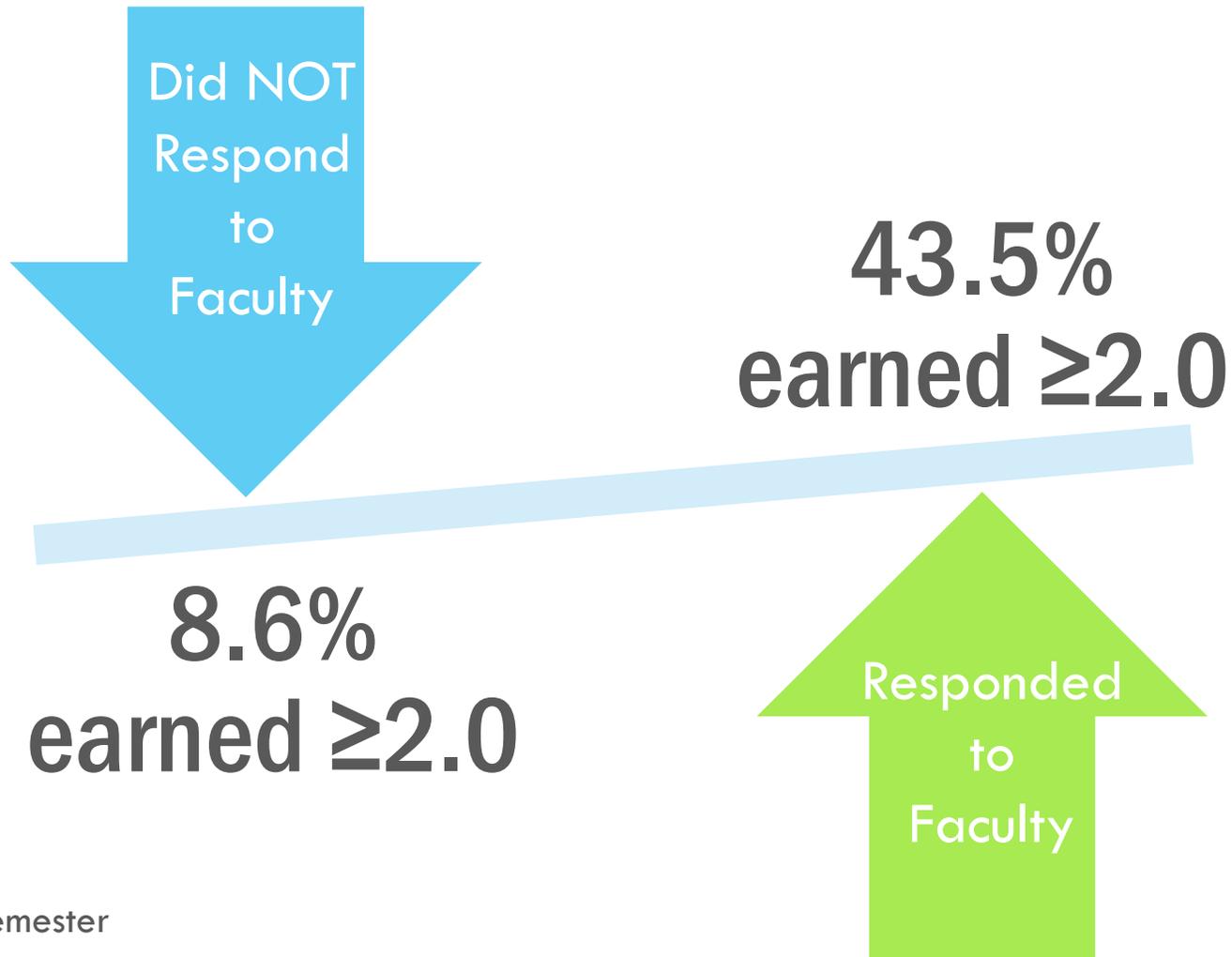
 **EASILY REGISTER**

USE  **SCHEDULE BUILDER**

