Education Design Lab

Community College Growth Engine

Overview

The Community College Growth Engine Program

#Micropathways

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Designing Postsecondary Education **with** Learners

Who are the learners we primarily work with?

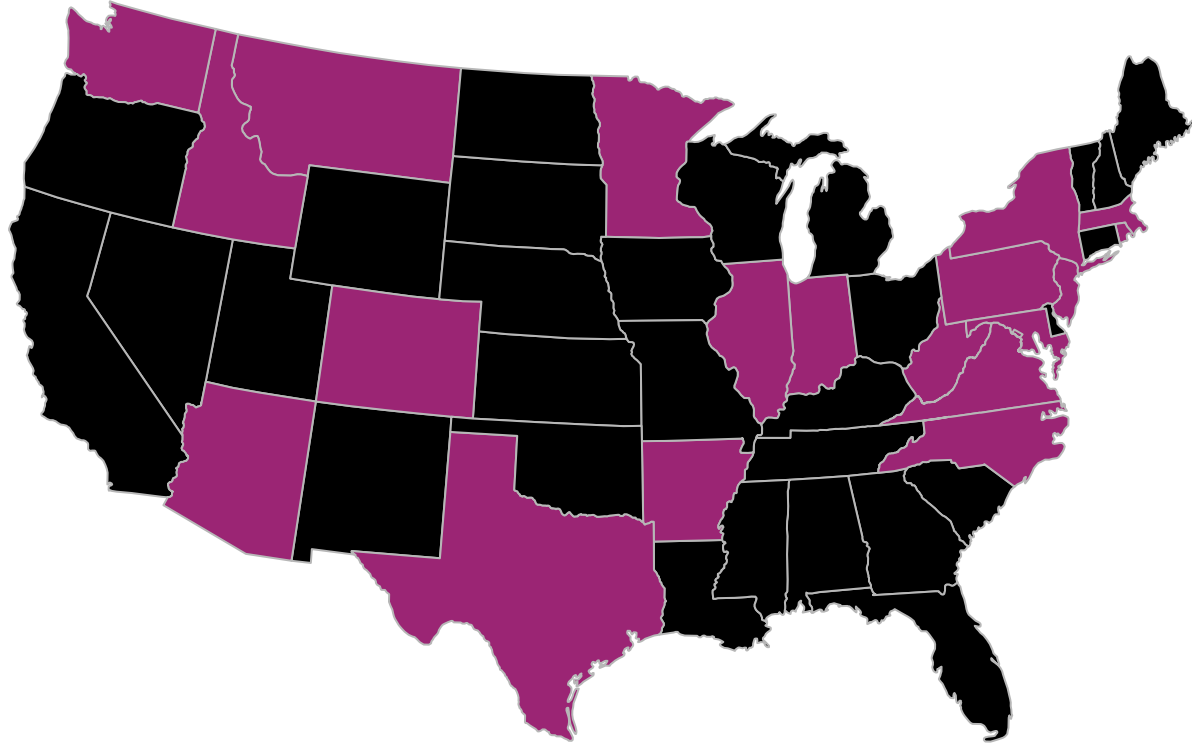Frontline Workers

Transfer Students

Single Parents

Non-degreed Adults

First-generation Students

Underinvested Communities

Institutions

Learners

Employers

Community College Growth Engine

- *20 States*
- *70+ Colleges*
- *6 partial systems*
- *1 state system*
- *430+ employers and multiple K12 partners*
- *100+ Micro-Pathways*

As of July 2024

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Together, We Must Demonstrate **Three** Proof Points:

1. Community colleges can be drivers of employment solutions.
2. Employers and learner/earners will see that value proposition.
3. Designing new credentials - MICRO-PATHWAYS can be a "gateway" to broader transformation for colleges.

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Governor's Workforce Strategy

- Ensure a talent-driven education and workforce system that addresses the current and future needs of Arkansas employers and individuals.

- Designed to create a more collaborative, skills-based, customer-centric, and responsive workforce system…poised to adapt to future economic and technological shifts.

- Recommendations include to align:

