### Evolving a Guided Pathways Culture: Focus on Student Services





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#### **Monroe Community College**

STATE UNIVERSITY OF NEW YORK

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



Inspiring every day.



### **MCC Profile by the Numbers**

Fall 2017 Enrollment (credit)	12,907
Enrollment (credit and non-credit)	30,110
Students in career or transfer program	92%
Average Age	21
% Pell Eligible	47%
Minority	39%
% Female	53%
Online Course Registrations	19,704



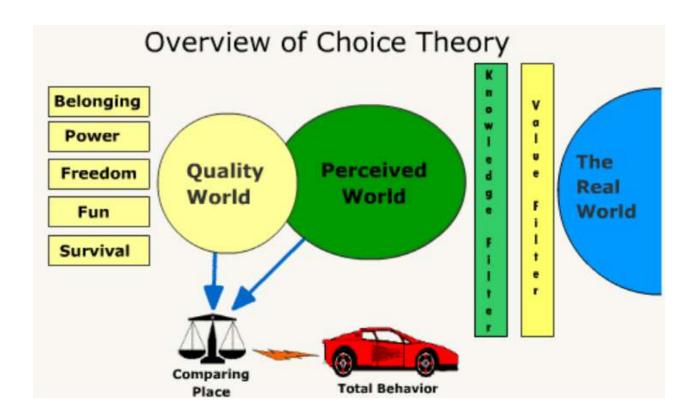
### Your Job as the VP



#### 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.





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% nonmatriculated
- 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

Present the data

Benchmarking

# Create a sense of urgency

Student Experience Committee

"Ugly" data

Achieving the Dream

Build a guiding coalition

Middle States Team

Strategic Planning

Dev. Ed reform

Form a strategic vision and initiatives

Orientation redesign

New onboarding model

World Café

## Enlist a volunteer army

Empower staff

Governance groups

Colleague (SIS) redesign

Enable action by removing barriers

Continuously destroy silos

New advising software

Support complementary efforts already in progress

## Generate short-term wins

Communicate and recognize efforts

Incorporate faculty and staff input

Bring projects to scale

### Sustain acceleration

Manage burnout

Be relentless

Measure outcomes

### Institute change

Align policies

Make changes visible

#### **Contact Us:**





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