

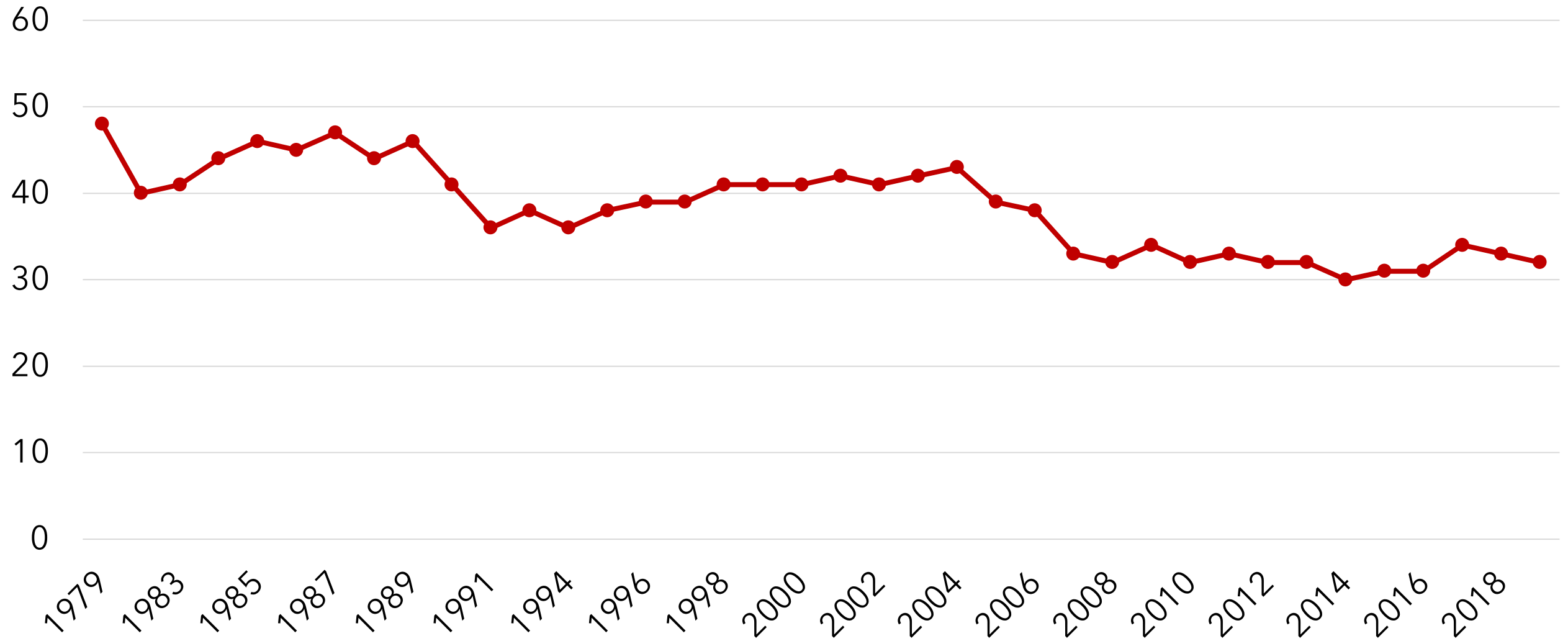
Getting It Right From the Start: Rebuilding Trust in Higher Education

Kathleen Plinske, Ed.D.