  - Business and industry priorities

  - Training and career pathways to ensure students learn applicable skills and competencies
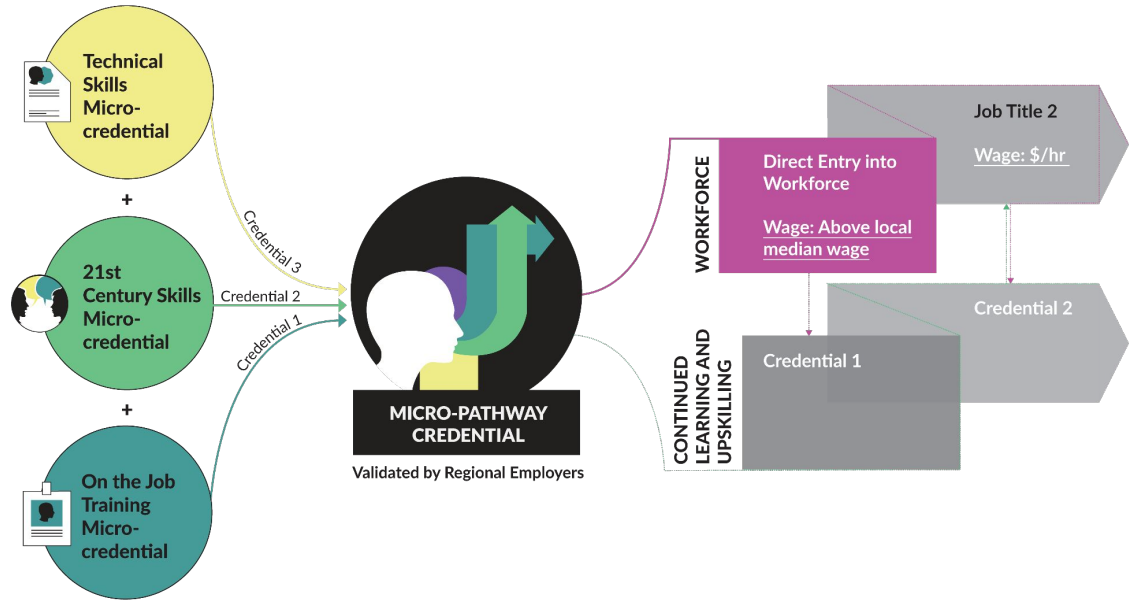
How might we design equitable and accessible micro-pathways toward high-growth careers endorsed by employers and visible to learners moving from post-secondary education into the workforce?

Defining Micro-pathways

In this new time, we need a new class of credential that is more aligned to the market, designed for learner needs, and faster than traditional offerings...

Micro-pathways:

A new model to better address program **affordability**, **flexibility, relevance**, **portability**, and **visibility** to meet the needs of a rapidly changing knowledge economy.

Technical Skills Micro-credential

+

21st Century Skills Micro-credential

+

On the Job Training Micro-credential

Credential 3
Credential 2
Credential 1

MICRO-PATHWAY CREDENTIAL

Validated by Regional Employers

WORKFORCE

Direct Entry into Workforce

Wage: Above local median wage

Job Title 2

Wage: $/hr

Credential 2

Credential 1

CONTINUED LEARNING AND UPSKILLING

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How Does this Benefit Learners?

- Creates additional "on ramps" to degree programs

- Unbundling and repackaging of existing curriculum to be hyper-focused on employer needs, identifying new industry credentials as-needed

- Results in seamless transition from workforce programs to degree programs (non-credit to credit alignment)

- Faster return-on-investment for learners:

  - Efficient preparation for an entry-level role with a professional trajectory

  - Earn credits that stack into a degree

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Design Criteria

In order to meet the needs of New Majority Learners and employers, micro-pathways must:

Include **two or more credentials** that are **stackable**, **portable**, + **track toward** a **degree**
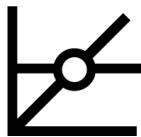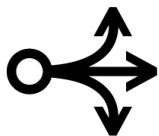
Align to dynamic **regional labor market** employment + wage **data**

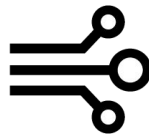**Be employer-initiated** + **validated**

Be completed in **one year or less**

Be offered in a **flexible delivery format**

Be **affordable**

Be **digitally discoverable**

Integrate **technical + 21st Century skills**

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Why this Criteria?
Why Human-Centered Design?

- Data collected from the Lab's decade of working with community colleges

- Based on insights gathered from institutions, employers, and learners

- Human-Centered Design places the learner at the center of the program and service development process, to support equitable outcomes

- Human-Centered Design empowers institutions to collaborate in a cross-functional way, focused on the needs of the learner

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Designing a Micro-pathway

Understand	Understand	Ideate	Understand	Prototype	Prototype	Understand	Ideate	Prototype
Project Start	**Identifying Needs + Understanding What Exists**		**Prototyping + Testing Micro-pathways**		**Pilot Preparation**	**Pilot Launch**		
Align project goals, system processes, regional economic profiles, and learner profiles	Deep dive into learner needs, employer needs, system processes, micro-pathway models		Build micro-pathway prototypes, gather feedback, and map holistic learner journey		Finalize micro-pathway components, prepare for registration, and recruit learners	Launching micro-pathways and evaluating impact through data infrastructure		

Project Start

Align project goals, system processes, regional economic profiles, and learner profiles

Tools + Touchpoints:
- Welcome call
- Learner-focused information
- IRB + data information
- Economic scans
- Signing Data Agreements

Identifying Needs + Understanding What Exists

Deep dive into learner needs, employer needs, system processes, micro-pathway models

Tools + Touchpoints:
- Ecosystem mapping
- Bi-weekly design calls
- Learner surveys + interviews
- Employer skills profile sessions
- Model deep dives
- Working on Data Schema

Prototyping + Testing Micro-pathways

Build micro-pathway prototypes, gather feedback, and map holistic learner journey

Tools + Touchpoints:
- Bi-weekly design calls
- Journey mapping
- Feedback sessions with learners and employers
- Working on Data Schema

Pilot Preparation

Finalize micro-pathway components, prepare for registration, and recruit learners

Tools + Touchpoints:
- Bi-weekly design calls
- Learn and share with cohort session
- Ad hoc marketing support
- Preparing to collect data

