

As We Grow, They Grow: Knowledge Development for Student Success

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Why are we talking about this?

- Higher education is dynamic
- Our students evolve within their current context
- Research consistently expands our body of knowledge
- Ensuring student success requires us to be responsive to the times and honor our students' lived experiences within the context of their lives.

**CHANGE
MANAGEMENT**

A collage of business and management icons including gears, a compass, a lightbulb, a bar chart, a person icon, a tree diagram, a target, and a percentage sign.

Training: What is It?

Functional Learning



Focused on the “how”



The primary objective of training is to develop functional or (hard) skills



The organization invests in an application or process



One-directional, from trainer to trainee



Time-bound learning to carry out specific job duties or responsibilities



Separate from situational or environmental context

(Herbert-Smith, 2020)



Training: Who and Why

Who is it for?

- New team members
- When new processes, procedures, or technologies are introduced

Why is it important?

- Helps ensure that there are standard operating procedures
- Helps staff become familiar with systems and process that are specific to the institution

Professional Development: What is It?

Growth-Oriented Learning



Investment in an individual as part of a larger purpose



Designed to nurture professional growth



Future oriented



Values centered and ties to a greater sense of purpose



Multidirectional and led by a facilitator



Responsive to current contextual factors

(Guzdial, 2010)



Professional Development: Who and Why

Who is it for?

- More experienced staff
- Those committed to personal growth and development
- Leaders and emerging leaders

Why is it important

- Encourages professional growth and learning
- Creates a shared understanding
- Anchors institutional values
- Supports staff and emerging leaders
- Nurtures engagement and mission commitment

Capacity Building: What is it?

Measurable and sustained improvement in an institution's ability to fulfill its mission through strong leadership, forward action, intentional training and development, and continuous assessment

Capacity-building is a specific effort to strengthen:

1. Leadership
2. The institutional mission
3. Organizational infrastructure
4. Staff engagement and investment

Capacity Building: What and Why

Where we see the need for “capacity building” in higher education

- Data / Informed-decision making
- Student outreach and support
- Institutional innovation
- Strategic Alignment
- Adaptability
- Equity and culturally relevant approaches

Why is it important

- Builds a strong foundation for organization success and mission fulfillment
- Nurtures mutual understanding and a shared vision
- Mitigates “initiative fatigue”
- Encourages forward movement

(Granados, 2013; Njoku & Owens (2022). Tafere Gedifew & Shimelis Muluneh, 2021)

Developing a Comprehensive Approach



Start with vision and strategy



Integrate learning into the college culture



Align knowledge development with strategic goals



Engage meaningful dialogue and staff interactions that nurture growth and exploration



Assess and evaluate at different levels

(Brancato, 2003; Granado, 2013)

As you work towards capacity building, would you prefer it if webinars and roundtables were offered by...

How we can help

Available Training and Development Sessions

Available Sessions

- Advisor development
- Campaign planning best practices
- Customer service training
 - In-person or online through Trellis Mobile*
- External communication (to students)
- FAFSA/ TASFA workshops for staff
- Internal communication
- Supporting students with basic needs insecurity

Anytime, anywhere, Even on Your Mobile Device

- Easy enrollment, just
 - Send the names and emails of the administrator and learners to Nina Gonzales
 - User receives welcome email with directions on how to log in
- Courses have a 2-week due date
 - Reminders and past due emails are sent out regarding due dates.
- Modules are 30 to 45 minutes
- Downloadable workbooks
- Interactive questions and scenarios
- Can be used as a train the trainer tool.
- Activity reports available
- Certificate of completion options for learners

Trellis
Mobile

Poll Question

What type of format works best for you?



Webinars, Roundtables, and More

- Bi-weekly webinars
- Monthly Roundtables
- Podcast (Student Centricity)
- Currently exploring other possibilities

What topics have been the most useful for you?

Customized Training and Development

Do your PART and We Will be There to Help

Purpose:

- Outline the purpose and intended outcomes

Audience:

- Identify the audience or group(s) that will be involved

Resources:

- Discuss how the session will be offered and materials involved

Timeline:

- Discuss a timeline for development and implementation

What type of training/
professional development
topics would you like to see
in the future?



Institutional Consulting and Research

Consulting

- Academic advising program assessment
- Strategic enrollment assessment and planning
- Stop-out consultation and re-engagement planning
- Communication mapping
- Policy and procedure review
- Strategy or program specific evaluation and feedback

Research

- Stop out
- Student Financial Wellness Survey (annual)
- Student Satisfaction
- Custom quantitative and qualitative research

References

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