One System, Many Pathways

Pillar 1: Mapping pathways to student end goals.

Current onboarding processes are fragmented, leaving adult and nontraditional learners disconnected and underserved.

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Pillar 1: Mapping Pathways to Student End Goals

- Community colleges serve both:
  - Traditional academic (UG) students
  - Workforce-focused Continuing Education (CE) students

- CE and UG pathways have grown in **separate silos**, leading to:
  - Different offices and processes
  - Uneven access to services
  - Disconnected student experiences

- This project proposes a **centralized onboarding model** that:
  - Combines CE and UG intake into one system
  - Treats all students equally, regardless of program type
  - Ensures every student feels like a college student from day one

Problem Statement

The current separation of Continuing Education (CE) and Undergraduate (UG) operations, both physically and administratively, creates an inequitable and fragmented onboarding experience for students.

This disjointed structure causes confusion, limits access to support services, and reinforces institutional barriers that make adult and nontraditional learners feel excluded from the broader college community. Without a unified entry experience, the institution misses opportunities to foster a cohesive student identity and deliver streamlined services that support all learners from the moment they engage with the college.

Current Issues

- Separate application processes (academic vs. continuing ed)

- Different physical locations or offices

- Non-shared data systems

- Limited or no advising for CE students

- Lack of orientation or onboarding for CE

- No student ID/access to campus life or services

- Departments currently don't collaborate with each other

- There is not a concrete list of courses that credit can be obtained by exam, articulation, continuing education, work experience, and military

- Very few mechanisms to address/operationalize this^

Current State of Student Journey/Maps

- Texas Pathways definition
- Senate Bill 25
- Credit for Prior Learning (CPL)
- Blended Student Services Work Roles
- WCJC Student Journey
- Amarillo Advising Journey

Solution:

As we move beyond a traditional, linear model of the student journey, one designed primarily for first-time, full-time undergraduates, we are embracing a broader and more inclusive framework.

Inspired by the Community College 3.0 vision, our new model reflects the complex, cyclical, and individualized pathways of today's learners, including those in Continuing Education (CE), workforce programs, and returning adult populations.

Areas to impact:

- Student Experience
- One location
- Mirror credit from CE to Academic
- CPL impact
- Enrollment prospects for Academic
- Personal enrichment vs corporate training vs community health
- Administrative alignment
- Revised org chart

Proposed Changes

- Unified intake and one central location for CE and UG students.

- Extend full student services to CE students

- Shared Data

- CPL Inventory: Faculty, Program Directors, and Deans CE Program/CE courses that can be credited for academic

- Cross-Divisional Coordination: Admissions, Advising, Registration are crossed trained to include the identification of potential credit for workforce experience, articulations, credit by exam, and other CPL.

Growing a Unified System from the **Roots Up**

1 — Phase 1: Align & Plan
- Build a cross-functional team
- Map current student intake
- Identify course credit overlaps

2 — Phase 2: Design the System
One application, one entry point

Train staff across CE & UG

Sync data systems

3 — Phase 3: Pilot & Scale
- Launch at one site
- Gather feedback
- Expand college-wide

