



EAB

# Combating Silos with Coordinated Care

# Meet Your Presenters



**Kimi Bonner**

**Tennessee State University**

*Interim Executive Director, Student Success*



**Dr. Dametraus Jagers**

**Tennessee State University**

*Director, Quality Enhancement Plan (CADENCE)*

# TSU's 2021-2026 Quality Enhancement Plan at a glance



- Connect with advisors, faculty members, support services, and peers.
- Assess personal interests, values, strengths, and goals.
- Develop a personal educational plan.
- Engage purposefully in courses and co-curricular activities.
- Navigate opportunities, challenges, and choices.
- Create a career profile presenting experiences, accomplishments, and abilities.
- Excel in professional achievement, service, and lifelong learning.

# Keys to Building Buy-In

Transparency = Trust



## **Proactive Outreach**

- Be willing to reach out to those you've never collaborated with
- Articulate the overarching goal and how it applies to them



## **Selling the Value**

- Faculty were harder to convince than staff
- Folks are reluctant to change (e.g. move from paper to electronic processes)
- Take time to explain how Navigate will help and why the change is worthwhile



## **Personalized Trainings**

- Started with general training for all, but impact was not as great as hoped
- Went directly to departments with personalized discussions and demos



## **Cultivate Champions**

- Developed faculty champions
- They encourage others to become engaged



# Who We've Brought On Board



Coaches, Advisors, Faculty, and Staff All Connecting with Students



## Coming Soon....

- Res Life
- Counseling Center
- Career Development Center
- Financial Aid



Washington DC | Richmond | Birmingham | Minneapolis | New York | Chicago

202-747-1000 | [eab.com](http://eab.com)