Pilot Launch

Launching micro-pathways and evaluating impact through data infrastructure

Tools + Touchpoints:
- Regular data calls
- Continual learning check-ins

San Antonio College
Artificial Intelligence Engineering
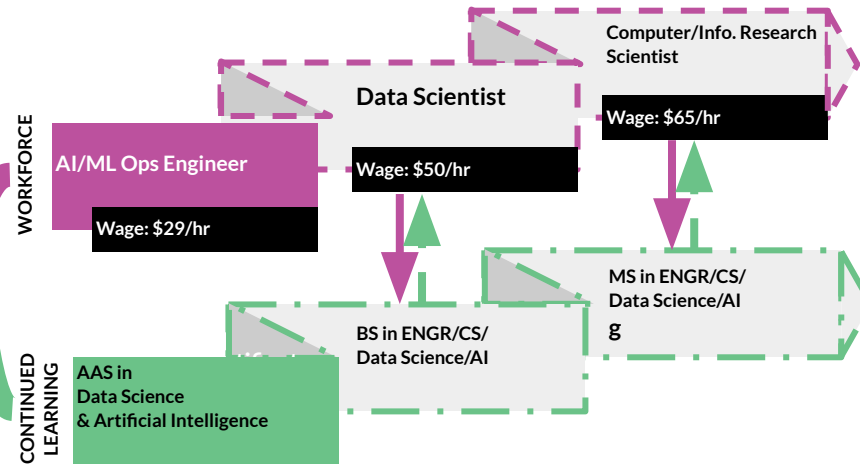A Micro-Pathway to Become an AI/ML Ops Engineering Technician

SUMMARY: This micro-pathway will allow learners to earn multiple industry-recognized credentials and gain skills to become an AI/ML Ops Engineering Technician and, if desired, continue on to earn an associate degree in Data Science and Artificial Intelligence.

CREDENTIALS EARNED

9 months) | 6 Credits towards higher credential |Modality|Full-Time
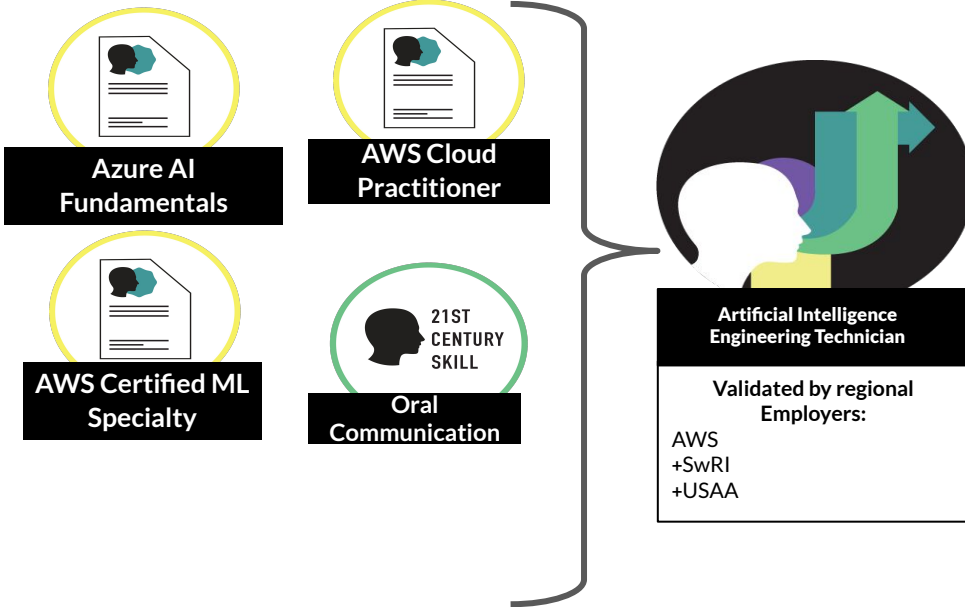
Azure AI Fundamentals

AWS Cloud Practitioner

AWS Certified ML Specialty

21ST CENTURY SKILL
Oral Communication

Artificial Intelligence Engineering Technician

Validated by regional Employers:

AWS
+SwRI
+USAA

FUTURE GROWTH OPPORTUNITIES

WORKFORCE

CONTINUED LEARNING

AI/ML Ops Engineer
Wage: $29/hr

Data Scientist
Wage: $50/hr

Computer/Info. Research Scientist
Wage: $65/hr

AAS in Data Science & Artificial Intelligence

BS in ENGR/CS/ Data Science/AI

MS in ENGR/CS/ Data Science/AI g

Legend

2+ Stackable Credentials

- - - ■Credentials + Courses articulate to Credit

- - - ■Credits count towards a Degree.