One System, Many Pathways

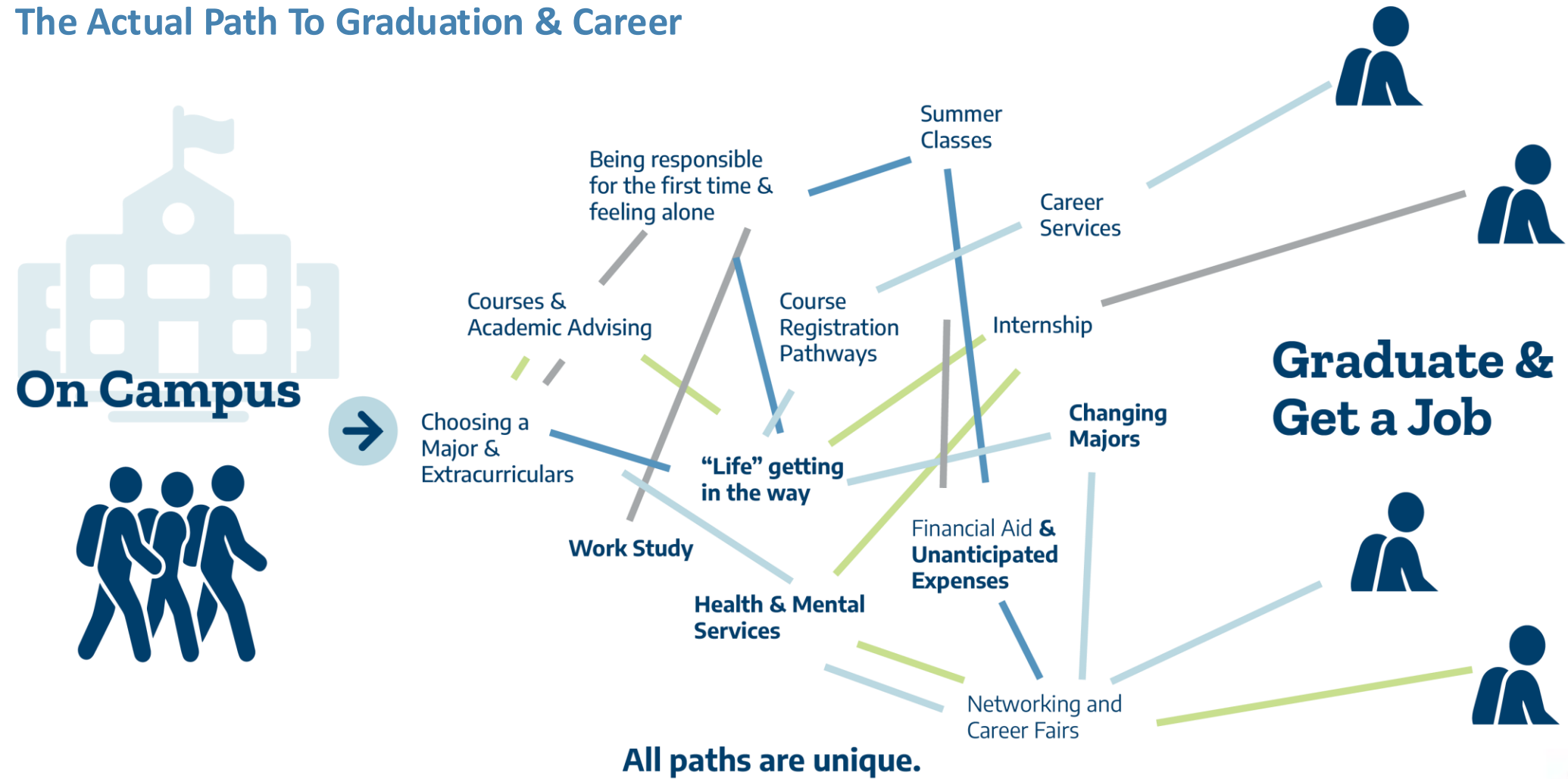Facilitating Credit Transfer for Adult and Continuing Education

Introducing the Tree Metaphor

A living, inclusive model represents the diverse, cyclical journeys of all learners.

- **Roots:** Multiple Equitable Entry Points
  - Dual credit, GED, CE, workforce, traditional UG
  - Emphasizes equity and access for all
- **Trunk:** Unified Administrative Infrastructure
  - Admissions, advising, financial aid, registration, support
  - CE students feel like college students
  - Shared processes, shared dignity
- **Branches:** Personalized Pathways
  - Transfer degrees, certificates, upskilling
  - Guided pathways aligned with labor market outcomes
  - Reduces confusion and wandering
- **Acorn** falling/sprouting new tree: the next journey for the student.
  - From CE completion to UG entry
  - From Cert. Completion to AAS
  - From AAS to workforce
  - From workforce to workforce training programs
  - From community college to transfer for bachelor's degree.

The Beauty is in the Chaos!

The Actual Path To Graduation & Career

On Campus →

Being responsible for the first time & feeling alone

Summer Classes

Career Services

Courses & Academic Advising

Course Registration Pathways

Internship

Choosing a Major & Extracurriculars

"Life" getting in the way

Changing Majors

Graduate & Get a Job

Work Study

Financial Aid & Unanticipated Expenses

Health & Mental Services

Networking and Career Fairs

All paths are unique.

AdmitHub

Transforming the journey we want them to take vs institutions adjusting to each individual unique journey

Measuring Success

Student Wins
- More CE students get advising & orientation
- One seamless journey, less confusion

Institutional Wins
- More CE-to-degree transitions alignment
- Staff trained across departments

Equity Wins
- Better access for FTIC, adult, GED, ESL learners
- Reduced service gaps

"Healthy leaves reflect a thriving system."

What's Possible

From Silos to Synergy

- One system for all students, CE & academic aligned

- Personalized journeys, shared experiences

College-Wide Benefits

- Stronger pathways

- Efficient use of resources

- A culture of belonging

"A shared canopy where all students grow."

One System, Many Pathways — Let's Shape It Together

? Where can we start today?

? What support do you need to lead this change?

? How do we scale without losing what makes us unique?