



Student Experience PROJECT

Community Co-Design of the Student Experience Project Theory of Change

Design: - beautiful components are to be

- good quality of work in very demanding time

Development: - easy to understand

- we look to the future

STUDENT EXPERIENCE PROJECT

Mission:

Create equitable, student-centered learning environments that support the success, retention and degree attainment of the least well served students.

Goals:

Build university capacity to leverage student-centered practices and lead institutional change in service of becoming more equitable, successful institutions.

Strategies:

- **Assess then enhance** cohort institutions' capacities to implement systems change to improve student success.
- **Build** a multi-stakeholder cross-campus learning community to lead student success capacity building efforts, explore the impact of student experiences on equitable student outcomes, and identify the role of policies and practices in improving learning environments to enhance success.
- **Explore** university practices and policies, and the signals and messages they send, that impact student success and equity across the student journey.

Develop and validate new scalable tools, resources and policies that support universities in creating more equitable, student-centered campuses.

Strategies:

- **Research the factors** - such as students' experiences on campus and feelings of belonging- that impact academic outcomes in gateway STEM.
- **Identify** a common challenging experience for students in gateway STEM that leads to inequitable academic progress and is relevant to other institutions.
- **Develop** scalable tools for diagnosing and addressing the challenging experience, and assess the impact of efforts to address it, on leading indicators of student success in gateway STEM.

Bring national attention to the central role of student experiences in the creation of equitable learning environments that advance student success.

Strategies:

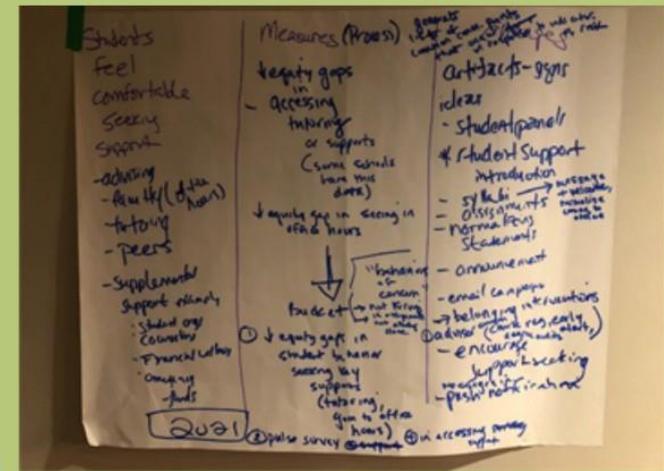
- **Develop** a shared communication strategy across the SEP National Leadership Team and Cohort Institutions.
- **Build** champions in cohort institutions to share their learning with colleagues, the broader higher education community, policymakers, and other key stakeholders.
- **Share** learnings from the research and subsequent created tools in service of supporting institutions to become more equitable and student-centered.

