The Guided Pathways Experience at St. Petersburg College

A Model for Systemic Institutional Improvement and Student Success
The Student Experience in 2012

- Lack of transparency and communication throughout the institution
- Centralized leadership (district staff made the majority of the decisions for the College)
- Lack of data driven decision making
- Lack of shared vision – divisions worked in silos
The Student Experience in 2012

- Inconsistent policies and procedures across campuses
- Lack of focus on student success
- Our students had various experiences according to campus and courses
- Only 1 out of 10 full-time FTIC students graduated in 5 years!
- Only 65% of students were successfully passing classes with A, B, or C grades!
Six Steps to Institutional Change

- 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.

Create a Values-Based Culture
Six Steps to Institutional Change

THE RESULTS

<table>
<thead>
<tr>
<th>Developmental Courses*</th>
<th>Fall success rates</th>
<th>Spring success rates</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2011</td>
<td>2013</td>
</tr>
<tr>
<td>African-American</td>
<td>58.3 %</td>
<td>64.3 %</td>
</tr>
<tr>
<td>African-American Male</td>
<td>54.4 %</td>
<td>60.3 %</td>
</tr>
<tr>
<td>Hispanic</td>
<td>66.2 %</td>
<td>75.7 %</td>
</tr>
<tr>
<td>Hispanic Male</td>
<td>58.4 %</td>
<td>72.7 %</td>
</tr>
</tbody>
</table>

*Classes for students whose test scores or high school performance indicate they are not ready for college-level work

Success rates up 24.5% African-American Males Spring 2012-14

FIRST-TIME-IN-COLLEGE DEVELOPMENTAL COURSES

Commit to Transparency & a Culture of Inquiry
### Six Steps to Institutional Change

**Commit to Transparency & a Culture of Inquiry**

![Diagram](image)

**Success rates up 18.8%**

**Hispanic/Latino Males**

**Spring 2012-14**

<table>
<thead>
<tr>
<th>Gateway Courses**</th>
<th>Fall success rates</th>
<th>Spring success rates</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2011</td>
<td>2013</td>
</tr>
<tr>
<td>African-American</td>
<td>57.6%</td>
<td>68.4%</td>
</tr>
<tr>
<td>African-American Male</td>
<td>51.7%</td>
<td>67.1%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>69.7%</td>
<td>77.0%</td>
</tr>
<tr>
<td>Hispanic Male</td>
<td>67.4%</td>
<td>71.2%</td>
</tr>
</tbody>
</table>

**Gateway Courses**

**First-time-in-college Gateway Courses**

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**Note:** Gateway = High volume first-year college level courses that students must take, such as Composition I and College Algebra.
Six Steps to Institutional Change

Empower Staff through shared Ownership
The College Experience focuses on five key areas:

- Integrated Career and Academic Advising
- My Learning Plan
- Mandatory New Student Orientation
- Early Alert System
- Out of Class Support
Six Steps to Institutional Change

Since 2012, nearly 51,000 hours of training have been delivered, with nearly 21,000 of those hours happening in 2015 alone.

Grow Staff Personally & Professionally
Six Steps to Institutional Change

**Transactional vs Relational**

**Transactional**
- Focuses on the problem at hand
- Loses touch with most of their students after the transaction is done
- Not self directed or empowered
- Stagnant in role
- No access to data
- Lack training

**Relational**
- Case management
- Focused on building relationships with excellent customer service
- Partner with Faculty and tutors for student success
- Empowered decision making
- Commits time to training for growth and development
- Uses data to make informed decisions

- Models the College’s mission, vision, and values
- Moodle

**Components**
- Credentialed Practitioners
- Career Facilitator
- Customer Service
- From transactional to relational service to students and employees
- Empowered to make decisions on a case by case basis
- Case Manage students in need
- Guided Pathways
  - Career & Academic Communities
  - Partnership with Faculty
  - Contextualized Smart Start
- Use of predictive analytics to intervene before challenges happen
Start your journey today! Choose from one of the ten career and academic communities to see what opportunities await after you graduate. Take the first step now by going to spcollege.edu
Six Steps to Institutional Change

- Decreased the administrative support budget by 12-20% over the past three years!
- Increased spending for student and academic support by 20% over the past three years!
  - Re-allocation of resources
  - Grant support

Align your Money with your Mission
Six Steps to Institutional Change

- Learning Plan Enhancements: $100K
- Student Advising System Support (Career Center Expansion/Retention Services): $80K
- Online Support Services (Smarthinking, Turnitin): $270K
- College Experience Expansion/Continuation: $450K
- Support Services for Students: $112K
- Employee Development and Support: $1.3M
- Instructional and Program Improvements: $381K

Align your Money with your Mission
Challenges

- Clear and frequent communication is key
- All voices count...inclusion and transparency is a must
- Culture change and a sense of urgency is demanding
- The cadence of change is fast pace – one size does not fit all
- To create a culture of inquiry data must be accessible and training must be available
- Innovation is great – avoid too many new ideas - initiative fatigue
- Professional Development must be strategically executed
Questions