Technical Skills Credential

21st Century Skills Digital Micro-Credential

Work Based Learning Credential

- - - Direct Entry into Workforce

- - - Direct Entry into Continued Learning

- - - Continued Learning and Upskilling Opportunities

Colorado Community College System
Behavioral Health- Patient Navigation
A Micro-Pathway to Become a Patient Navigator
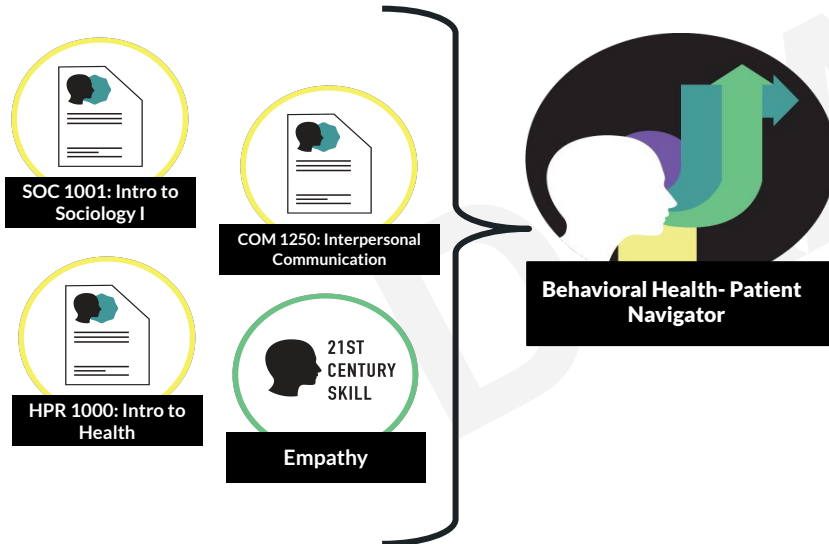
COLORADO
COMMUNITY COLLEGE SYSTEM

SUMMARY: The Patient Navigator micro-pathway prepares students to support clients in identifying resources as well as navigating behavioral healthcare services and systems. Patient navigators will focus on promoting client health and wellbeing.
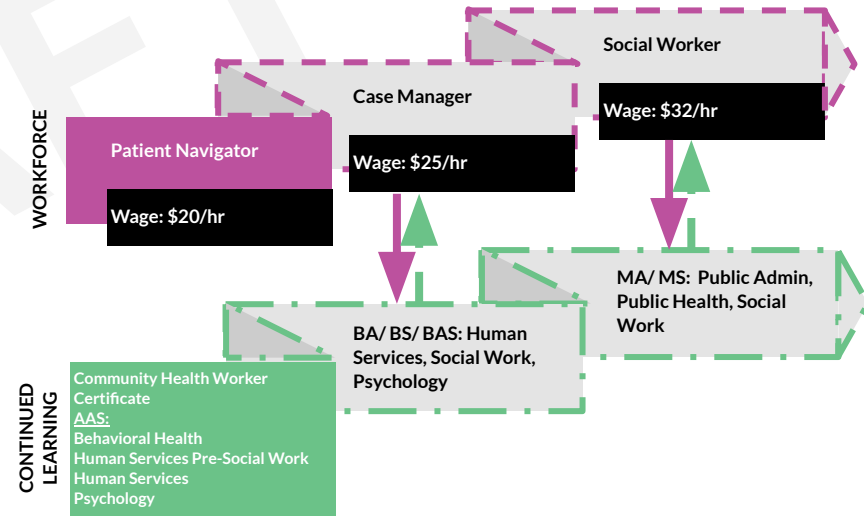
TOP SKILLS:
1. Empathy and Cultural Competency
2. CPR and Assessment of Basic Vital Signs
3. Understanding of Behavioral Healthcare Systems
4. Exceptional Interpersonal Communication Skills
5. Boundaries around Self-Disclosure

CREDENTIALS EARNED
- 4 months | [CREDIT/ NONCREDIT] | 9 credits apply towards higher credentials

SOC 1001: Intro to Sociology I

COM 1250: Interpersonal Communication

HPR 1000: Intro to Health

21ST CENTURY SKILL

Empathy

Behavioral Health- Patient Navigator

FUTURE GROWTH OPPORTUNITIES

WORKFORCE

Patient Navigator
Wage: $20/hr

Case Manager
Wage: $25/hr

Social Worker
Wage: $32/hr

CONTINUED LEARNING

Community Health Worker Certificate
AAS:
Behavioral Health
Human Services Pre-Social Work
Human Services
Psychology

BA/ BS/ BAS: Human Services, Social Work, Psychology

MA/ MS: Public Admin, Public Health, Social Work

Saint Paul College
Help Desk Certification
A Micro-Pathway to Become a Help Desk Specialist

SAINT PAUL COLLEGE
A Community & Technical College
A member of Minnesota State

Designed with
Education
Design Lab

SUMMARY: This micro-pathway will allow learners to earn a Help Desk Certificate and gain skills to become a Help Desk Specialist and, if desired, continue on to earn Network Administration Certificate leading to an AAS in Computer Network Engineering.

