

Student Experience and Success (Strategies, Critical Tasks and Timeline)

Updated April 19, 2021

Goal: Create lifetime success – through a holistic approach to student development and success, which transforms the student experience.		
Strategies	Critical Tasks (PERSON RESPONSIBLE)	Deadline
Success, Persistence & Graduation: Leverage technology to support success early in a student's career and provide opportunities for enhancing academic performance.	(b) Implement retention CRM; ii. Phase 2: all advisors. (CIO) (e) Implement an Academic Degree Planning tool. (CIO, R-DB, R-PC)	(b) ii. Dec 2020 (e) <i>Postponed</i>
Academic and Advising Experience: Provide transformative engagement with an emphasis on learning excellence and holistic advising (i.e., academic advising, professional socialization, personal development, and relationship building).	(b) Transform Advising using best practices. (VP-AS-DB, AVP-IE) ii. Phase 2: add advising staff to achieve appropriate advising case loads (e) Create a culture of mentoring – Mentoring sub-committee formed to create recommendations. (Dir-UGR-DB) (f) Enhance tutoring; ii. Phase 2: develop process for continuous improvement; expand tutoring at PC. (D-COAS-DB, VC-AA-PC) (g) Freshmen outreach; ii. Phase 2: full automation of ALEKS; developed Virtual Bridge for greater student utilization. (AVP-IE) iii. Phase 3: integration of RNL surveys into CRM. (AVP-IE)	(b) ii. On hold (e) Mar 2021 (f) ii. Nov 2020 (g) ii. Nov 2020 iii. May 2021
Academic Programs and Policies: Ensure programs and policies provide positive impact on student experience and success.	(b) Review course cap policies/practices to provide a more positive student impact. (AP) (c) Ensure all courses have student assessments and implement early alert process for PC. (VC-AA-PC, D-COAS-DB, D-COA-DB, D-COE-PC) (d) Continue to facilitate seamless transferability among campuses. (R-DB, R-PC, R-WW} (e) Implement a curriculum review process to enable alternative academic pathways for at-risk students. (D-COAS-DB, D-COE-PC)	(b) <i>Postponed</i> (c) Nov 2020 (d) Jul 2021 (e) Aug 2021
Student Services: Reimagine and implement services to provide integrated, seamless, user-friendly support and enable self-service access 24x7x365.	(d) Reimagine student business services: (AVP-IE) iii. PC: Plan for new building using lessons learned approach from DB. (VC-AA-PC) (e) Develop student communications strategy – will form subcommittee. (AVP-IE) (g) Consolidate to a single catalog for the 3 ERAU campuses. (R-DB, R-PC, R-WW)	(d) iii. 2021 (e) Jun 2021 (g) May 2021

Note: Completed tasks are summarized in corresponding Task Completion Timeline.