VALENCIA COLLEGE

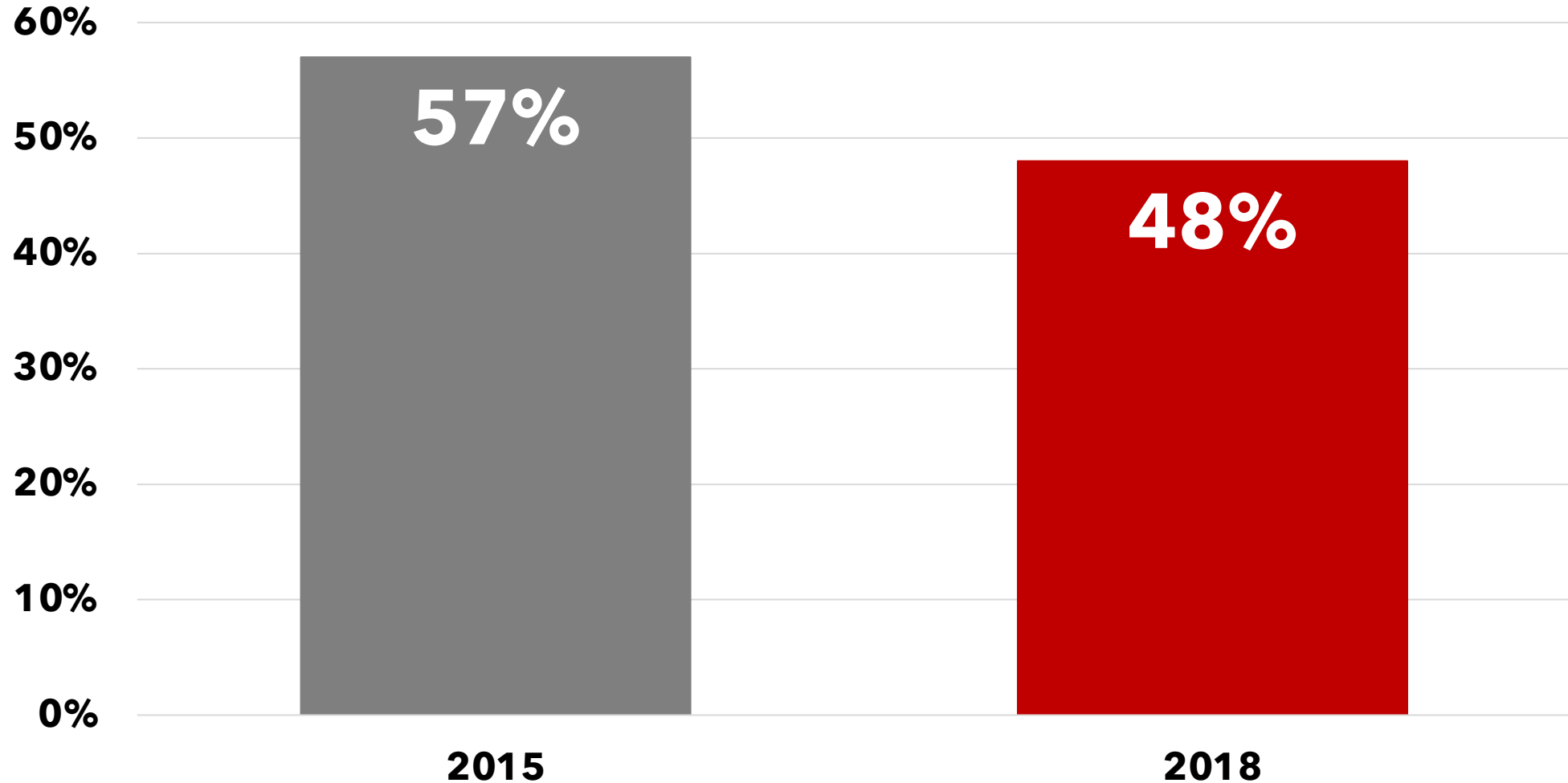


Average Confidence in Major Institutions



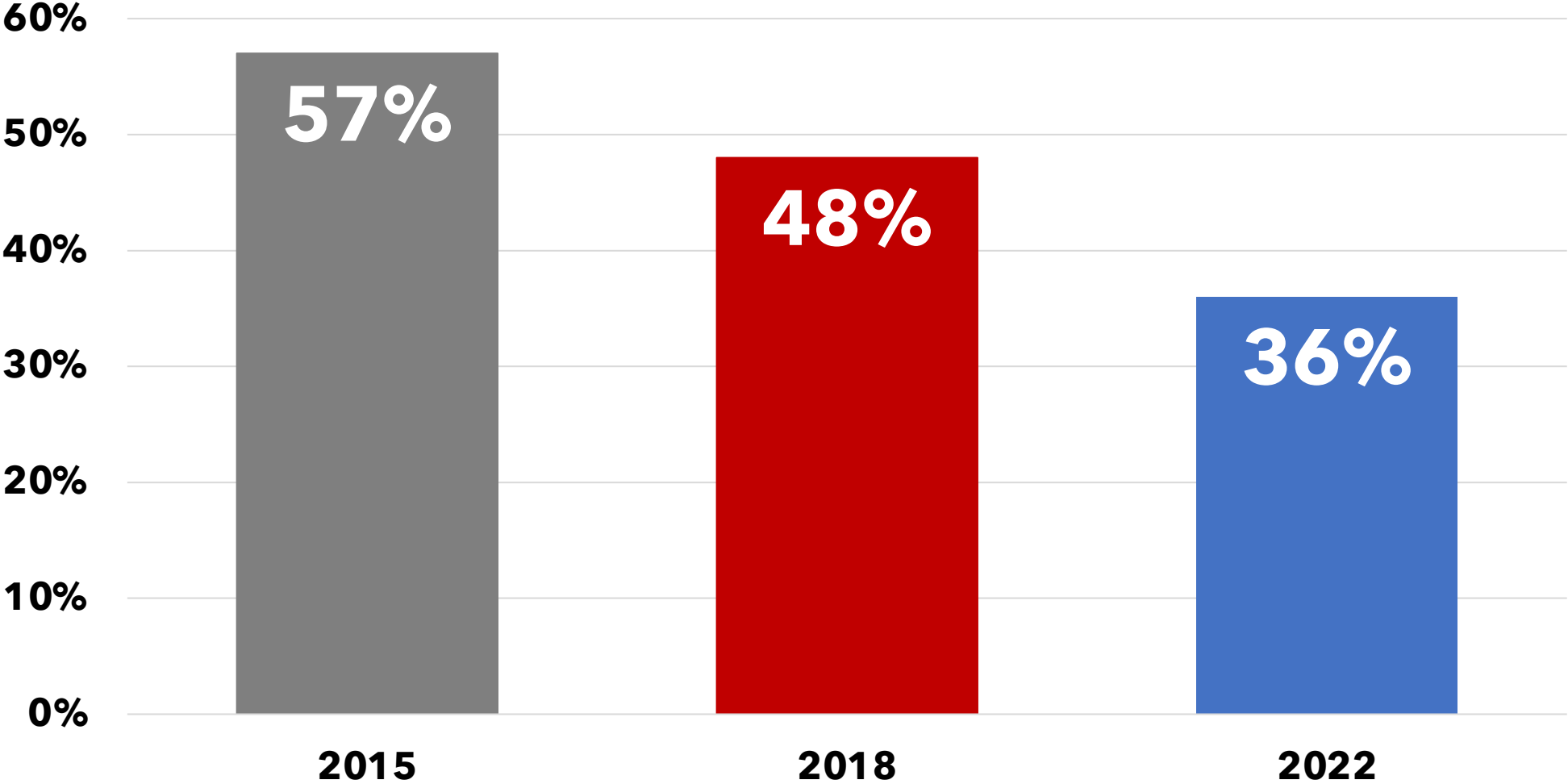
Confidence in Higher Education

Percentage of U.S. Adults with a "Great Deal" or "Quite a Lot" of Confidence in Higher Education



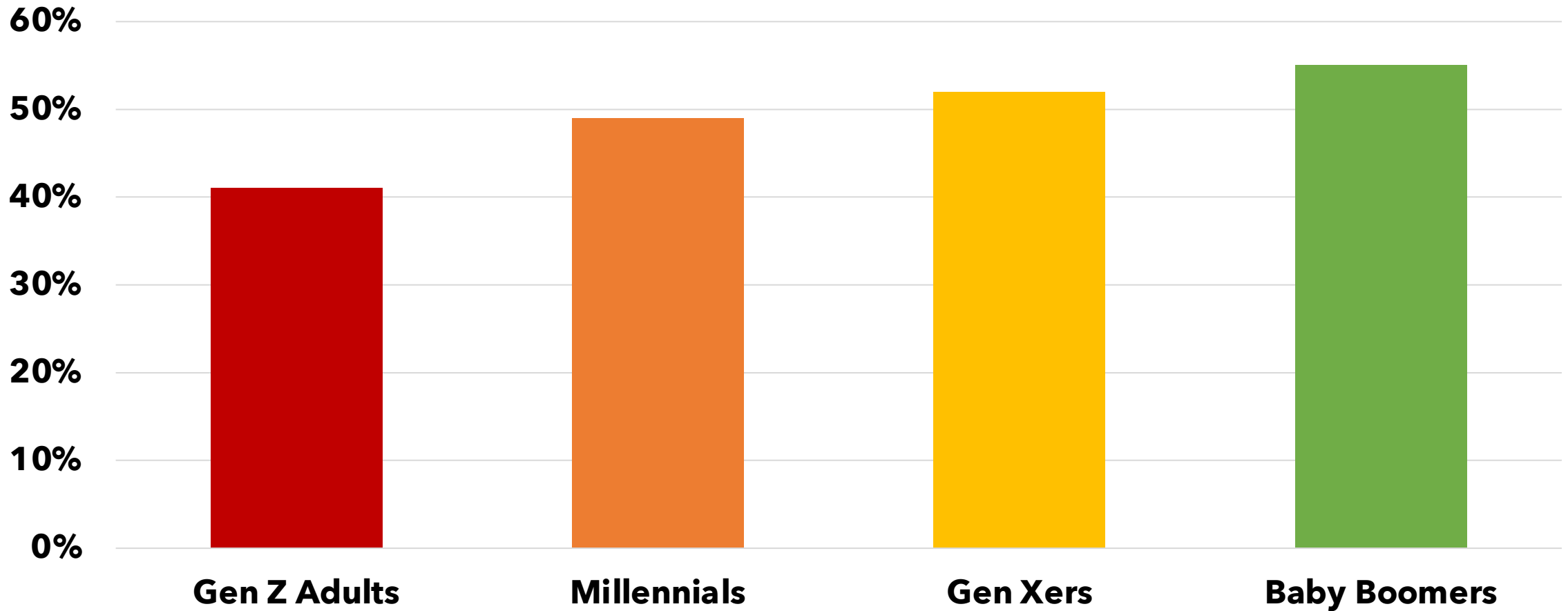
Confidence in Higher Education

Percentage of U.S. Adults with a "Great Deal" or "Quite a Lot" of Confidence in Higher Education



Gen Z Trust Gap

"I tend to trust U.S. colleges and universities.
They have to do something bad to lose my trust."



