

Adult College Navigators: Filling the crucial space between home, school, work, and college for today's learners

June 30, 2020

Part of Lumina Foundation's Driving Change Webinar Series

WELCOME by Host Dakota Pawlicki, Strategy Officer, Lumina Foundation

Co-Hosted by Sara Lundquist, Strategy Consultant to Lumina Foundation and Brett Bradshaw and Ana Moreno, the National Equity Project

Overview

- **Part I: Opening Context**, *Sara Lundquist with Ana Moreno and Brett Bradshaw, National Equity Project 30 minutes*
- **Part II: Panel Presentations** *35 minutes*
- **Part III: NEP Reflections & Transition to Breakout Rooms** *10 minutes*
- **Part IV: Breakout Room Conversations** *30 minutes*
 - Breakout #1: Starting an adult navigator program or going to the next level
 - Breakout #2: Building the community table with navigator program partners from multiple sectors
 - Breakout #3: Sustaining programs & ensuring agile design as participants' needs change in a very dynamic economic environment
- **Part V: Closing Plenary** *5 minutes*

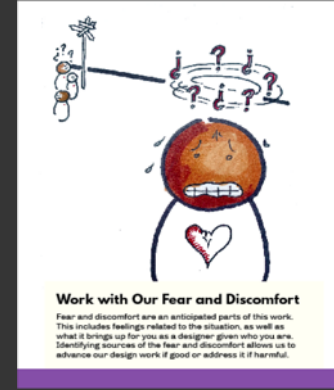
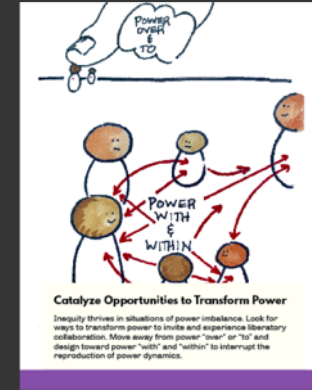
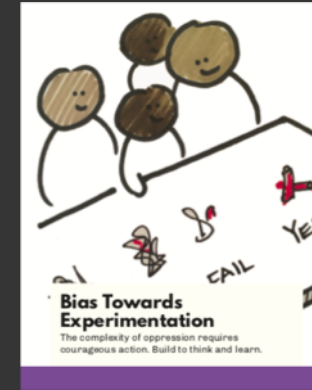
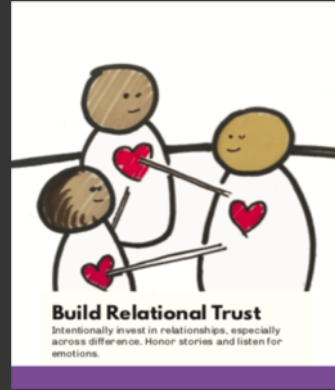
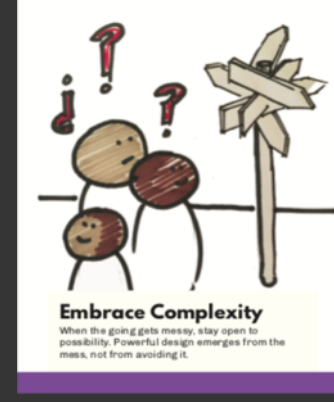
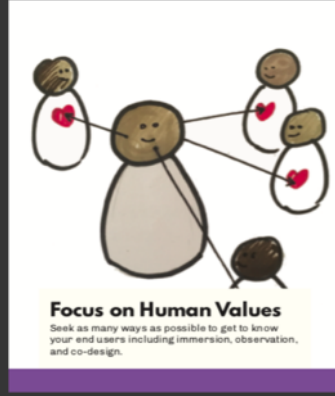
Goals for the Webinar

- To consider the implications for equitable attainment and career success for students who participate in college navigator programs,
- To explore the many roles that college navigators play at critical junctures for learners,
- To learn about a variety of program structures based on target populations to be served and the “anchor” of the navigator,
- To understand what it takes to create a sustain a navigator program,
- To engage with each other as we share lessons learned, resources, tools, and what we know about the impact navigators can make.

