

## BACKGROUND

Graduate education is a rapidly growing sector of Geisinger's educational mission and a strategic investment in developing the healthcare workforce of the future; as consequence the need for enhanced support for learners has increased. Key areas requiring strategic planning to develop an ecosystem for learner success include skill building in areas such as coaching, mentoring and career planning as well as professional development for all stakeholders, not just students, will be essential to fulfill this purpose. While GCSOM graduate students will likely benefit the most from the development of a learner success ecosystem, other stakeholders, including faculty, staff and clinicians, across the system will gain or refine competence in multiple areas related to success in the healthcare workforce of tomorrow.

## PURPOSE

Integration of multiple frameworks to create an innovative approach to learner success.

1. Establish metrics for learner success for differing roles within the success ecosystem.
2. Define competencies for success for differing roles within the *learner success ecosystem*.
3. Creation of a new paradigm for learner success through acquisition of new or refined knowledge, skills and attitudes that better enable the learner to navigate the challenges of the rapidly changing healthcare and higher education environments.
5. Increase learner success leading to greater learner satisfaction and improved placement outcomes.

## METHODS & APPROACH

1. Convene internal thought leaders to explore models of a learner success ecosystem.
2. Develop conceptual framework for implementation of a learner success ecosystem.
3. Identify opportunities for learner success programming experiences.
4. Create timeline for implementation of conceptual framework for learner success ecosystem programming and training .
5. Create communication plan for learner success ecosystem programming and training.

## OUTCOMES

Progress to date includes:

### *Establishment of an Office of Student Success*

- Created Training and Resources for:
  - Graduate Students
  - Teaching Assistants
  - Advisors
- Restructured entire Graduate School Committee structure to support support success

### Office of Student Success

The Office of Student Success (OSS) utilizes a holistic approach to advising, mentoring, and coaching graduate students to achieve their academic and professional goals.

The OSS works to foster an engaging educational experience that meets graduate students where they are as they pursue success.

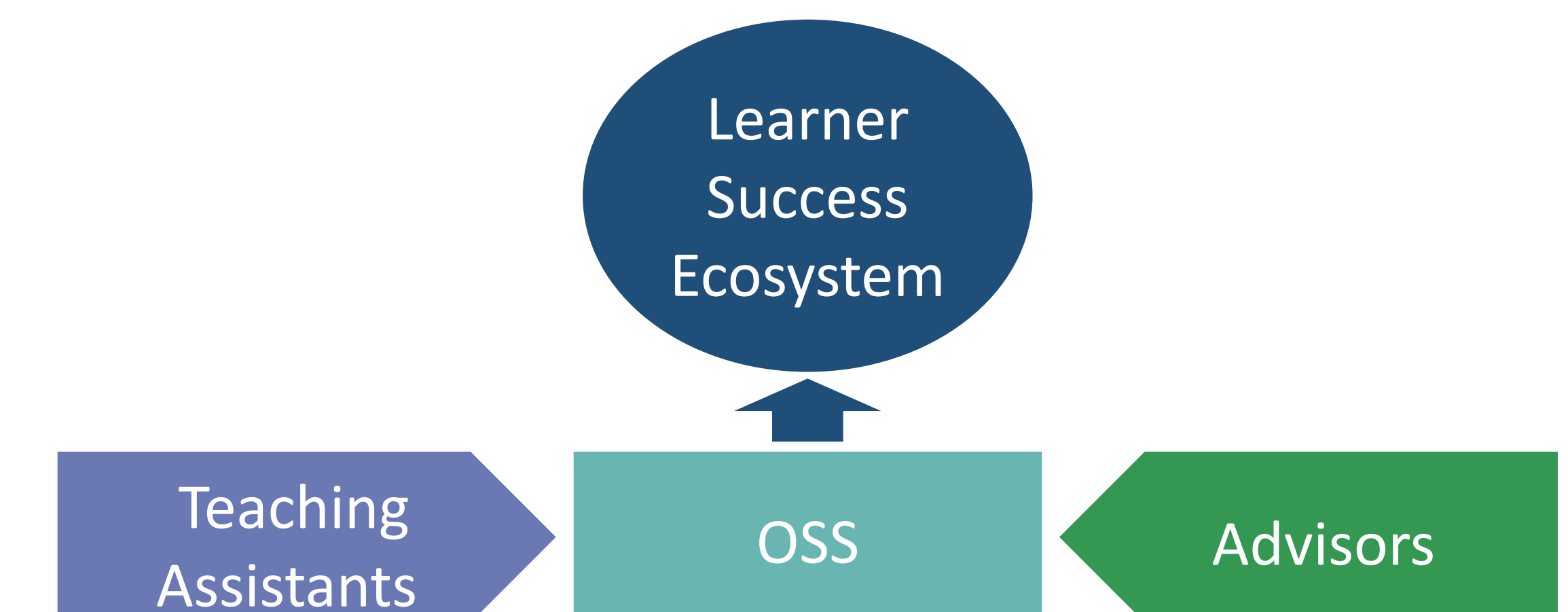
The OSS staff *partner* with graduate students to identify barriers to success, strengthen academic and professional competencies and promote life learning.

*"Success doesn't come to you ... You go to it."*

Marva Collins

## DISCUSSION

- The 2020-2021 academic year will focus on graduate student, teaching assistant and advisor roles in the learner success ecosystem



- Modifications of learner success ecosystem are necessitated by the COVID-19 pandemic:
  - Limited opportunity for robust needs analysis by all learners in the success ecosystem
  - Participation of resident learners

## FUTURE DIRECTIONS

- Assess learner success metrics:
  - Learner satisfaction
  - Placement outcomes
- Acquire student success software tracking system
- Complete needs assessment.
- Refine competencies for success for graduate students, teaching assistants and advisors.
- Develop opportunities for participation of resident learners.