Redefining What Counts: Building Pathways to Higher Ed for Opportunity Youth

By Faby M. Gagne & Megan Stiles Madel

WHY WHAT HOW

WHY DOES SNHU EXIST?
SNHU transforms the lives of our learners.
Our success is defined by our learners' success.

WHAT DOES SNHU DO?
SNHU expands access to education by providing high-quality, affordable, and innovative pathways that meet the needs of each learner.
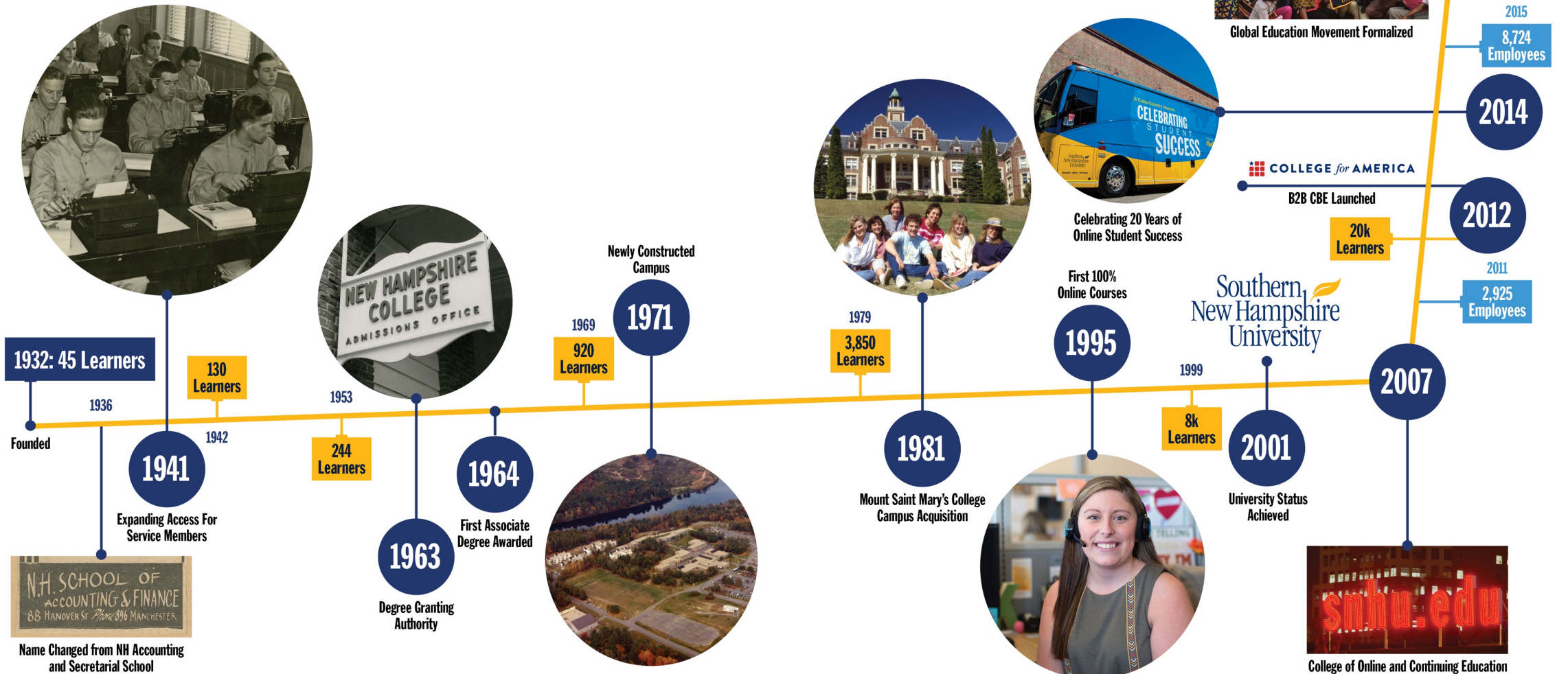
HOW DOES SNHU TRANSFORM THE LIVES OF LEARNERS?
We provide the best support in higher education. We focus on each learner.

We relentlessly challenge the status quo.

