**College:**

**Student Enrollment Flowchart**

**Cadre 1**

This exercise is designed for colleges to understand the student enrollment process, to reflect on the design and coherence of the process, to recognize barriers, and to identify opportunities for improvement.

Using the table on page 3, map the steps, in order, a student completes to attend class on the first day of the semester. Include which department oversees each step, the location where the student completes the step, how much time each step will likely take the student to complete, and whether the step is required. Add any clarifying information, and add or delete rows as necessary. The table will expand as you enter text. A sample is provided on page 2.

The goal of exercise is not necessarily to reduce the number of steps a student must complete, but rather to ensure the entry experience appropriately guides students onto a structured, efficient pathway aligned with a student’s end goal.

In the list of steps, be sure to include when and how students:

* Explore career options
* Learn about financial aid
* Learn about academic programs
* Learn about transfer opportunities
* Learn about student support services
* Participate in initial advising
* Complete placement requirements
* Attend orientation
* Develop an academic plan
* Register for classes

In the **Student Type** column, use **N** for new students, **R** for returning students, and **T** for transfer students.

If your college’s enrollment process does not include one of these steps, note that in your team’s responses to the questions following the chart. You may type your responses directly into this Word document.

**SAMPLE STUDENT ENROLLMENT PROCESS**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Student Type** | **Activity** | **Department** | **Location** | **Time** | **Required?** | **Notes** |
| NTR | Watch introductory video describing enrollment process | Advising Center | Online | 5 min. | No | Could be completed in campus computer lab, includes financial aid |
| NTR | Complete career assessment with links to program information | Career Center | Online | 10 min. | No | Could be completed in campus computer lab |
| NTR | Complete application | Admissions | Online | 20 min. | Yes | Could be completed in campus computer lab |
| T | Send transcript from previous institution | Records | Student requests from other college | 5 min. | Yes | After receipt, may take a week to evaluate credits |
| NTR | Complete FAFSA | Financial Aid | Online | 30+ min. | No | Time depends on documentation required; could be completed in campus computer lab |
| NTR | Attend orientation | Advising Center | Student Center | 3 hours | Yes | Includes one-on-one advising, the creation of a full academic plan, and student services information |
| NTR | Activate student email account | IT | Online | 5 min. | Yes | Could be completed in campus computer lab |
| N TR? | Complete placement requirements | Assessment Center | Student Center | 3 hours | Yes | Student may have satisfied requirements through means other than TSIA |
| NTR | Attend registration | Advising Center | Computer lab in Technology building | 30 min. | Yes | Wait times up to 2 hours |
| NT | Get student ID | Student Life | Student Center | 5 min. | Yes | Wait times up to 1 hour |
| NTR | Obtain course materials | Bookstore | Student Center | 15 min. | Varies by course | Wait times up to 1 hour |

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| --- | --- | --- | --- | --- | --- | --- |
| **Student Type** | **Activity** | **Department** | **Location** | **Time** | **Required?** | **Notes** |
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**QUESTIONS**

1. How do students learn this process? For example, is there a link directly from the college website’s home page to a page that lists each step, or do students click through multiple pages to learn the full process?
2. How is the information presented to students (e.g., infographic, text, etc.)?
3. How do you collect feedback from students on the enrollment process?
4. What have you learned from students about their experience enrolling at the college?
5. What areas for improvement have you identified? What is missing? Where do you see redundancies? Where can the process be streamlined?