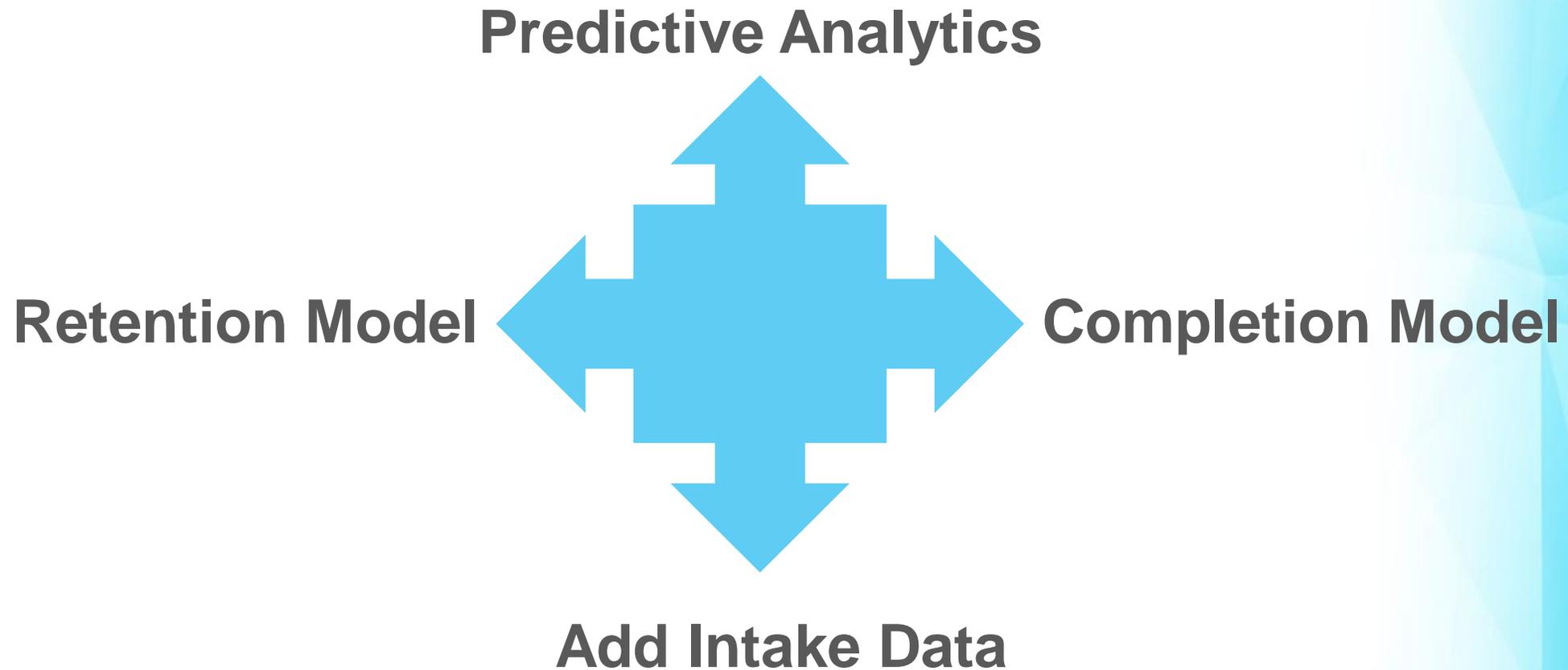
Help Students Stay on Their Path: Early Alert