**HOW DO WE
REBUILD TRUST IN
HIGHER EDUCATION?**

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Rather than rushing back to the way things were...

Higher Education in the Mid 14th Century



Liber ethicorum des Henricus de Alemannia - Laurentius de Voltolina

Higher Education in the Mid 14th Century





Higher Education in the Late 20th Century

Higher Education in the Late 20th Century



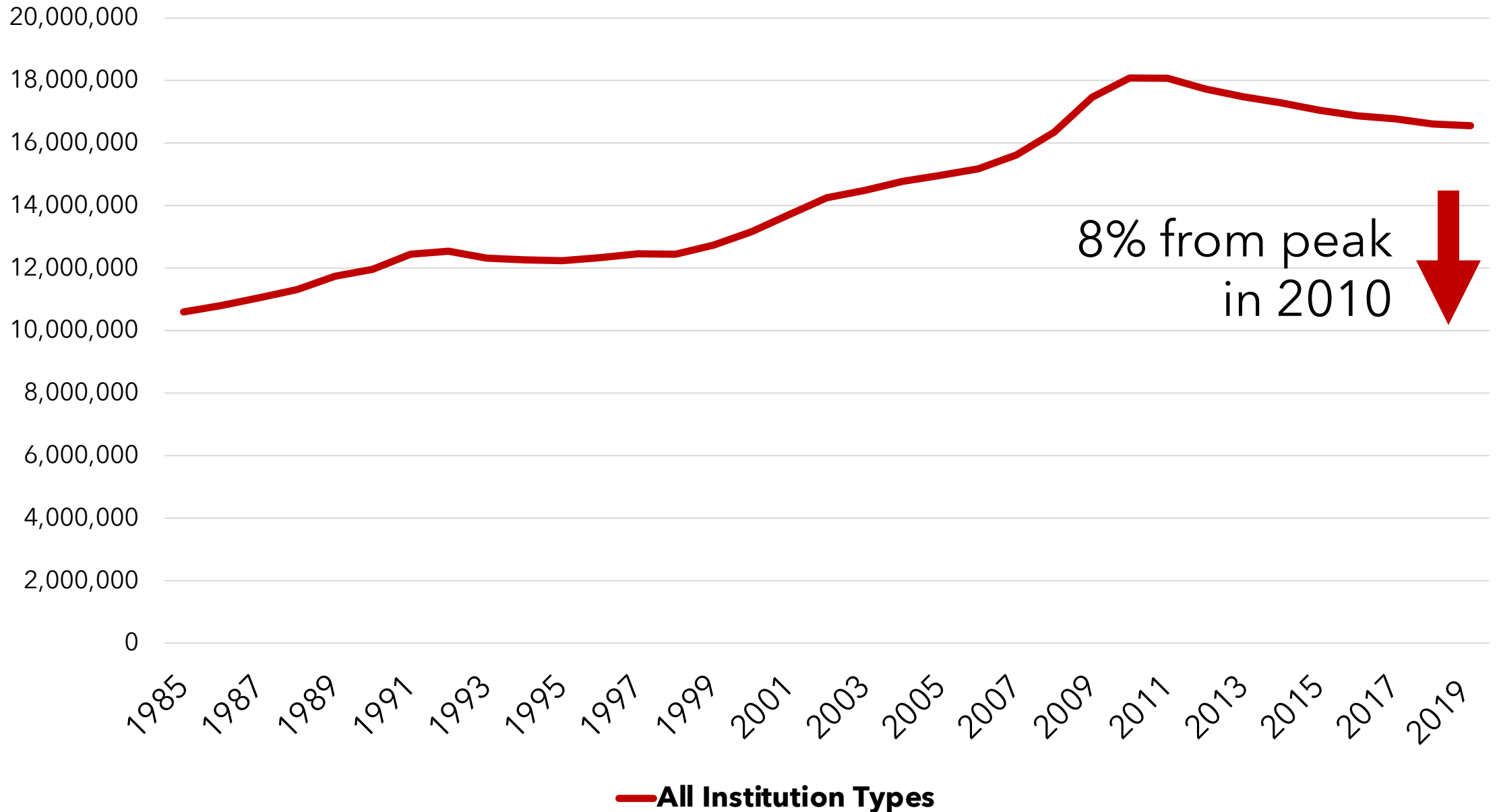


Higher Education in the Early 21st Century

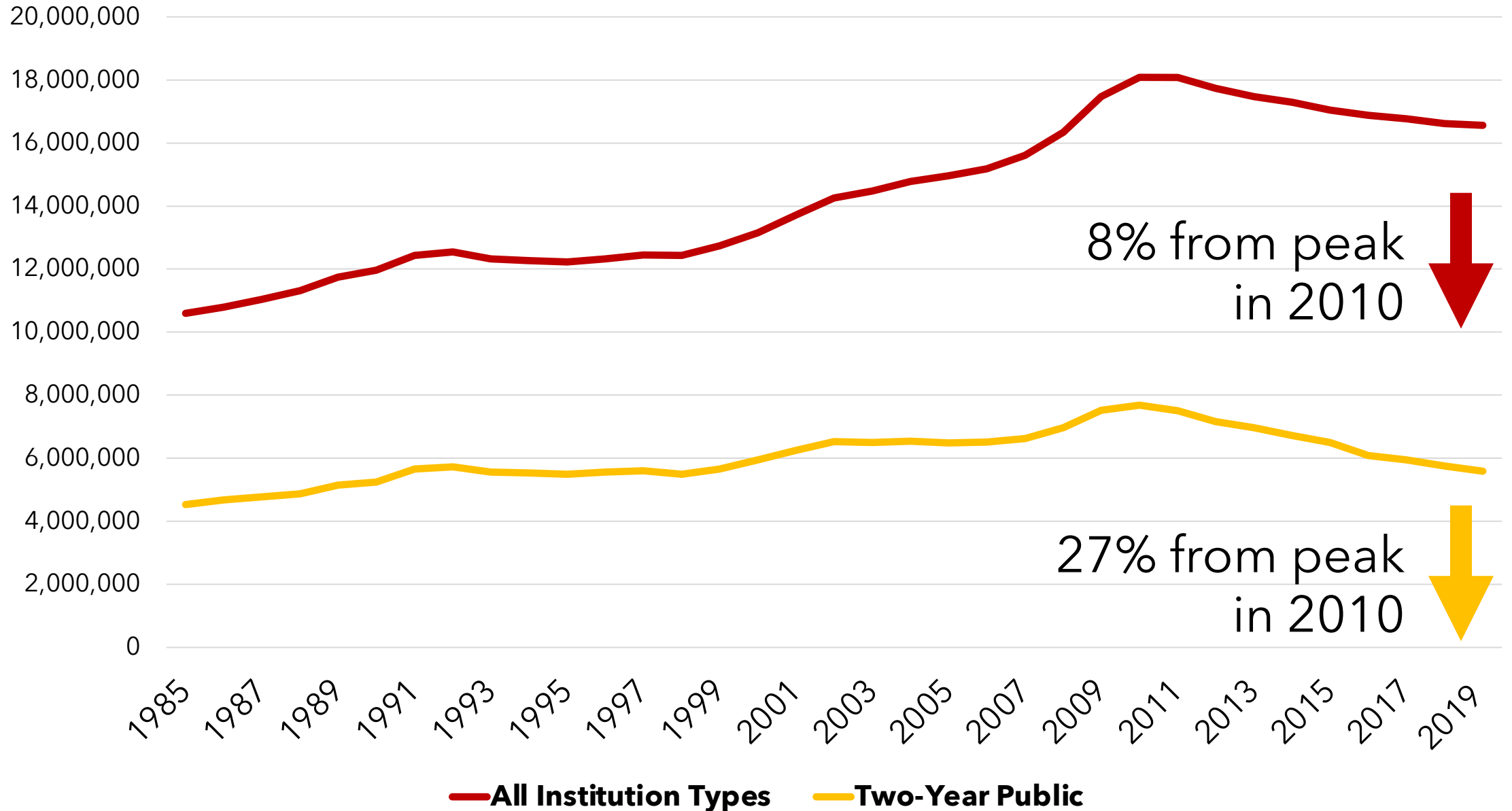
Higher Education in the Early 21st Century



Total Undergraduate Fall Enrollment



Total Undergraduate Fall Enrollment



HOW DO WE REBUILD TRUST IN HIGHER EDUCATION?

Rather than rushing back to the way things were...

...consider moving toward the way things **should have been.**

TRUST IMPERATIVES

The background of the slide is a bright, slightly faded photograph of a modern university campus. In the foreground, a paved walkway leads from the bottom left towards the center. Three students are walking along this path: a woman in a dark dress on the left, a woman in a white tank top and denim shorts in the middle, and a man in a yellow t-shirt and dark pants on the right. In the background, a large, multi-story white building with many windows and balconies is visible. The overall atmosphere is bright and positive.

1) Understand our students' realities.

2) Choose courageous acts of care.

3) Listen to and engage our students.

A group of diverse students walking on a university campus. In the foreground, a young Black woman in a blue jacket and jeans smiles while looking at her phone. Next to her, a young man in a black polo shirt and jeans walks with a backpack. Behind them, a young woman in a red shirt and orange pants carries a green folder. To the right, a young man in a dark shirt and orange pants walks towards the camera. The background shows a modern building with large glass windows and a stone wall on the right.

**UNDERSTAND OUR
STUDENTS' REALITIES**

**Anyone can learn
anything under the
right conditions.**





Re-routing. **Free Fares** **to Class Ahead.**

**Valencia College and LYNX Team Up
to Get Students to Class for Free.**



A woman with short, dark hair styled in braids, wearing glasses and a light-colored polka-dot blouse, is seated at a table. She is gesturing with both hands raised, palms facing forward, as if speaking or explaining something. A name tag is pinned to her blouse. In the foreground, there are blurred glasses and a menu. The background is a plain, light-colored wall.

First Course: Summer 2004



First Course: Summer 2004

A.A. Conferred: December 2020



First Course: Summer 2004

A.A. Conferred: December 2020

B.A.S. Conferred: December 2022

