

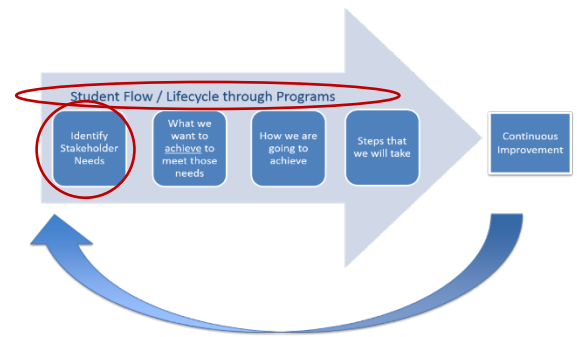
ETCS Strategic Planning Workshop

September 22, 2017

Facilitated by:

IPFW Center of Excellence in Systems Engineering

ETCS Strategic Planning Steering Committee Members



Exercise #2: Student Flow and Needs through Programs and Administrative Processes: From Pre-College through Career Pathways

Goal	Identify Student Flow and Needs through Programs and Administrative Processes.
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Description	In groups, use post-it notes to outline on large pieces of paper each step and associated needs of student flow.
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Steps

1	Consider the steps in a student’s lifecycle. Where does it begin and where does it end? Using the orange post-it notes, define the process steps that students take from Pre-College to Career Pathways.
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2	<p>Identify student needs that are associated with each process step and document on magenta post-it notes.</p> <p>Student Need Examples:</p> <ul style="list-style-type: none"> • schedule information and timely information access • accurate instructions • faculty and administrative support • proactive learning environment, etc.
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3	<p>As a group, spend 90 seconds at each flow, starting with your own. Observe the differences among the flowcharts. Consider the following questions:</p> <ol style="list-style-type: none"> 1. What is missing or not working? 2. What are some of the student needs that are different among the other groups’ flows? 3. What needs are critical that we must address now?
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Key Learning Points

Key Points	<ul style="list-style-type: none"> • For a system to be effective, we must meet all of the student’s needs. • Understanding flow provides an opportunity to identify other sub-initiatives that may be important that we have not identified. • Student needs may change as they move through the flow.
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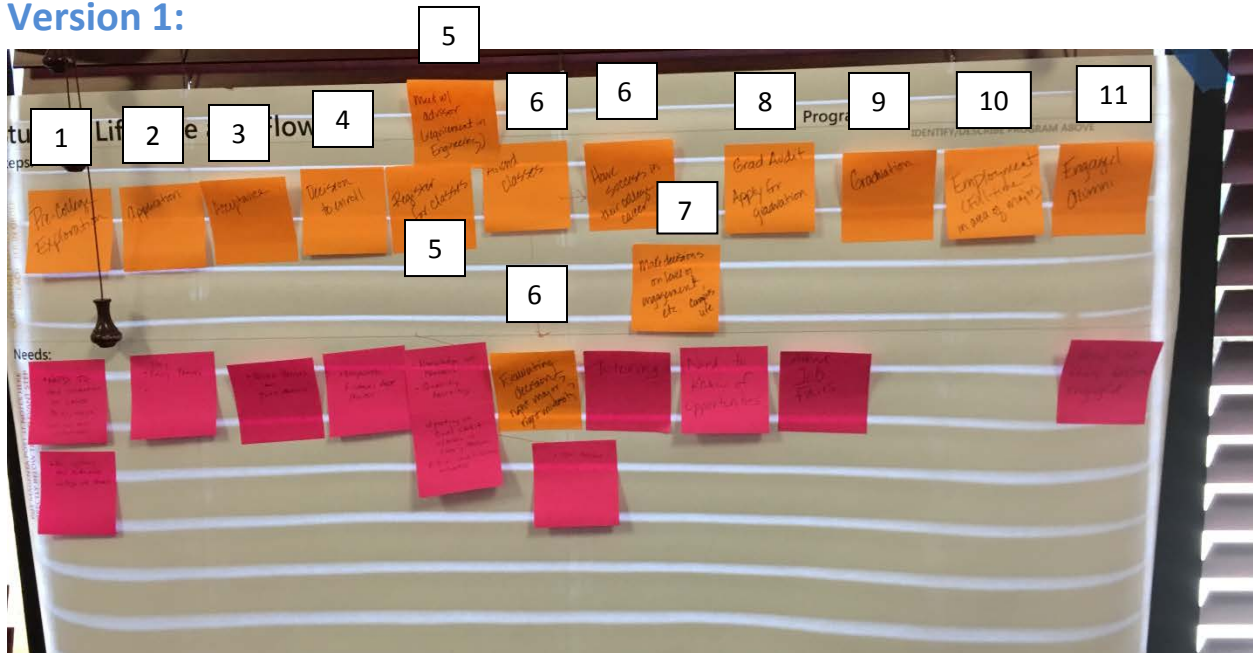
LESSONS LEARNED