SEP Winter Convening

January 2019

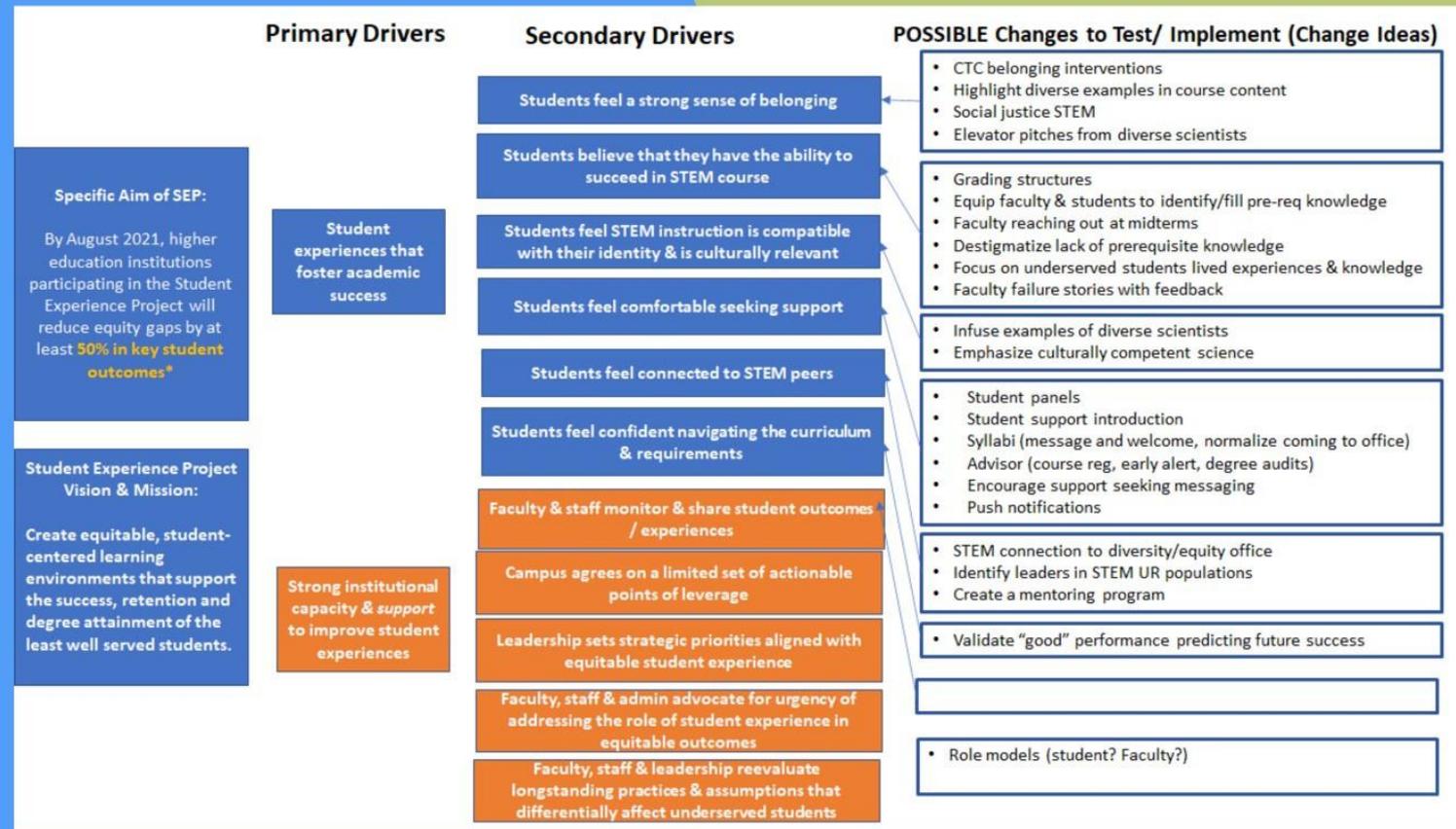
Shift Improvement Design Intensive

May 2019



SEP Summer Convening

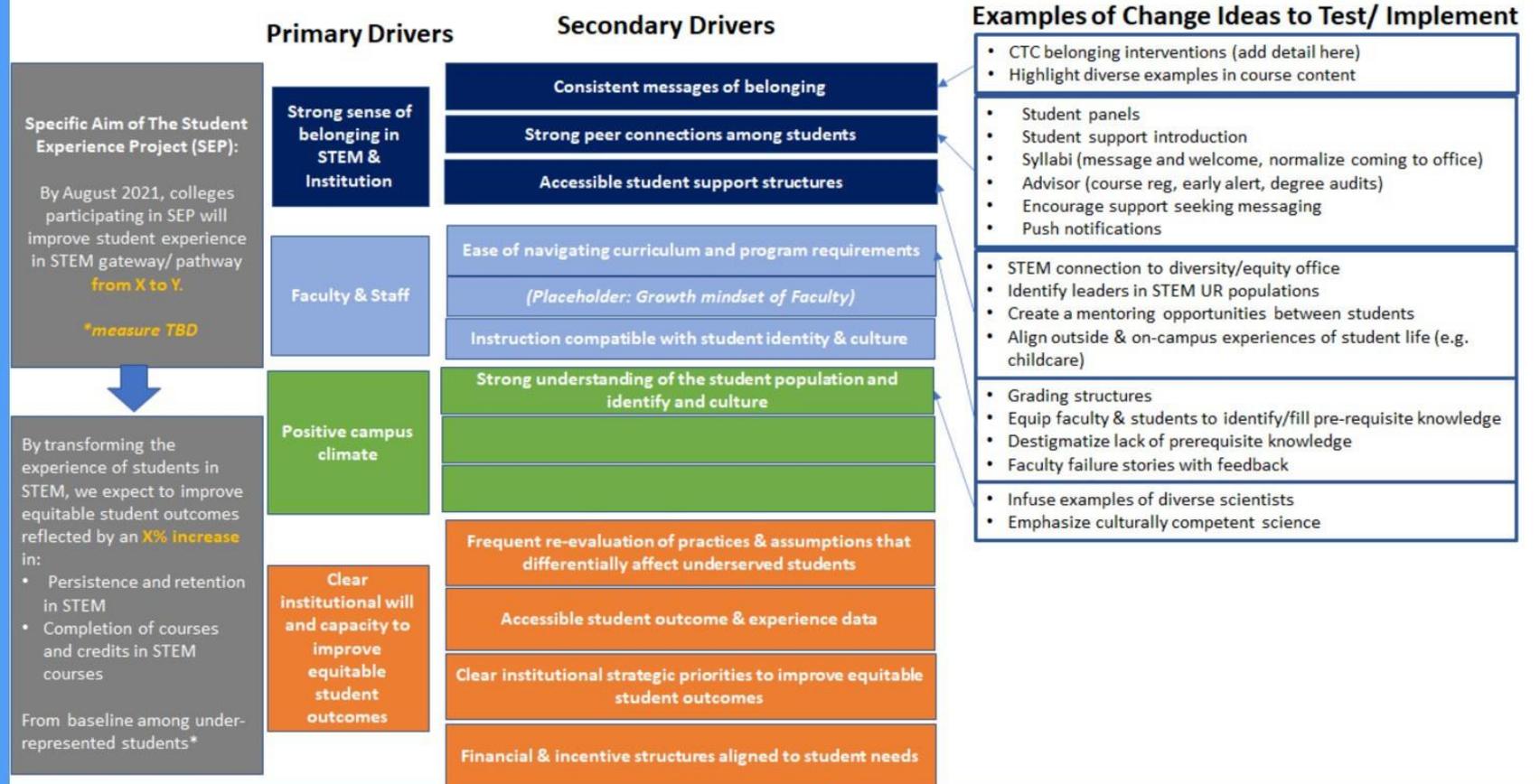
June 2019



Version Evolution

July 2019

The Student Experience Project's Vision and Mission is to create equitable, student-centered learning environments that support the success, retention & degree attainment of the least well served students.



Version Evolution

August 2019

The Student Experience Project's Vision and Mission is to create equitable, student-centered learning environments that support the success, retention & degree attainment of the least well served students

Specific Aim of The Student Experience Project (SEP):

By August 2021, colleges participating in SEP will improve student experience in STEM gateway, as seen in an improvement in student reports of:

- Belonging
 - Trust & fairness
 -
- from X to Y.

**measure TBD*

**gateway = already in STEM*



By transforming the experience of students in STEM, we expect to improve equitable student outcomes reflected by an **X%** increase in:

- Persistence and retention in STEM
- Completion of courses and credits in STEM courses

From baseline among under-represented students*

Drivers of Improvement

INCLUSIVE STUDENT SUPPORTS

- Proactive messaging to support student equity & experience
- Supportive peer connections and experiences
- Accessible academic supports
- Supportive staff (advising, tutoring, mentoring)

SUPPORTIVE FACULTY INTERACTIONS

Faculty with growth mindset

- Instruction values diverse student identities & cultures
- Supportive assessment & feedback practices (communicated through student lens)
- Engaged STEM Faculty & Staff (Buy-In, time/ resources to focus on student experience)

POSITIVE CAMPUS CLIMATE

- Strong understanding of student population, identify & culture
- College branding, icons & displays are inclusive
- Awareness of practices and assumptions that differentially affect underserved students

STUDENT-CENTERED INSTITUTIONAL STRUCTURES & POLICIES

- Visible commitment from university leaders & prioritization of investments for student experience
- Ease of navigating STEM curriculum and program requirements
- Financial structures and incentives aligned to building equity in curricular or co-curricular opportunities
- Regular data sharing about equity outcomes & experience
- Policies & requirements communicated in a way that engenders trust and perceived as fair regardless of student background

Examples of Change Ideas

- CTC belonging interventions (*add detail*)
- Highlight diverse examples in course content