Liberatory Design Mindsets

Notice

Reflect



Reconnect Navigators in Nashville



My Reconnect Navigator impacted me more than I realized. Which gave me the confidence to reach higher than I had originally planned. It reminds me of something I heard years ago...anybody can do anything, when given the right information, the right support, I call it opportunity. Because she gave me sound advice, guidance, encouragement, and stayed connected with me I can proudly say that on May 4th, 2019 I graduated from Lipscomb University with my Bachelor of Science in Organizational Leadership—with no student debt. - Sandra

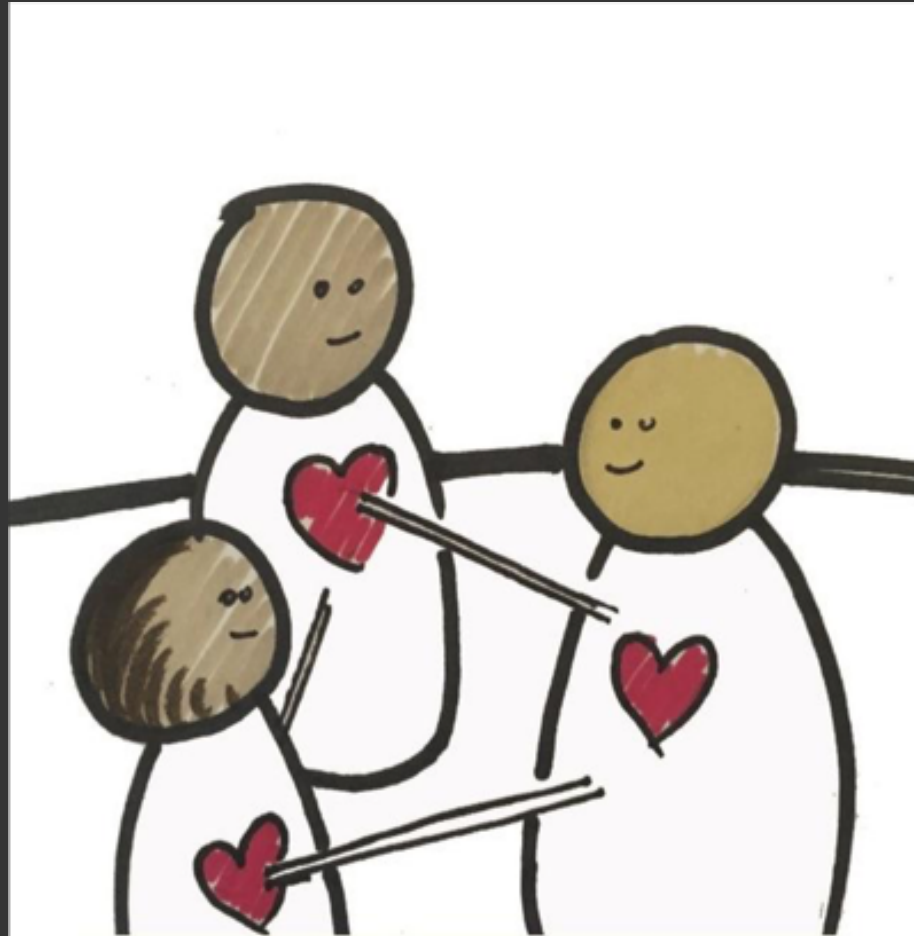
Complete Florida



“With Complete Florida, I felt like I had a support system the entire way. Going to school was stressful, but it was also enjoyable, too, because the classes were so interesting and applicable to my work and the goals I want to achieve.”

Chaquanna Brown, Florida State College at Jacksonville

Build Relational Trust



Build Relational Trust

Intentionally invest in relationships, especially across difference. Honor stories and listen for emotions.

Build Relational Trust

Why?

