

## NIC Facilitators & College Transformation

**Networked Improvement Community (NIC) Facilitators serve as consultants, collaborators, and catalysts essential to advance and accelerate learning and transformation at their colleges and across the network. The successful NIC Facilitator should demonstrate visionary/design thinking, promote innovative solutions, build consensus, and communicate and collaborate effectively with diverse groups of people.**

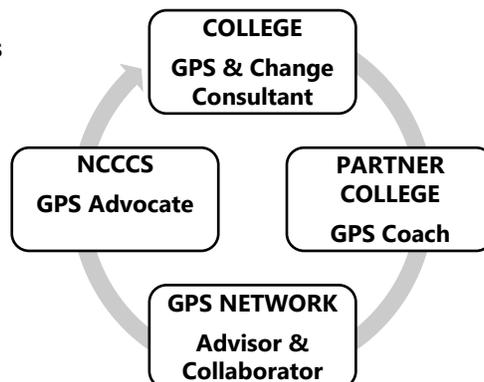
Cohort colleges in the NC GPS Network are committed to college-wide transformations based on the [Guided Pathways national framework](#). Essential to the change process is the NIC Facilitator who will work closely with the President and other leaders, the NC GPS Team, and all divisions at his or her college. In addition, she or he will partner with another NIC Facilitator at a neighbor institution and will collaborate with the entire NIC Facilitator team. The NIC Facilitator will participate in initial training for several months (and will earn a [master's level certificate in improvement science](#)). For at least the first year, his or her involvement will average 8 hours per week.

### NIC Facilitator Role and Responsibilities

The NIC Facilitator is a change catalyst and GPS consultant for her or his college, a coach and guide for a partner college, a thought partner for the GPS Network, and an advocate for students and colleagues for the NC Community College System. Through continuous inquiry and learning about students, employees, the college, the System, and the GPS framework, the NIC Facilitator is a change agent who

1. Develops an evolving understanding of GPS principles in context and in practice;
2. Empowers stakeholders in critical reflection and structured dialogue to learn and guide college-wide GPS transformation;
3. Fosters a culture of inquiry and experimentation through Plan-Do-Study-Act processes and cycles;
4. Guides implementation of transformative GPS framework practices across the college and within the NIC;
5. Documents process improvement efforts and redesigns to inform and advance progress and identify policy and practice barriers;
6. Shares results with the Student Success Center, the GPS Network, and the national Student Success Center Network; and
7. Supports the NIC and other NIC Facilitators through effective, confidential communication; collaborative inquiry and learning; and adoption of a "maker mindset" of continuous curiosity, experimentation, and learning from "failure," to help achieve institutional and system-wide transformation.

#### NIC Facilitator Roles



## Institutional Role and Responsibilities

As part of the NC GPS Network, leaders at each cohort college identified a NIC Facilitator who is granted release time from other responsibilities for up to 8 hours each week to serve in this role and fulfill all responsibilities. In addition to time, the president and senior leaders should demonstrate support for this work through regular college-wide communication about the NIC, the facilitator's role, and GPS reforms. To achieve the aims of the GPS movement, colleges should provide NIC Facilitators with the following resources and opportunities:

1. Access to college-level and other relevant (non-identifiable) student, program, and workforce outcomes data;
2. Regular opportunities to communicate with leaders, colleagues, and students openly and safely about GPS practice assessment, progress, and barriers;
3. Opportunities to organize activities (coordinated with college leaders) to engage employees and students (when appropriate) in continuous inquiry, learning, and sharing of results at the college and within the NIC;
4. Ability to travel to seminars/training (using Student Success Center funds) and technology support to participate fully in online training and webinars as needed; and
5. Active and public support by college leaders who endorse, empower, assist, and recognize the NIC Facilitator in cultivating a culture that embraces GPS reforms, continuous inquiry, and Plan-Do-Study-Act and improvement science processes.

## Student Success Center Role and Responsibilities

As the hub for the NC GPS Network, the Student Success Center will support the NIC and NIC Facilitators in the following ways:

1. Provide funding and strategies for ongoing learning and development of the NIC Facilitators through
  - a. Continuous, collaborative, and adaptive professional development,
  - b. Improvement science course micro-master certification,
  - c. Communication strategies and mechanisms,
  - d. Learning materials and process tools,
  - e. Support from state and national consultants, and
  - f. Travel costs associated with professional development.
2. Organize, adapt, and share timelines, documentation templates, and report structures;
3. Fund and support the [Center for Applied Research](#) (CPCC) in implementation of the GPS Scale of Adoption Assessment and training of NIC Facilitators in validation coaching and reporting;
4. Implement communication plans for the NIC and the NC GPS Network;
5. Organize and fund four GPS Institutes (lunch, materials, speakers, and consultants);
6. Periodically evaluate the Student Success Center, the GPS Network process, and the experiences of NIC Facilitators and report findings to the cohort;
7. Document all GPS Network and NIC Facilitators' experiences and efforts to share knowledge and adapt effectively for future learning and implementation; and
8. Publicly recognize and celebrate the innovative work of the NIC Facilitators and the cohort colleges in the System and nationally.

For details about the Guided Pathways movement, the NC GPS Plan, and improvement science, visit the Center's website at <http://www.nccommunitycolleges.edu/student-services/nc-student-success-center>