ETCS Strategic Planning Workshop

Student Lifecycle and Flow

(9 Versions)

Version 1:



Step 1. Pre-College Exploration

Need 1. Need to have information on career paths/major. Need Financial AIDE Information

Need 2. All options are available college or trades

Step 2. Application

Need 1. Easy Process

Step 3. Acceptance

Need 1. Quick process and turn around

Step 4. Decision to enroll

Need 1. Simplistic financial aid process

Step 5. Meet w/advisor (requirement in Engineering) and Register for classes

Need 1. Knowledge of process

Need 2. Quality advising

Need 3. Posting of dual credit classes in timely fashion

Need 4. Dual credit grades inflated

Step 6. Attend classes, evaluating decision: right major? Right university? And have success in their college career

Need 1. See advisor

Need 2. Tutoring

Step 7. Make decisions on level of engagement, campus life, etc.

Need 1. Need to know of opportunities

Step 8. Grad Audit Apply for graduation

Step 9. Graduation

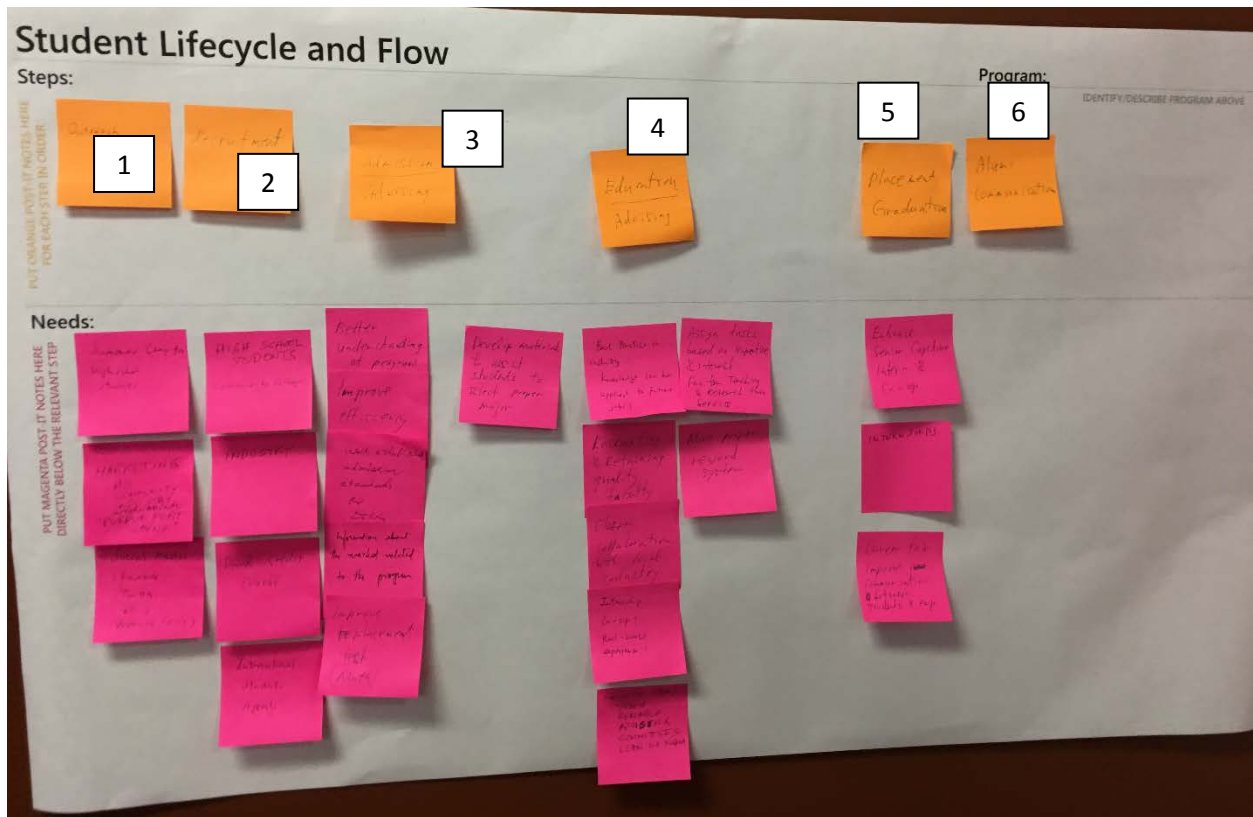
Step 10. Employment (Full-time-in area of research)

Need 1. Attend job fairs

Step 11. Engage alumni

Need 1. How can they become engaged?