POOKY'S PANTRY



**CHOOSE
COURAGEOUS ACTS
OF CARE**



COVID-19 Calling Campaign

COVID-19



COVID-19



R20 Grade and Withdrawals

Students have the option to unenroll from any of their courses this spring and elect to retake the course at a later date. Students who elect this option will have a grade on their transcript of R20 ([more details about the grade can be found online here](#)). Students who register for the same course(s) in summer 2020 will automatically have tuition and fees for those courses waived. The R20 grade does not affect a student's GPA nor does it count as a course attempt. To elect this option, students should contact advising@valenciacollege.edu by Friday, April 17, 2020.

Valencia College Student Poll: Impact of Pandemic

About 20% of Valencia Students were infected with COVID-19

If we include infected household members, 31% of student households had at least one infected member in the household.

40% suffered food insecurity

40% of Valencia students were unable to buy adequate amounts of food during the COVID-19 pandemic due to financial reasons.

Over 1/3rd lost their jobs

Over 1/3 of Valencia Students lost their jobs due to the pandemic and 60% had their hours reduced.

Almost half had financial difficulties

Almost half of Valencia students found it difficult to pay for college during the COVID-19 pandemic.

68% of employed students are essential workers

They work in grocery stores, retail chains, food delivery, healthcare support etc.

30% needed to stay home and take care of children

16% of Students had to stop working to take care of children due to COVID-19. Around 30% of Valencia students had to spend most of their time educating children in their home.

Students are pessimistic about the future

Students have lots of worries about family members falling ill and new COVID variants slowing the return to "normal." Students are very pessimistic on the economy's return and the job market improving in the new year.

Hurricane Ian



Hurricane Ian

We have been in touch with your professors and have recommended that they adjust deadlines on all course activities, assignments, and exams. These updates will likely be shared on Canvas and via email, so please be sure to check both. If you are unable to meet the new deadlines, please contact your professors directly.

For students severely impacted by Hurricane Ian, we have a variety of ways to support you. If you are considering withdrawing from your courses or are facing significant challenges continuing your coursework, please contact us by **completing this form**. We will get back to you as soon as possible to discuss options, including an opportunity to retake your courses from this semester or emergency financial support.