CREDENTIALS EARNED
14 weeks | 4 Credits towards higher credential going to school part-time
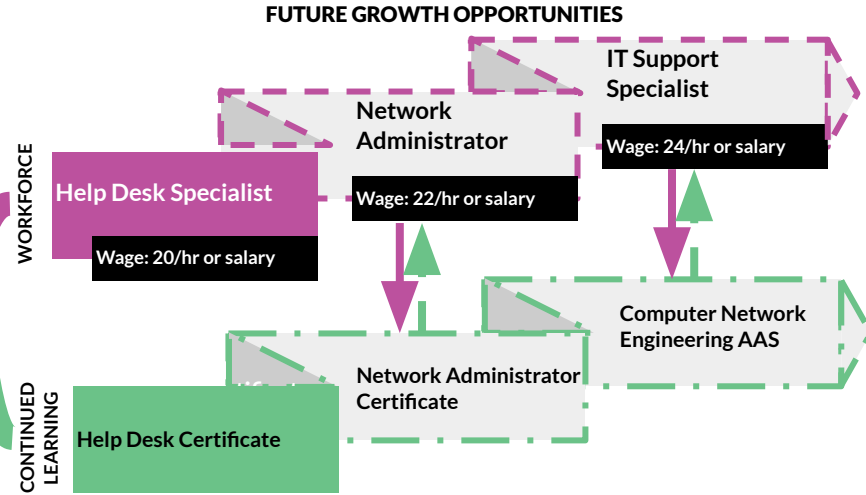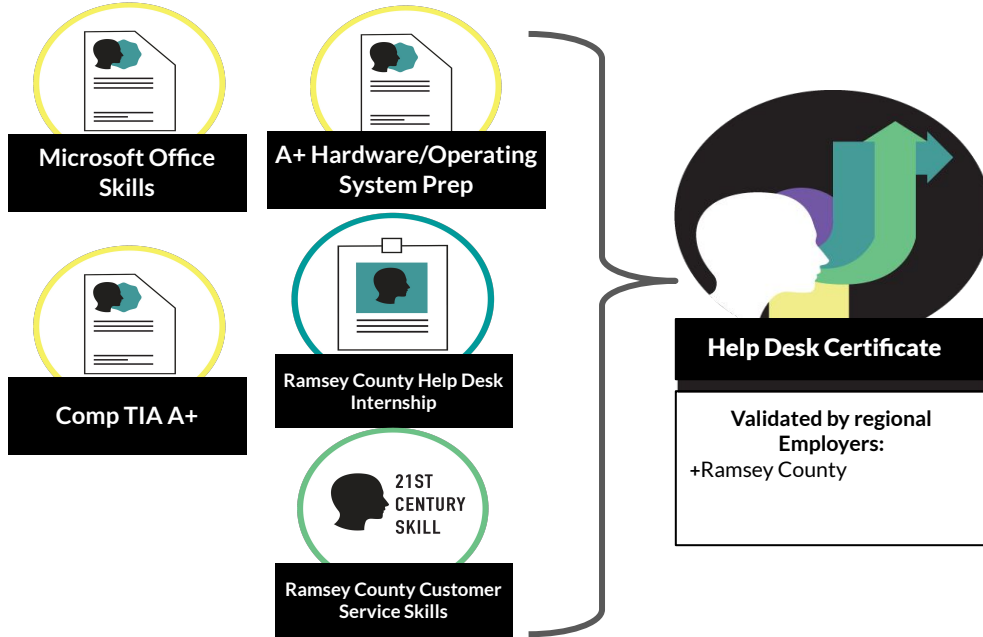
Microsoft Office Skills

Comp TIA A+

A+ Hardware/Operating System Prep

Ramsey County Help Desk Internship

21ST CENTURY SKILL

Ramsey County Customer Service Skills

Help Desk Certificate

Validated by regional Employers:
+Ramsey County

FUTURE GROWTH OPPORTUNITIES

WORKFORCE

Help Desk Specialist
Wage: 20/hr or salary

Network Administrator
Wage: 22/hr or salary

IT Support Specialist
Wage: 24/hr or salary

CONTINUED LEARNING

Help Desk Certificate

Network Administrator Certificate

Computer Network Engineering AAS

Legend

2+ Stackable Credentials

- Credentials + Courses articulate to Credit
- Credits count towards a Degree.

Technical Skills Credential

21st Century Skills Digital Micro-Credential

Work Based Learning Credential

- Direct Entry into Workforce
- Direct Entry into Continued Learning
- Continued Learning and Upskilling Opportunities

CCGE Fellows Program

Higher Ed Leaders as Transformation Agents

With the support of Lab designers and college partners, Fellows will design a micro-pathway implementation blueprint for their state that will include strategies, approaches, and tools to support the system level design and sustainability of micro-pathway programming.

CCGE Fellows will:

- **Understand the Lab's approach to the Community College Growth Engine's micro-pathway design process and criteria.**

- **Observe, learn, use, and provide feedback to the design process, resources, and tools.**

