



Continuous Improvement and Change Leadership at the Urban University



Coalition of
Urban Serving Universities

Our Team



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Our Team



Huípil
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Agenda

- Meet our partner institutions
- Continuous Improvement Model
- Transformation in Action
- Q&A



49,326 undergraduates
67% of u'grads are Latinx

Full-time faculty:
1,362

Student & Academic
Affairs Staff:
233

Miami metro population:
6,090,660



46,534 undergraduates
46% of u'grads are Black

Full-time faculty:
1,725

Student & Academic
Affairs Staff:
586

Atlanta area population:
5,862,424



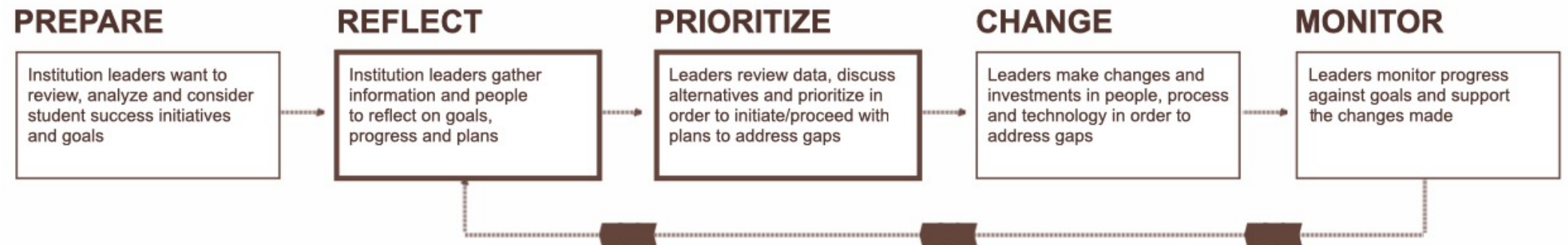
20,320 undergraduates
60% of u'grads are transfers

Full-time faculty:
764

Student & Academic
Affairs Staff:
96

Portland metro population:
2,445,761

Continuous Improvement Model





Response to COVID-19

- **3,000** faculty completed online training within first 3 months of remote learning
- **30,000** proactive messages to students who were not engaging with online courses
- Pivoting from weekly meetings, senior leaders met daily in 2020 to discuss real-time data and strategy



Repurposing Existing Infrastructure

- Scaled three micro-credentials to support and develop student employees who could not work during COVID-19
- Issued over **1,000** "Remote Teach Ready" badges to faculty
- Launched **Panthers Protecting Panthers** app to collect data and push information to students

- 4 pillars:
 - Persistence
 - Academic Success
 - Affordability
 - Student Experience
- University-wide Tableau access
- Annual student experience survey
- “Time To Act” Equity Summit



Look for us in the news!

- Contributing to the literature on transformation:
 - 3 case studies highlighting our institutions' work in three areas:
 - Performance-based funding (FIU)
 - Leadership transitions (PSU)
 - Institutional mergers (GSU)
 - Modularized online content for individuals to dive deep into these concepts



Questions?

Connect with us!



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