Help Students Stay on Their Path: Early Alert



Help Students Stay on Their Path: Predictive Analytics

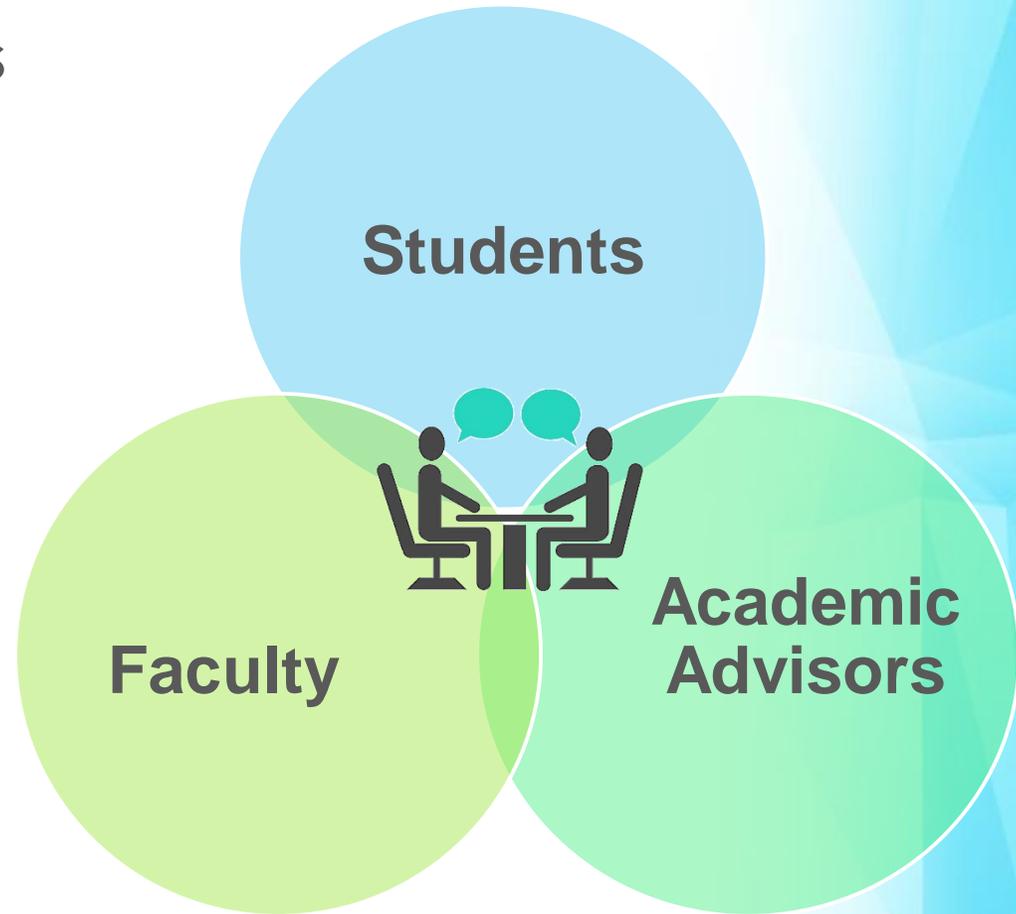


Help Students Stay on Their Path: Case Management

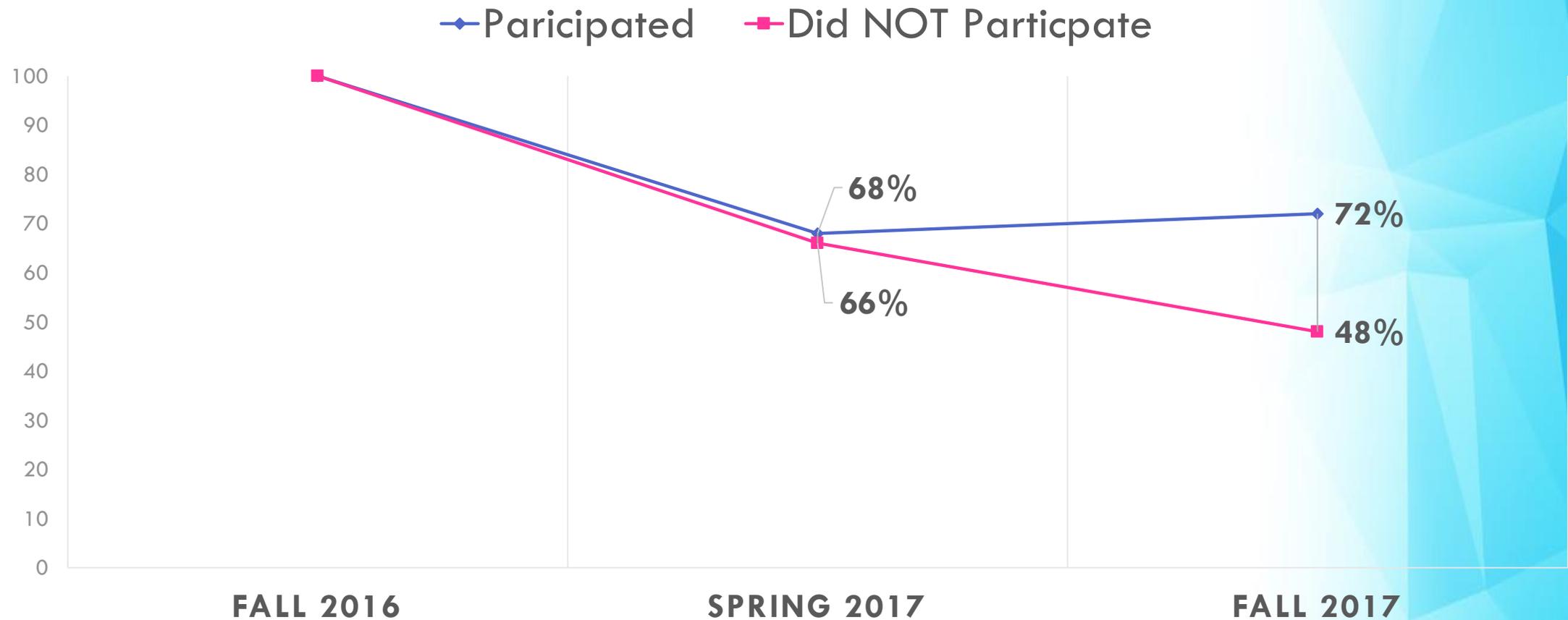
Level	Student Behavior
 Green	Student appears to be motivated with clear goals and an understanding of his/her next steps. Student returns communication in a timely manner.
 Yellow	Student can loosely define his/her goals and sources of motivation. Has barriers that could prevent success. Student may or may not return communication attempts in a timely manner.
 Red	Student cannot clearly define his/her goals or sources of motivation. Discloses numerous barriers that will likely prevent success. Student does not return communication attempts in a timely manner.
No Response	Student has not responded to 3 or more contact attempts or has withdrawn from courses.

Ensure Students are Learning: Faculty Mentoring

- Faculty and Academic Advisors collaborate to have meaningful connections with all new program students
- Focus on academic planning, course registration, career development, and engagement