Addressing Food Insecurity at Scale



Gap Housing

Addressing the Opportunity Cost

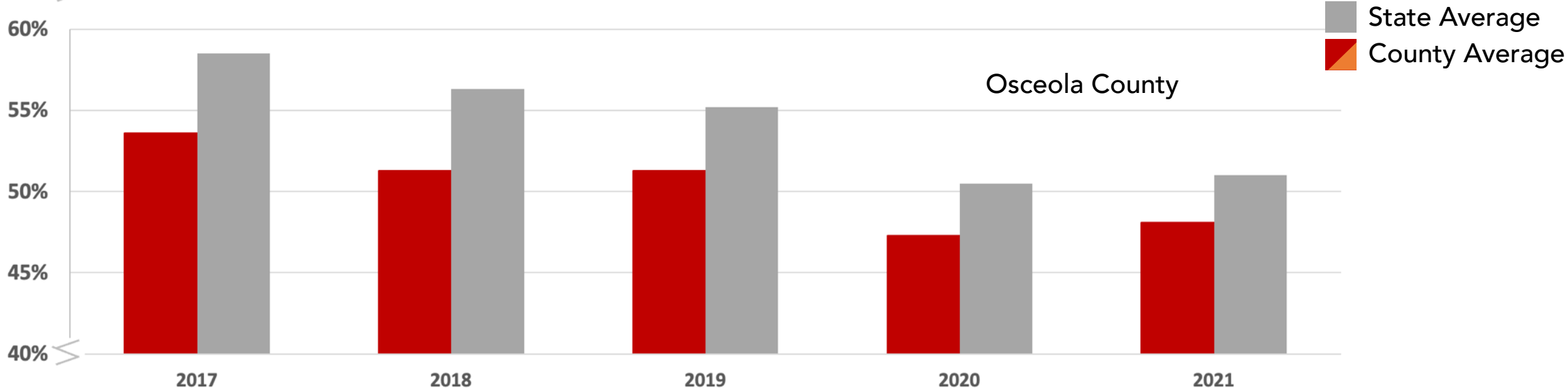
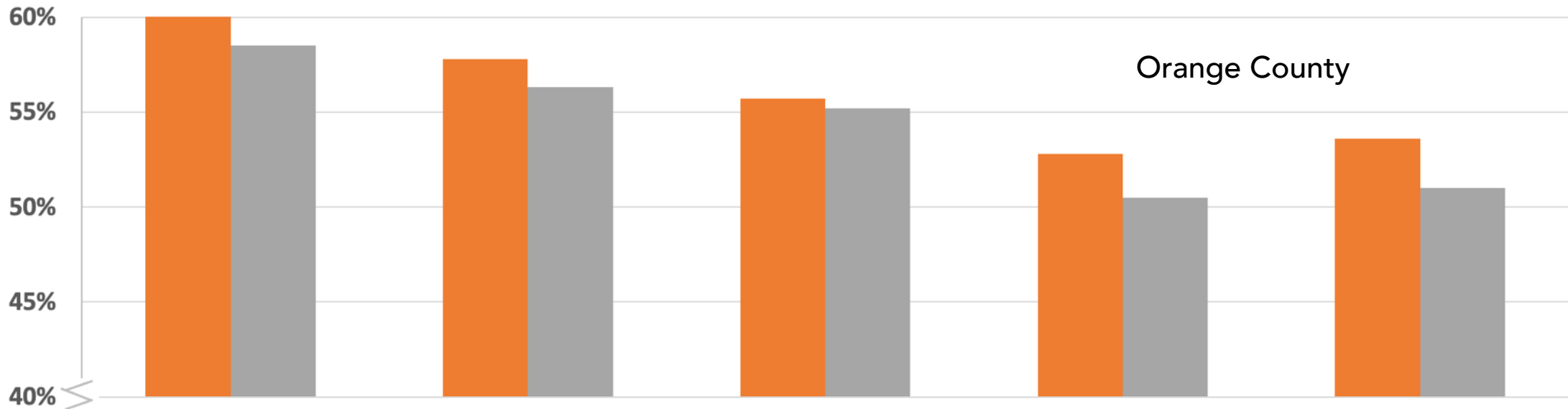


Two men are sitting at a table in a well-lit room, possibly a student center or office. They are both wearing dark grey polo shirts with a red flame logo and the text "SGA WEST CAMPUS" on the chest. The man on the left is smiling and has his arms crossed. The man on the right is also smiling and has his arms crossed. In front of them are several laptops, including a red one and a silver one. The background shows a staircase and large windows.

**ENGAGE AND LISTEN
TO OUR STUDENTS**

College Access Goal: Progress Through 2021

Percentage of Students Enrolled in Florida Postsecondary Institution in Year Following High School Graduation

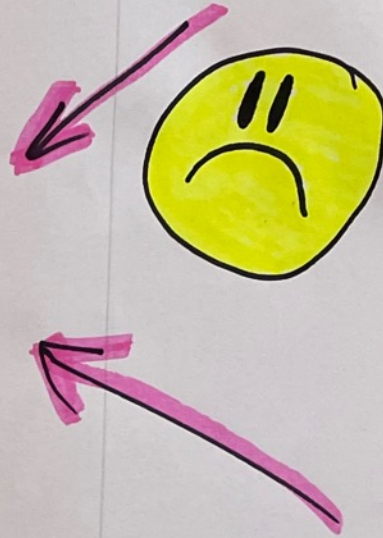


VALENCIA
COLLEGE



VOTE NOW.

Please
don't let this
happen!



Valencia College Orange

**Oranges are a hardy crop
stemming from enterprise and
innovation.**

The first Valencia College campus was built on land that had been an orange grove. Like many people here, oranges are not native to the state. In fact, they were brought here from Spain in 1493. Oranges honor our history and nourish our future.

^
top

Vota ahora!

