Internal Issues

- Too many meetings

- Lack of communication

- Same people in every meeting

Student Issues

- Returning student walks into the F Wing and asks the first person they see where Academic Advising is. They are walked to that office.

- Pioneer Connect sees the student is not active in Colleague so walks the student down to Admissions.

- Admissions sees that the student has submitted their application but never finished GSP.

- Admissions helps the student complete GSP and get admitted and then walks back down to Pioneer Connect to meet with Advising.
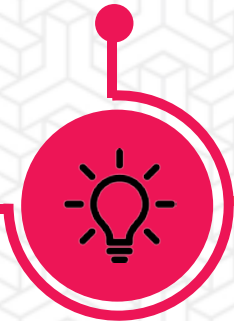
What Happened?

- Student doesn't know their next step.
  - Student isn't being communicated with effectively by the institution.

- Not all staff members can see where the student is at in the process because information is in different systems.

- Student has to walk from one side of the building to next multiple times to finish a simple process.

Timeline

Student focus groups.

Made updates to course search functionality in Student Planning.

Fall 2022

SES staff meet to discuss the major problems that students said they are facing and determine what projects we can work on that resolve their issues while aligning with the college's Strategic Plan.

Winter 2023

Project Champions build a team of SES and other college staff members to execute the major projects aligned with the Strategic Plan.

Summer 2023

Fall 2022

College 2023-2027 Strategic Plan

June 2023

SES division meeting to introduce our division projects.

All the Ongoing SES Projects

Projects

Data Map

Champion: Rachel Merkle

Project Summary

Clean up our understanding of where we are pulling our data from so we can get a better picture of where a student is at in their student journey and all SES offices are pulling from the same points of reference.

Dashboards

Champion: Jason Premo

Project Summary

Create Tableau dashboards that allow staff members to quickly see how many students they have in each funnel stage and allows them to quickly communicate or work with those students as needed.

Experience

Champion: Andy Straub

Project Summary

Develop a one-stop digital location for students to find information on their next steps, important dates, email, classes, D2L, etc. A virtual student hub to find everything you need to know about your account.

Milestones

Champion: Karry Kiste-Toner

Project Summary

Set a group of milestones for students to work towards throughout their student journey to ensure they stay on the path towards completion.

Data Map

- Listed all required steps:
  - Apply
  - Complete GSP
  - Create account
  - Take care of registration restrictions
  - Register for classes
  - Pay
- Listed all recommended steps:
  - Submit documents
  - Determine how you'll pay for classes
- Looked to see if data points can be tracked in CRM Recruit, Colleague, and CRM Advise.

Data Map

Step Name	Substep Name	Recruit	Colleague	Advise	Other	Frequency
App Started		Yes	No	No	No	One Time
App Submitted		Yes	No	No	No	One Time
GSP		Yes	No	No	No	One Time
App Review		Yes	No	No	No	One Time
Admitted		Yes	Yes	No	No	One Time
Account Creation/MFA						
	Starting Account Creation	No	No	No	Active Directory	One Time
	Tech Guidesline	No	No	No	Active Directory	One Time
	Password	No	No	No	Active Directory	One Time
	MFA	No	No	No	Active Directory	One Time
	Last Login	No	No	No	Active Directory	One Time
Reg Restrictions						
	Financial Agreement	No	No	No	SSRS	Recurring
	ORI					
	ORI - Online Orientation Completed	Yes	Yes	Yes	No	Recurring
	ORI - Pre-Advising Form Completed	Yes	Yes	Yes	No	Recurring
	Financial Hold	No	Yes	Yes	No	Recurring
	ACAP					
	ACAP - Webinar	No	No	Yes	No	Recurring
	ACAP - Success Plan Form	No	No	No	Etrieve	Recurring
	ACAP - STPE	No	Yes	No	No	Recurring
	Athletes	No	Yes	Yes	No	Recurring
	Dean Holds	No	Yes	No	No	Recurring
Registration		No	Yes	Yes	No	Recurring
Pay		No	Yes	No	No	Recurring