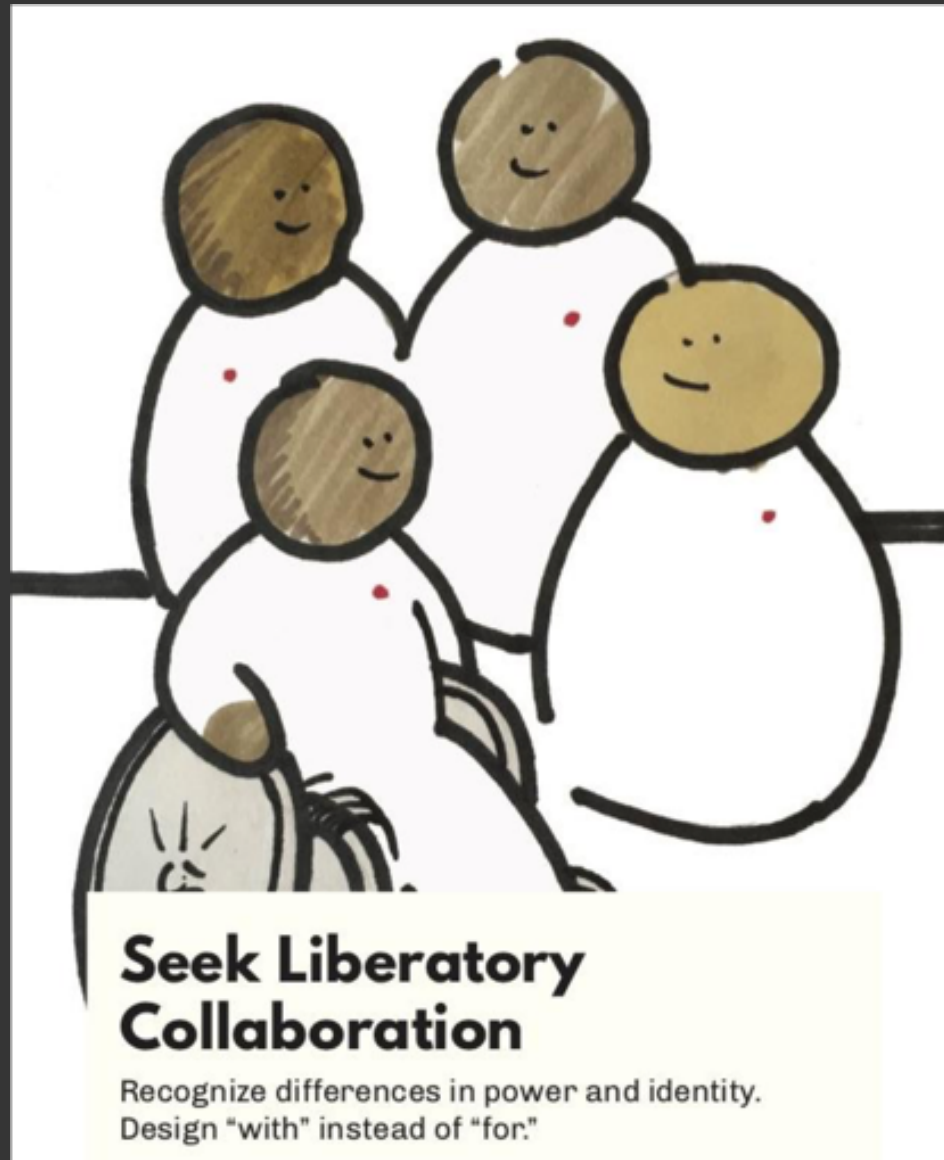
Relational trust is the glue in equity-centered design work. When working across difference on difficult challenges, teams must invest in developing emotional trust in order to authentically collaborate.

If we are comfortable identifying and processing emotions with our team, we create opportunities for healing and prevent distortion of our work.

How

- Enable personal connections through pair-shares (people share what matters to them).
- Make time and space for people to bring forward their fuller selves and identities.
- Emphasize the importance of non-judgmental listening.
- Hold space for community to reflect, express and process thoughts and emotions.
- Create culture that invites dialogue.

Seek Liberatory Collaboration



Seek Liberatory Collaboration

Why?

Design work is fraught with power and identity dynamics (e.g. designer as expert, who's generally situated with advantage). To fully realize the liberatory potential of a design process, both for the people we are designing with and for the designer, it's critical to reframe the relationship as one of partnership.

How

- Actively seek diverse identities and skill sets as you build your team.
- Acknowledge and build from the strengths, stories, and skills of each other.
- Set conditions for collective learning, risk-taking, and action.
- When framing the question, "How Might We...?" ensure the "We" is diverse and inclusive.

Pair Share In Breakouts

6 min total

Introductions (1 min)

Deep Listening (2 minutes each)

Share anything you would like about the testimonials and the mindsets we've offered.

- What is resonating with you?
- What connections are you making to your context?



Using the CHAT, share *an appreciation or a word or phrase about that pair share*



Corpus Christi Coastal Compass



Jacob came to Coastal Compass for assistance with re-enrolling in college

"I came to Coastal Compass wanting to go back to college but didn't know where and how to start. They introduced me to the Recapture Your Dream program that helped me get back on track towards finishing my degree!"

KC Degrees



Navigators helped me narrow down the colleges and they gave me the contact people at the particular colleges that had my program. They are a time saver!

Complete Florida



“I was so thrilled to find out I could return to school and build on my existing education and my professional work history. I have been telling lots of other former co-workers and colleagues about Complete Florida.”

Jamie Silva, University of West Florida

Panelist Introductions

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Laura Ward,
VP of Talent
Development,
Nashville Area
Chamber of
Commerce



Cedric Deadmon,
Outreach &
Advising Project
Manager, KC
Degrees, Mid-
America Regional
Council



Jeffery West,
Director, Coastal
Compass
Resource Center,
Citizens for
Educational
Excellence,
Corpus Christi



Trent Ball,
Assistant Vice
President,
Academic
Diversity &
Outreach,
Southeast
Missouri State
University



Anthony Johnson,
Advisor for
College Success,
Graduate!
Philadelphia



Michelle Horton,
Interim Assistant
Vice President,
Online Innovation
and Director,
Complete Florida

Panelist Remarks

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- **Panelists will share a brief context for their adult college navigator program and will then:**
 - Focus on a specific critical target population group
 - Identify 2 or 3 core challenges they have faced, detailing how they addressed them, or are in the process of addressing them
 - Highlight things they would do differently if starting fresh today
 - Preview challenges on the horizon and how they are preparing/hoping to respond.