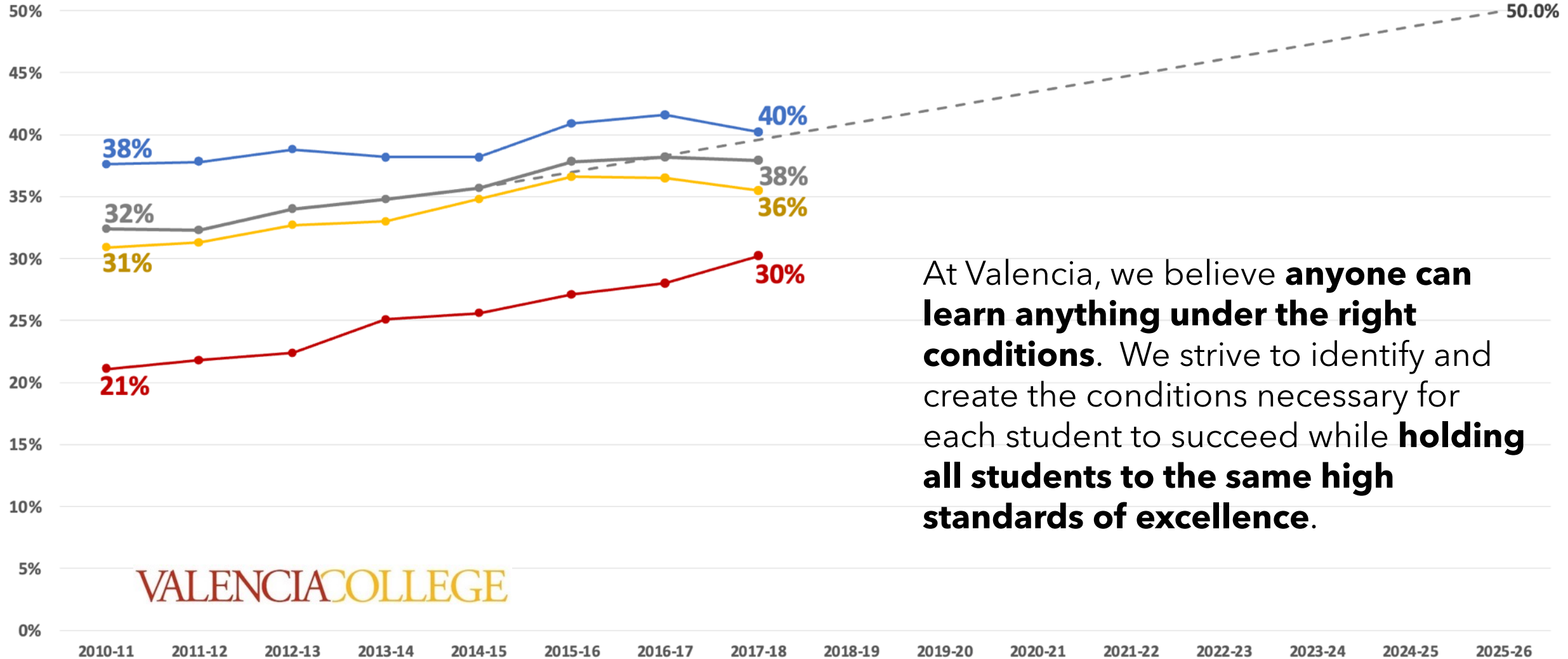


Valencia College



Graduation Goal: Baseline Visualization

Percentage of Degree-Seeking Students Who Completed an Associate Degree within Five Years by Incoming Cohort



At Valencia, we believe **anyone can learn anything under the right conditions**. We strive to identify and create the conditions necessary for each student to succeed while **holding all students to the same high standards of excellence**.

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Illustration: First Five Courses

Success in 5 Out of 5

Fall 2015	
English Composition I	A
New Student Experience	B
College Algebra	B
Spring 2016	
Introduction to Humanities	B
Environmental Science	C

Graduation Rate: 63.2%

Illustration: First Five Courses

Success in 5 Out of 5

Fall 2015	
English Composition I	A
New Student Experience	B
College Algebra	B
Spring 2016	
Introduction to Humanities	B
Environmental Science	C

Graduation Rate: 63.2%

Success in 4 Out of 5

Fall 2015	
English Composition I	A
New Student Experience	B
College Algebra	B
Spring 2016	
Introduction to Humanities	W
Environmental Science	C

Graduation Rate: 37.8%

College can be difficult, and no one gets it right 100% of the time. That includes us, and that's why we're reaching out to you through this email.

Grades were recently posted, and it appears you received a W, D, or F in one of your classes. You may be feeling frustrated or upset with your grade, which is only natural, but we're here to remind you not to give up.

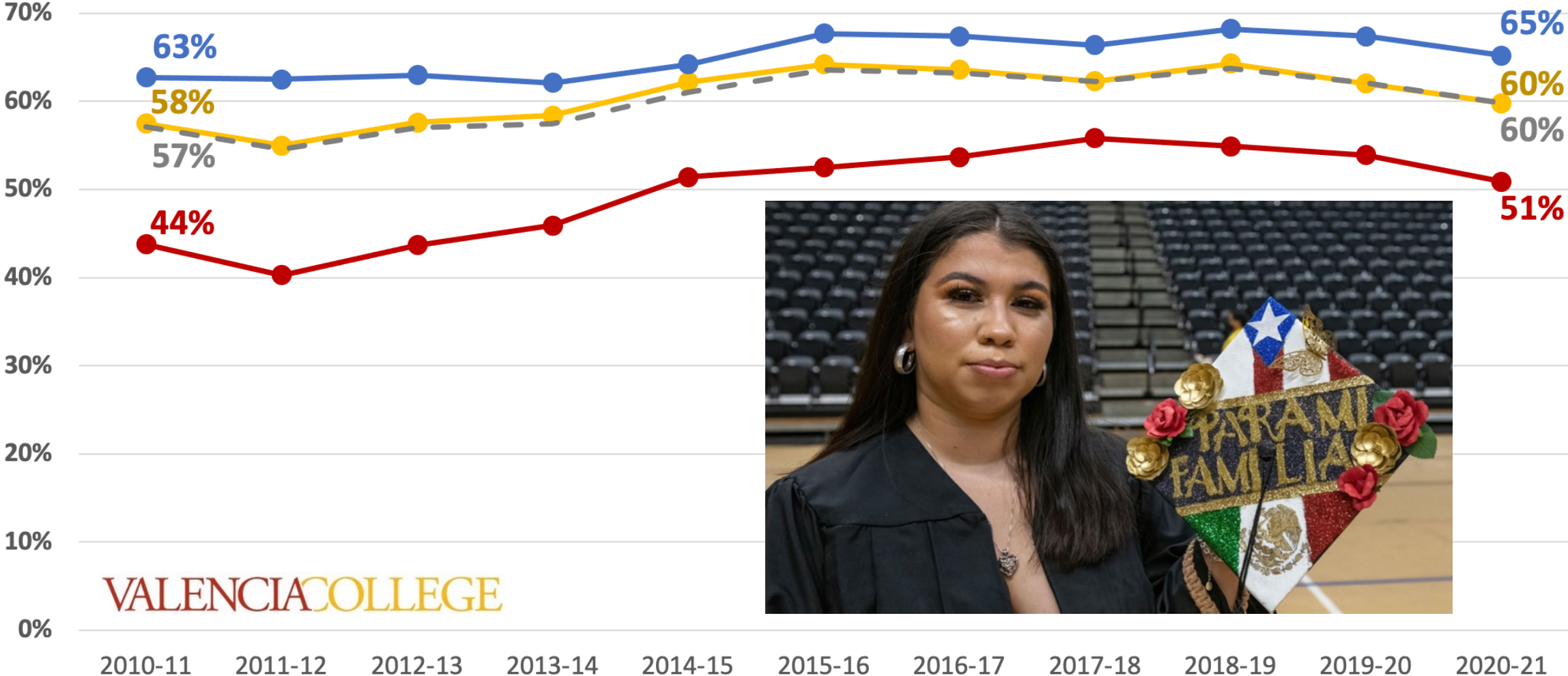
You CAN accomplish your goals, and so many Valencia College students are proof of that.