Innovation dominates our history

- Offering CBE credentials to adults (1932)
- Providing off-site courses to service members (1941)
- Offering online programs (1995)

- Enrolling learners nationwide (2008)
- Creating affordable CBE programs (2012)
- Bringing CBE to refugees worldwide (2016)

CETA Established

2018: 130k Learners

2018
10,054 Employees

2017

2016

Global Education Movement Formalized

2015
8,724 Employees

2014

COLLEGE for AMERICA
B2B CBE Launched

2012

20k Learners

2011
2,925 Employees

Celebrating 20 Years of Online Student Success

Newly Constructed Campus

1971

NEW HAMPSHIRE COLLEGE
ADMISSIONS OFFICE

1969
920 Learners

First 100% Online Courses

Southern New Hampshire University

1995

1999
8k Learners

2007

1932: 45 Learners

130 Learners

1953

1979
3,850 Learners

1936

Founded

1942

1941

Expanding Access For Service Members

244 Learners

1964

First Associate Degree Awarded

1981

Mount Saint Mary's College Campus Acquisition

2001

University Status Achieved

1963

Degree Granting Authority

N.H. SCHOOL OF ACCOUNTING & FINANCE
88 Hanover St Phone 896 Manchester

Name Changed from NH Accounting and Secretarial School

snhu.edu

College of Online and Continuing Education

3

OPPORTUNITY

WHAT WINNING LOOKS LIKE: OUR LEARNERS' SUCCESS

ECONOMIC BARRIERS	DECLINING PUBLIC TRUST IN EDUCATION	IMPACT OF AUTOMATION	DILEMMA OF WORK/LIFE BALANCE	IMPACT OF UNCONTROLLED VARIABLES	FUTURE FORCES AND CHALLENGES

Academic Pathways: COCE / UC / CETA / GEM

GAME CHANGING • **FOUNDATION BUILDING** • **SCOUTING** • **STRENGTHENING**

| COMMITMENT 1	COMMITMENT 2	COMMITMENT 3	COMMITMENT 4	COMMITMENT 5
Deliver a broad portfolio of high-demand credentials leading to meaningful work and purposeful lives	Provide the best and most personalized learner support in higher education	Attract, develop, empower, and retain world class talent to deliver on our mission	Deploy transformational technology to support next-generation learning on global scale	Create the capacity and foundation on which to build the 2030 learning ecosystem

TALENT

HISTORY ▶ MISSION ◀ VISION

Our goal is to close the equity gap through the democratization of learning opportunities and making learning count no matter where it happens.
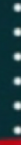
So Why This Merger?!?

Southern New Hampshire University
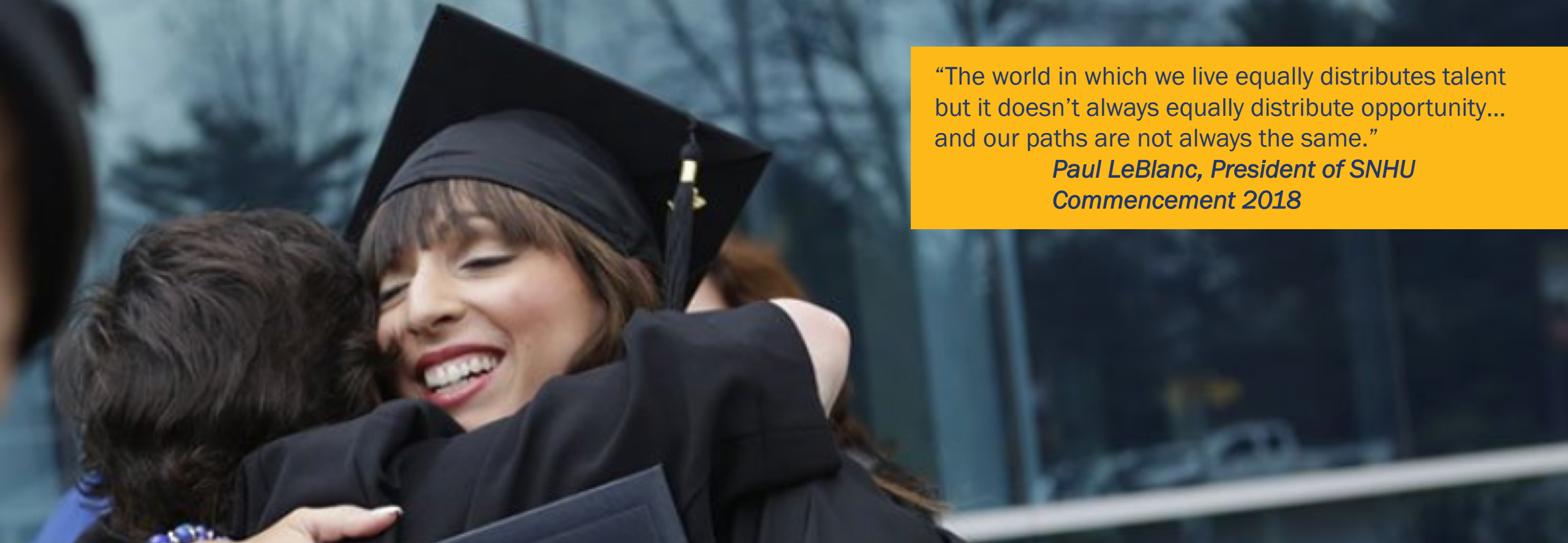
How *Together* We Are Utilizing Badges to Transform the Lives of Learners