- **Design a state micro-pathway implementation blueprint.**
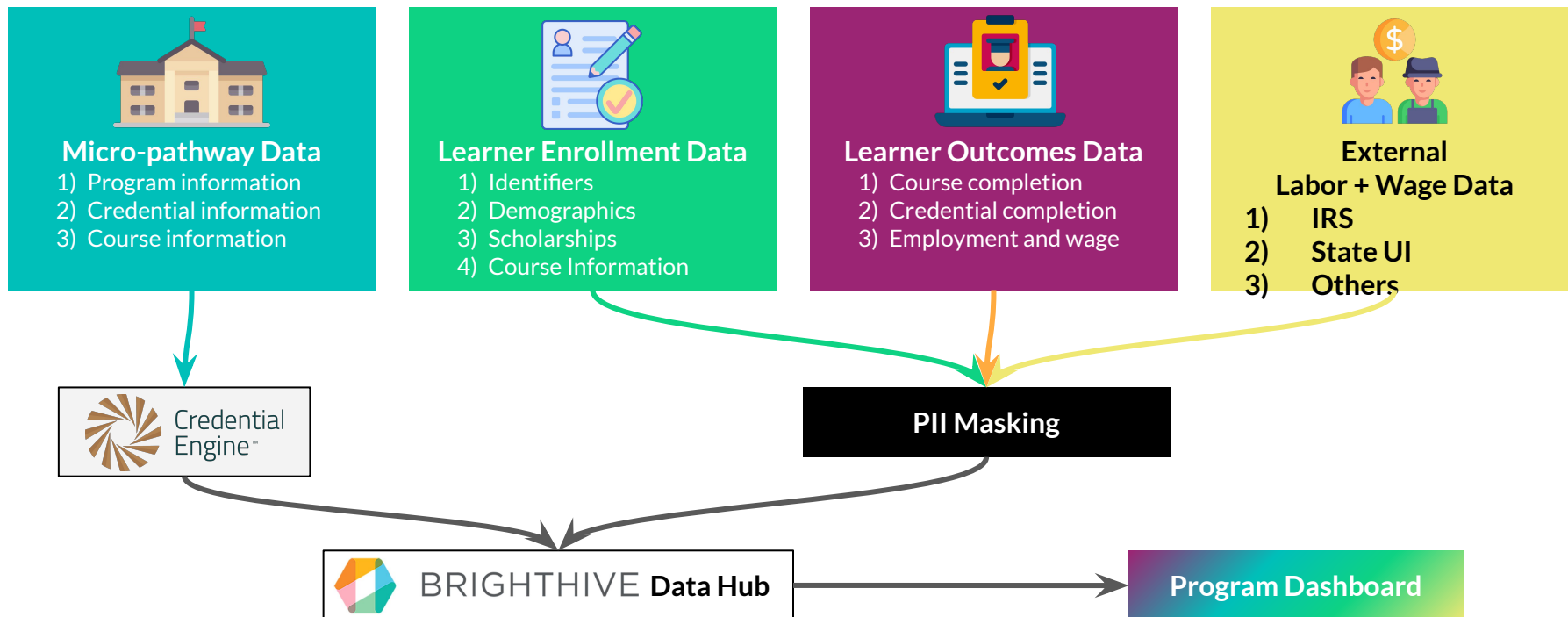
Comprehensive yet Flexible

The Fellows project has allowed ADHE to engage at a high-level while digging deeper into design tools & processes. As a result of this experience, we are able to speak the same language and create a shared understanding of human-centered design.

Benefits:
a. Thorough & flexible design tools & processes to support the development of micro-pathways to drive transformational change in Arkansas
b. In-depth design support offered by Education Design Lab
c. Community of Practice
d. Ecosystem alignment with ADHE & state initiatives
e. Development of common design practices & expectations

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Data Collaborative

Data Collab **(Data Collaborate for a Skills-based Economy)** Is Education Design Lab's innovative data hub that connects an aggregate data across a range of data sources to uncover how new-to-work models can support economic mobility for new majority learners.

Micro-pathway Data
1) Program information
2) Credential information
3) Course information

Learner Enrollment Data
1) Identifiers
2) Demographics
3) Scholarships
4) Course Information

Learner Outcomes Data
1) Course completion
2) Credential completion
3) Employment and wage

External Labor + Wage Data
1) IRS
2) State UI
3) Others

Credential Engine™

PII Masking

BRIGHTHIVE **Data Hub**

Program Dashboard

Data Collaborative for a Skills-Based Economy

- Established data infrastructure, governance, security, privacy, and protection.

- 39 Colleges or Systems have signed a Data Sharing Agreement - a 124% increase since start of year.

- 12 Colleges submitted- anticipate 20+ by end of 2024; 100 by 2026.

- Data for impact reporting and continuous improvement

- Investigating credential "quality" via EQOS/BGI data, micro-pathway design fidelity.

- Multi-Prong approach to linking to wage and labor data (details on other slides)

