

“Operationalizing Student Experience Redesign With a Design & Implementation Approach”

Presented in February 2022 by Dr. Rob Johnstone, founder and president of the National Center for Inquiry & Improvement (NCII); Bettina Celis, interim associate vice chancellor of Academic Affairs at Maricopa College; and Ed Bowling, executive director at Guilford Technical Community College.

Who can use this: administrators, faculty, classified staff

PRESENTATION OBJECTIVES:

Understand NCII’s core values and process of redesigning the student experience with an equity lens.

Learn from college professionals’ experiences in operationalizing student experience redesign.

Keywords: Continuous improvement, design, design thinking, equity, student experience



Redesigning the Student Experience at Scale

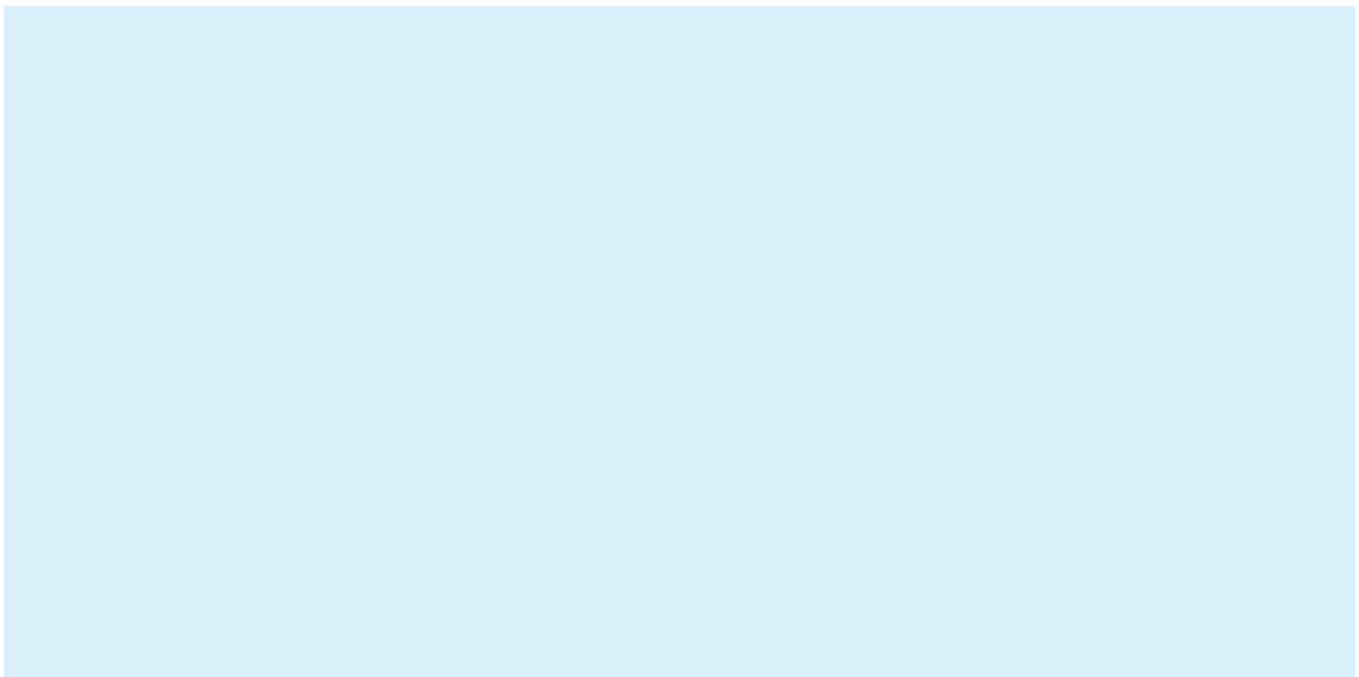
VALUES TO PRIORITIZE WHEN USING AN EQUITY LENS

“ Focusing on what the end users are experiencing, versus how we think they are experiencing it, is a place to start.

— Dr. Rob Johnstone, *Founder & President, NCI*

VALUES FOR DESIGN

1.



What is the desired future state of the specific student experience? Can you map it?

What are possible institutional approaches to addressing the problem?

What have historically underserved groups of students likely already experienced? What impact will proposed approaches have on them?

Equity lens: Would the proposed approaches unintentionally deepen inequities with historically underserved groups of students?

4. Design for scale.

Create a process flow for desired future student experiences, establish success metrics and plan to update the experience.

Identify necessary changes in institutional infrastructure, policy, process, roles, resource allocation and professional development to support your design.

Map student journeys by examining how the experiences and institutional processes vary for students with differing identities, previous educational experience, backgrounds and needs.

Equity lens: Pinpoint structures and supports that reduce or remove structural barriers and inequities for students of color. Check that you have accounted for differences in students' experiences, and identify mechanisms in place that ensure equitable outcomes. | 10 |

