

JFF

SSC NETWORK SERVICES PROVIDERS MEETING

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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



PROVIDER SURVEY FINDINGS

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

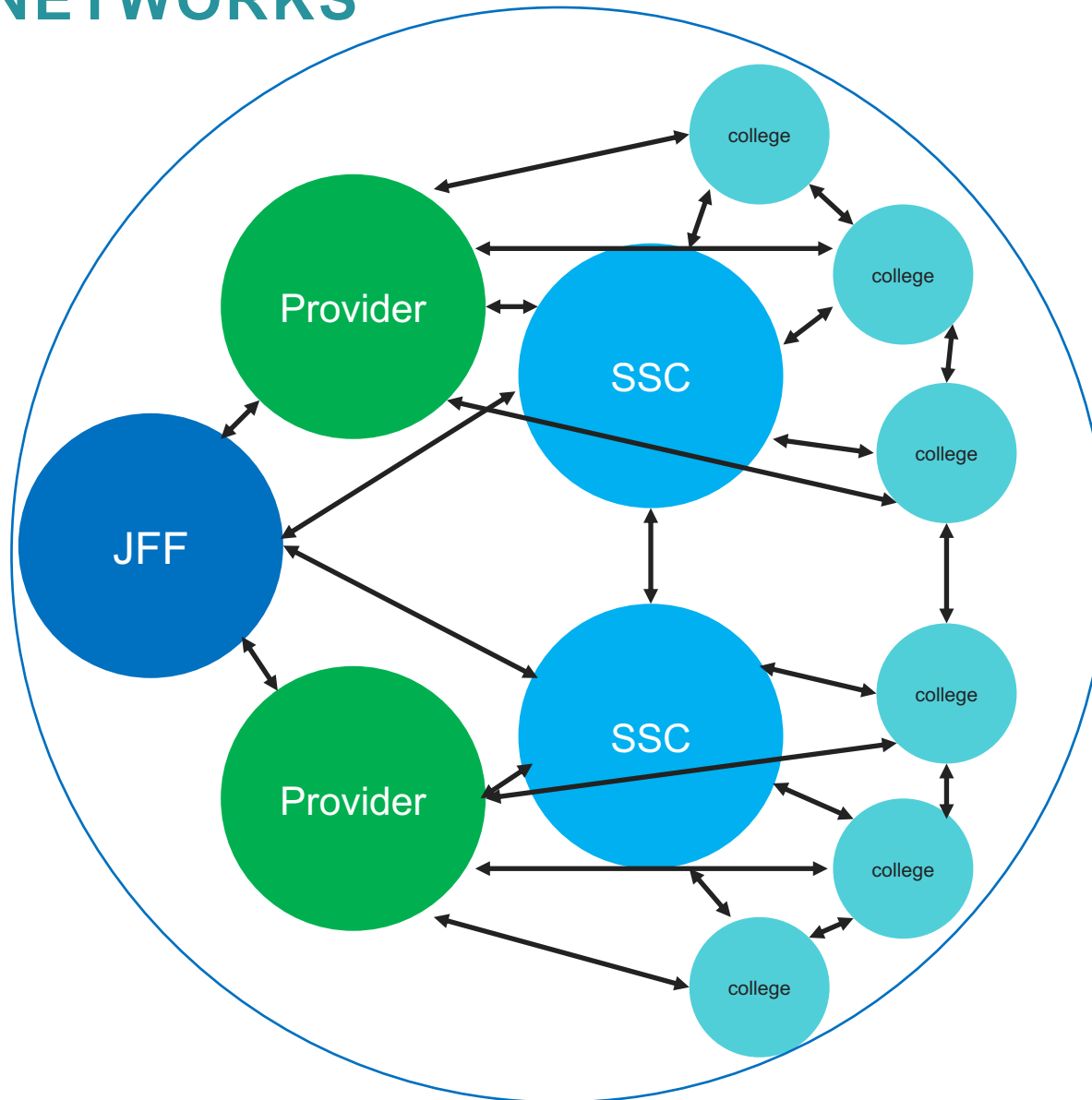
OUR APPROACH: THEORY OF CHANGE

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.