Did you know that the majority of students at Valencia College receive a W, D, or F in one of their classes? But, many go on to graduate — and you can, too! In fact, many of us — your Student Government Association (SGA) Representatives and your Valencia College president — have received a W, D, or F, and we've kept going to find success in college.

Please watch this special video message we've created just for you:

Graduation Goal Leading Indicator: First 15 Credit Hours

Percentage of Students Who Complete 15 College-Level Credit Hours Within Two Years by Incoming Cohort



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Overall Black Hispanic White



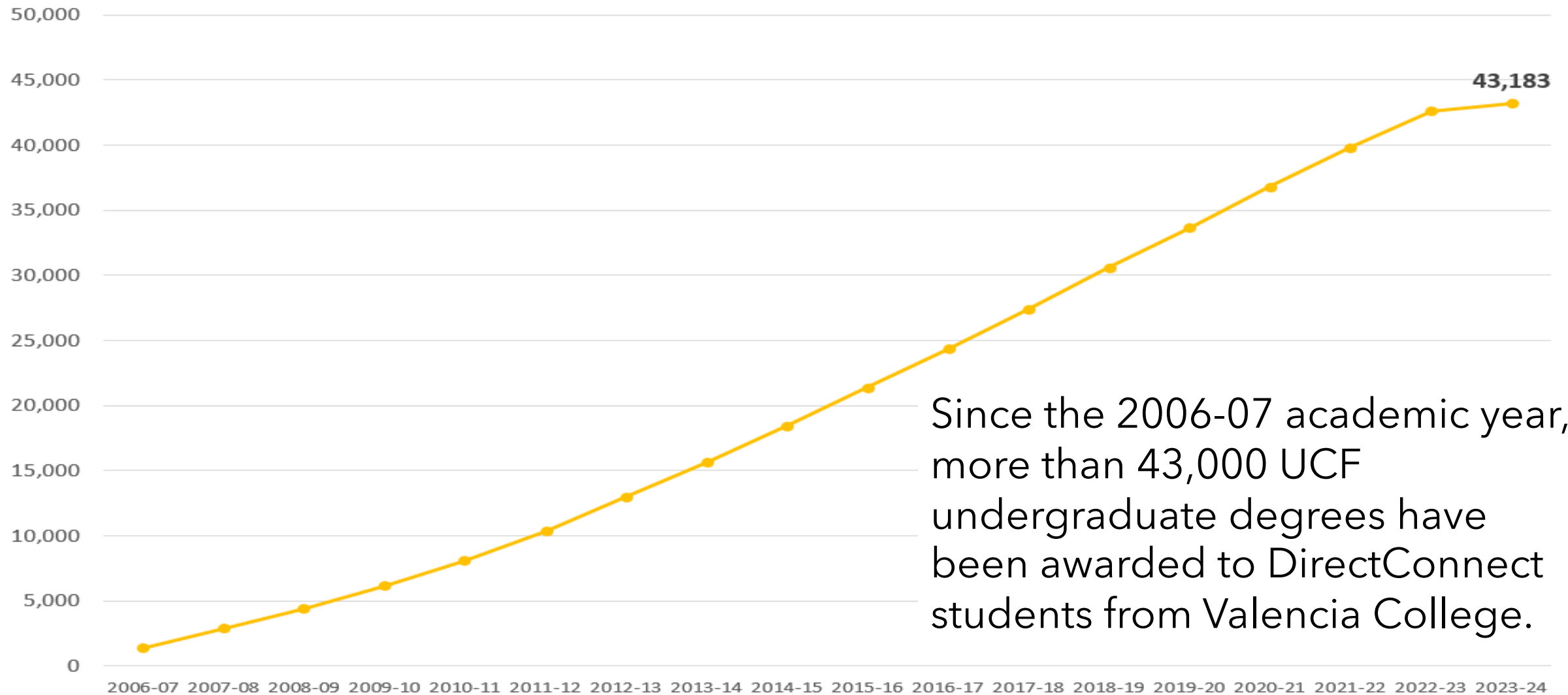
#First15

#First15

#First15

Impact of the DirectConnect to UCF Pathway

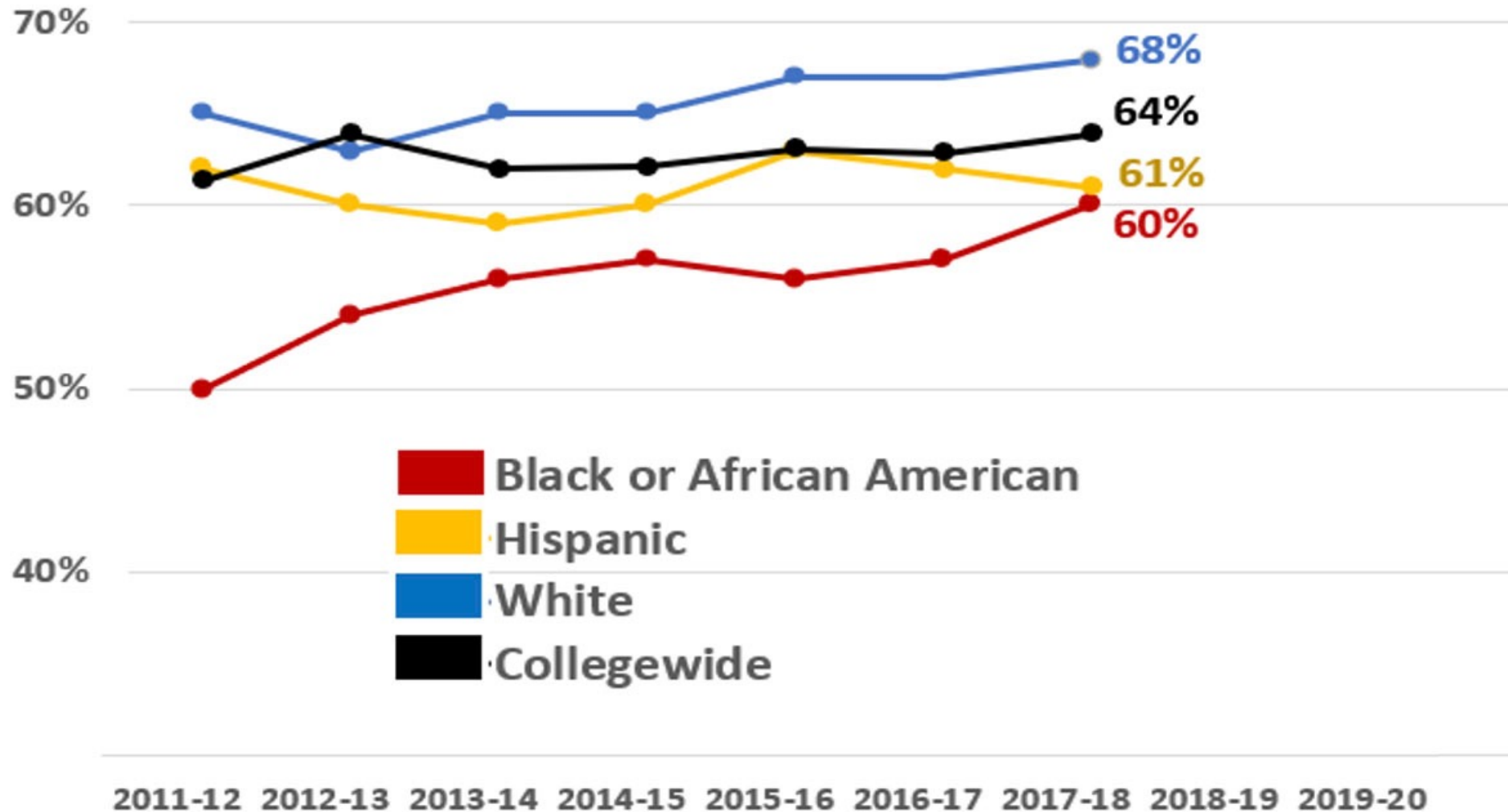
UCF Undergraduate Degrees Awarded to Valencia College DirectConnect Students