The Nashville Talent Hub



Presented by Laura Ward





No Wrong Door

Systems Change is Hard

**Genuine Engagement –
You need a Fred and a
Sandra**

**Convening the Table – All
the Tables**

**Working Outside and
Alongside**





A Workforce Development Initiative of



Informed by Research, Experience, and Data

300,000+

adults in the Kansas City area have some college credit, but no degree.

When adults earn a degree, youth in their household are three times more likely to finish high school, go to college and earn a degree themselves.

3x

66%

A person with a bachelor's degree can expect to make 66 percent more than a high school graduate during his or her lifetime.



Degrees

Connecting Adults to Credentials & Careers

KC Degrees Evolution

- **2016 to 2018:** Focused on traditional 2/4-year pathways
- **2019:** Developed supports through workforce systems.
- **2020:** Provided immediate economic relief to struggling workers and those who are out of work.
- **NOW:** Creating pathways based on regional GDP for greater economic security and long-term upward mobility

The Regional Context

- Pre-pandemic, there were about 7 million unfilled jobs AND as of April 2020, there were approximately 5 million unfilled job , with 180,000 new unemployment claims in Missouri alone.
- Focus on economic recovery and high demand jobs (Architecture & Engineering, Health Care, IT, Life Sciences, Manufacturing, and Transportation)
- Address capacity issues in regional workforce training systems (EDA Economic Recovery)
- Implications for Navigators (Super Navigator with expertise and training on workforce systems & career pathways)

Navigator Program Structure & Functions

- Size and scope of program
 - 1800 adults learners actively served
 - Two and Four Year Traditional Pathways & Workforce Pathways
- What services are provided to participants?
 - Career assessments (Agile Work Profiler & O'Net), prior institutions & student loan debt, common sector competency training, robust referral service
- How are participants identified and invited to take part?
- Referrals from bi-state workforce system, community-based organization referrals, partnerships with local, state, and federal agencies, email and social medial marketing, private sector partnerships
- What ensures it is equity-centered?
 - Broaden the share of economic risks by requiring employers of a certain size to pay invest
 - Make standard and portable a suite of wraparound services
 - Improve workforce analytics by creating an accountability dashboard for multiple measures of job availability and job quality
 - Governed by a multistakeholder partnership comprising business, labor, local government and the public

Navigator Program Challenges: Strategies

- Scale is one adult learner at a time (you do not have the efficiency that is baked into segmental pathways to higher ed)
 - Community-based partnerships, peer-to-peer support, professional Development, ambassador recruitment and alumni support
- Resources have to be continuously leveraged
 - Economic Development Administration, bi-state workforce systems, philanthropy, higher education institutions, state workforce funding initiatives
- Higher Ed and Business Partner Cultivation/Maintenance
 - EDA Economic Recovery, private sector partnerships, career and agility assessments, career pathways training, economic forecast and analysis, traditional 2 & 4 Yr. program offerings, leveraging workforce dollars



Corpus Christi Talent Hub



HAVE YOU been out of school for a while?
DO YOU want to finish your degree or certificate?
ARE YOU looking for a short-term program?

LET US HELP YOU
**RECAPTURE
YOUR
DREAM**

- Personalized Career & Educational Advising
- Fast Track to High Paying Jobs in High Demand Career Fields
- Assistance with Overcoming Financial Obstacles

FOR MORE INFORMATION

Call (361) 906-0703

or text **RECAPTURE** to (361) 236-7303



Let's 
en-**ROLL!**

YOUR TIME IS NOW!

60x30TX




Recapture Navigators: Core Functions

The *Recapture Your Dream* program model deploys Recapture Navigators who work to recapture, reengage, and reconnect students with the post-secondary experience.

Recapture Navigators are a single point of contact to help potential students navigate their path back to college by providing enrollment navigation services, career exploration resources, and assistance with understanding financial aid and college costs. If needed, the Navigators can also facilitate connections to community partners that may be able to provide wrap-around services for students and their families.

The Recapture Navigators provide personalized, individualized assistance and are available throughout the entire student lifecycle – from exploration to registration to graduation.

Recapture Navigators: Structure & Funding

Program Director

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graph TD; PD[Program Director] --- RN1[Recapture Navigator (institution neutral)]; PD --- RN2[Recapture Navigator (Del Mar College)];
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Recapture Navigator (institution neutral)

- NAV 20 – anchored at Coastal Compass Education & Career Resource Center
- **Trained and supervised** by RYD Program Director

Recapture Navigator (Del Mar College)

- NAV 20 – anchored at Del Mar College
- NAV 20 – anchored at Del Mar College
- **Trained** by RYD Program Director
- **Co-supervised** by RYD Program Director and DMC Program Manager

Recapture Navigators: Structure & Funding

How is the program funded?

