THE BIG OPPORTUNITY: Improve Student Experience

"...colleges and universities can place more and better information into the hands of a greater number of people, enabling informed decision-making."

Eduscene 2007

1. Create Urgency
   - Fast Forward Syracuse
   - Academic Strategic Plan

2. Form a Powerful Coalition
   - All Schools and Colleges
   - Information Technology Services
   - Enrollment and the Student Experience
   - Unwavering support from Campus Leadership

3. Create a Vision for Change
   - Dual system structure in which hierarchy and cross-functional networks work together. Learn from research and campus history.
   - Guiding Coalition: Advising Practitioners Forum; and Retention Council

4. Communicate the Vision
   - Remove barriers including:
     - Disparate advising structures
     - Stovepipe mentality
     - Lack of collaboration
     - Risk aversion
     - Inaccessibility
     - Legacy systems
     - Resistance to change
     - FOMO/WIIIFM/FUD

5. Empower Action
   - Successful system implementation
   - New business processes. ESPRs/ MSPRs
   - User-friendliness = high early adoption among faculty and advisors
   - Early alerts ("nudge theory") motivate students
   - Survey results, Usage numbers

6. Create Quick Wins
   - Network effect and relentless focus on new opportunities, continuous improvement, and integration with other systems on campus.
   - Users’ enthusiastic adoption has driven Orange Success into the University’s DNA as a campus-wide system.

7. Build on the Change
   - Early Alert/Connect
   - Integration with other systems on campus

8. Make It Stick
   - 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.

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.

Advisors:
- I was able to reach out to my students to advise them immediately when they missed classes or had low test scores.

"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

http://OrangeSUccess.syr.edu