



Your Learning Log in Draft status is visible only to you. Learning Logs in Final (Submitted) status are visible to all members of the Frontier Set group as are the posts associated with each Learning Log.

LEARNING LOG

Mapping Out the Student Experience

[+ Follow](#)[Clone](#)

DETAILS

MAKING IT WORK, UNDERSTANDING WHAT WORKS, AND SHARING WHAT WORKS

TITLE

Mapping Out the Student Experience

SOLUTION

Redesigned Planning Advising and Student Services

CAPACITIES

Policy;Leadership & Culture;Information Technology

Owner

[Kimberley Polly \(/education/s/profile/0053600000471wzAAA\)](/education/s/profile/0053600000471wzAAA)

Record Type

Monthly-Current 2017



INSTITUTION

William Rainey Harper College

REFLECTION

SITE INITIATIVE

With so many groups working on different yet intertwined pieces of our strategic plan, we decided that we needed to bring several groups together to map out what all of the groups envisioned as the new student experience from before onboarding to completion. Members from our "Pathways", "Webpage Redesign", "Student Portal" and "Student Experience" teams along with some of our counselors and faculty worked together to create a one-page document to help all groups see how all of their work was connected. That document is attached in the comment section.

PROGRESS TOWARD STUDENT SUCCESS

We have had many groups working independently but it was important for all of these groups to come together to make sure that we were not duplicating work and to make sure that we were all working toward the same vision of a common student experience. Our "Pathways" group spent the last year coming up with Areas of Interest (this is the term we decided on after many focus groups with students ..."metamajors" was not as student friendly). Much of the work of the other groups depended on the Areas of Interest. Going forward, the application will be centered around these Areas of Interest, the new webpage will be designed around these Areas of Interest, students will be case managed based on their Area of Interest, and FYS courses will be specific to these Areas of Interest.

IMPACT

We are hoping that through this case managed approach that we have more intentional collaboration across the campus to see students through from onboarding to completion. We hope to see an increase in the percentage of students with an electronic plan to completion, an increase in the percentage of "decided" students by the end of their first semester, an increase in the percentage of students who complete gateway math and English courses in their first year, and an increase in our completion percentage.

INTERNAL/EXTERNAL RESOURCES

The work to date has involved people from all work groups across campus. We will be relying heavily on our own institutional research team along with Coffey Consulting to track progress on the above-mentioned percentages.

NEXT CRITICAL STEPS

We have been told that Sinclair Community College and Indian River State College would be good contacts for us since they are both about a year ahead of where we are. We would like to set up some time to talk to and/or visit people at these campuses to learn from their challenges and successes.

OPPORTUNITIES/CHALLENGES

Communication across groups on campus is always a challenge. Trying to make sure that all groups are kept informed of what other groups are doing is difficult. We purposefully "cross-pollinated" several of these groups so that there would be people to in each of these groups that could keep them informed right at the time when their group was meeting and making decisions. Leadership from all of the strategic plan groups were already meeting on a regular basis, but sometimes work in opposite directions or duplicated work would happen in between these meetings. Having some cross-representation really helped us all start to move together in the same direction.

QUESTIONS/REQUESTS ⓘ

STATUS

Final


Completion Date ⓘ

5/31/2017


Post

Share an update...

Share

 (/education/s/profile/0053600000471wzAAA)

Kimberley Polly (/education/s/profile/0053600000471wzAAA) (William Rainey Harper College) updated this record.
[May 31, 2017 at 6:34 PM \(/education/s/feed/0D53600001OUoC7CAL\)](#)




STATUS

Draft to Final


2 comments 3 views

 [Like](#)


 [Comment](#)

Hans VanDerSchaaf (/education/s/profile/00536000003BijyAAC) likes this.

[More comments](#) 1 of 2

 (/education/s/profile/00536000003BijyAAC)

Hans VanDerSchaaf (/education/s/profile/00536000003BijyAAC) (Portland State University)
Very cool!!
[Like](#) 13h ago





Write a comment...