Ensure Students are Learning: Faculty Mentoring 1st to 3rd Term Persistence



Creating a Technology Action Plan

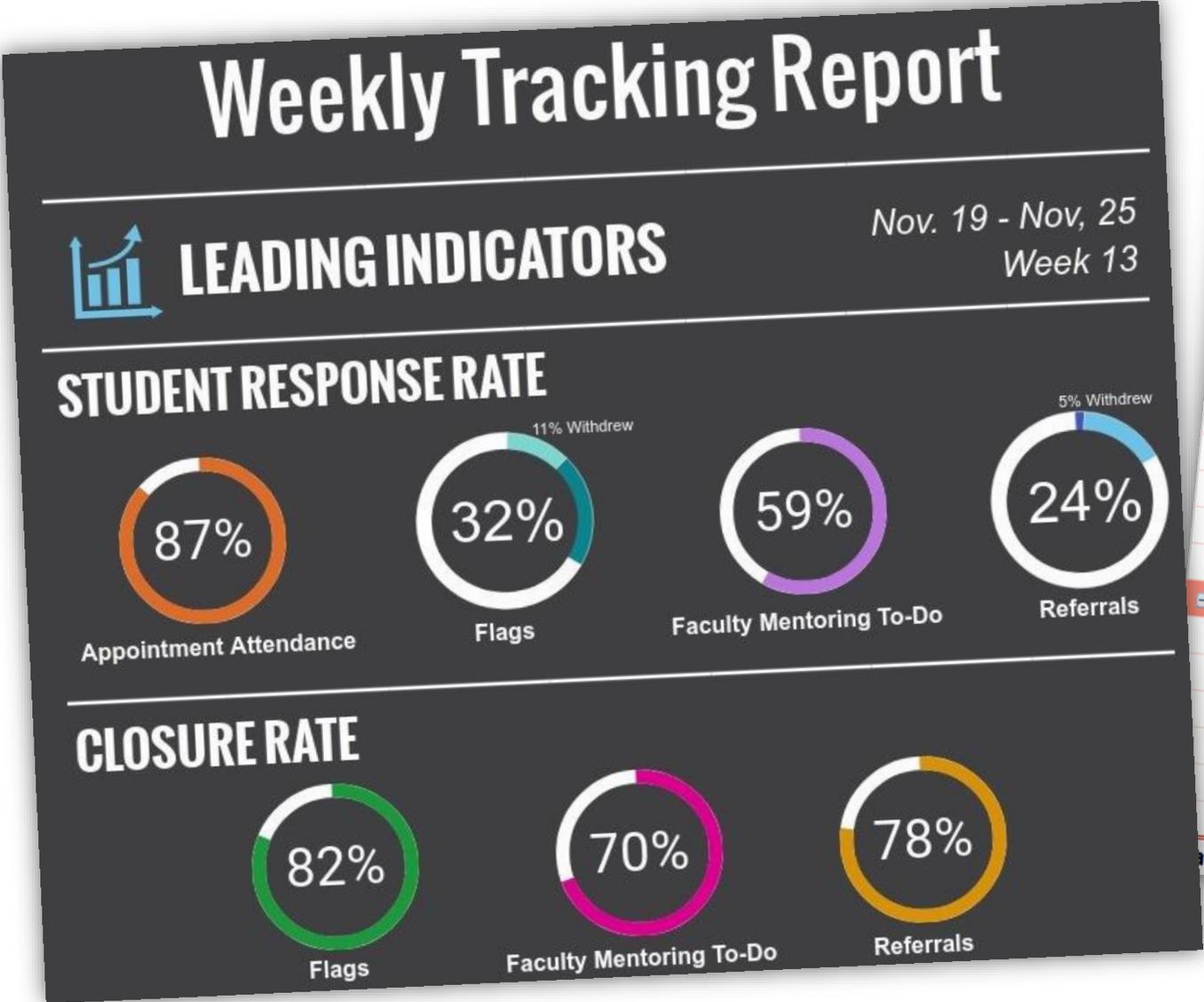
- Define your WHY
- Find your champions and seek student input
- Identify and celebrate the small wins
- Be vulnerable and seek feedback
- Invest time in change management



Communicating to Stakeholders

- Tell your story: What questions are you trying to answer?
- Make it simple and timely
- Provide clear definitions and evidence for action
- Empower and teach staff how to fish

Communicating to Stakeholders



Overview by Department

Closure Reason: (All)

Count of Student ID

Row Labels: FLAG Active Cleared Grand Total

Department	Active	Cleared	Grand Total
FLAG			
College of Business	1284	6050	7334
General Studies	242	1262	1504
Health Sciences and Education	483	2675	3158
Public Safety	231	1148	1379
Trades & Engineering Tech	64	157	221
#N/A	247	671	918
KUDO			
College of Business	13345	236	13581
General Studies	2658	30	2688
Health Sciences and Education	4012	61	4073
Public Safety	3764	31	3795
Trades & Engineering Tech	528	29	557
#N/A	1915	67	1982
Grand Total	468	18	486
	14629	6286	20915

