Stewardship and the Future of Higher Education

National Distance Education Week
November 9, 2022
Introduction

This session shares challenges, a focus on self-care and belonging, lessons learned and possibilities for higher education curated during the summer and fall of 2021, and spring 2022 from research and one-on-one conversations with 22 college presidents and other higher education professionals from 10 states.
Questions Asked

What strategies or lessons learned during the pandemic do you expect will continue moving forward in education?

How did the last 2 years months impact, influence or alter your institution’s ecosystem or that of higher ed?

In examining ongoing present challenges new and existing leadership are facing during this Covid-19 era, could you describe the character, characteristics or approach that would best serve leaders to thrive during these uncertain times?

How did your approach or style change? What if any changes to your own style did you make during this time?
“Few myths are as pervasive as the notion that leaders ought to appear tough and confident.

Or at least, that was the case prior to the current pandemic, which has exposed the many weaknesses of forceful, dominant leaders and highlighted the superiority of those who have the courage to reveal their vulnerabilities.”
Significance of Conversations

• Important Questions
• Lessons Shared
• Crucial Conversations
• Tough Decisions
• Realizations
• Agency
• Impact on present and futures
Higher Education Systems

• *Higher ed is the sum of its interconnected systems.*
Higher Ed as an Ecosystem

- Academic Affairs,
- Student Affairs,
- Information Technology,
- Institutional Research,
- Advancement ....
Academic Affairs & Student Affairs
College Enrollment & Admissions

• Recruitment
• Registration
• Admissions
• Financial Aid
Dr. Shanna Jackson, EdD, president, Nashville State Community College, TN

“You have to be able to separate sometimes personally from what is best for the college. You'd have to remain positive ...as a leader you have to be decisive in the moment.”

Dr. Karl Brooks, Vice President for Student Affairs, Oakton Community College, Bolingbrook IL

“Never waste a good crisis... We would have never transitioned, and really pooled our resources to deliver virtual services in the way that we did without something like a crisis like the pandemic.”
Information Technology & Digital Ecosystems

- Multichannel communication systems
- Self-service
- Call Centers
- Chatbots
- 24/7 tech support
“Dr. P. Wesley Lundburg, PhD, President, San Diego Miramar College

“Flexibility. we need to be nimble and responsive in order to meet the needs of the students.”

Michael Cioce, President at Rowan College at Burlington County, NJ, while COVID was tragic “it also helped to accelerate some of the changes that I think higher ed, needed... we're desperately in need of that accelerant.”
Telling it Like it Is

Facing strengths

Acknowledging and addressing deficiencies

Learning to listen and communicate

Realizing comfort zones

Practicing the art of questioning
Embracing Change

- Moving forward
- Limits of change
- Weighing change
- Determining what’s necessary
New Leadership

- Onboarding
- New Faces
- New Priorities
- Organizational Structures
Ecology of Higher Ed

Higher Ed as a Service System

Service Thinking Systems Thinking Mindsets

Ecosystems as Incubators for Innovation
Inoculating Lessons

- Ongoing Preparedness
- Urgency Sight Lines
- Aligning Mission with Current State of Affairs
- Customer Service
- Negotiating the New Normal
Futuring

“Plausible Futures”

“From bewilderment comes clarity and insight”

Understanding Generations

Partnerships
How do you visualize higher ed in the future?

• https://www.menti.com/g4jcnjomho
• Voting Code: 9659 3569
• Questions? Comments?
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