- Citizens for Educational Excellence (CEE) received initial grant funding from Lumina
- Navigators anchored at Coastal Compass are paid directly by CEE
- Navigators anchored at DMC are paid by DMC – invoice for wages sent to CEE
- Ongoing long-term sustainability discussions are in process

Challenges

- ❖ Stakeholder engagement
- ❖ Events-focused outreach efforts
- ❖ Part-time Navigators / availability hours
- ❖ Institutional enrollment bottleneck
- ❖ One-to-one vs. one-to-many communication
- ❖ Maximizing Navigator efficiency

Lessons Learned

- ✓ Maintain consistent communication with stakeholders to ensure strategic alignment
- ✓ Create data sharing MOU with institutions
- ✓ Establish institution POC for enrollment handoff once Comebacker re-engagement has occurred and advising exploration/preparation has concluded
- ✓ Purchase Mogli SMS technology platform for text messaging functionality integrated into Salesforce

Southeast Missouri State University/ASC



Academic Support Centers (ASC)

Trent Ball, Assistant Vice President

- Targeted Support Programs:
 - Academic Support Centers Mentoring Programs
 - Student Financial Aid Appeals
 - Matching Success Awards
 - Academic Appeals
 - Academic Fresh Start
 - Academic Assistance Programs/Programming
- Leadership United (and Connect Cape (Job Shadowing))

ACADEMIC SUPPORT CENTERS

**WHATEVER
YOU DO
HERE, YOU
DON'T HAVE TO
DO IT ALONE.**

*/ Educational Access Programs
Resources*

*/ Learning Assistance Programs
Success*

*/ Outreach & Retention Programs
Opportunity*

*/ TRIO/McNair Scholars Program
Preparation*

*/ TRIO Student Support Services
Persistence*

KENT LIBRARY

Home of Tutorial
Services, Supplemental
Instruction, and
Academic Coaching.
Providing support free
of charge to students
working to maintain
scholarship eligibility,
as well as those
academically at risk.

OUR EDUCATIONAL ACCESS PARTNERS HELP US TURN COLLEGE DREAMS INTO REALITY.

*/ Big Brothers Big Sisters of
Eastern Missouri
/ Boys Hope-Girls Hope of St. Louis
/ Cadre for Enterprise
Charitable Foundation
/ College Summit-St. Louis
/ GEAR UP*

*/ BRACIS
/ The Howard Family Foundation
/ KIPP-CofAFLC, Local
/ Missouri College Advising Corps
(MCAC)
/ Scholarship Foundation of St. Louis
/ St. Louis Community Foundation
/ Urban League of Greater
Kansas City
/ Urban League of Metropolitan
St. Louis
/ TRIO College Access and Success
Programs
/ UNCF, Inc.
/ Women Center*

PROVIDING ONE-ON-ONE ACADEMIC SUPPORT AND RESOURCES TO OVER 3,000 STUDENTS ANNUALLY

TRIO

Southeast hosts two federally-funded TRIO programs,
providing academic counseling, tutoring, mentoring,
financial guidance, and other supports necessary for
college completion and graduate school preparation.

**WE CAN'T
WAIT TO
SEE WHAT
YOU DO!**

semo.edu/asc

Access Success Completion

Graduate! Philadelphia Re-Entry Programs:

A specialized form of navigation

Presented by Anthony Johnson

- Anthony Johnson is College Success Advisor for Graduate! Philadelphia.
- MacArthur Foundation Safety and Justice Challenge (SJC) seeks to safely reduce the local jail population by 50% in five years (from 2015-2020). This major reform effort also aims to reduce racial, ethnic, and economic disparities in the criminal justice system.
- Created legislation, “The For Profit-Prison Inmate Education and Rehabilitation Program”



We are also in partnership with the following...



RISE: Mayor's Office of Reintegration Services for Returning Citizens

- Meet with returning citizens once a month.
- Provide college, financial aid, and scholarship resources to 40 returning citizens each month.
- Provide academic workshops (i.e., resources for strengthening academic skills and effective ways to pay for a college education).



STAR Program

Supervision to Aid Re-Entry: STAR

- Innovative Program for the formerly federal incarcerated men and women.
- STAR Program founded by U.S. Federal Judge Tim Rice and Judge Phil Restrepo who meet twice a month with clients in their court rooms.
- Provide college, financial aid and scholarship support as well assistance with completing college admission applications for 70 returning citizens each month.
- Assist returning citizens with addressing their defaulted loans by guiding them towards an affordable payment plan.



