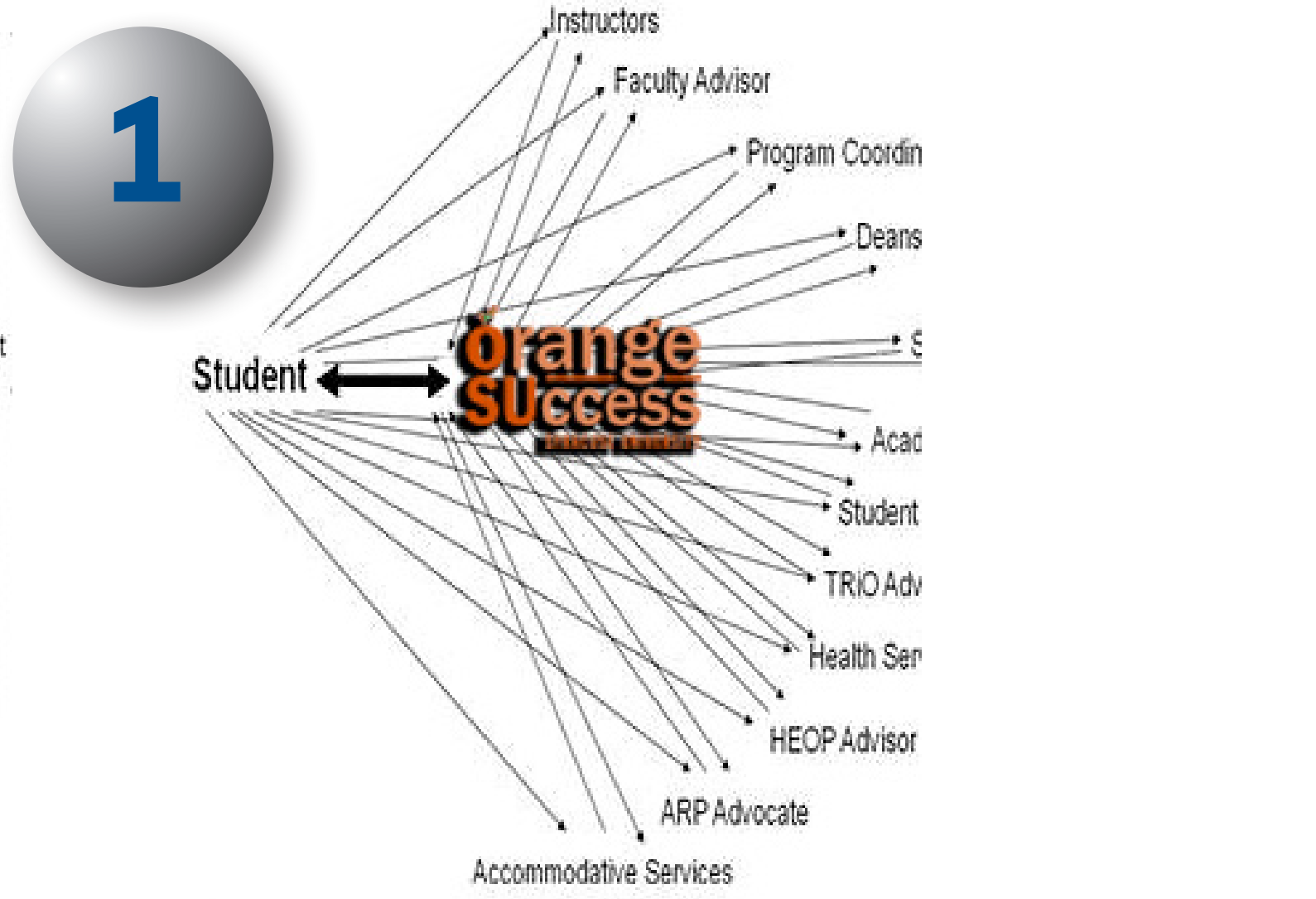