Substep Name	Recruit	Colleague	Advise
Financial Aid			
FA - FAFSA Received	No	Yes	No
FA - Reviewed for Eligibility	No	Yes	No
FA - Documentation Needed	No	Yes	No
FA - Accept Award	Yes	Yes	Yes
Sponorship	No	Yes (PERC)	Yes
Payment Plan	No	Yes (PERC)	Yes
Scholarships			
Out of Pocket	No	No	No
Veterans Benefits	No	Yes (PERC)	Yes
DECAF (TAF)	No	Yes (PERC)	Yes
Staff Waiver	No	Yes (PERC)	Yes
Senior Discount	No	Yes	No

Substep Name	Recruit	Colleague	Advise
College Transcript	Yes	Yes	No
High School Transcript	Yes	Yes	No
Articulation Application	No	Yes	No

Data Map - Goal

- Get all data points on this list available in one location so the student and staff can both get a better understanding of what next steps a student truly needs to take.

Delta College
Institutional Research

Admissions Enrollment Tracker: 23/FA

New (HS Senior): Bay County: Pinconning High School

Term

23/FA

Admit Type

New (HS Senior)

Recruiting Territory

Bay County

High School

*Pinconning High School

50	36%	23	35%	4	112	5/0
admit head count goal	of admit target	registration head count goal	of registration target	prospects withdrawn	days until term starts	

Admissions Funnel Stage

22	App Started
18	GSP
18	Admitted
15	Created Account
13	Completed Online Orientation
11	Completed Pre-Advising Form
9	Accepted Financial Agreement
8	Registered for Courses
2	Paid for Courses
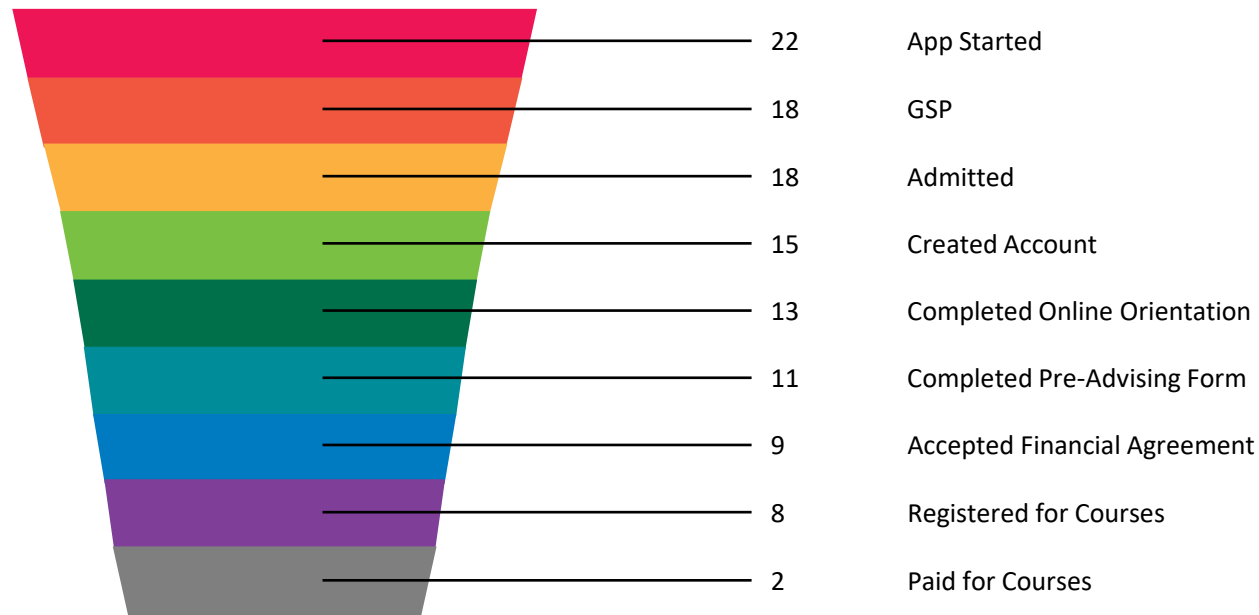
Current Admissions Funnel Stage