1. The Google Grant – Building an Assessment Platform for Opportunity Youth

2. Building Learn + Work Pathways to College Credit through Local Ecosystems

Southern New Hampshire University

"The world in which we live equally distributes talent but it doesn't always equally distribute opportunity... and our paths are not always the same."
Paul LeBlanc, President of SNHU Commencement 2018

Southern New Hampshire University

Google.org

Building an Assessment Platform for Opportunity Youth

The problem we are working on solving

There are over 4 Million opportunity youth in America today, or about one in nine teens and young adults (11.7%).

77% of employers believe soft skills are as or more important than technical skills for entry-level roles. Yet, opportunity youth lack a way to translate their skills to employers. We believe that engaging, yet rigorous and bias free assessment is the missing link to the success of opportunity youth. Of the $1 trillion spent each year on educational programs for these youth, less than 5% is spent on assessments of essential workplace skills.

SNHU is building an Authentic Assessment Platform to offer scalable, reliable, and engaging methods for meeting the needs of both opportunity youth and employers.

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Opportunity Youth are typically 16-24 years old and marginally engaged with school or work.

The definition includes those:

- out of school and unemployed;

- enrolled in school, but not showing up regularly and not progressing academically;

- enrolled in college part-time and either unemployed or marginally employed;

- not enrolled in school and only working part-time without benefits.

Source: Boston Opportunity Youth Collaborative (2018)

"

The world's best talent has ample opportunity available to them. They don't need to prove themselves with exhaustive assessments. For opportunity youth, the inverse is true—employers will want rigorous, heavy assessment.

"

David Blake

Co-Founder & Executive Chairman, Degreed

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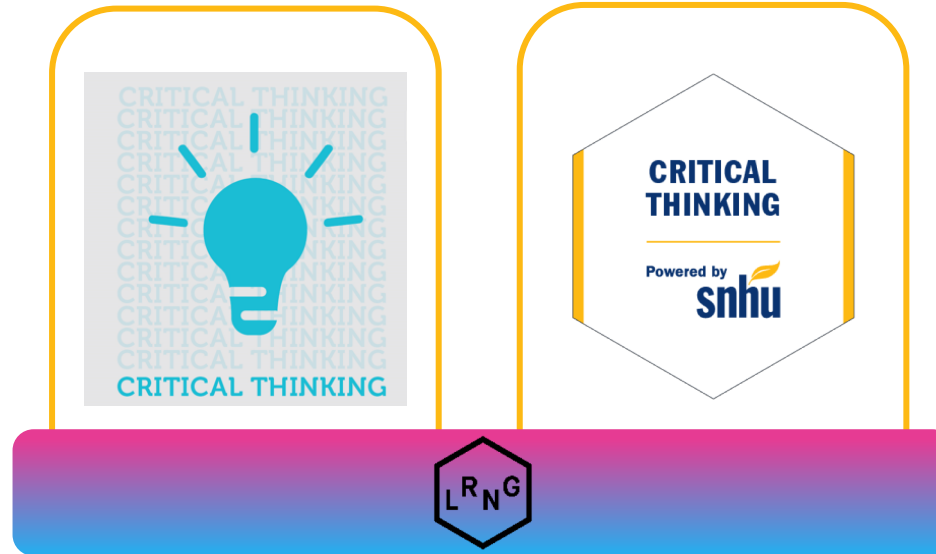# The Learner Journey