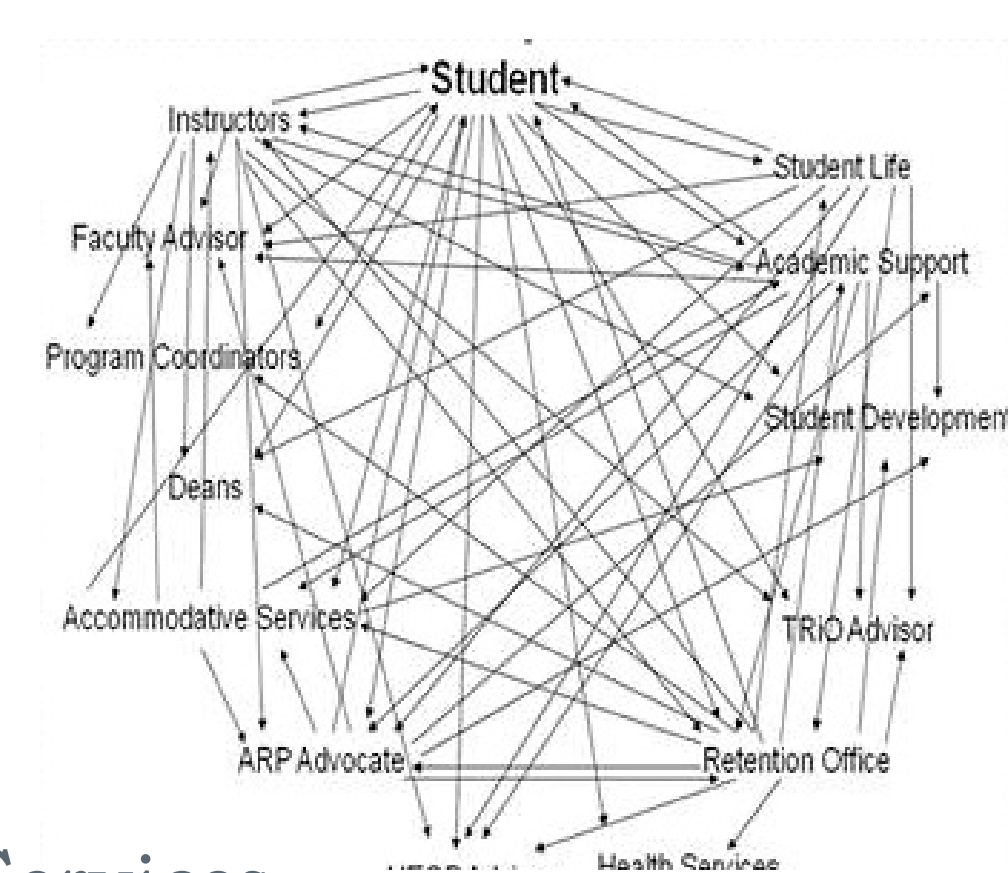
