



# 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.

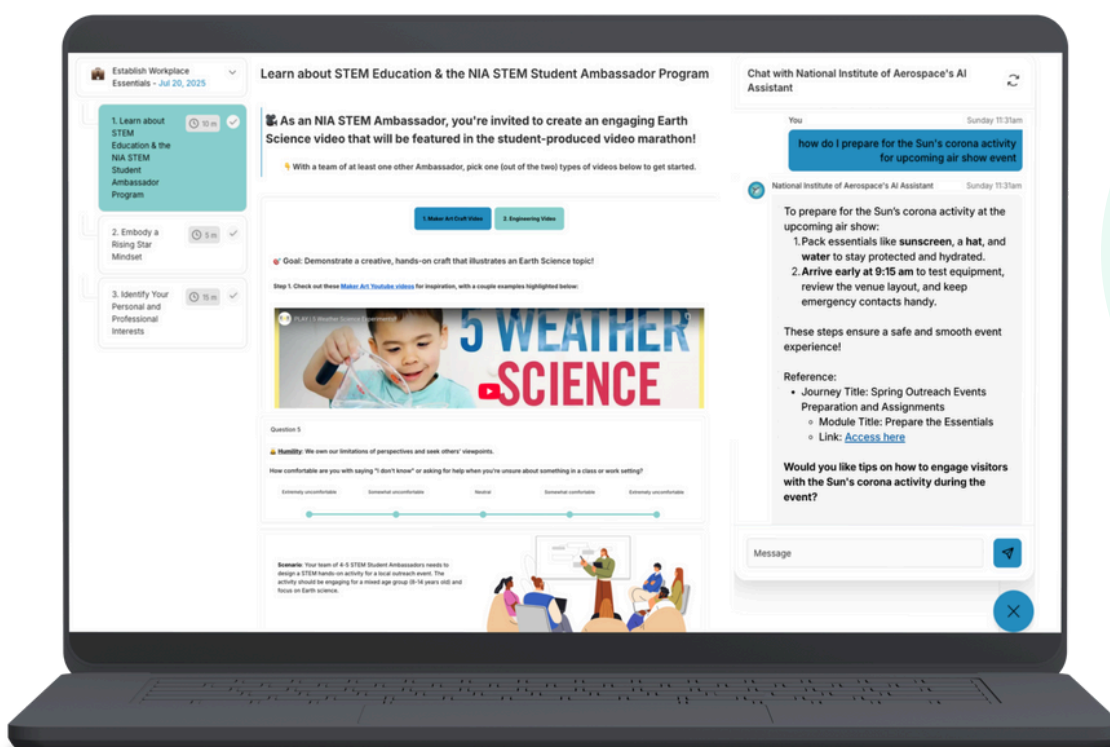
#### Engagement & Analytics

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.



**\$10,287+**  
saved in annual  
onboarding and training  
costs

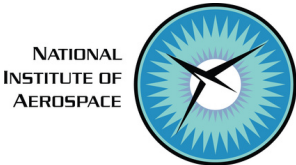


**100%**  
successfully completed  
their professional  
development via the  
platform



**↓ 662+ hours**  
saved across training content  
creation, process setup, and  
onboarding

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**  
Senior STEM Education Specialist, National Institute of Aerospace

Ready to turn learning into lasting confidence and career success?

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