1

RECRUITMENT

2

ASSESSMENT

3

BADGING

4

EMPLOYMENT

1. The journey starts by partnering with community-based organizations nationwide to recruit opportunity youth (18-24 yr. old).

2. Youth complete soft skills assessments. "Not Yets" are given opportunity to engage in a learning playlist to level up and retake the assessment.

3. Those who successfully complete an assessment are issued a digital badge powered by SNHU, available in LRNG, hosted in Badgr, and shareable on social media platforms.

4. SNHU is also partnering with employer partners to offer employment opportunities, (e.g., job interview), to youth who've earned a digital badge powered by SNHU.

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Learners will be able to earn badges reflecting their strengths by validating soft skills

DRIVE FOR RESULTS
Powered by snhu

The Drive for Results badge assesses an individual's ability to accomplish one's tasks while on the job.

ADAPTABILITY
Powered by snhu

The Adaptability badge assesses an individual's ability to adjust, persist and support peers in a variety of changing work environments.

CUSTOMER SERVICE
Powered by snhu

The Customer Service Skills badge assesses ability to assist a customer in the buying or using process of the product or service being offering in that workplace.

CRITICAL THINKING
Powered by snhu

The Critical Thinking badge assesses an individual's ability to think in several different facets of rational thinking and reasoning skills

COMMUNICATION
Powered by snhu

The Communication Skills Badge assesses one's ability to give information to others and understand spoken, written, and non-verbal communication signals.

PROBLEM SOLVING
Powered by snhu

The Problem Solving Badge* assesses one's ability to identify strategies, implement solutions, explore unfamiliar systems, and problem solve with full information.

- Core Score measures 5 competencies aligned with the National Retail Services (NRSI) Retail Competency Model
- 15-minute completion time
- Demonstrated convergent and predictive validity of employment outcomes
- Valued by employers (Hyatt, Tufts Medical)
- *45 minute game-based assessment of problem solving.
- Currently in conversations with the Registrar to see if these diagnostic assessments can later count as SNHU credit via a PLA process.

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CRISIS IN SPACE

PLAY

Crisis in space measures four components
of Problem Solving Skills (AACU; PISA):
1. Identify Strategies
2. Implement Solutions
3. Explore Unfamiliar Systems
4. Problem Solving with Full Information

v 1.1.0

-00:04:24

hrs   mins   secs

SYSTEM HEALTH

ISS SPEED

11090

km/hr

WIND   MODERATE (14 M/S)
TEMP   HIGH (16°C)
POSITION   7.12°S 4°E

STATION STATUS PANEL   ON

ASTEROID

A. If the angle is 14.9° and the ISS's speed is 11,090 km/hr, click and hold the On button for exactly 3 seconds.
B. If the angle is 7.1°, refer to Secondary Steps regardless of any other information.
C. If the angle is less than 3° and the fuel reserve is less than 20%, hold and release the On button when the altitude is at 380 km.
D. If the fuel reserve is less than 20% and the ISS's speed is 11,500 km/hr, hold and release the On button when the altitude is at 380 km.
E. If the angle is less than 3° and the fuel reserve is more than 30%, click the On button at any time.
F. If none of these apply, proceed to the Secondary Steps below.

Secondary Steps: For more information, click the Track Speed button. Based on the asteroid's speed, you must click the **ON** button when the ISS is at a specific altitude.