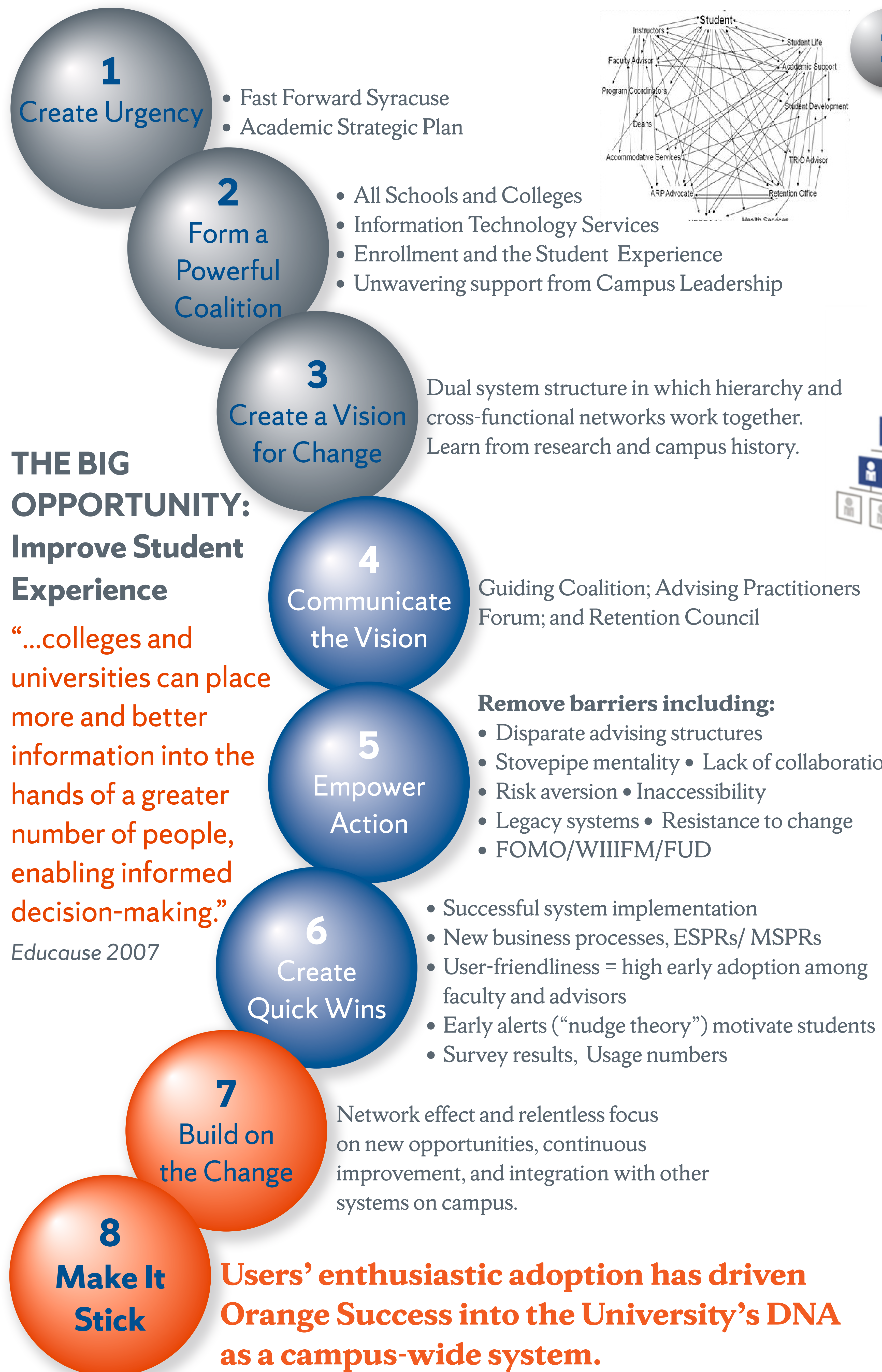