- Student panels
- Student support introduction
- Syllabi (message and welcome, normalize coming to office)
- Advisor (course reg, early alert, degree audits)
- Encourage support seeking messaging
- Push notifications

- STEM connection to diversity/equity office
- Identify leaders in STEM UR populations
- Create a mentoring opportunities between students
- Align outside & on-campus experiences of student life (e.g. childcare)

- Grading structures
- Equip faculty & students to identify/fill pre-requisite knowledge
- Destigmatize lack of prerequisite knowledge
- Faculty failure stories with feedback
- Wise feedback

- Infuse examples of diverse scientists
- Emphasize culturally competent science

- Frequent re-evaluation of practices & assumptions that differentially affect underserved students

- Clear petition process to help students navigate bureaucratic hassles

- Degree maps to guide students through the STEM pathway

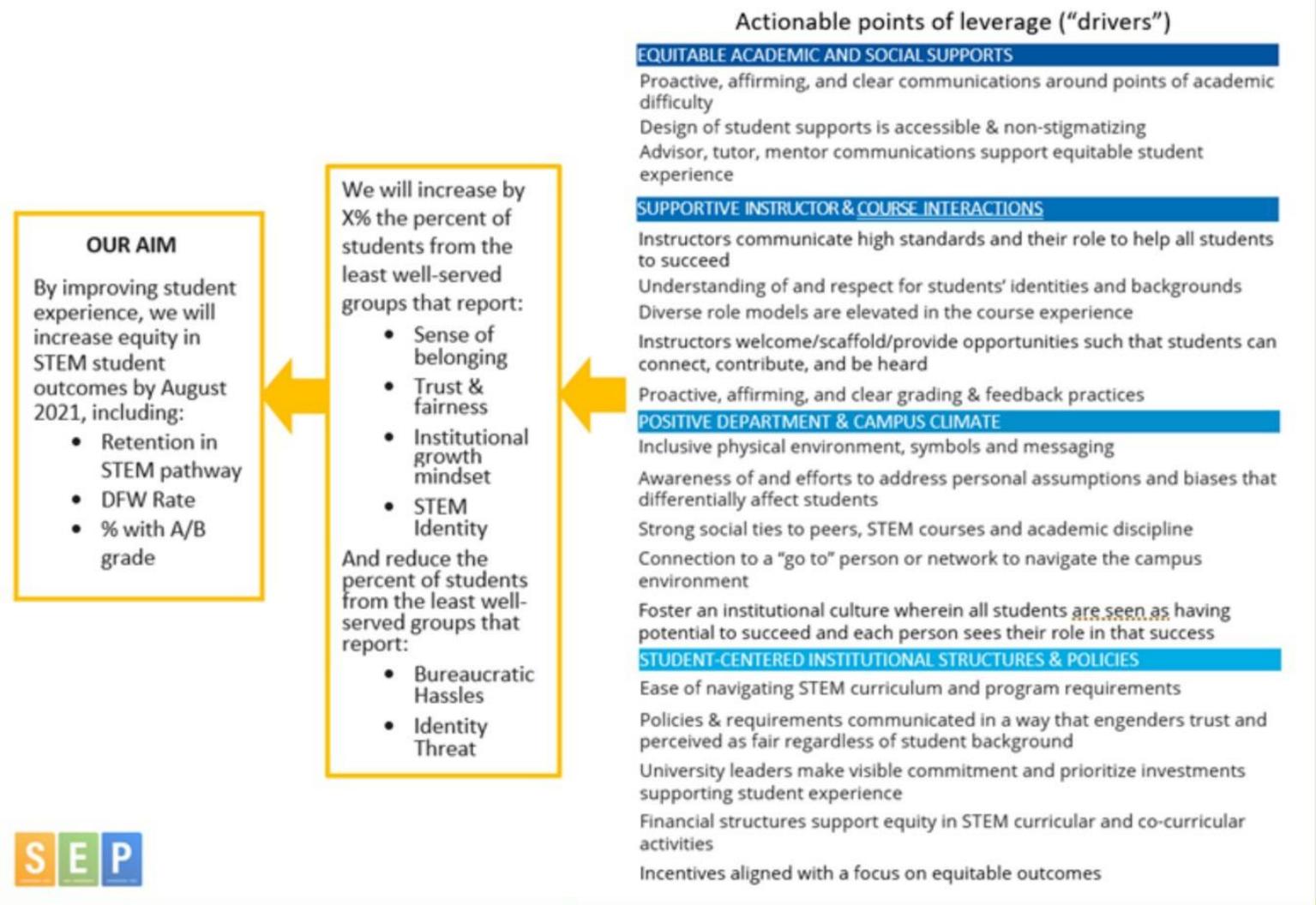
- Provide clarity about opportunities from the beginning of a course to encourage participation by all students