Asteroid Speed:

A. More than 30 km/sec - click when altitude is between 360 to 400 km.
B. Between 26 and 29 km/sec - click when altitude is 410 km.
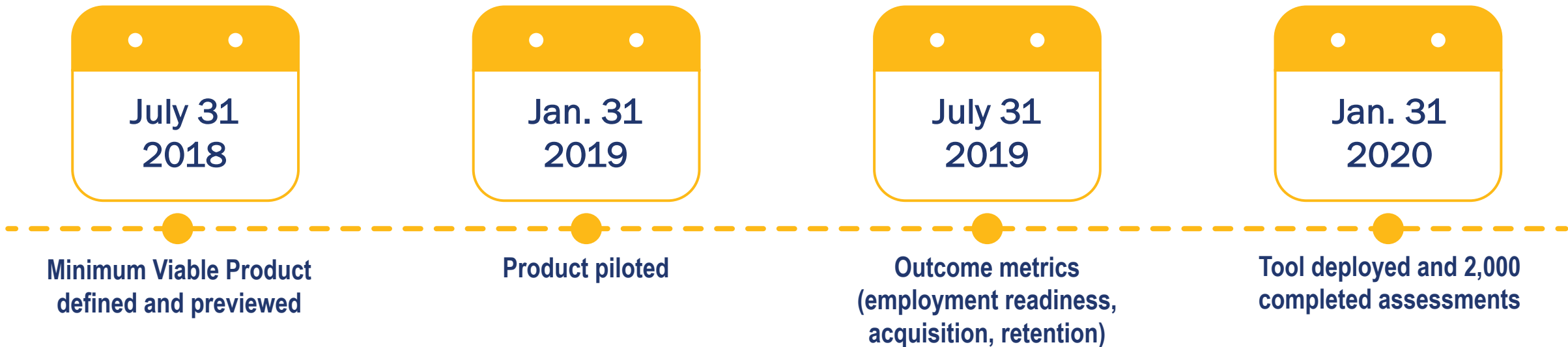C. Between 23 and 25 km/sec - click

TRACK SPEED

ALTITUDE

380

KM

TRACK SPEED

ANGLE   **5.8** °

EMERGENCY COURSE CORRECTION   ON

BACK

Timeline and Output to Date

An Authentic Assessment Platform that will test assumptions about opportunities and skills in the workforce

WHAT: Testing the assumption that talent is equally distributed, but opportunity isn't

WHY: Employers need help identifying market ready candidates with soft skills. Young adults from underserved communities lack the ability to translate their soft skills into a credible and visible certification that employers can recognize.