0	4	0	3	2
App Started, Not Finished	Needs GSP	Waiting to be Admitted	Needs to Create Delta Account	Needs to Complete Online Orientation

2	2	1	6	2
Needs to Complete	Needs to Accept	Needs to	Needs to Pay	Completed all Steps

Dashboards - Goal

- Working Dashboards
    - Allow Advisors from different offices to easily see a list of their assigned students, what stage each student is at, and to quickly pull a list of those students to work off of.
    - Can drill down to make smaller groups that are more easy to manage.

- Data Dashboards
    - Allow staff members to get a quick view of where students are in the process so they can strategize ways to do appropriate outreach to help them to the next stage.

Experience

Semester Countdown ⋮ 🔖

SPRING 2023 ⌄

Registration Opens	Next Payment Deadline	First Day of the Semester
OPEN!	**Apr 11**	**May 8**
0	**100**	**127**
DAYS	**DAYS**	**DAYS**

Events ⋮ 🔖

Choose a category ⌄

SEARCH EVENTS

My Upcoming Events

You are not registered for any upcoming events at this time.

📅

My Program ⋮ 🔖

Nursing RN – Associate (AAS) ⌄

0%   0%

Degree Completion ⓘ   Validation Completion ⓘ   Program Coordinator ⓘ

2023   **N/A**

Catalog Year   GPA ⓘ

I want to update

VIEW MY PROGRAM REQUIREMENTS   **I WANT TO CHANGE MY PROGRAM**

Contacts ⋮ 🔖

Favorites	
Daisy McQuiston	★

Resources	**Other Contacts**

Search 🔍

Academic Advising

Admissions

Apprenticeship Program

Archives

Classes ⋮ 🔖

WINTER 2023 ⌄

Print Copy of Schedule

You are registered for **0 credits**.

📖

Semester Checklist ⋮ 🔖

SPRING 2023 ⌄

0/6 Completed

Submit FAFSA	ACTION NEEDED
Check Registration Restrictions	ACTION NEEDED
Connect with Resources	ACTION NEEDED
Register for Classes	NOT AVAILABLE
Pay for Classes	NOT AVAILABLE
Buy Books and Materials	NOT AVAILABLE

Experience - Goal

- Create a virtual hub where a student can find all of their account information that is personalized to their journey. Student will have access to what steps they have or haven't completed yet, what important dates are relevant to them and their classes, who their success team is, and connections with their other students resources like email, D2L, self-service, and more.

Milestones

How can we reach students at critical moments along their educational journey that provide the information and resources they need to complete?

Work Pathways
24 credits a year

Top 30 Courses	Program Courses	Good Paying Job
First year experience with courses and supports		

No Credits | 15 Credits | 30 Credits | 45 Credits

Transfer
24 credits a year

Top 30 Courses		Transfer as Jr. or Sr.
First year experience with courses and supports		

No Credits | 15 Credits | 30 Credits | 45 Credits

Milestones - Goal

- Through intentional conversations between Academics, SES, and Institutional Research, develop program-based milestones to share just-in-time information and appropriate interventions which lead to a decrease in stop-outs and an increase in completions for both workforce and transfer students.

What's Next?

- Each project champion will develop a project team made up of SES staff members with the skills and knowledge that can help support that specific project.

- The project team will meet to discuss the goals, scope, timeline, and deliverables of the project and layout responsibilities and tasks for each member.

- The project teams will work throughout the summer to execute and complete each project.

What's Next?

- Even if you don't have the technical skills to complete certain tasks, your knowledge and insight are valuable.

- Many people will be approached in the coming weeks to assist with different projects.
  - If you are uninterested in assisting, let us know and we will look for a replacement.
  - If you have a strong interest in one of the projects discussed today, let your supervisor or the project champion for that project know.