Student Success Center
NETWORK

OUR APPROACH: A NETWORK OF NETWORKS



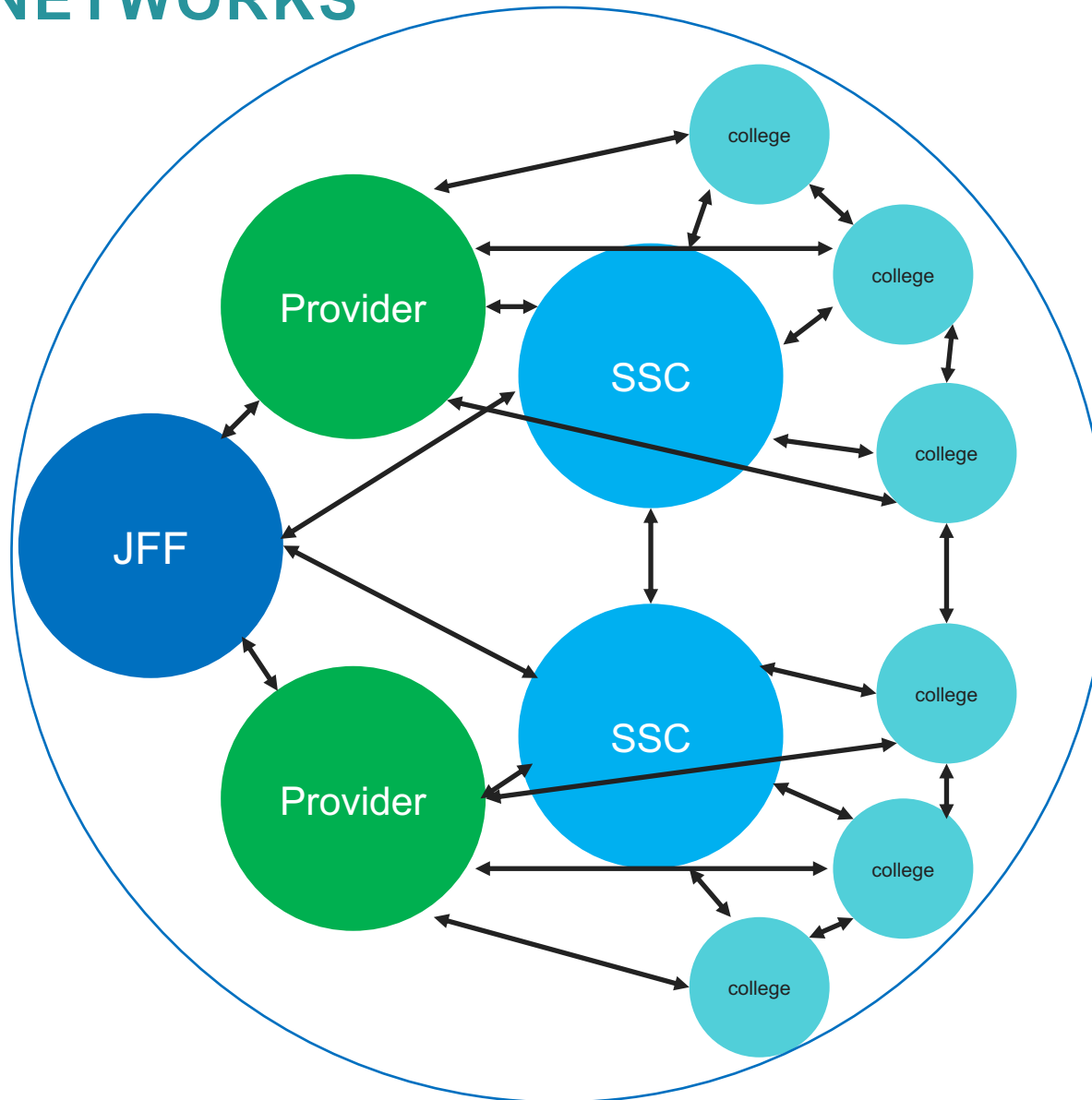
OUR APPROACH: A NETWORK OF NETWORKS

Network facilitator

Strategy partner

TA provider

Services designer
and broker



Student Success Center
NETWORK

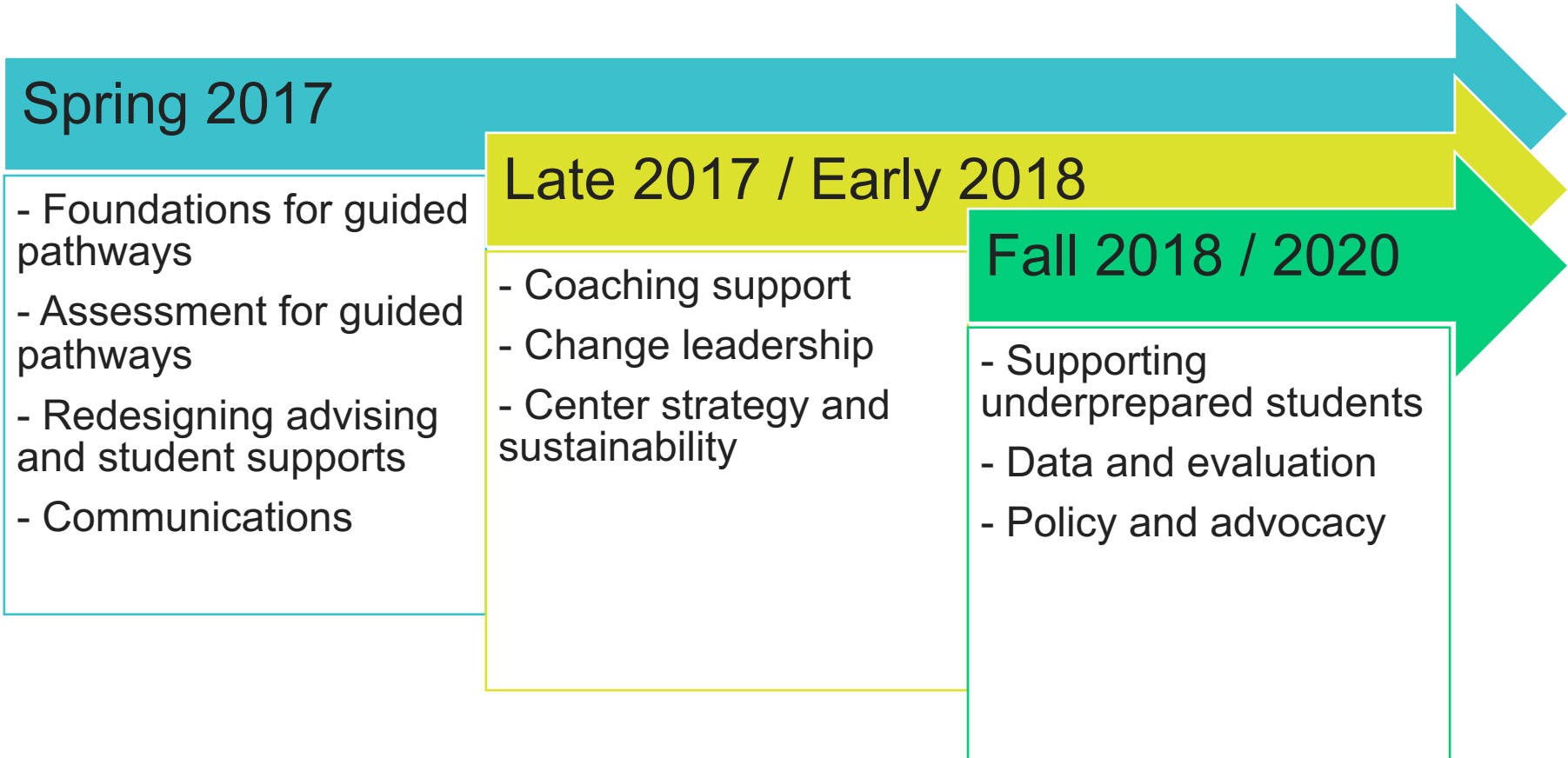
TYPES OF SERVICES PROVIDED:

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



PEER LEARNING

WHAT SERVICES LOOK LIKE IN SSC STATES