HOW: SNHU is building an Authentic Assessment Platform with likeminded employers and testing its validity in high-need areas
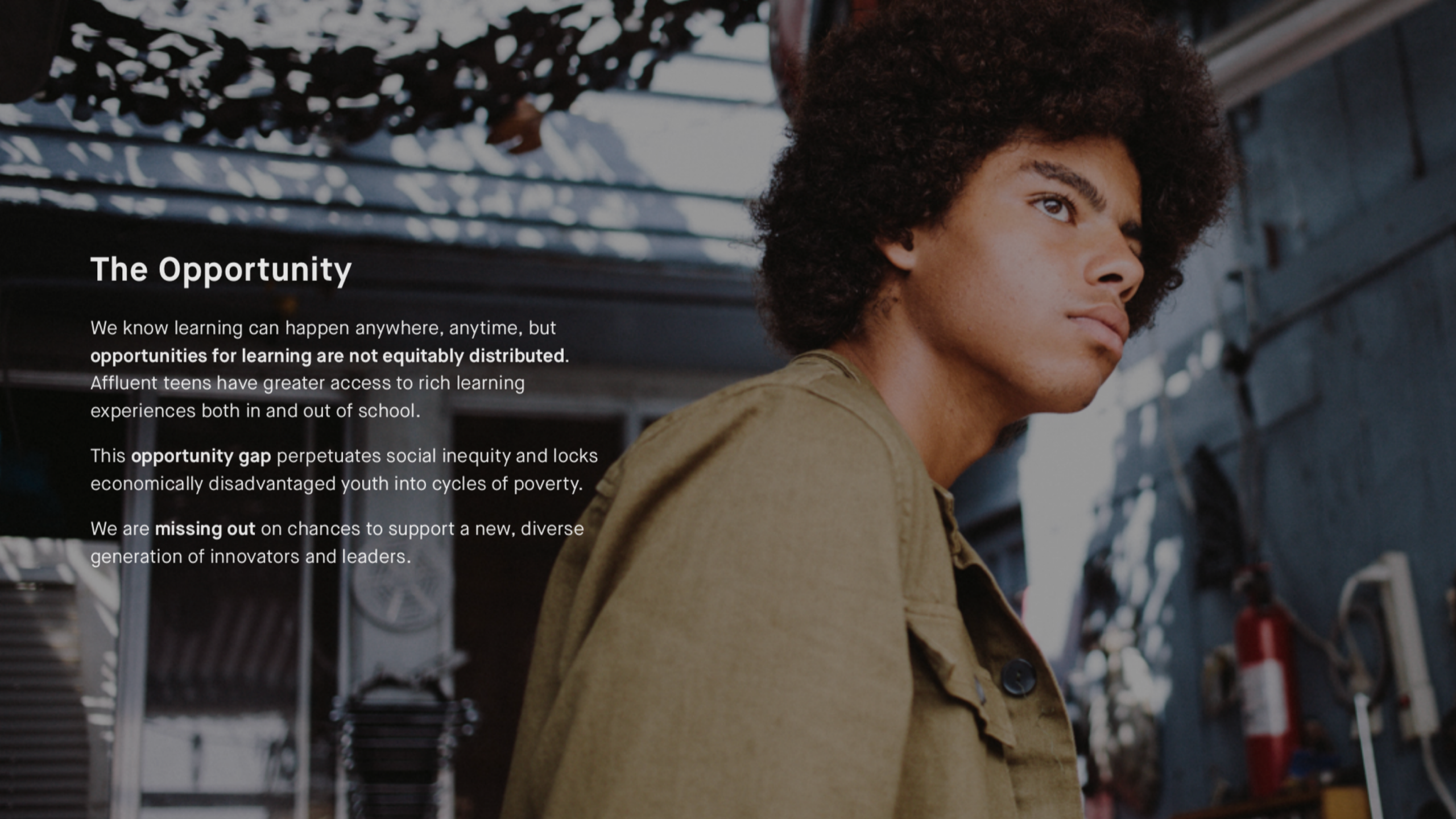
July 31 2018	Jan. 31 2019	July 31 2019	Jan. 31 2020
Minimum Viable Product defined and previewed	**Product piloted**	**Outcome metrics (employment readiness, acquisition, retention)**	**Tool deployed and 2,000 completed assessments**

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snhu | LRNG **Learn + Work Pathways to College Credit**

The Challenge

· 1 in 5 American high school students will drop out by the time they reach 12th grade.

· 5.5 million young adults nationwide, ages 16-24, are neither in school nor working.

· Young people are struggling to connect their academic learning to real world opportunities

· 40% of companies report they can't find qualified workers.

