

Administrative Process Improvement Project Degree Completion

The project scope for the Degree Completion team was to gather best practices from other institutions and solicit ideas on how to improve student graduation rates. Evaluate technologies currently used at the University and determine how those could be better utilized for student success. From the team the following improvements have been recommended for implementation in a Phase I and Phase II approach.

Phase I projects:

Review Four Year Degree Plans

- Team will review the current four year plans
- Identify barriers, bottlenecks, pre-requisites, course sequencing for success of the student
- In consultation with departments and colleges, recommend any necessary changes, updates, revisions for fall 2012-2013 curriculum cycle
- Each department's curriculum committee will review the recommendations
- Build into the catalog the relative frequency of **required** course offerings by semester

Hobson messages reviewed for content and clarity: Issue: Students do not see importance of campus e-mails

- Review message content for clarity and ease of reading
- Consolidation of messages where applicable
- Delivery schedules – should messages only be sent weekly with specific information for period of time
- Establish an oversight committee to reviews e-mail messages before they are scheduled
- Create a Hobsons guideline documenting how Hobsons should be used
- Research Best Practices from other institutions who are using Hobsons successfully
- Determine if the University is getting the benefit they anticipated with the Hobson product

MyDegree Marketing

- Develop marketing plan to make students aware, the benefits and information on 'Courses to Consider'
- Introduce during New Student Orientation (NSO)
- Add introduction to ACAD 1100 class
- Evaluate if should be added to ACAD 2200 classes
- Use social Media to push the word out – Facebook and Twitter

Advisor Load and Effectiveness

- Review advising responsibilities across campus in tandem with case load numbers
- Examine advising strategies
- Develop 'Best Practices' for advising students
- Review available data on advisor effectiveness (from all student surveys being conducted)
- Evaluate feasibility of changes to current advising system i.e.: centralized advising center for freshmen
- Emphasis on standardizing the student's advising experiences across campus

Cohort – Proactive use of the Data

- Identify strategies to effectively utilize cohort data
- Develop a plan to target and intrusively advise students to graduate within a 6 year time frame
- Examine best practices such as the use of Graduation Coaches

Phase II projects:

Academic Alert Process: Evaluate current 'Early Intervention System'

- Change the name to 'Academic Alert'
- Have the communication appear they are coming from the instructor
- Add course ID to the email communications
- Review the Advisor experience for improvements
- Create Portal Tab or Channel – Use MTSU Academic Alert system as a model

Student Survey 'We Want to know.....'

- Questions on their advising experience, do they think they are being successful, are they on track, what issues are they experiencing
- Timing: annually April timeline to all students

UMdegree

- Continue to improve product for accuracy in the data being presented
- Evaluate and implement milestone notifications within UMdegree when students log in

Identify and Communicate Benchmarks

- GPA and course benchmarks for majors for the first five semesters
- Development of an audit to monitor these benchmarks
- Placing holds to prevent registration for those not meeting benchmarks including ALEKS
- Forcing changes of major for those who were not meeting benchmarks after two semesters

Rewards/Celebrations/Recognition for being in Good Academic Standing

- Allow students to register during priority registration
- Celebrate milestones at 50% – 70% completion
- Acknowledge Dean's list, what are departments doing, are all students informed they are on the Dean's list
- Donut receptions with Dr. Raines