Orange Success Managing Change, People, Technology, and Process

Syracuse University Hopeton Smalling, Ed.S./Kal Srinivas Ph.D. AAF/ESE



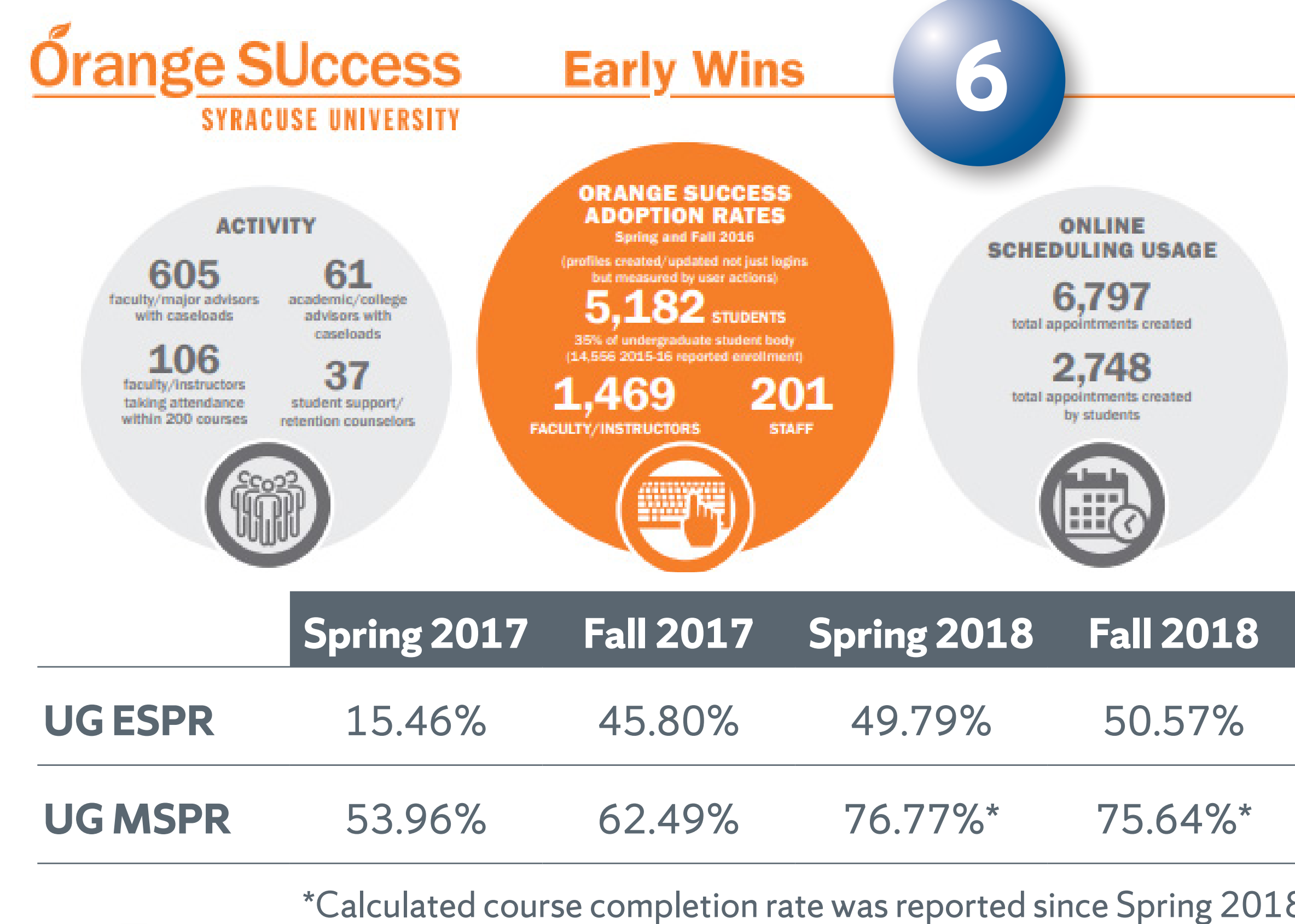
“It’s easier to change the course of history than change a history course.”

Zell Miller
Former Governor of Georgia and Chancellor of the University System of Georgia

Through the lens of “One University”

Managing change and culture within a large, private university is daunting, but can be done by diagnosing what areas need alignment. More importantly, sustaining institutional change in higher education is possible with a strategic approach. This session will provide examples of how adoption of Orange SUccess was promoted strategically through the lens of “One University.” We will share how our thinking shifted from focus on departments to an all-university view to successfully embed/anchor the change. Lessons learned include the many reactive changes that were unforeseen, or were simply more difficult to influence from the start.

- Poster Session Objectives**
1. Understand The Values And Culture
 2. Manage Resistance To Change
 3. Measure Adoption
 4. Leverage The Network Effect
 5. Communicate Early Wins



Feedback from all Players

Students:

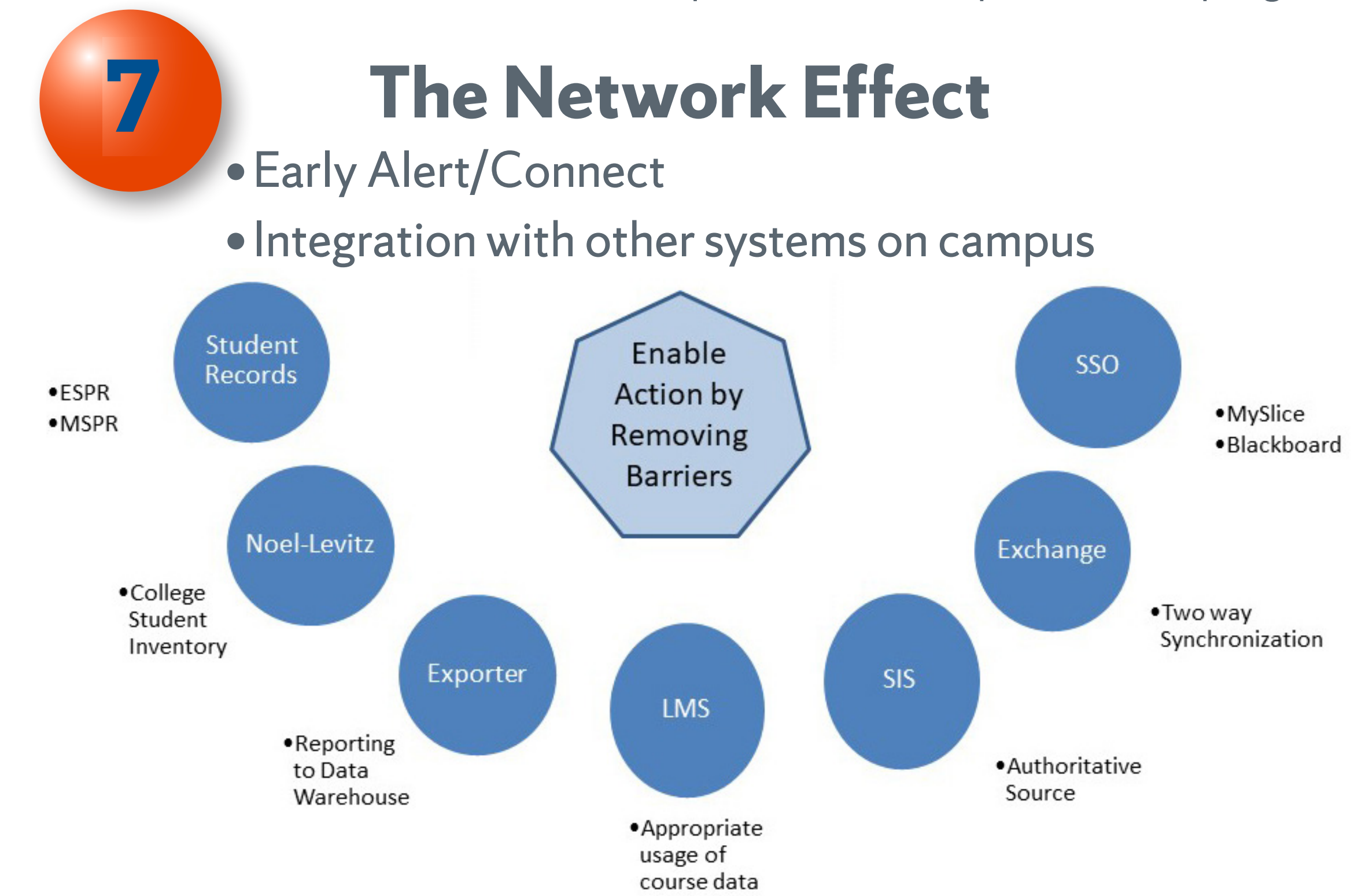
- Kudos provided me with motivation to do better.
- I had immediate response when I raised a flag in the system.

Faculty:

- Those students who were recognized were more willing to participate in the next class.
- Orange Success is a win-win proposition for students, and those of us who teach and work with them.

Advisors:

- I was able to reach out to my students to advise them immediately when they missed classes or had low test scores.
- It was helpful to have more information from faculty for my probation students when they came to meet with me.”



Clear Evidence of Student Success

- Our faculty more than doubled the national average of 31% completion rate of Mid-Semester Progress Surveys at universities over 15,000 students, demonstrating the University’s commitment to supporting students’ success
- Nationally recognized for its exceptional use of advising technology and positive adoption metrics, Orange SUccess was awarded the 2018 Hobsons Education Advances Award for Student Success and Advising.

<http://OrangeSUccess.syr.edu>

Adapted from John Kotter’s model for Managing Change Management