WHY STUDENT SUCCESS CENTERS?

Community colleges working to improve completion rates can end up with a sea of initiatives, programs, and reforms that affect every aspect of their operations. But these efforts often are disjointed, and they typically are available to only some students.

While small-scale efforts and individual initiatives may help small numbers of students, they are not enough to move the needle on completion. Truly improving outcomes requires large-scale institution-wide change.

A Student Success Center creates a coherent, statewide framework for action, or a lens through which its colleges evaluate, align, and integrate their work in various student success initiatives. The strategy, grounded in developing student-centered pathways, focuses on broad-scale change that affects the daily experience of every community college student.

Through the Center’s work, colleges across the state can learn from—and build on—outstanding work at their neighboring and peer institutions. They have access to shared resources, opportunities to learn from one another, and support to scale effective practices statewide. The Center connects the dots between colleges across the state so they can collectively meet their state’s completion goals.

WHAT IS THE STUDENT SUCCESS CENTER NETWORK?

The Student Success Center Network includes 14 statewide Student Success Centers, which support community colleges’ efforts to develop student-centered pathways and increase student completion rates. The Network provides opportunities for Centers to learn from one another’s experiences. It also shares information about innovations at institutions nationwide so more colleges can implement and scale promising practices. Jobs for the Future (JFF) manages the Network and provides support to Center staff.

“Student Success Centers have helped launch guided pathways reforms in their states. Now they are building in-state learning networks so colleges are able to forge clearer paths to success for their students.”

—Davis Jenkins, Senior Research Associate, Community College Research Center, Teachers College, Columbia University; Co-Author of Redesigning America’s Community Colleges: A Clearer Path to Student Success (2015)
HOW DO CENTERS HELP COLLEGES AND STUDENTS?
Centers help colleges plan strategically and implement effectively so they can better serve their students.

The Role of Statewide Student Success Centers

Provide Coherence
- Create a statewide framework of action, or a lens through which colleges focus their work and integrate their student success efforts.
- Unify efforts across the state so colleges can collectively meet their state's completion goals.
- Provide strategic guidance to the state's colleges.
- Identify effective policies and practices and then provide support (technical assistance, professional development) to help scale them statewide.
- Build partnerships with K-12 and four-year institutions.

Connect Policy and Practice
- Represent the collective voice of practitioners in state-level policy discussions.
- Identify and pursue state and system policy changes that support the institutional changes necessary to increase student completion.

Convene
- Create time and space for faculty and staff to connect and to discuss strategy and implementation.
- Identify problems common to multiple colleges and help colleges work together to address them.
- Develop economies of scale in training, professional development, and technical assistance.
- Encourage engagement at every level of the college (administration, faculty, and staff), particularly with regard to overcoming barriers to change.

Improve Data Capacity
- Improve data sharing among community colleges and with K-12 and four-year institutions.
- Establish common data metrics throughout the state.
- Support deeper use of education and labor market data by practitioners and policymakers.

Promote Research and Knowledge Development
- Support research projects with colleges (and often with university partners) to evaluate the impact of interventions and identify obstacles to student success.
- Give colleges strategic guidance that builds on lessons learned in the field, including innovative and effective policies and practices.
- Provide access to additional resources through the Student Success Center Network.

Centers support community colleges' efforts to develop student-centered pathways and increase student completion rates.

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