



How Gateway Empowers STEM Student Ambassadors' Success for the National Institute of Aerospace (NIA)



NIA, a **nationally recognized leader in STEM education**, partners with the **Coastal VA STEM Hub**, a **regional STEM learning ecosystem** serving pre-K through adult residents across Coastal Virginia, to expand their program access and impact with the new STEM Student Ambassadors Program.

The Challenge:

How Can We Accelerate a STEM Program Launch and Ensure Talent Readiness?

With the aim of nurturing workplace readiness, confidence, and role competencies in emerging talent, the NIA STEM Ambassadorship's core challenge was to deliver **high-quality onboarding for diverse cohorts, scaling personalized support without sacrificing engagement and real impact.**

Scalability & Quality

Sought a scalable system to support annual cohorts of 10+ ambassadors without compromising training quality and support efficiency for a small staff team.

Engagement & Analytics

Needed interactive content and assessment to optimize engagement and comprehensive data reporting to measure program effectiveness.

The Approach:

Drive Impactful, Blended Learning for Professional Development

Transforming pages of notes and ideas, Gateway delivered a **modular onboarding** platform that fosters **actionable learning through scenario-based interactions** focused on **communication, collaboration, and problem-solving**. This successfully integrated ambassador cohorts into a **hybrid** environment.



8.4 out of 10

user delight rating,
combining satisfaction
rating and Net Promoter
Score (NPS)

Value Delivered:

Every STEM Ambassador Seamlessly Ramped Up and Integrated Into Their Roles With Confidence and High Satisfaction

End-to-end completion and satisfaction metrics showed the program delivered lasting growth: ambassadors were not only well trained, but ready to advocate for STEM in high-impact settings.



Why Our Solution Works for



Gateway's **scalable approach** empowered NIA's ambassadors to **confidently excel, integrating quickly** and **representing NIA** across STEM and industry environments with professionalism.

Interactive, curated resources anchored onboarding, fostered engagement, and advanced equity - a vital goal for the Coastal VA STEM Hub. Gateway's model not only supported organizational excellence but drove industry alignment throughout the region's STEM pipeline.



I really enjoyed the free-response questions and the real-world scenarios - they helped me understand what I might face in the workplace. The course felt perfectly balanced with words, images, and videos. The visuals and formatting made the information clear and easy to absorb.



Platform User

Student Ambassador, National Institute of Aerospace



We thank you for your support and responsiveness in revising and delivering the Gateway Onboarding system. The onboarding portal was, once again, a great way to build a cohesive introduction for our high school STEM Student Ambassadors (SSA). It is always such a pleasure and privilege to work with you.



Sharon Bowers

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Ready to turn learning into lasting confidence and career success?

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