Presenting

The FUTURE FORWARD COLLEGE

Transforming Community Colleges to Meet the Challenges of the 21st Century

Leadership Congress ‘17
Association of Community College Trustees
September 25-28, 2017
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Largest of North Carolina’s 58 community colleges
70,000 individuals
21,000 FTE
Yesterday and Today
Tomorrow
Community Colleges will need to prepare their students to successfully *ENGAGE* in the world that *IS*, and *ADAPT* to a world that doesn’t exist—*YET*. 
How to Transform a College
Wake Tech’s Future Forward College Model

Disrupt
Innovate
Improve
Work
What is “Applied Benchmarking?”

• A college-wide initiative that involves everyone in the pursuit of excellence
• A learning process
• An ongoing improvement, innovation, and transformation process
• A growing collection of great ideas!
Applied Benchmarking: A Catalyst for Institutional Change

1. Identify Problem
2. Benchmark Solution
3. Apply/Adapt to WTCC
4. Assess
5. Improve/Innovate/Discard
Applied Benchmarking
Catalyst for Institutional Change

- Identify an issue that needs addressing
- Locate a benchmark
- Modify benchmark to fit WTCC
Results

- Thousands of ideas college wide
- Employees taking ownership
- Building professional networks
Implementing Ideas

- Foundation funds to support projects
- ITS – searchable database
Measures of Success

2013 Innovation of the Year Award
2014 Bellwether Award

Concrete Improvements in:
- Instruction
- Operations
- Management
EXAMPLES

Wake Tech’s Culture of Transformation
Providing Access and Success to All
Fostering Bright Futures
Mentor and Mentee Partnerships

- Established mentoring component to support students in Fostering Bright Futures Program
- Recruited 16 mentors from Wake Tech and community
- Provided training from FBF Life Coach
- Created regular schedule of meetings
Mentor Program Achievements
1. Students have increased confidence and self-esteem.
2. Students have become more involved in community service.

Additional Outcomes under Evaluation
1. Increase in personal accountability.
2. Improvement in academic performance.

http://bit.ly/2hACJTi
Bridging the Digital Achievement Gap

https://youtu.be/0ZATgNQpD5s
Improving At-Risk Student Success in Online Courses

• Instructors Utilize High Tech
  – Web-messaging
  – Web-conferencing software
  – State-of-the-art video production studio

• Instructors Relate through High Touch
  – Leveraging technology to create and deepen relationships (student to student, student to professor, student to college community)
Early Results of High Tech/High Touch Approach
1. Students spend more time in online learning management system (Blackboard).
2. Students feel more connected to other students and the professor.
3. Students participate more in clubs and other co-curricular activities.

Additional Outcomes under Evaluation
1. Decrease in withdrawals.
2. Improvement in academic performance.
Leveraging Local Business/Industry Expertise

https://vimeo.com/109163598
Developing Advisory Committees that Work

- Recommended improvements
  - Rebranding through systematic communications and marketing plan
  - Training for academic deans on selecting and utilizing advisors, including more effective contributions to program evaluations
  - Establishing expectations for advisors
  - Increasing recognition and appreciation
  - Assigning a single point of contact
Annual Advisory Committee Recognition Dinner
Connecting Students and Employers to Close the Experience and Talent Gap

https://youtu.be/sSeUqm5Yl mw
Deepening Partnerships with Local IT Firms

• Strategically targeted major IT firms with local sites
  – Cisco, IBM, Lenovo, Red Hat, SAS
• Met at their sites
• Involved senior leaders
• Set clear goals—Engaged partners in developing action plans to
  – Improve the curriculum of related programs
  – Secure state-of-the-art technology and services
  – Increase internships for Wake Tech students
New Wake Tech-Lenovo Partnership Will Benefit Students: Internships Offer Income, College Credit and Career Opportunities
Leading the way through APPLIED BENCHMARKING

To join Wake Tech’s Future Forward College Network
Contact BryanRyan@waketech.edu