Version 2:



Step 1. Outreach

- Need 1.** Summer camp for high school students
- Need 2.** Marketing high school community industry international "PURDUE FORT WAYNE"
- Need 3.** Social Media (Facebook, Twitter, etc.) –website (ETCS)

Step 2. Recruitment

- Need 1.** High school students, community college
- Need 2.** Industry
- Need 3.** Dual credit course
- Need 4.** International student agents

Step 3. Admission/Advising

- Need 1.** Better understanding of programs
- Need 2.** Improve efficiency
- Need 3.** Well established admission standards for ETCS
- Need 4.** Information about the market related to the program
- Need 5.** Develop material to assist students to select proper major

Step 4. Education/Advising

- Need 1.** Best practice in industry! Knowledge can be applied to future jobs!

Need 2. Recruiting and retaining quality faculty

Need 3. Closer collaboration with local industry

Need 4. Internship! Co-op! Real-world experience!

Need 5. Assign tasks based on expertise and interest. Fee for teaching and research
than service

Need 6. More proper reward system

Step 5. Placement Graduation

Need 1. Enhance Senior capstone Intern and co-op

Need 2. Internships

Need 3. Career fair, improve communication between student and employee

Step 6. Alumni Communication

Version 3:



Step 1. Outreach recruitment

- Need 1. Accurate Information (programs and services)
- Need 2. Offer desirable programs

Step 2. Application

- Need 1. Readily available (front page)

Step 3. Admission-Financial Aid

- Need 1. Staff available at all times
- Need 2. Connect with student wants/needs

Step 4. Advising and registration days

- Need 1. IPFW/ETCS information and resources
- Need 2. Build connections w/faculty and staff

Step 5. IPFW orientation

- Need 1. Get students engaged
- Need 2. Departmental orientation

Step 6. Continuous advising and registration

- Need 1. Opt-in Professional Advisors (each department)
- Need 2. Intrusive advising
- Need 3. Freshman advising in SSC
- Need 4. Faculty Mentors

Step 7. Attend Classes

- Need 1. Proactive outreach

Need 2. Offer more sections

Need 3. Offer more online/hybrid not more expensive

Step 8. Experimental learning opportunities

Need 1. Faculty extolling the virtues

Need 2. Faculty promotion specific of opportunities

Step 9. Apply for Graduation

Need 1. Multiple Communication Lines (advisor, my Blueprint, Register)