Public Dashboard
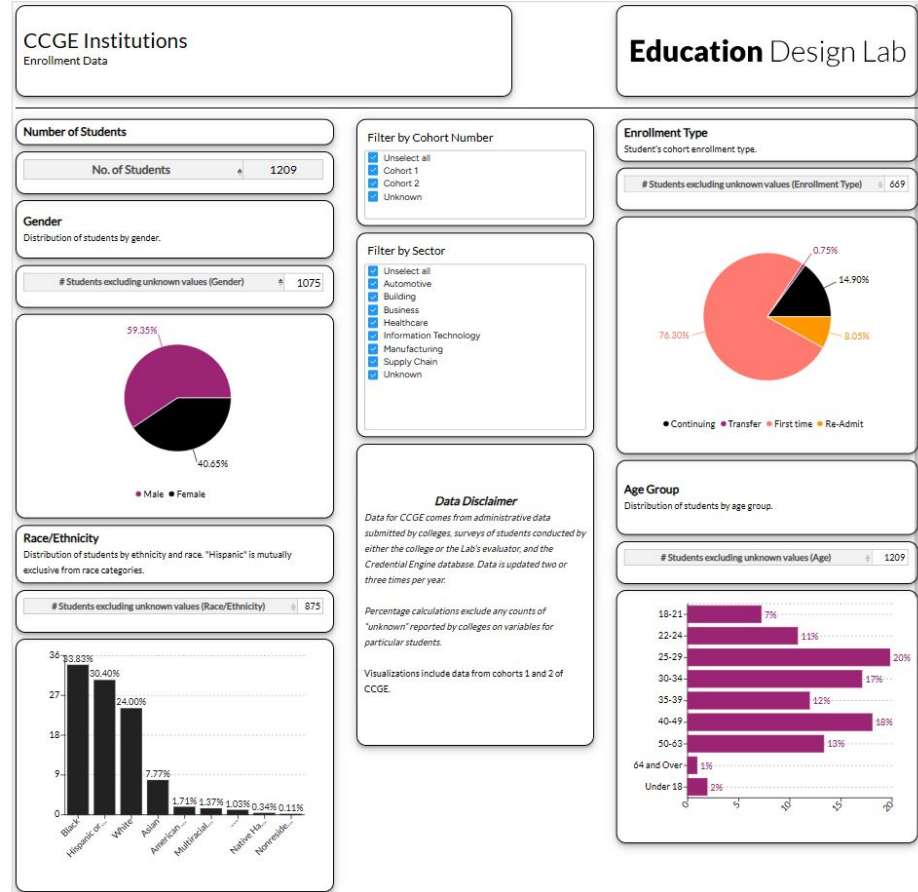
Developing an Effective Design Team
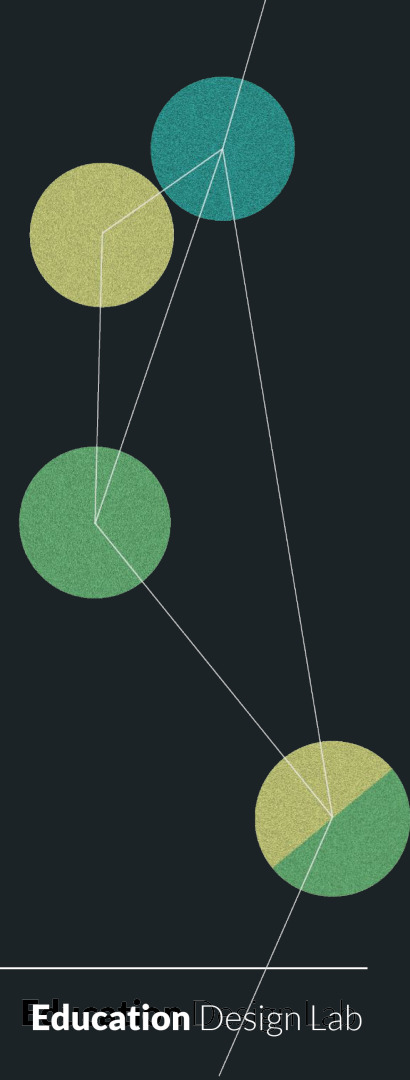
Each participating college receives...

- A grant stipend of $50,000 to support the micro-pathway initiative
- Two years of technical assistance (design/pilot)
- A dedicated team of designers, change leaders, data coaches
- Participation in the 70+ college Community of Practice
- Participation in the Lab's Data Collaborative
- Access to Lab tools, processes and know-how
- Use of the Lab's suite of durable skills curricula, assessments and badges

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What is a Design Team?

- **A group of people dedicated to the outcomes of this work**
- **Committed to this work for the first year, and beyond**
- **Includes multiple stakeholder groups** *(i.e.-College leaders, faculty, staff, learners, external partners)*
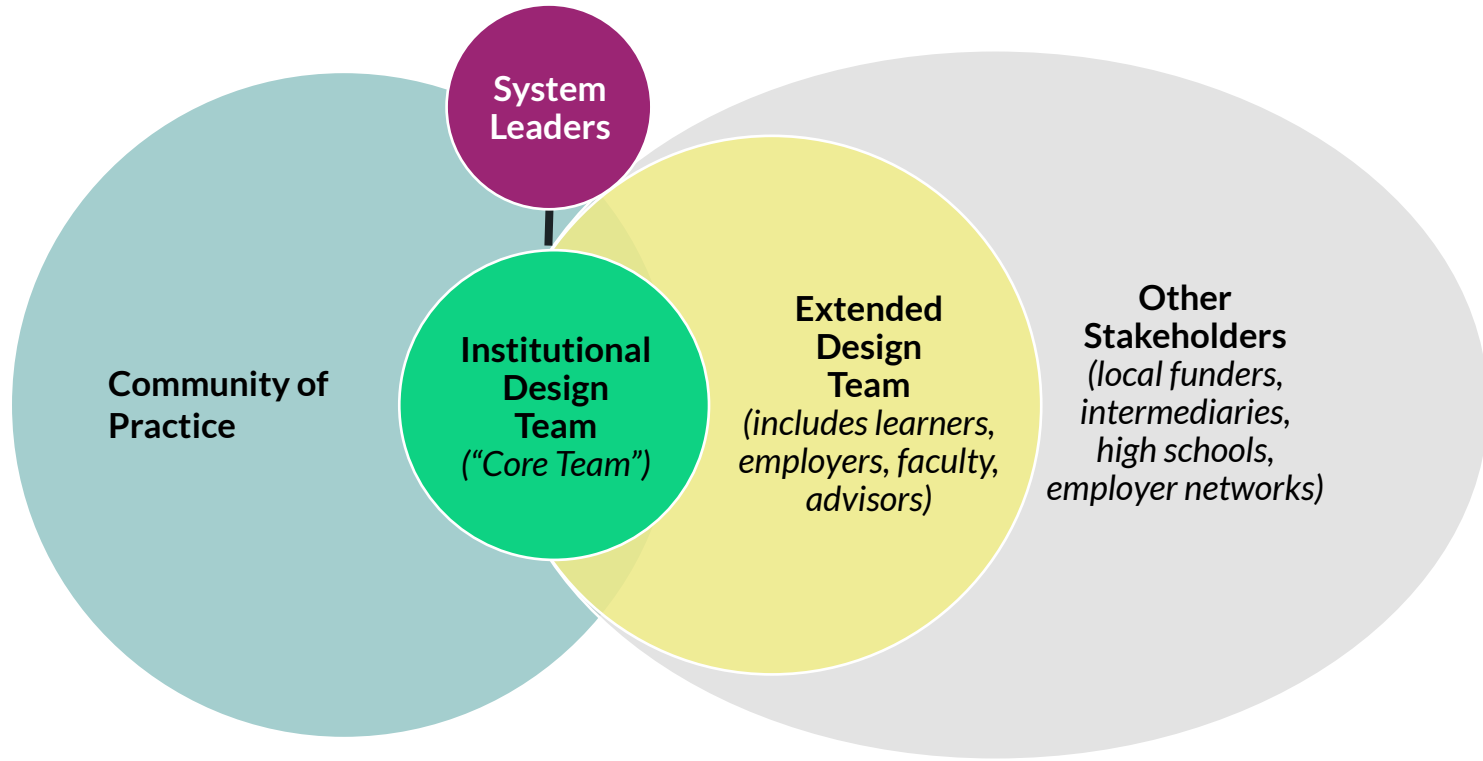- **Provide diverse perspectives and expertise**