Philadelphia Department of Prisons

- All services are provided at the prison facility (CFCF).
- Meet twice a month with 50 **“clients”** (**we don’t call them prisoners, felons, etc.**)
- Provide academic counseling and courses to the clients (Math, Science, English, Political Science, etc.).
- Assist clients with completing college, financial aid and scholarship applications
- College partners visit prisons and provide academic workshops for the clients.



Closing Thoughts on Innovative Support

- When returning citizens are unable to come to Graduate! Philadelphia for support, meet them at their homes or libraries in their neighborhoods.
- For currently incarcerated men and women, go to the facilities and assist them with the enrollment, financial aid process before they are released (normally between six months to one year prior).

My academic philosophy is simple! Nothing should keep you from obtaining a college degree if you so desire it.



THANK YOU!

Complete Florida Partners



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COLLEGE

FAU
FLORIDA ATLANTIC
UNIVERSITY



FIU | FLORIDA
INTERNATIONAL
UNIVERSITY

FSCJ
FLORIDA STATE COLLEGE
OF JOURNALISM

HILLSBOROUGH
Community College



LYNN
UNIVERSITY

Miami Dade
College



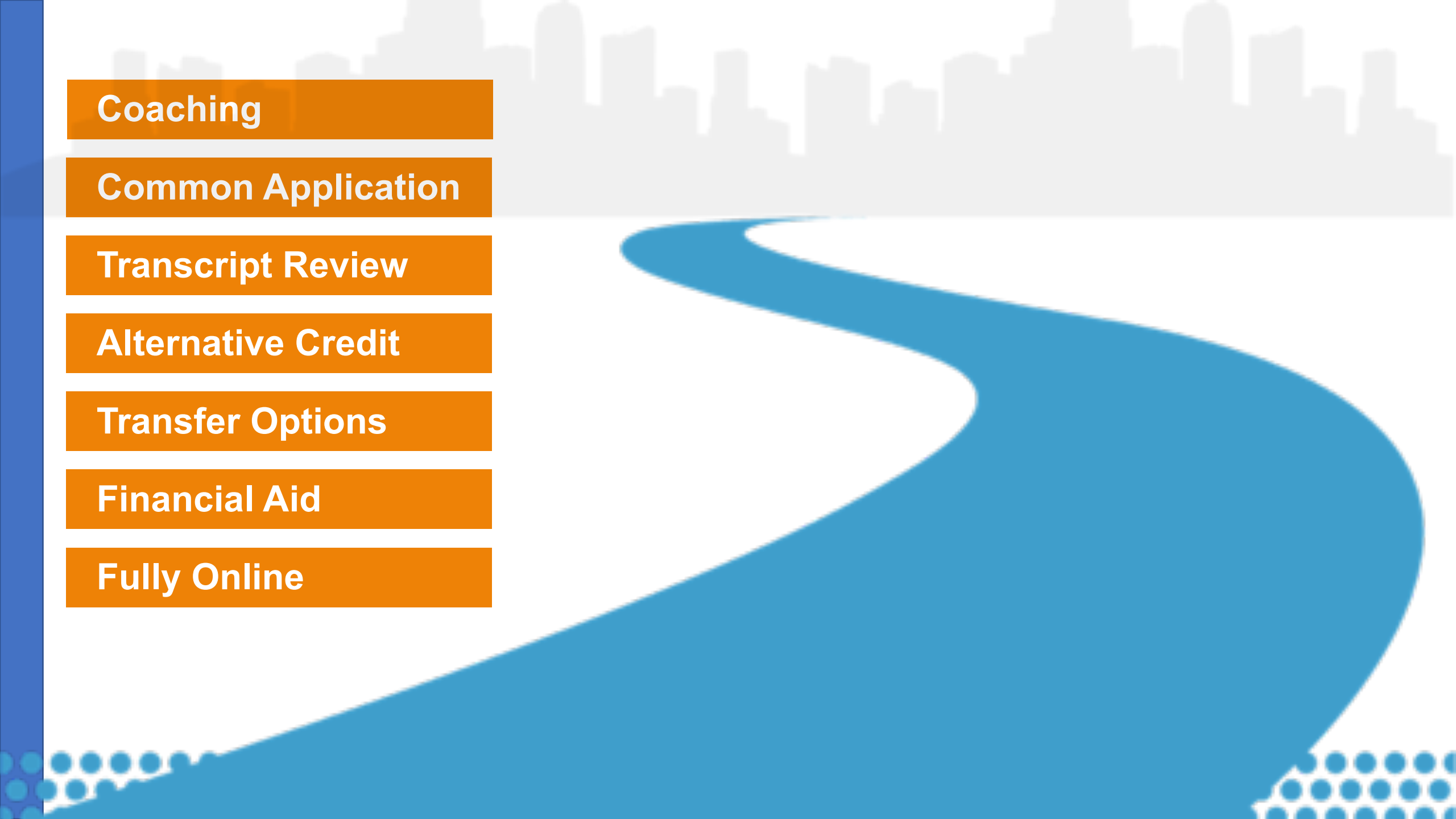
SPC St. Petersburg
College

ST. THOMAS
UNIVERSITY



UF | UNIVERSITY
FLORIDA





Coaching

Common Application

Transcript Review

Alternative Credit

Transfer Options

Financial Aid

Fully Online

Experience of a returning adult learner

Why the journey takes so long

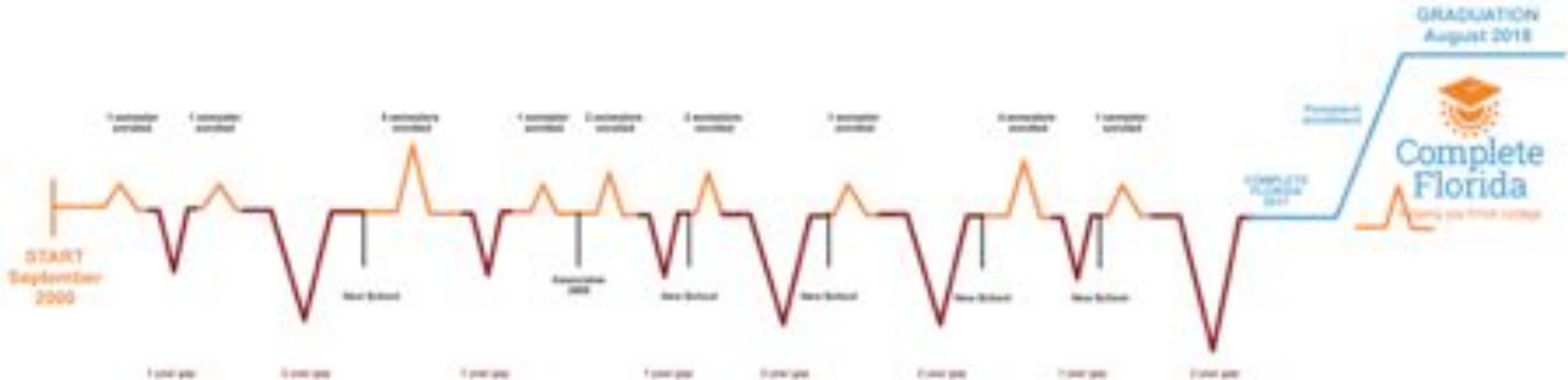


Student Experience Timeline

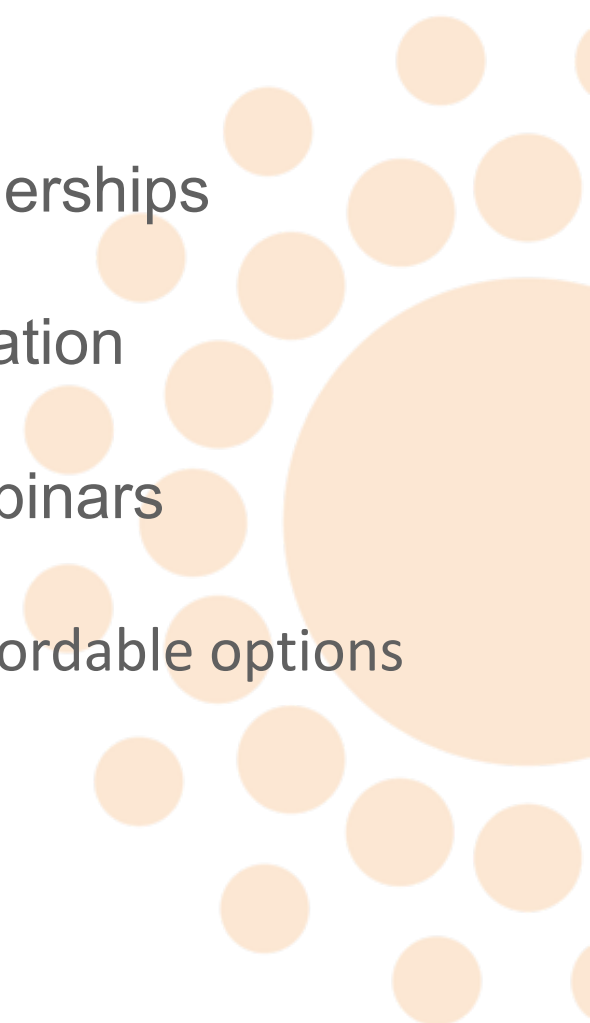
Complete Florida Graduate B

Academic Events

- 18 years to complete
- 11 stop outs
- 7 different institutions
- Longest gap: 43 months
- Enrolled with Complete Florida in 2017
- Persisted to graduation at same institution in 2018



