

Project Governance & Change Management



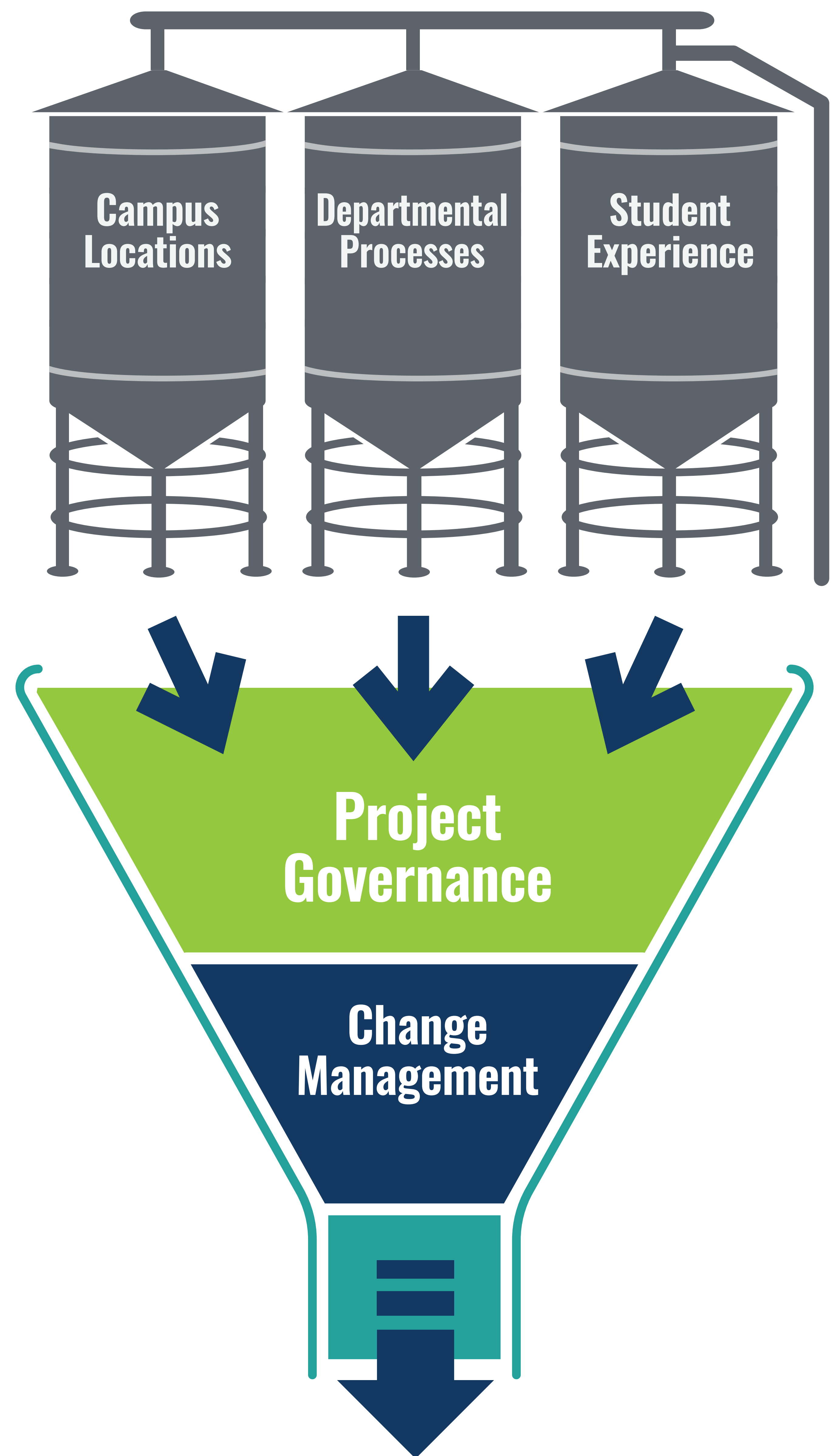
**HARTNELL
COLLEGE**

Challenges:

- Operational siloes led to process challenges and inconsistencies between campuses and departments and created a lack of role clarity between functional areas
- Manual processes across student services did not leverage technologies, leading to inefficiencies that affected faculty and staff bandwidth
- Lack of focus in recruiting and onboarding adult learners and other nontraditional students

Recommendations:

- Create a unified college model to align processes and communications across campuses and to define roles and handoffs across functional areas
- Design a First Year Experience that considers all student constituencies
- Intentionally engage with adult learners, both in Recruitment & Onboarding



One-College Model Framework

**HEADCOUNT
FALL 2023
UP 12%**

“ Project governance & change management is the first key piece of our work with Swim. It has guided our institution to phenomenal and immediate enrollment success through collaboration with college employees. ”

— Michael Gutierrez, President