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

<table>
<thead>
<tr>
<th><strong>Steps</strong></th>
<th><strong>Description</strong></th>
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<tr>
<td><strong>1</strong></td>
<td>Consider the steps in a student’s lifecycle. Where does it begin and where does it end? Using the <strong>orange</strong> post-it notes, define the process steps that students take from Pre-College to Career Pathways.</td>
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| **2** | Identify student needs that are associated with each process step and document on **magenta** post-it notes.  

**Student Need Examples:**  
- schedule information and timely information access  
- accurate instructions  
- faculty and administrative support  
- proactive learning environment, etc. |
| **3** | As a group, spend 90 seconds at each flow, starting with your own. Observe the differences among the flowcharts. Consider the following questions:  
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? |

**Key Learning Points**

- 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.
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. Charge 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 (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
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