Need 2. Actually apply

Need 3. Simplify the graduation application

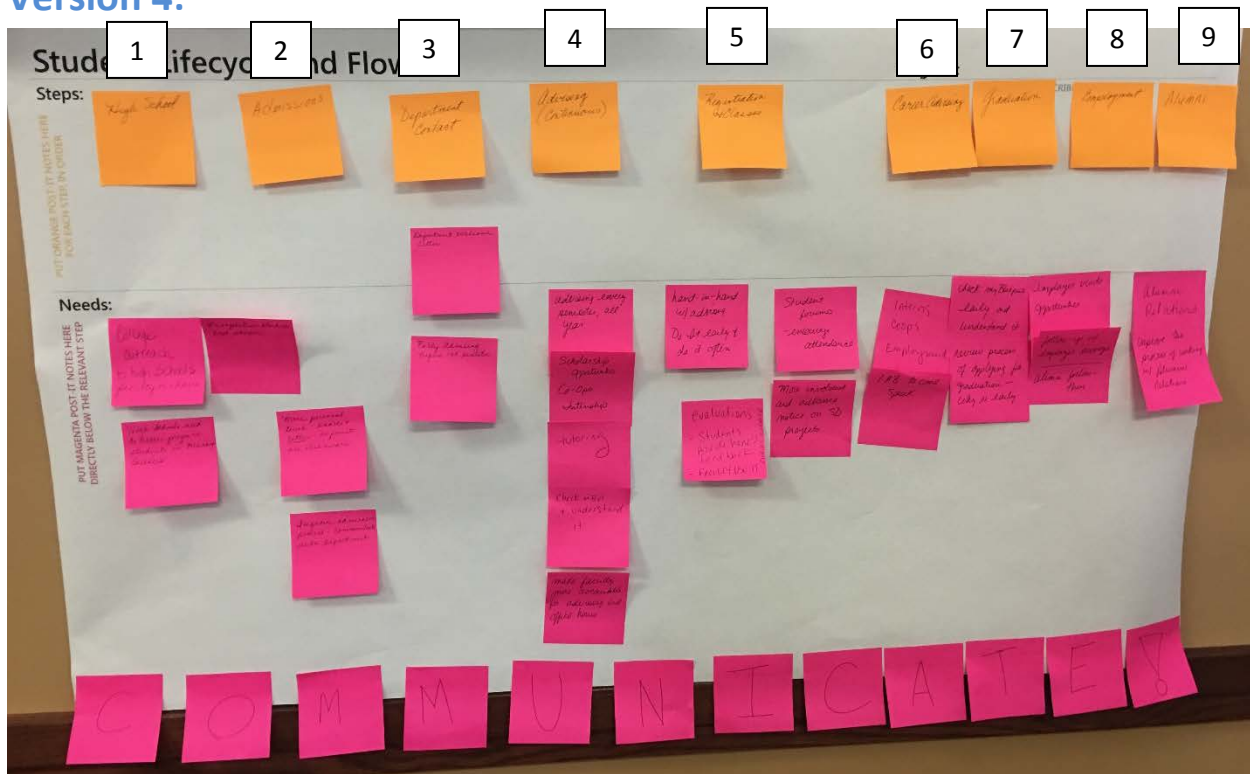
Step 10. Graduation

Need 1. Celebration

Need 2. Exit interviews

Need 3. Highlight graduate Success

Version 4:



Step 1. High school

- Need 1.** College outreach to high school's faculty or chairs
- Need 2.** High schools need to letter prepare students in math and science

Step 2. Admissions

- Need 1.** Prospective students list sooner
- Need 2.** More personal touch-emails and letters-so parents are also aware
- Need 3.** Improve admission process-communication with departments

Step 3. Department contacts

- Need 1.** Department welcome letter
- Need 2.** Early advising welfare 1st semester

Step 4. Advising (continuous)

- Need 1.** Advising every semester, all year
- Need 2.** Scholarship opportunities and co-ops internship
- Need 3.** Tutoring
- Need 4.** Check MBP and understand it
- Need 5.** Make faculty more accountable for advising and office hours

Step 5. Registration of classes

- Need 1.** Hand-in-hand w-advising. Do it early and do it often

Need 2. Evaluations: Students provide honest feedback and faculty use it (chairs enforce)