| <u>**Data Lead**</u>	<u>**Design Team Lead**</u>
1 Data Lead per team/institution - Serves as point-of-contact data-related components of this work - Helps the team understand how data is collected, managed, stored, distributed within the institution and/ or system - Does not need to be a part of every design session - Collaborates with the Lab Team	1 Design Lead per team/sector - Serves as point-of-contact and liaison for this work - Centers equity and learners in your work - Does not need to be a SME in the industries the team is focused on - Move/remove barriers for the team both internally and externally - Collaborate with the Lab Team

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Design Team Structure

System Leaders

Community of Practice

Institutional Design Team ("Core Team")

Extended Design Team
(includes learners, employers, faculty, advisors)

Other Stakeholders
(local funders, intermediaries, high schools, employer networks)

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Potential Design Team Members

While the specific makeup of the teams will vary from institution to institution, each institutional design teams and codesign partners typically consist of the following participants throughout the design process.

- Design Lead/Workforce Representative
- Data Lead/ IT Representative
- Academic Representation from Program Areas/Industries selected
- Diversity, Equity, Inclusion, and Belonging
- Research + Evaluation
- Student Services + Supports
- Employer Partnerships/Business Development
- Senior Leadership
- Financial aid + college foundation
- Learner co-designers
- Employer Partners
- K-12 Partners

Institutional Design Team *("Core Team")*

Extended Design Team *(includes learners, employers, faculty, advisors)*
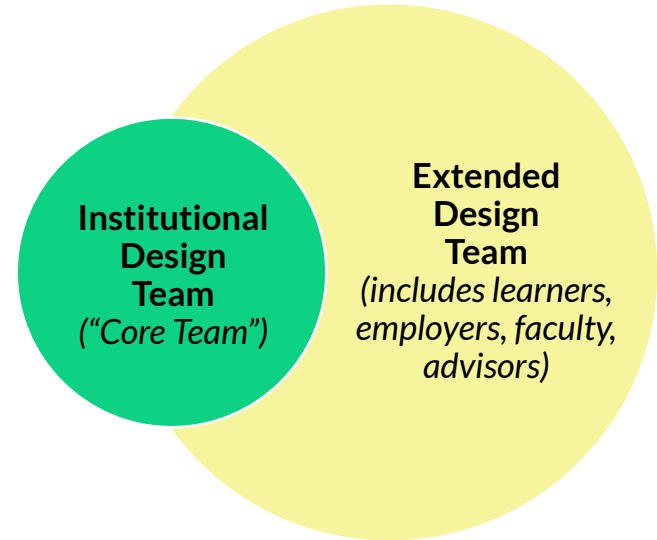
*Other key strategic partners may be brought into select sessions as necessary

(e.g. marketing, advising, financial services, communications, etc.)

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Strengthens Innovation Muscles

Micro-pathway Design
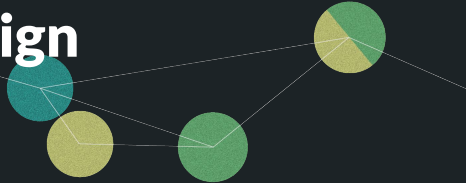
- Employer + Regional Ecosystem Engagement
- Funding and Sustainability Models
- Non-Credit + Credit Alignment
- Marketing and Transforming Services for Adult (L)earners
- (L)earner (skills) Visibility
- Change Management–Transformatio

Thank You!

To learn more about the Education Design Lab and to sign up for our Innovator Network, please visit eddesignlab.org

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