Learning must evolve in order to reverse this cycle.
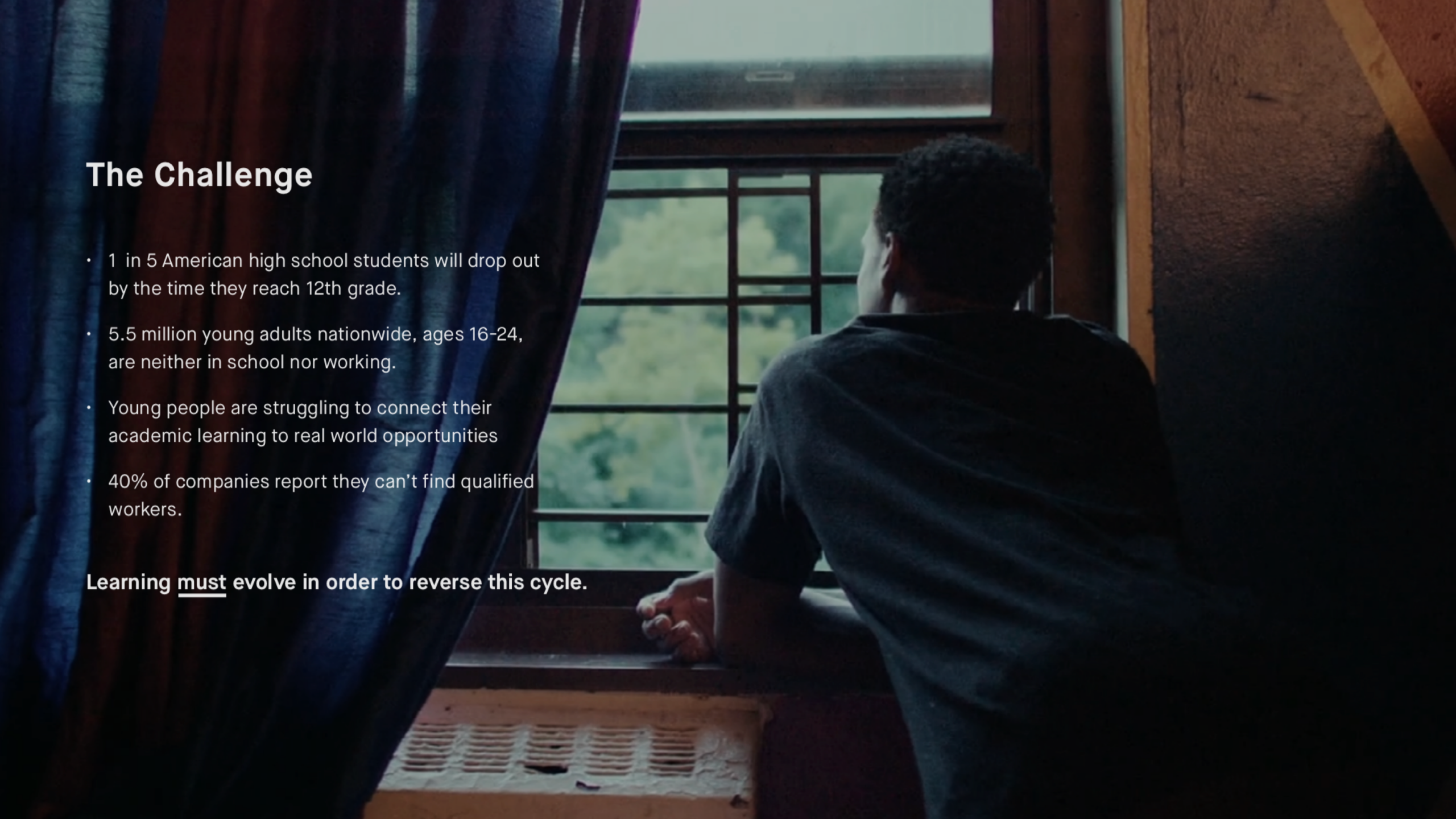
The Opportunity

We know learning can happen anywhere, anytime, but **opportunities for learning are not equitably distributed.** Affluent teens have greater access to rich learning experiences both in and out of school.

This **opportunity gap** perpetuates social inequity and locks economically disadvantaged youth into cycles of poverty.

We are **missing out** on chances to support a new, diverse generation of innovators and leaders.

LRNG is building pathways in order to:

- Show opportunity youth what is possible & inspire them to follow a pathway

- Increase critical competencies necessary to prepare opportunity youth for the future of work, while increasing access to higher education

- Make participation in the learning ecosystem easy and intuitive for local partners so everyone can participate

