

Success Stories: Seattle Colleges

One of the greatest aspects of the Walmart Brighter Futures Project has been the opportunity to streamline and enhance the student experience from start to finish. At intake, nearly 8,000 students signed up for workshops through Start Next Quarter to learn more about our programs and funding options since the start of the grant. The development underway to embed a workforce funding application directly into the Start Next Quarter website will further streamline the process for low-income students. An approval process has also begun to integrate the Start Next Quarter tool with Washington Connection, a similar Web portal that connects Washington residents with local, state, and federal support programs, increasing traffic to the intake tool and to our colleges.

Students who enroll in one of the programs now have options better tailored to their skill level. For example, the Medical Front Office and Administrative Specialist programs have been revised to be a Medical Assistant I-BEST program—integrating ESL and content area instruction—and incorporated as a stackable credential. Additionally, a Customer Service training curriculum has been developed for the Certified Nursing Assistant program. These new options provide additional opportunities for students to move into middle-skill jobs as well as respond to the demands of the local economy.

In addition to intake process enhancements and curriculum revisions, our exit and job placement services have new life. The Career Hub tool, after a hard launch in January 2015, is serving thousands of local employers and students, and allowing Career Services staff to better track employer engagement, job placement rates, and service delivery to existing students. The purchasing and implementation of an RSS feed further enhances the tool by ensuring we reach students via the modalities they frequently use.