

The Harper Team

New Student Flow

At Harper College, we believe that solving institutional challenges *requires* institutional collaboration. The New Student Flow was made possible by the hard work and collaboration of many different departments on campus. This section highlights the updates to the student flow sequence within each office.

Recruitment & Outreach

Conducts an aggressive post-application communication sequence for part-time and full-time students.

Tracks and monitors student matriculation steps through orientation.

Utilizes the website, phone, and appointments to assist with reinforcing the new student flow.

Admissions and Testing

New application categories will be available September 2012 for students applying for summer 2013 and beyond.

Placement testing offerings expanded from two days a week to five.

Electronic booking of placement testing appointments now available from within the student portal (see page 3 of the newsletter for graphic).

Orientation

Orientation for full-time and part-time students combined and offered five days a week.

Students have self-service options to make appointments in the new My Orientation tab on the student portal.

Counselors group students in advance of advising according to majors/programs of study, when possible.

Access and Disability

Students with disabilities purposefully integrated into New Student Flow model.

Intake interview, accommodation planning, and advising check completed in Access and Disability Services.

New tracking mechanisms for referrals so students with disabilities do not get lost in the shuffle.

Registration

Verification and updating of student major/program of study and demographic information at the time of registration.

Students receive individualized assistance with the registration/payment process.

Registration assistance provided five days a week with evening hours available.

Questions or concerns about the New Student Flow model? Contact Maria Moten at ext. 6260 or mmoten@harpercollege.edu

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Further resources about student flow:

Completion by Design: <http://www.completionbydesign.org/>

Scott-Clayton, J. (2011). The structure of student decision-making at community colleges. *CCRC Brief Number 49*. New York, NY: Columbia University, Teachers College, Community College Research Center.

Scott-Clayton, J. (2011). *The shapeless river: Does a lack of structure inhibit students' progress at community colleges?* (CCRC Working Paper No. 25, CCRC Assessment of Evidence Series). New York, NY: Columbia University, Teachers College, Community College Research Center.



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Questions or Comments? Contact the Planning and Institutional Effectiveness Division at ext. 6950 or IR@harpercollege.edu

New Student Flow Design Principles:

1. Accelerate Entry into Coherent Programs of Study
2. Minimize Time Required to Get College-Ready
3. Ensure Students Know Requirements to Succeed
4. Customize and Contextualize Instruction
5. Integrate Student Supports with Instruction
6. Continually Monitor Student Progress and Proactively Provide Feedback
7. Reward Behaviors that Contribute to Completion
8. Leverage Technology to Improve Learning and Program Delivery

- Taken from *Completion by Design's Pathway Principles*

The Challenge

Incoming community college students are often confused and overwhelmed by the barriers that occur during the college enrollment process. These barriers include: long lines at registration, redundant paperwork, and confusing program options. The sequence of steps that a student must complete in order to enroll in courses at Harper is known as student flow. Research suggests that the lack of structure within a student flow is likely to result in poorly informed decisions about whether and how to persist toward a credential.

Studies have shown that the structure of a student flow may influence choices that a student makes including whether or not to enroll, persist and complete. Interventions that have shown promise in increasing a student's success include: enhanced advising options, new student courses, cohort based courses, and linked courses.

In response to this challenge, Harper has reconstructed the student flow experience to address many of the Pathway Principles taken from *Completion by Design*. This national initiative is designed to increase completion and graduation rates.

The New Student Flow Design Principles within our New Student Flow model, are based on research and participating colleges' experiences that maximize students' likelihood of completing a credential. The goal of the redesign is to encourage students to complete the enrollment process earlier and more efficiently. Thus, students will become more acclimated with the College resources that are appropriate to their educational plans.

The Harper Story

The New Student Flow model affects multiple departments on campus, including Student Recruitment and Outreach, Admissions and Testing, the Center for New Students and Orientation, Access and Disability Services, and the Registrar's Office. The latest updates about each of these areas are highlighted on page 4. These departments have collaborated to reduce the barriers for students enrolling at Harper.

The implementation of the New Student Flow model demonstrates Harper's commitment to data informed decisions that improve student success as we strive for our goal of 10,604 additional degrees and certificates.

