JFF is partnering with the National Center for Inquiry & Improvement (NCII) to help Student Success Centers launch and build momentum for statewide guided pathways efforts.

Focusing on guided pathways and student financial stability reforms, NCII supports colleges in implementing authentic large-scale change that enables success for all students. NCII has been involved with guided pathways since its inception and has worked with more than 350 colleges across the country as they undertake this challenging work. Specifically, NCII helps colleges rethink how their policies, programs, and services can collectively build optimal student experiences. NCII facilitates critical college conversations and advances implementation and engagement efforts that focus on a student-centered, evidence-based practice.

NCII provides expert consultation along the spectrum of inquiry through improvement for a variety of approaches and models for student success. This includes a wide breadth and depth of resources and customized services for the Centers, such as:

**Level 1:** Materials for Centers such as research and presentations for education about foundations of guided pathways as well as content, templates, and tools for convenings, planning, and designing and implementing pathways.

**Level 2:** Presentations, training, and leadership development for Center staff and other stakeholders through in-person workshops and webinars on topics such as: introduction to guided pathways, program mapping, designing meta-majors, financial sustainability, return-on-investment, stakeholder engagement, and advisory board development.

**Level 3:** Direct, customized support to individual Centers by NCII. See details on page 2.

**NCII Lead:**
Rob Johnstone [rob@ncii-improve.com](mailto:rob@ncii-improve.com)

**JFF Lead:**
To request any of these services please work directly with your JFF state team.

**Key to Levels of Service**

**Level 1:** Online Tools and Resources such as research publications, policy briefs, recorded webinars, and virtual tools and templates

**Level 2:** Training, Convening, and Peer Learning such as Network-wide workshops and webinars, group consultation with national providers, and leadership development opportunities
Level 3: Customized Services such as state-specific coaching and consultation, institutes, and trainings customized for Centers based on readiness and need for deeper, individualized support

DETAILS ABOUT CUSTOMIZED SUPPORT (LEVEL 3):

CONSULTATION
NCII provides individual consulting and institute design to Center executive directors (EDs) and staff. Schedule 30 to 60 minutes with NCII to discuss strategy, content, design, and implementation efforts for Centers.

CONTENT DEVELOPMENT AND STATE SITE VISITS
NCII will work with Centers to design and execute a customized in-state convening or institute in support of Center-led guided pathways efforts. These site visits can serve multiple purposes, with NCII providing services such as:
- Presentation at a convening or meeting for cohorts of colleges engaging in state-led pathways efforts
- Engagement and education with stakeholders such as faculty, staff, and others
- Facilitation of workshops for cohort colleges

NCII will partner with Centers to design and execute technical assistance opportunities. These services may include content and leadership development related to a variety of topics about guided pathways, such as:
- Introduction to and making the case for guided pathways
- Creating and mobilizing institutional structures to:
  - Operationalize guided pathways planning structures
  - Support rollout and early implementation of guided pathways
  - Restructure intake/onboarding and advising models
  - Prioritize career exploration earlier in the student experience
- Integrating student financial sustainability and basic needs supports into guided pathways
- Return-on-investment models for guided pathways
- Considering technology and data to support and inform guided pathways
- Creating structures and spaces to explore data and convert insights into action

NCII also offers capacity building services for Centers that are described in a separate description.