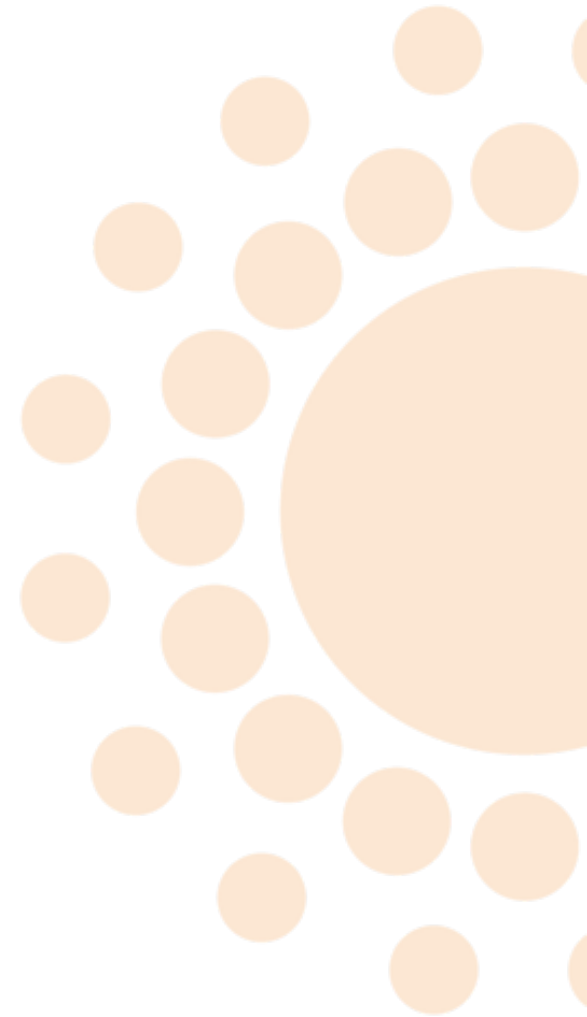
Strengthened Outreach

- Stop-out campaigns
 - Co-branded communication toolkits
 - 22 institutions offering 200+ programs
 - T.E.A.C.H. Scholar Award program
 - Military Support
- 
- Employer partnerships
 - FCAN collaboration
 - Networking webinars
 - Promotion of affordable options
 - Scholarships
- 

Aligning Work to Extend Reach



Complete Tampa Bay



Southeast Missouri State University, Academic Support Centers



“Working with the Academic Support Centers was the path I needed to return to college in fall 2017 complete my degree and begin graduate school...”

Corpus Christi Coastal Compass



Jessica came to Coastal Compass for assistance with re-enrolling in college

"Coastal Compass and the Recapture Your Dream staff helped me complete forms and answer questions about enrolling at Del Mar College. We were able to get registered, enrolled, and complete my financial aid! The service exceeded our expectations. Very friendly and professional, with a comfortable atmosphere!"

Complete Florida



“I had given up hope and was ready to throw in the proverbial towel, but with Coach Matt’s help, I was able to finish an associate degree and transfer to get a bachelor’s. Now, my dream is within my grasp.”

Raymond Martin, Hodges University

Breakout Sessions

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Participants will now join a breakout room for 30 minutes.

- Breakout Room #1: (***Trent & Jeff***, facilitated by NEP) **Starting** an adult navigator program or taking a pilot to the next level
- Breakout Room #2: (***Anthony & Michelle***, facilitated by Dakota) **Building** the community table with navigator program partners from multiple sectors
- Breakout Room #3: (***Cedric & Laura***, facilitated by Sara) **Sustainability** and agility in program design as participants' needs change in a very dynamic economic environment

Reconnect Navigators in Nashville



I was filled with extreme anxiety and nervousness about returning to school as an adult. It was at the moment that my Reconnect Navigator stopped everything he was doing, positioned his chair directly in front of me, looked me dead in my eye and said, “Miss Thomas. You can do this and you have people here at NSCC that believe you can do this and want you to succeed.” He let me know that I could walk in his office any time I needed and that as long as the light was on he was available. I walked out of that office believing him. I believed that I could do well and succeed, and I believed that NSCC wanted to see me do well. - Annisha

Continuing the Conversation

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Trent Ball tball@semo.edu	Anthony Johnson anthony.johnson@graduatephiladelphia.org
Brett Bradshaw bbradshaw@nationalequityproject.org	Ana Moreno amoreno@nationalequityproject.org
Cedric Deadmon cdeadmon@marc.org	Laura Ward lward@nashvillechamber.com
Michelle Horton mhorton1@uwf.edu	Jeffery West jwest@edexcellence.org

THANK YOU FOR JOINING US!

Panelists! Co-hosts! Participants!

Next up in the Driving Change Webinar Series is:

A State and Federal Policy Conversation

Wednesday, July 8th from 3-4 p.m. ET