



## *University Process Improvement Academic Maintenance Outcomes*

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The Academic Maintenance team met to review the current paper process for all types of curriculum changes (adding and changing majors, minors, concentrations and catalog terms) which constituted approximately 16,000 pieces of paper.

### **New Academic Curriculum Change Tool (An Evisions Solution):**

- Trained academic advisors who have been approved by their Director of Advising will be granted access the tool
- Tool accessible in myMemphis Portal
- Only eligible undergraduate students are retrieved when using the tool
- Advisors in student's new program will be able to add/change a student's major, concentration, minor and/or catalog term
- Automated Banner integration during processing
- Incorporated new federal Course Program of Study (CPOS) guidelines effective January 2019 that only allows future term program changes

### **DocuSign Academic Maintenance Forms:**

- Created DocuSign forms that addresses exceptions processing:
  - UM Global – If student is moving out of a UM Global program, Health Services must review immunization information and International Programs reviews citizenship verification.
  - Student Athletes CAAS must approve all curriculum updates to ensure eligibility requirements met
  - Other Exceptions - Applied for graduation, need immediate effective term change for graduation, etc.
- Provides systematic routing for approvals
- Captures e-signatures
- Automated emails throughout the approval process
- Dashboard provides status and form location
- Forms accessible in myMemphis Portal

### **User Guide:**

- A new detailed step-by-step how-to guide was developed for advisors, including procedures and software usages
- Maintained by Registrar's Office
- 'Advising Guide' is located in the MyMemphis Advising tab
- Access is limited to advisors

### **Reports:**

- Program changes made the previous day
- Students identified as Academic Common Market residency
- Discrepancies between majors and minors



## **FUTURE RECOMMENDATIONS:**

- Routing Enhancements
  - Routing to CAAS for approval
  - UM Global Routing to Health Services and International Programs
- Improve software to enhance UM Global usage
- Update Advisor changes in Banner
- Notify former advisor when student changes to a new program

**Metrics: Time saving** = Reduced time from 13,345 to 4,600, a total savings of 8,745 hours indicated below:

- Advisor/Athletic = 4000 hours
- Registrar = 4,733 hours
- Eliminated Curriculum Coordinator = 12 hours
- As of January 2019 there have been 2,811 electronic forms processed