**Table 7 Worksheet**

**Facilitator:** Meredith Baily

**Proposal 7:** Admissions, Financial Aid, Housing, Academic Affairs, and the Student Success Center need to work together more closely in assisting incoming first-year students.

**Table Members: Monique Cossich, Janet McLeroy, Dianne Dentice, Brittany Fish, Tammy Mitchum, Rachele’ Garrett, Carolyn Abel, Gary Wurtz, Jason Johnstone**

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| 1. What actions or changes are being proposed? (start making the proposal more specific)  * *Process Business analysis between the departments to find overlap and where efficiencies and communications to be added.* * *Student Success Center – clearly defined path and map of how they relate to these other departments.* * *Website is not intuitive or easy to navigate and could map out a better path that helps connect these offices and processes for the students. Communications streamlining because emailing streamlining doesn’t work* * *Need a regular communication platform.* * *Need more Advisors with the workload and training to focus on students the way we need* * *Separate registration from faculty engagement* * *Faculty focus on relationships and retention / and those engaged more in advising need to have the course relief – a balance must exist for allowing the time to do this.* * *Need more financial aid support staff* * *Need more project management for handling organized initiatives* * *Stop being afraid to fail and take the initiatives so we stop playing catch up.* * *Building signs to show where to go – students don’t know where the buildings are it is too confusing to try and find these buildings when first on campus* * *Term videos to help students get up to speed on terminology before arriving on campus* * *Streamline information and location to keep all this help information in one spot* |
| 1. In measurable terms, what is the goal of the action?   *A smoother process for students and a needed communication platform for departments to review issues and initiatives in an informed way. Can measure by increased enrollment, retention rate, a pre-post survey, and marked department efficiencies, and streamlined processes.* |
| 1. On a practical level, how will this goal be accomplished?   Meetings facilitated by project management between departments to regularly communicate, define initiatives, communicate about issues and find solutions. Out of these meetings would come process analysis, communications between departments, holistic solutions, streamlined processes, identify risks and priorities. Within these meetings define student success center and communicate those definitions to each area. - **Meetings can begin immediately**  Adding to necessary resources like Advising, Financial Aid, Faculty, Project management = **as soon as possible**  Make an academic success / retention success/ student success center hub is a part of this) for services instead of having to send students building to building. Centralized campus location needed. **Once defined role of student success center – which could happen within the next few months and then work on the phased expansion plan.**  Building signs at least within the first few weeks that point them to where buildings are throughout campus. – **signage beginning in the fall term** |
| 1. Where does this proposal fit in the Strategic Plan’s Vision Statement? (copies are on the table)   *#3 Providing students the resources and experiences that allows them to capitalize on their promise* |
| 1. In what way will this improve the undergraduate experience?   *Students will be more comfortable with the process and it would boost retention* |
| 1. What units within the university will participate in bringing about the change?   *Project Management, Orientation, Student Success Center, Business Office, Financial Aid, Admissions / Recruiting, Registrar, Housing* |
| 1. Who will oversee the action and be responsible for ensuring things are accomplished?   *Each department head of the departments named prompted by project management* |
| 1. What resources (i.e., money, staff, material) are needed to carry out these changes?  * *Technology and staff to map out the pathway process* * *Project Management resources to focus the process, organize meetings and hold accountable action items. (need the certified resources to handle this)* * *Additional Advisors and more training* * *More Financial Aid staff* * *Student Success Center staff* |
| 1. What might be a reasonable timeline for implementing these changes? (Be sure to include intermediate steps.)   Meetings facilitated by project management between departments to regularly communicate, define initiatives, communicate about issues and find solutions. Out of these meetings would come process analysis, communications between departments, holistic solutions, streamlined processes, identify risks and priorities. Within these meetings define student success center and communicate those definitions to each area. - **Meetings can begin immediately**  Adding to necessary resources like Advising, Financial Aid, Faculty, Project management = **as soon as possible**  Make an academic success / retention success/ student success center hub is a part of this) for services instead of having to send students building to building. Centralized campus location needed. **Once defined role of student success center – which could happen within the next few months and then work on the phased expansion plan.**  Building signs at least within the first few weeks that point them to where buildings are throughout campus. – **signage beginning in the fall term** |
| **Ways we do work well together now?** : financial aid nights partnered with admissions, many joint communications and events between admissions and financial aid to promote that process, communication between lists of students that may need help in another area where employees are communicating between departments, Admissions work closely with Advisors, TSI initiatives, Work with housing to complete housing application, admissions regularly showing the residence hall to be accustomed to the living and learning environment at SFA, the business office is also a part of this and should be added! Financial aid and admissions working closely with the business office, this should be earlier than enrollment, financial aid send out paper introduction letter with award letters introducing services and offers, applicants for financial aid and not admissions get then sent to admissions to contact, financial aid sends out regular communications for needed items, offices explain the mySFA portal process and attempt to get them in early to that process. Regular daily communication between offices, scholarship applications – award allocation is dependent on how fast get them from areas, work hard to find the money for scholarships which is different from many of the larger schools or funded in other areas, hope for more general funds with one large endowment, we are not often competitive with other schools in the scholarship software that is in progress. / *Large General Scholarship for awarding incoming freshmen or transfer students – this would streamline the process if brought in.* |
| **General Points:**   * *Allowing students to come in with 66 hours of dual credit* * *Culture of Advising is trying to shift but cannot shift unless something from the top to make that shift – no adequate training or the culture. / Advising component is maybe the biggest one / Seeing a streamline process through* * *Establish the student success center so do they have a firm list of items to follow* * Students don’t read email so it is an antiquated communication * Better communications of the initiative platforms – Guide, Notifications, etc. * We have Advisors on this campus handling 800 students when the standard is 250 per student. * *Need a central way on campus to communicate new initiatives, technology changes, and upcoming projects* * *Book problems when waiting on financial – have more* |