No Learning Journey is Linear, No Two Journeys are the Same

CHICAGO

Chicago Employers

Chicago Employers

Chicago Non-Profits

Chicago Non-Profits

COMMUNITY | CULTURAL CONNECTOR | EMPLOYERS | ORGANIZATIONS | MENTORS | PRACTIONERS | PEERS

Southern New Hampshire University
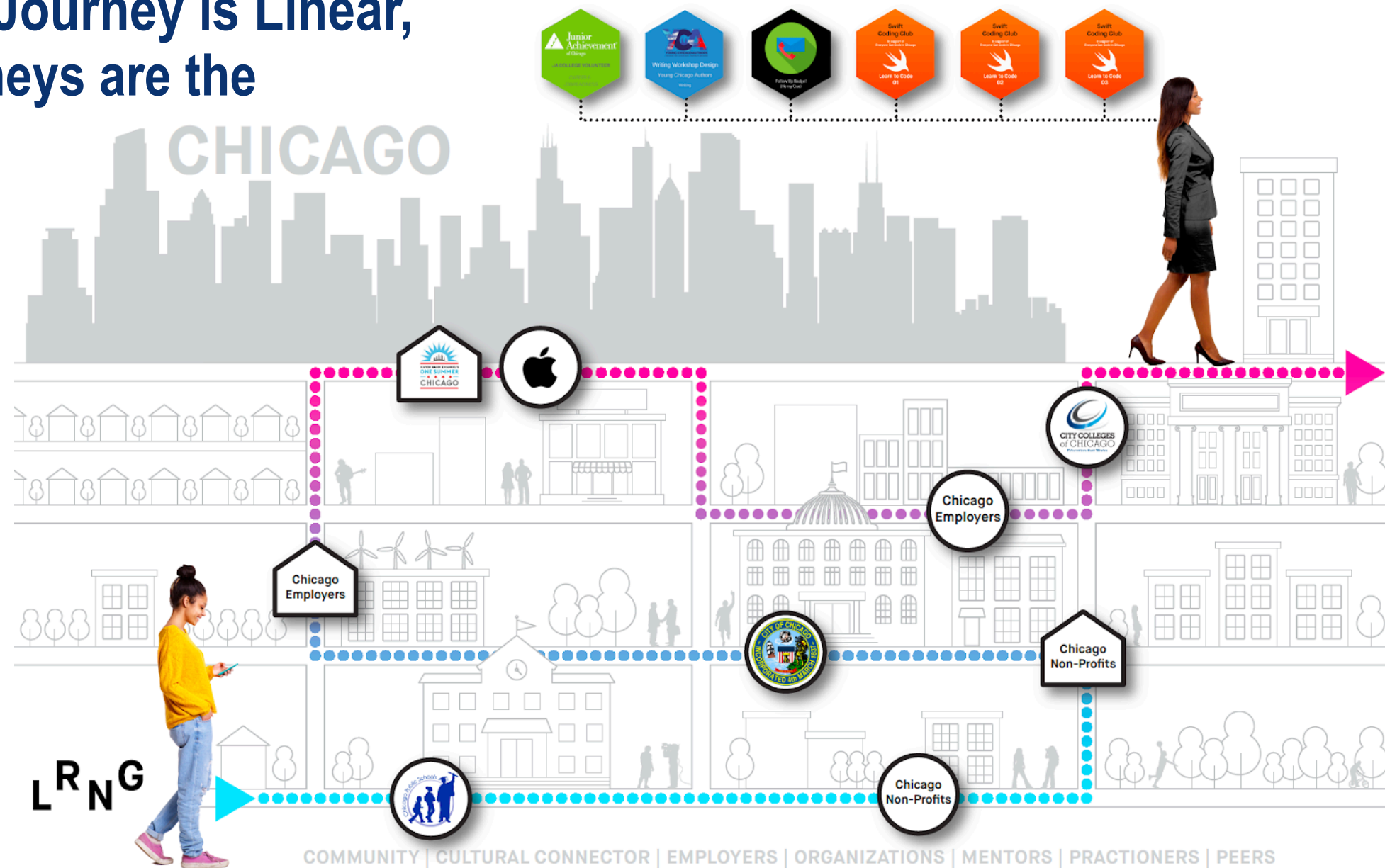
The Learner Journey

1
Exploration
(Non-credit baring)

2
Skill Development
(with Local Partners)

3
Employment Experience
(with SYEP & Local Partners)

4
Skill Development
(with Local Partners)

5
College Credit

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Timeline and Output to Date

A pathway to higher education and the future of work as a building block toward an inclusive local learning ecosystem

Dec. 20 2018	Jan. 31 2019	April 31 2019	Oct. 1 2019	Dec. 31 2019
Local Stakeholder Buy-in in Pilot Locations	**Minimum Viable Product defined (data, tech, support, curriculum, projects)**	**Build Awareness in Pilot Locations**	**Pilot Complete**	**Develop plan to scale across multiple local contexts based on pilot data & outcomes**

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Thank you!

m.madel@lrng.org
f.gagne@snhu.edu

Southern New Hampshire University