- Build strong student/ faculty relationships to highlight curricular opportunities

The Vision of the **Student Experience Project** is to create equitable, student-centered learning environments that support the success, retention & degree attainment of students currently served least well.

SEP Campus Site Visits

September/
October 2019



SEP Virtual Convening

December 2019



THE VISION

of the **STUDENT EXPERIENCE PROJECT** is to create equitable, student-centered learning environments that support the success, retention & degree attainment of students currently served least well.

THE AIM

By improving student experience, we will increase equity in STEM student outcomes by **August 2021**, including:

- Retention in STEM pathway
- DFW Rate
- % with A/B grade

We will increase by X% the percent of students from the least well-served groups that report:

- Sense of belonging
- Trust & fairness
- Institutional growth mindset
- STEM Identity

And reduce the percent of students from the least well-served groups that report:

- Bureaucratic hassles
- Identity threat

ACTIONABLE POINTS OF LEVERAGE ("DRIVERS")

EQUITABLE ACADEMIC & SOCIAL SUPPORTS

- Proactive, affirming, and clear communications around points of academic difficulty
- Design of student supports is accessible & non-stigmatizing
- Advisor, tutor, mentor communications support equitable student experience

SUPPORTIVE INSTRUCTOR & COURSE INTERACTIONS

- Instructors communicate high standards and their role to help all students to succeed
- Diverse role models are elevated in the course experience
- Proactive, affirming, and clear assessment & feedback practices
- Understanding of and value for students' diverse identities and backgrounds in the course experience
- Instructors welcome/scaffold opportunities for students to connect, contribute, and be heard

INCLUSIVE DEPARTMENT & CAMPUS CLIMATE

- Inclusive physical environment, symbols and messaging
- Awareness of and efforts to address personal assumptions and biases that differentially affect students
- Strong social ties to peers, STEM courses and academic discipline
- Connection to a "go to" person or network to navigate the campus environment
- Institutional culture where all students are seen as having potential to succeed and each person sees their role in that success

STUDENT-CENTERED INSTITUTIONAL STRUCTURES & POLICIES

- Ease of navigating STEM curriculum and program requirements
- Policies & requirements communicated in a way that engenders trust and perceived as fair regardless of student background
- University leaders make visible commitment and prioritize investments supporting student experience
- Financial structures support equity in STEM curricular and co-curricular activities
- Institutional policies and practices incentivize and reward focus on equitable outcomes

SEP Summer Convening

July 2020



THE VISION

Equitable, student-centered learning environments that support the success, retention & degree attainment of students currently served least well.

By improving student experience, we will increase equity in STEM student outcomes, including:

- Retention in STEM pathway
- DFW Rate
- % with A/B grade

THE AIM

By August 2021, we will increase the percent of students reached by SEP change ideas who report an overall positive student experience* with 0% disparity scores between students from structurally advantaged and disadvantaged race backgrounds, high and low financial stress, and male and female/non-binary gender groups.

*Overall positive student experience includes students whose responses are a mean of 5 or higher for each construct, which includes institutional growth mindset, social belonging, trust and fairness, identity safety, self-efficacy and social connectedness.

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CHANGE IDEA BUNDLES

First-week (social belonging and growth mindset foundation):

- Establishing expectations
- Policy review: student-centered course policies
- Textbook access statement
- Belonging story
- Readiness assessment and resources
- Encouraging connections

Feedback to foster engagement and growth:

- Pre and post assessment wrapper
- Wise feedback approach to assessment
- Encouraging connection booster
- Belonging story booster

Cultivating a supportive & inclusive learning environment:

- Establishing classroom identity safety
- Diverse representation
- Addressing a threatening issue
- Addressing underrepresentation
- Policy review: student-centered course policies

SEP Cross-Cohort Call

August 2020



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