Need 3. Student forums and encourage attendance

Need 4. More involvement and advance notice on projects

Step 6. Career advising

Need 1. Interns co-ops and employment

Need 2. IAB to come speak

Step 7. Graduation

Need 1. Check my blue prints and understand it

Need 2. Review process of applying for graduation-why so early

Step 8. Employment

Need 1. Employers visits and opportunities

Need 2. Follow ups with employers' survey-Alumni follow then

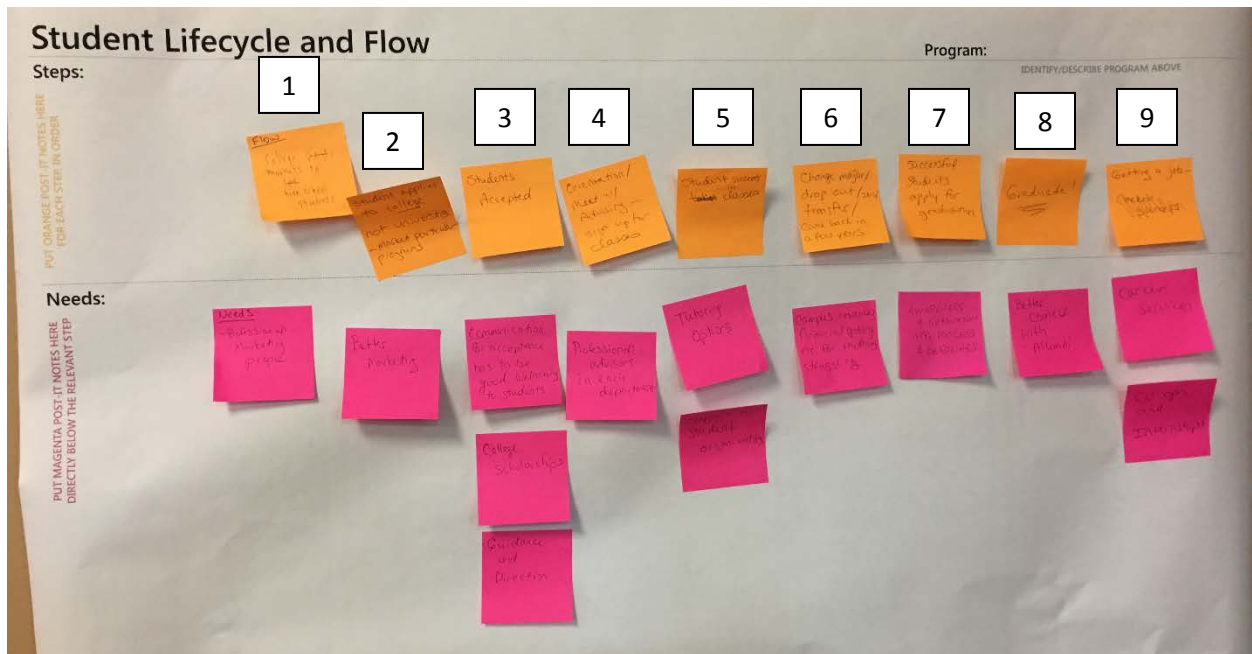
Step 9. Alumni

Need 1. Alumni Relations

Need 2. Improve the process of working w/Alumni relations

COMMUNICATE!

Version 5:



Step 1. Flow: College markets to high school students

Need 1. Professional marketing people

Step 2. Student applies to college not universities-market particular programs

Need 1. Better marketing

Step 3. Students accepted

Need 1. Communication for acceptance has to be good. Welcoming to students

Need 2. College scholarships

Need 3. Guidance and direction

Step 4. Orientation/ meet with advising-sign up for classes

Need 1. Professional advisors in each department

Step 5. Student success in classes

Need 1. Tutoring options

Need 2. Support for student organizations

Step 6. Change major/drop out/Jail/transfer/come back in a few years

Need 1. Campus resources, financial options, etc. for students struggling

Step 7. Successful students apply for graduation

Need 1. Awareness of graduation application process and deadlines

Step 8. Graduation

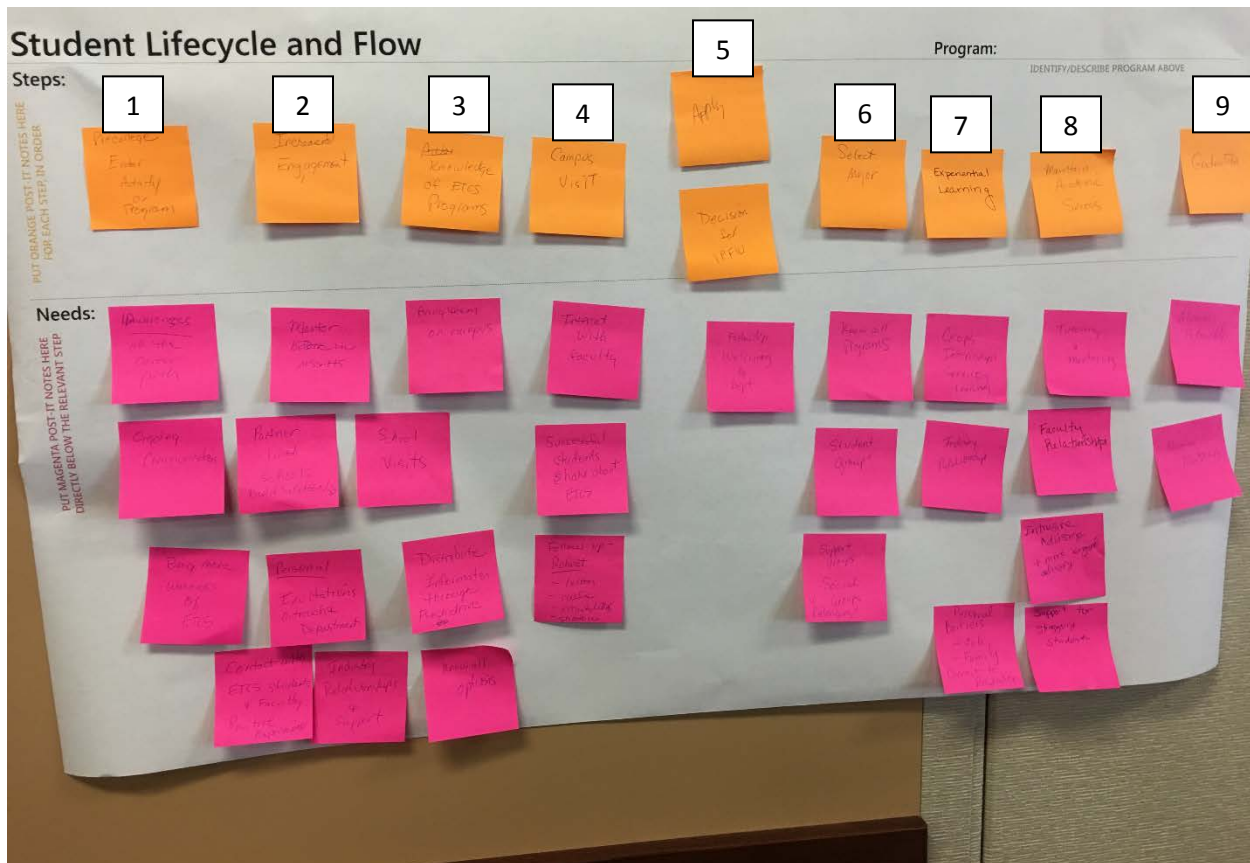
Need 1. Better connect with Alumni

Step 9. Getting a job

Need 1. Career services

Need 2. Co-ops and internships

Version 6:



Step 1. Precollege, Enter, Activity or Program

- Need 1. Awareness of the career path
- Need 2. Ongoing communication
- Need 3. Bring more awareness of ETCS

Step 2. Increased engagement

- Need 1. Mentor in MS and HS
- Need 2. Partner with Schools, build relationships
- Need 3. Personal: Invitations outreach and departure
- Need 4. Industry relationships and support
- Need 5. Contact with ETCS students and faculty, positive experience

Step 3. Knowledge of ETCS programs

- Need 1. Bring them on campus
- Need 2. School visits
- Need 3. Distribute information through flash drive
- Need 4. Know all options

Step 4. Campus visit

- Need 1. Interact with faculty
- Need 2. Successful students share about ETCS
- Need 3. Follow up-Robust (letters, calls, motivations, shadow)

Step 5. Apply and Decision for IPFW

- Need 1. Follow up, welcoming to Department

Step 6. Select major

- Need 1. Know all programs
- Need 2. Student group
- Need 3. Support groups, social groups “Belonging”

Step 7. Experimental learning

- Need 1. Co-ops internships services learning
- Need 2. Industry relationships
- Need 3. Personal barriers (job, family), connect to ***