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

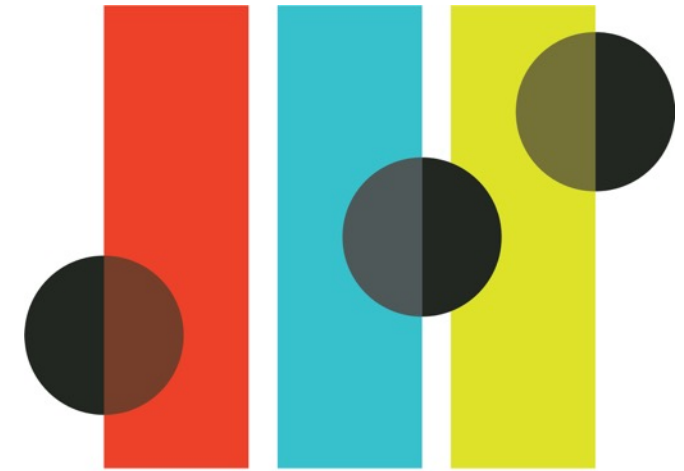
- I. Revised services design and delivery cycle
- II. Alignment with SSC Network strategic plan
- III. Network demonstration project
- IV. Continued engagement with providers:
 - Follow up calls with each provider
 - Webinar in Q1 2019
 - Ongoing engagement ex: July meeting

THANK YOU

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