The Golden Circle

WHAT

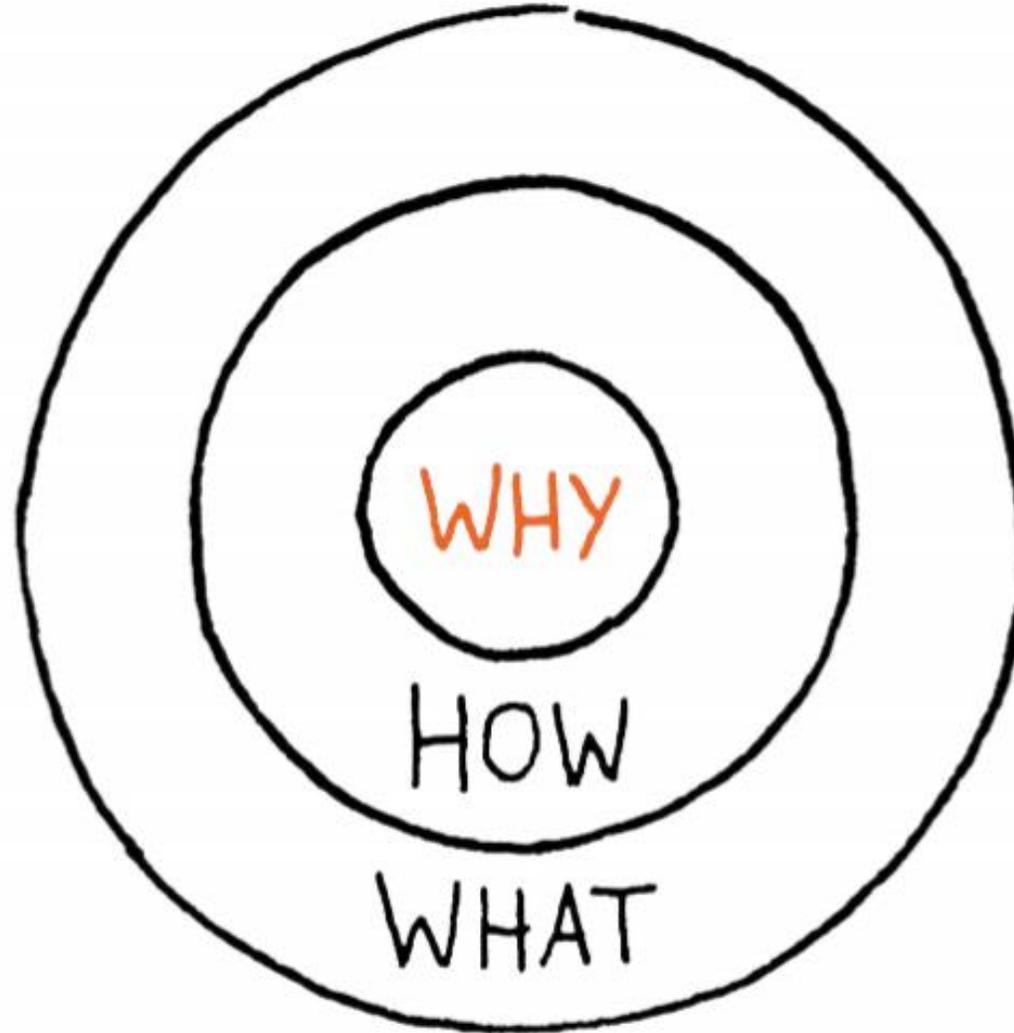
Every organization on the planet knows WHAT they do. These are products they sell or the services they offer.

HOW

Some organizations know HOW they do it. These are the things that make them special or set them apart from their competition.

WHY

Very few organizations know WHY they do what they do. WHY is not about making money. That's a result. WHY is a purpose, cause or belief. It's the very reason your organization exists.



Simon Sinek
“Start with Why: How
Great Leaders
Inspire Everyone to
Take Action”

Discussion

Kelly Casperson

kelly.casperson@nwtc.edu

920.498.6886