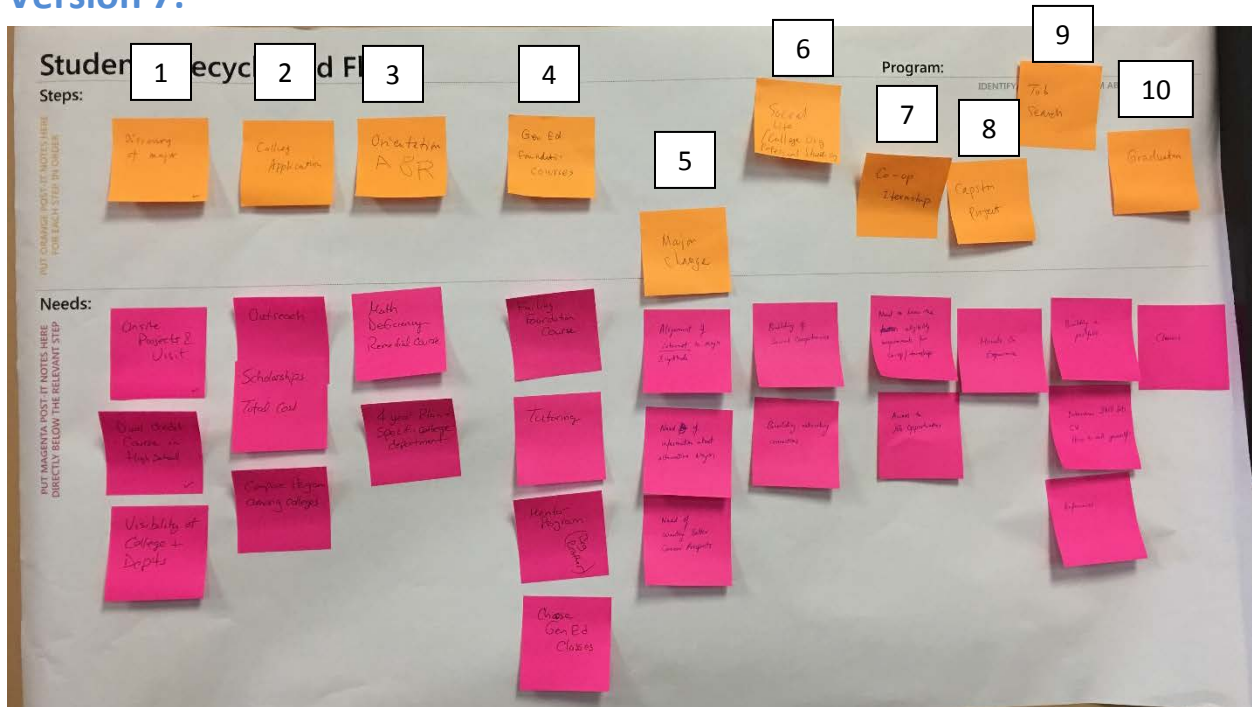
Step 8. Maintain academic success

- Need 1. Tutoring and mentoring
- Need 2. Faculty relationships
- Need 3. Intrusive advising + more engaged advising
- Need 4. Support for struggling student

Step 9. Graduation

- Need 1. Alumni follow up
- Need 2. Alumni mentoring

Version 7:



Step 1. Discovery of major

- Need 1. Onsite projects and visits
- Need 2. Dual credit course in High School
- Need 3. Visibility of College + Departments

Step 2. College application

- Need 1. Out search
- Need 2. Scholarships and Total cost
- Need 3. Compare program among colleges

Step 3. Orientation A & R

- Need 1. Math deficiency and Remedial course
- Need 2. 4 years plan + specific department

Step 4. Gen Ed Foundation courses

- Need 1. Failing foundation course
- Need 2. Tutoring
- Need 3. Mentor program (Big brother)
- Need 4. Choose Gen Ed classes

Step 5. Major change

- Need 1. Alignment of interest to major and aptitude
- Need 2. Need of information about alternative majors
- Need 3. Need of wanting better prospects

Step 6. Social Life/College org professional (studies org)

Need 1. Building of social competencies

Need 2. Building networking connections

Step 7. Co-op internship

Need 1. Need to know the eligibility requirements for co-op/internships

Need 2. Access to job opportunities

Step 8. Capstone Project

Need 1. Hand on Experience

Step 9. Job search

Need 1. Building a portfolio

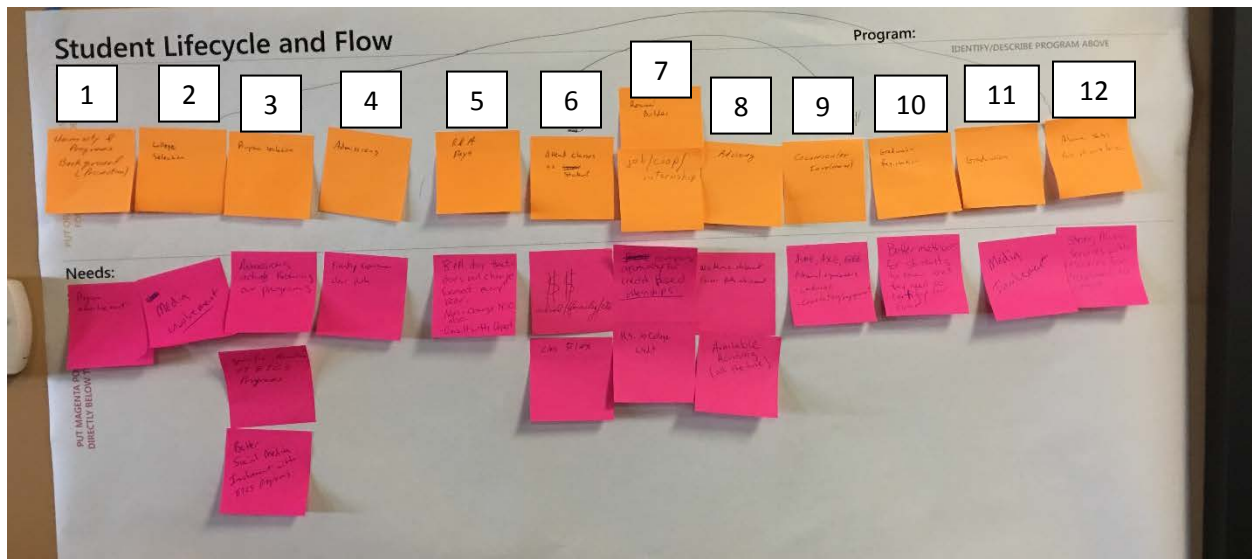
Need 2. Interview skill sets-CV-How to sell yourself?

Need 3. References

Step 10. Graduation

Need 1. Closure

Version 8:



Step 1. University and Programs, Background (Promotion)

Need 1. Program Advertisement

Step 2. College Selection

Need 1. Media involvement

Step 3. Program Selection

Need 1. Admissions actually knowing our programs

Need 2. Specific promotion of ETCS Programs

Need 3. Better social media involvement with ETCS Programs

Step 4. R&A Days

Need 1. R&A day that does not change format every year. Non-change NSO also.
Consult with Depart.