Figure 1: Harper College Applications

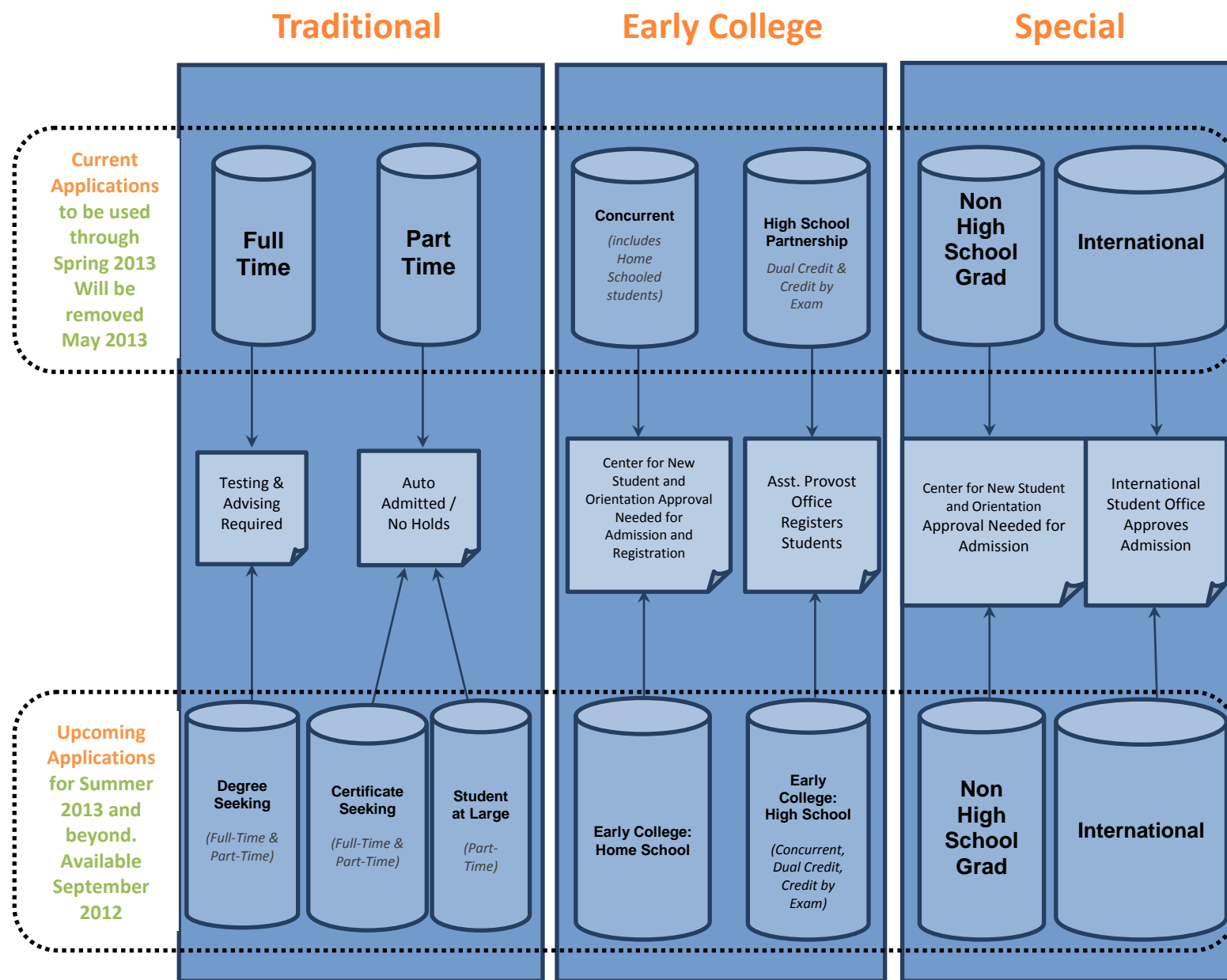


Figure 1 highlights the upcoming changes to Harper’s new student application intake process. The main change is that applications will be organized by student intent (degree-seeking, certificate-seeking, and student at large) instead of full-time/part-time status. Concurrent, dual credit, and credit by exam applications are placed into an Early College category. The non-high school graduate and international student applications remain the same.

Figure 2: Harper College My Orientation Tab

The screenshot shows the 'My Orientation' tab with the following content:

- Navigation Menu:** My Campus, My Orientation, My Registration, My Payments, My FinAid, My Advising, My Harper Email, Clubs and Orgs.
- Header:** Welcome to Orientation!
- Main Content:**
 - New Full-Time Students Follow These Steps:**
 - Step 1: Schedule Your Placement Tests (New Students for Fall 2012 Only):** Includes information about placement testing, a 'Preview Orientation' button, and a 'Compass Placement Testing' button.
 - Step 2: Schedule Your Appointment for Advising/Registration (New Students Only):** Includes information about scheduling appointments and a 'How to Register for Courses' link.
 - Step 3: Prepare for Your Advising Appointment:** Includes information about preparing for the appointment and a 'Harper College Catalog' link.
- Right Sidebar:**
 - Testing Center Information:** Welcome message and links to 'Testing Center FAQs', 'COMPASS Overview', 'Criteria for Waiving the Tests', 'Retest Policy', and 'Compass Test Prep Resources'.
 - How to Register for Courses:** Includes a 'HOW TO REGISTER FOR CLASSES' graphic and a link to 'How to Register For Classes and Pay Tuition'.
 - Access and Disability Services:** Includes a link to 'ADS - Access and Disability Services'.
 - Information for Athletes:** Includes a link to 'Harper College Hawks Website'.

Figure 2 displays the new My Orientation tab available on the student portal. This tab is designed especially for new students. The information contained on this tab will assist students in successfully beginning their coursework at Harper College. The My Orientation tab centralizes information critical to new students and is where new students are able to schedule appointments for both placement testing and the Advising and Registration lab. Students will not be permitted to schedule their advising appointment until they have demonstrated their knowledge of math, geometry, reading and writing skills via placement testing or various waiver options.