

## Case Study

# Howard College Brings Adult Ed into the Future with myOneFlow

**"myOneFlow is where the future is headed. It's a one-stop shop once you get it up and going, and it's helped us tremendously in saving time, reducing paperwork, and serving our students better."**

-Jackie Dowell, M. Ed,  
Director of AEL, Howard College



## About Howard College

Howard College provides Adult Education and Literacy (AEL) services across 13 Texas counties and four locations, primarily through its San Angelo campus. With a goal of serving around 500 students annually, the college offers hybrid services to cater to adult learners pursuing integrated education and training (IET) programs, including various trade skills.

Prior to implementing myOneFlow, Howard College's processes were highly manual, relying heavily on paper forms and a sticky note system for enrollment and communication with students. This inefficient method created challenges in tracking student progress, handling document verification, and managing orientation scheduling, leading to significant time delays and a no-show rate of around 40% for orientation sessions.

## Challenges Before myOneFlow

Howard College faced multiple operational inefficiencies that hindered the effectiveness of its AEL program:

### Excessive Time Spent on Manual Processes

The staff relied heavily on paper-based enrollment forms and sticky notes to track student information, resulting in time-consuming data entry and communication tasks. According to Jackie Dowell, Director of AEL, managing these processes manually involved "a lot of manpower and sticky notes," making it difficult to keep track of student data accurately.

### High No-Show Rate at Orientation

Due to the manual nature of their processes, Howard College experienced a 40% no-show rate for orientation sessions. This significantly impacted program efficiency and the ability to onboard students effectively.

### Fragmented Referral Process

Referrals to partner entities like Workforce Solutions required repeated data collection, which caused delays and added frustration for both staff and students. Jackie emphasized that being able to streamline this process was a priority, especially to avoid asking students for the same information "three different ways."

## A New Chapter with myOneFlow

Howard College's transition to myOneFlow marked a significant shift. The case management system centralized student information, removing the reliance on paper and sticky notes. This digital leap allowed staff to focus more on student support, making their work more efficient and impactful.

**"Before myOneFlow, our biggest challenge was the overwhelming amount of manual processes. We were using sticky notes and paper-based forms, which made tracking and managing student information a daunting task."**



## Increased Efficiency and Time Savings

By moving away from manual processes, Howard College freed up substantial staff time, allowing them to develop new programs and support students more effectively. The streamlined enrollment process has cut down time spent on paperwork by up to 30-40 minutes per student.

## Reduction in No-Show Rates

The streamlined processes have helped in reducing no-shows at orientation, allowing more students to engage with the program.

## Better Data Management and Reporting

The myOneFlow platform allows for easy tracking and reporting of student progress, enabling Howard College to manage data more accurately and make data-driven decisions that enhance program effectiveness. Notes Jackie, "Our lives are easier, the students' lives are easier, and the Workforce Solutions Office's lives are easier because we don't have to ask the students for the same [information multiple times] ."

# Why myOneFlow Stands Out

**"myOneFlow has an actual gear and mindset for adult education, whereas other solutions are higher ed-focused."**

What sets myOneFlow apart is its tailored approach to adult education. For Howard College, myOneFlow stood out because it was specifically designed with an adult education mindset, unlike other platforms that catered more generally to higher education. This adult education focus meant myOneFlow aligned perfectly with Howard College's needs, providing a comprehensive and effective solution for their unique student population.

Adopting myOneFlow has significantly enhanced efficiency at Howard College. With less time spent on manual tasks, staff can now focus on developing new programs and providing better support. The platform's data management capabilities allow for more accurate reporting and informed decision-making, leading to improved program outcomes.

Jackie Dowell has become a strong advocate for myOneFlow, frequently recommending it to other AEL programs. She highlights its value, noting its tailored design for adult education as a key advantage over more generic systems.

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## Looking Ahead

The implementation of myOneFlow has been transformative for Howard College's Adult Education and Literacy program. The transition from manual processes to a centralized, digital platform has not only reduced administrative burdens but also significantly improved the overall experience for both staff and students.

By saving time, streamlining orientation processes, and enhancing collaboration with partner organizations, myOneFlow has enabled Howard College to focus on delivering quality education and support to its adult learners. As they continue to integrate the platform further, the impact on efficiency, program outcomes, and participant satisfaction is expected to grow even more, positioning Howard College as a leader in adopting innovative solutions for adult education.

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