Step 5. Attend Classes as Student

Need 1. \$\$ School/Family/Etc.

Need 2. Class Flex

Step 6. Resume builder for job/coop/internship

Need 1. Campus opportunity for credit posed internships.

Need 2. H.S. to college credit.

Step 7. Advising

Need 1. Academic advisement, Career path advisement

Need 2. Available Advising (all the time)

Step 8. Co-curricular Involvement

Need 1. ASME, ASCE, EEEE, professional organizations, leadership, connection/engagement

Step 9. Graduation Registration

Need 1. Better methods for students to know that they need to certify for graduation

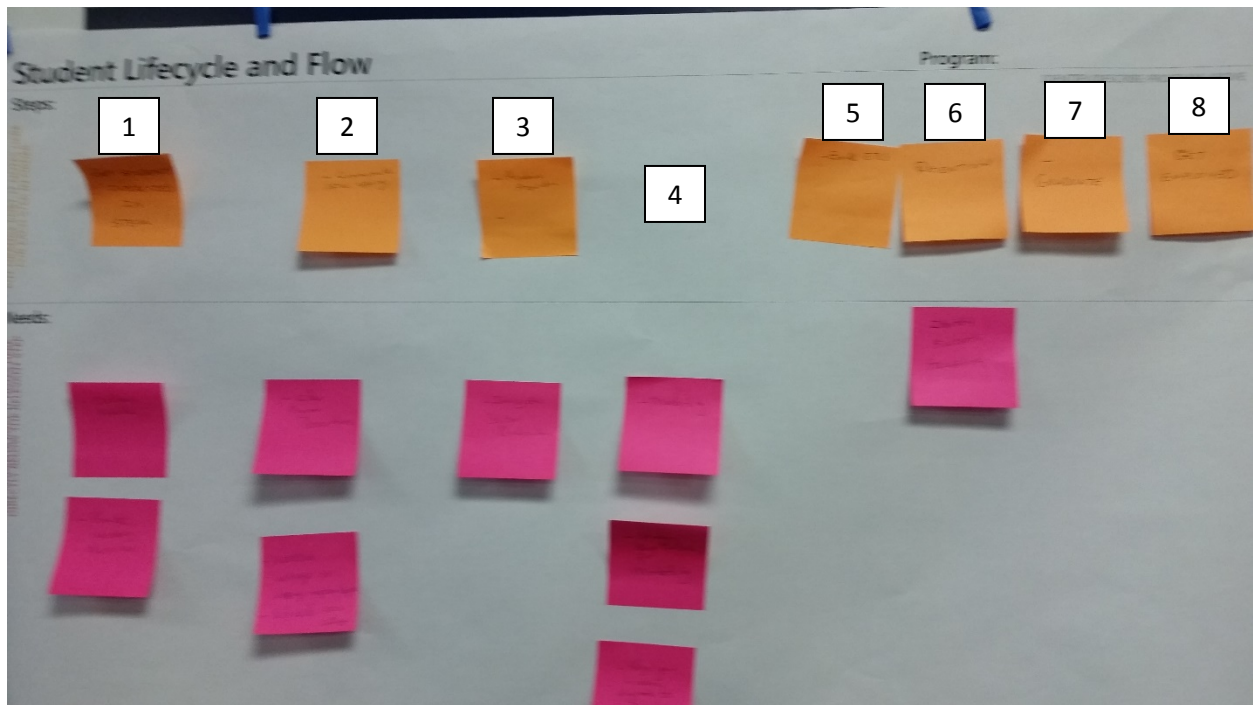
Step 10. Graduation

Need 1. Media Involvement

Step 11. Alumni Status, Part of work force

Need 1. Strong Alumni Services with resources for department to connect

Version 9:



Step 1. Get student interested in STEM

- Need 1. Outreach Activities
- Need 2. Provide necessary resources

Step 2. Communicate PFW offerings

- Need 1. Clear program descriptions
- Need 2. Interactive webpage for choosing program/degree, help desk – PFW College

Step 3. Academic Preparation

- Need 1. Identify the Student Qualification

Step 4.

- Need 1. Marketing
- Need 2. Studying best practices for marketing
- Need 3. Align your academic programs to needs

Step 5. Enroll ETCS

Step 6. Retention

- Need 1. Identify student struggling

Step 7. Graduate

Step 8. Get Employed