

Administrative Process Improvement Project

Quick Hits/ Improvements

6 Year Cohort Students

The 6-Year Cohort team met to review incoming first-time, freshmen who started in fall semester 2007. Evaluate and recognize those students, who are close to graduation completion, recommend a plan to engage those students with their advisors and create a graduation plan. Team also identified the 5th year students who started in fall 2008. Below are the team's Quick Hits and recommendations for success improving the graduation rates for those students? Goals are to increase the 6th year cohort to 40% graduation rate.

6-Year Reports need to be distributed to Colleges: Completed

- Cohort reports of students entering their fifth and sixth years is sent to all identified college administrators, including deans, chairs, advisors, and graduation analysts after 14th day data
- 6-Year Cohort analysis report is maintained and sent to college administrators, including deans, chairs, advisors, and graduation analysts, Provost and Administrative Executives after 14th day data
- Identify designated party who will administer coordination of processing reports, distribution and maintaining the summary analysis for reporting to executives

Policy Recommendation:

- Students mandated to declare Major after fourth semester
- Require students to take critical Gen ED courses in their Freshmen/Sophomore year. Students tend wait until Senior year to take these classes

Create Centralized Clearing Office

- Coordinate processing 6-year reports, distribution and maintaining the summary analysis for reporting to executives
- Receive progress feedback from colleges of the students in the cohort
- Work with Provost office with updates on progress from the colleges
- Create timeline for communication, distribution and accountability of the cohorts

Create New Centralized Website for Student Retention Management with following information:

- Advising Information
- Undergraduate catalogue
- Education Support Program
- Commencement
- Procedure for Adding/Changing a Major
- UmDegree
- Financial Aid/Scholarships
- Center Academic Retention Enrichment Services (CARES)
- Transfer Credit Request form (TCR)
- Financial Impact
 - Breakdown of cost continuing past fourth, fifth and sixth years
- Other areas as identified

Hobsons Retain:

- Graduation plan is developed by advisors with the student who is full-time students with 60 hours and part-time with 90 hours
- Communicate positive messages at critical points apprising them of their progress:
 - 24 hours or greater at end of second semester
 - 48 hours or greater at end of fourth semester

- 72 hours or greater at end of sixth semester
- Survey students to determine their perception of their advising experience (after final registration time ticket)

UmDegree:

- Advisors required to attend annual training, procedure determined by each college
- Training is required for advisors to use the tool
- Mandated that New Student Orientation includes a training session
- Required in ACAD curriculum

Advisor Training:

- Develop on-line training of pertinent information including UmDegree, Banner and best practices with an emphasis the mission improving admissions and graduation rates

Future Recommendations:

Course Forecasting:

- Request Colleges to conduct audits to determine high demand courses specified for majors
- Hold seats for fifth semester students in order to graduate in a timely manner
- Allow appropriate substitutions for class that are filled and not offered every semester

Financial Disincentives:

- Lock in tuition for first time freshmen for four years
- Charge out-of-state tuition rate for students with attempted 150 hours or more

Portal notification students with 85 hours is eligible to file their intent to graduate

- Awareness notification they are eligible to file for graduation
- Students required to acknowledge the message (like the Hepatitis/Meningitis notification)