

Challenges and Lessons Learned: Maricopa Community Colleges

An unanticipated challenge was the long startup time it took to create the mechanisms for promotion, intake, and enrollment. It was not difficult to get the word out, but it took much more time and effort to coordinate with student services, fiscal, financial aid, success coaches, and program leads to identify and shape the processes that allowed for implementation. We addressed this by developing a model Brighter Futures approach at one participating college, which was then used and adapted by the other Skill Center partners.

Another challenge was created by change in leadership at one of the participating colleges that left a temporary gap in program implementation. We engaged the new leadership and implementation has restarted.

Tracking students into employment has been very problematic due to a lack of in place mechanisms. This problem extends to all college programs, not just Brighter Futures. Efforts are underway to complete an agreement with the Department of Employment Services to increase tracking into employment via one-on-one connections between students and program heads.