Since the 2006-07 academic year, more than 43,000 UCF undergraduate degrees have been awarded to DirectConnect students from Valencia College.

Transfer Success Goal: Progress Through 2021-22

Percentage of Students Completing UCF or Valencia Baccalaureate Degree
Within Four Years of Matriculating After Completing AA or AS

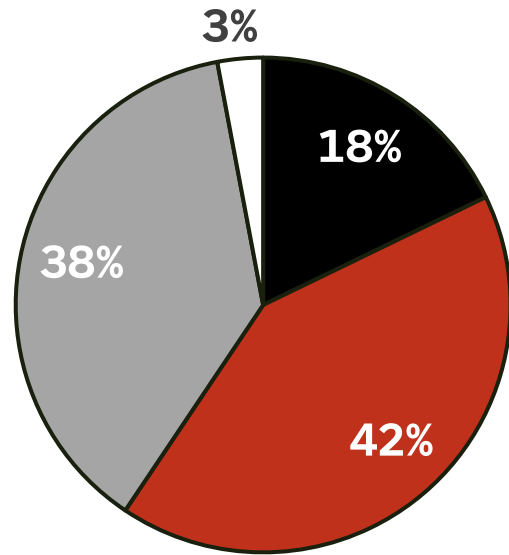


Transfer Success Goal: Leading Indicators

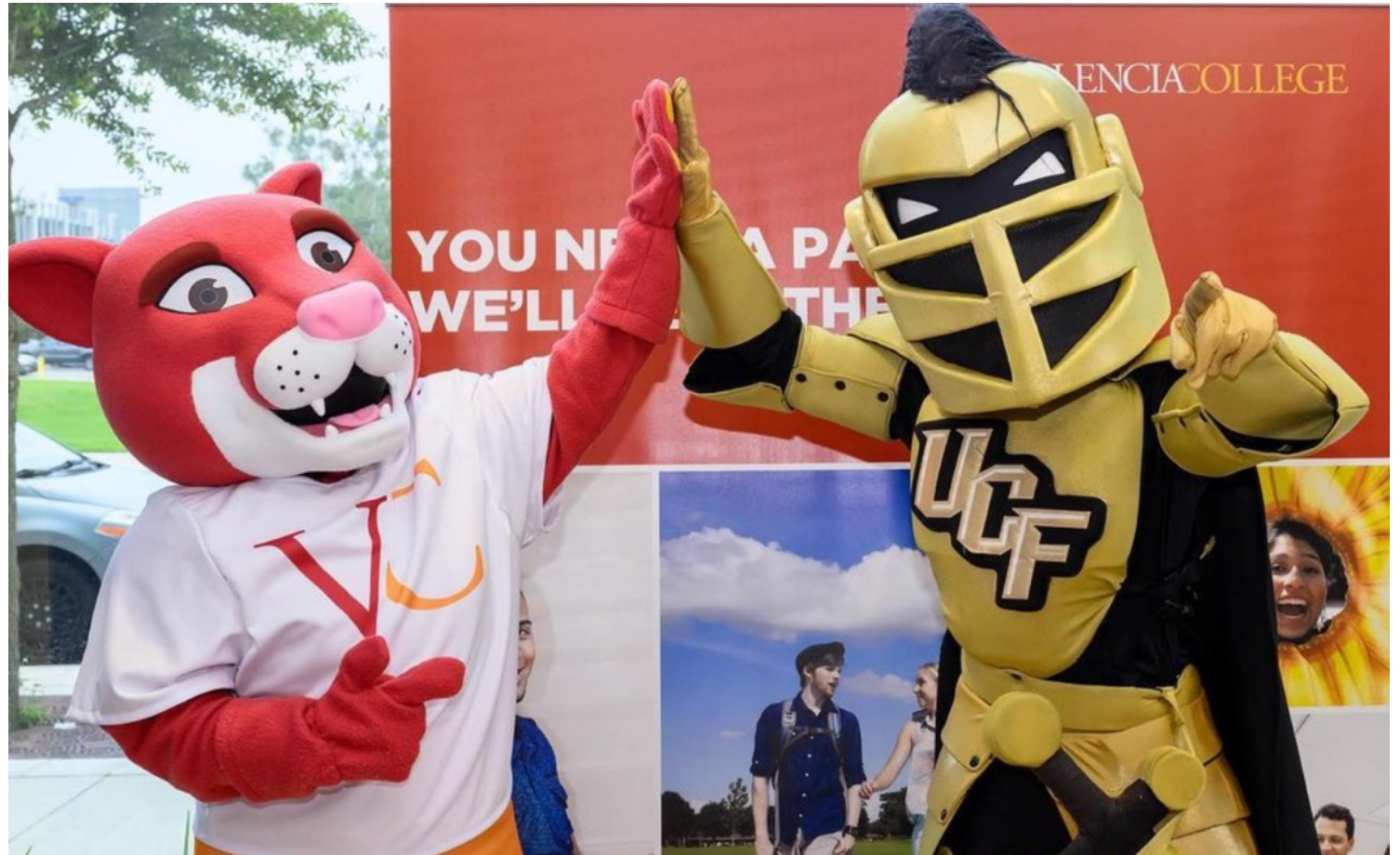
Major Readiness

Student readiness measuring the alignment of relevant course history taken at Valencia College prior to transfer to UCF.

Transfers for Fall 2023 (1,631 Students)



- Fully Ready for Selected Program
- Partially Ready for Selected Program
- Not Ready for Selected Program
- Not Ready for Any Program



TRUST IMPERATIVES

- 1) Understand our students' realities.**
- 2) Choose courageous acts of care.**
- 3) Listen to and engage our students.**

Tulencia College



**Let's continue
the conversation!**

president@valenciacollege.edu

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