SSC NETWORK SERVICES PROVIDERS MEETING

Stacey Clawson, Stacy Holliday, Andrea Juncos
JFF Postsecondary State Network Meeting
January 31, 2019
MEETING GOALS

I. Create sense of belonging in JFF network for providers

II. Facilitate connections among service providers

III. Provide context on JFF’s services approach and illustrate how providers fit within it

IV. Share providers’ knowledge and experience with what services look like in SSC states

V. Discuss opportunities for collaboration, alignment, and knowledge sharing among providers and JFF to improve our work together in serving SSCs
WHAT WE LEARNED

I. What’s working well?
   • Positive relationship with JFF; valuable strategic partner in designing services and serving Centers
   • JFF’s support and engagement with service delivery
   • Adaptability of services based on needs and learnings
   • Communication timeliness, coherence, frequency
   • Connections to Centers
   • Ability to impact the field via the Network

II. Where are opportunities for growth as we evolve?
   • Facilitating connections among providers; connections between Centers and providers
   • Helping providers understand services approach, other services offered, and connections among them
   • Provider engagement with JFF and SSC strategy
   • Providing flexibility and customization w/service design
   • Communication transparency and flow
   • Contracts process
OUR AGENDA

I. Framing and context setting
II. Peer learning: What work looks like in SSC states
III. Discussion: Opportunities for collaboration, alignment, and knowledge sharing
IV. Next steps
OUR APPROACH:
THEORY OF CHANGE

A network approach to implementing guided pathways at scale through state-level Student Success Centers will accelerate institutional transformation and increase student completion and help close the equity gap.
OUR APPROACH:
A NETWORK OF NETWORKS
OUR APPROACH:
A NETWORK OF NETWORKS

Network facilitator
Strategy partner
TA provider
Services designer and broker
TYPES OF SERVICES PROVIDED:

As network facilitator, TA provider, strategy partner, and services designer and broker in partnership with national providers, JFF offers:

- Support for Centers to learn from one another and about innovations nationwide
- Support for Center’s work helping colleges implement guided pathways
- Support for Centers’ internal operations and long-term sustainability
NETWORK SERVICES 2017-2020

Spring 2017
- Foundations for guided pathways
- Assessment for guided pathways
- Redesigning advising and student supports
- Communications

Late 2017 / Early 2018
- Coaching support
- Change leadership
- Center strategy and sustainability

Fall 2018 / 2020
- Supporting underprepared students
- Data and evaluation
- Policy and advocacy
## NETWORK-WIDE SERVICES:
### AT A GLANCE

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For providers who launched services in our earliest round (spring 2017) please share with the group:

What’s an example of a service engagement or set of engagements that have had impact in a SSCN state?

- Achieving the Dream
- Community College Research Center
- Next Chapter Communications
LOOKING AHEAD

OPPORTUNITIES FOR COLLABORATION AND ALIGNMENT

Discussion:
• What are some ideas for how we can collaborate across organizations to better serve Centers and their colleges?
• How JFF can facilitate alignment and collaboration among service partners?
LOOKING AHEAD

PHASE 2 OF THE WORK

I. Revised services design and delivery cycle
II. Alignment with SSC Network strategic plan
III. Network demonstration project
IV. Continued engagement with providers:
   • Follow up calls with each provider
   • Webinar in Q1 2019
   • Ongoing engagement ex: July meeting
THANK YOU

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