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Strategies	Critical Tasks (PERSON RESPONSIBLE)	Date Completed
<p>Success, Persistence & Graduation: Leverage technology to support success early in a student’s career and provide opportunities for enhancing academic performance.</p>	<ul style="list-style-type: none"> (a) Implement ALEKS placement exams; <ul style="list-style-type: none"> i. Integrate ALEKS with curriculum. (D-COAS-DB) ii. Refine process to drive more new students to remediate during placement testing (D-COAS-DB) iii. Continue to integrate ALEKS with curriculum (D-COAS-DB) (b) Implement Retention CRM <ul style="list-style-type: none"> i. Phase 1: professional advisors. (CIO) (c) Implement Customer Service software - case management & knowledgebase. (CIO) (d) Implement Campus Solutions “permissions/waitlists” functionality. (R-PC) 	<ul style="list-style-type: none"> (a) <ul style="list-style-type: none"> i. Aug 2018 ii. Dec 2019 iii. Mar 2020 (b) <ul style="list-style-type: none"> i. Dec 2018 (c) Jun 2018 (d) Feb 2019
<p>Academic and Advising Experience: Provide transformative engagement with an emphasis on learning excellence and holistic advising (i.e., academic advising, professional socialization, personal development, and relationship building).</p>	<ul style="list-style-type: none"> (a) Conduct barrier courses analyses and develop mitigation strategy. (D-COAS-DB) <ul style="list-style-type: none"> i. Phase 1: added Supplemental Instruction (b) Transform student advising using best practices; Recommendation approved. (R-PC) <ul style="list-style-type: none"> i. Implement Advising Transformation recommendation (c) Gather student experience feedback; <ul style="list-style-type: none"> i. Phase 1: Conduct student focus groups and listening sessions. (AD-S-DB) ii. Phase 2: Conduct Diversity and inclusion self-study. (AD-S-DB) iii. Phase 3: Implement the approved D&A recommendations – CDIO. (SVP-AAP) (f) Enhance tutoring; <ul style="list-style-type: none"> i. Phase 1: develop process for continuous improvement. (AVP-IE) (g) Freshmen outreach – based on risk; <ul style="list-style-type: none"> i. Phase 1: develop process for continuous improvement. (AVP-IE) (h) Upgrade to new library system to provide students improved access and functionality for library resources. (CIO) 	<ul style="list-style-type: none"> (a) Apr 2018 <ul style="list-style-type: none"> i. Dec 2019 (b) Feb 2019 <ul style="list-style-type: none"> i. Aug 2019 (c) <ul style="list-style-type: none"> i. May 2018 ii. Apr 2019 iii. Aug 2020 (f) <ul style="list-style-type: none"> i. Dec 2018 (g) <ul style="list-style-type: none"> i. Jul 2019 (h) Dec 2019
<p>Academic Programs and Policies: Ensure programs and policies provide positive impact on student experience and success.</p>		

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<p>Student Services: Reimagine and implement services to provide integrated, seamless, user-friendly support and enable self-service access 24x7x365.</p>	<ul style="list-style-type: none"> (a) Refine ERNIE to provide seamless support. (CIO) (b) Upgrade ERAU mobile application. (CIO) (c) Implement queue management tool for student business services. (AVP-IE) (d) Reimagine student business services: <ul style="list-style-type: none"> i. DB: PHASE 1: Create single physical location for student business. (AVP-IE) ii. DB: PHASE 2: Process review of registration barriers and other high-volume transactions – focus on providing self-service. (AVP-IE) (f) Develop service excellence training for all. (AVP-IE) 	<ul style="list-style-type: none"> (a) Jun 2018 (b) Nov 2017 (c) Jan 2017 (d) <ul style="list-style-type: none"> i. Jun 2018 ii. Dec 2019 (f) May 2018
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Note: Tasks in progress are summarized in corresponding Strategies, Critical Tasks and Timeline.

Student Experience and Success (Performance Metrics)

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Performance Metrics	FY-18 (baseline)	FY-19	FY-20	FY-21	FY-22	FY-23
Metric 1 - Undergraduate 4-year graduation rate <i>Definition: first time, full-time degree seeking cohort.</i>	35%	36% ●	38% ●	40%	42%	44%
Metric 2 - Undergraduate 6-year graduation rate <i>Definition: first time, full-time degree seeking cohort.</i>	59%	59% ●	61% ●	64%	67%	70%
Metric 3 - Undergraduate 1st Year retention rate <i>Definition: first time, full-time degree seeking cohort.</i>	82%	82% ●	83% ●	85%	87%	88%
Metric 4 - Undergraduate 2nd Year retention rate <i>Definition: first time, full-time degree seeking cohort.</i>	73%	67% ●	68% ●	69%	70%	72%
Metric 5 - First Year Completion of 24 Credits (%) <i>Definition: % of first time, full-time degree seeking students completing 24 ERAU credit hours or greater.</i>	91%	86% ●	87% ●	88%	90%	91%
Metric 6 - Worldwide Average Courseload <i>Definition: Average number of courses taken per undergraduate student per year.</i>	4.0	4.3 ●	4.8 ●	5.2	5.6	6.0

●● Goal exceeded by 2X;
 ● Goal achieved;
 ● Goal achieved at 90 - 99% level;
 ● Goal not achieved