



OPEN LAB Creating a Collaborative Environment to Facilitate Enrollment Mgmt, Student Success, & Retention

Reimagine **possible**

April 6, 2021

Grad Lab

Office of Social Work Student Services, Finance & Administration
Department of Social Work
College of Health & Applied Sciences



Welcome!

Meet the presenters

Goals for this session

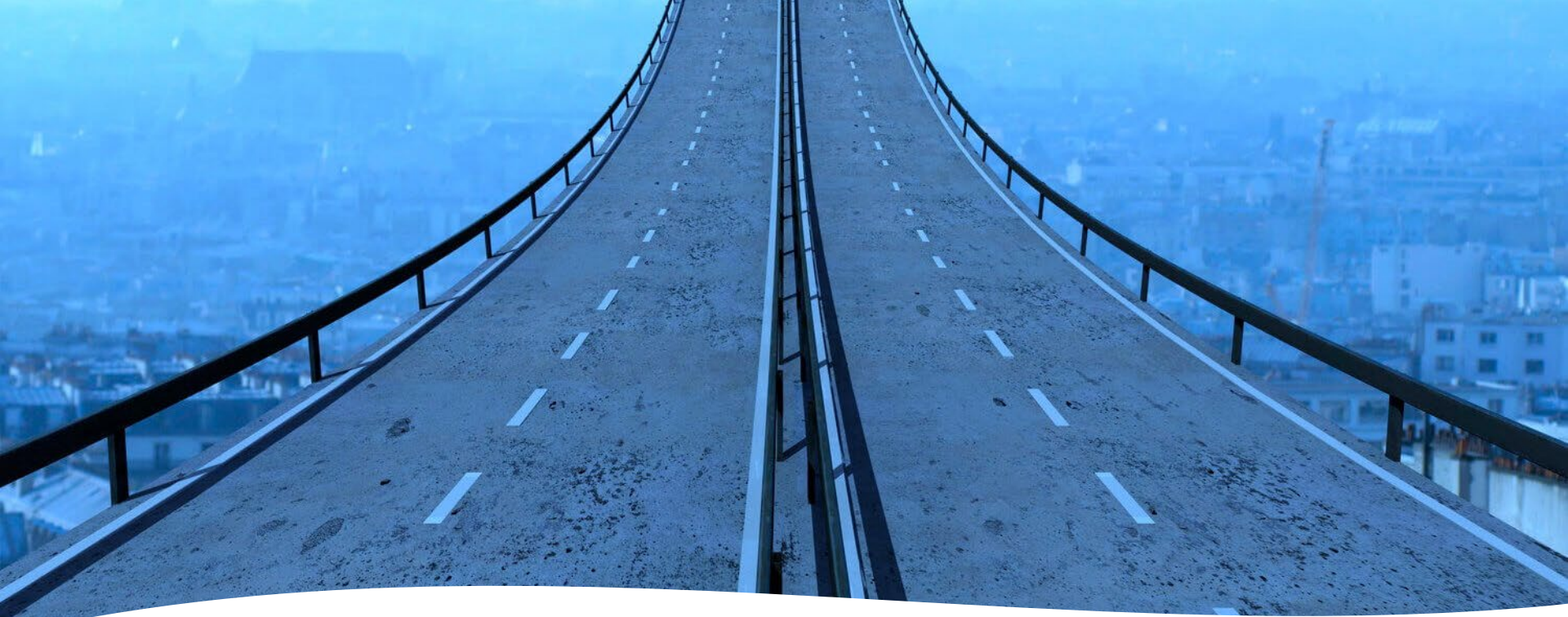
- Explore effective approaches to fostering a collaborative environment that facilitates integrated operational student success programming, and retention efforts.
- Identify programming strategies that foster collaborative student, faculty, and staff interactions.
- Examine processes and tools that support student success, and retention on a day to day basis.





We are Roadrunners First!

- Mostly urban and commuter campus university
- Hispanic Serving Institution
- Diverse student body (first gen, returning students, veterans)
- Balancing act: working, caring for family members, imposter syndrome, higher levels of stress
- Do you know your graduate student demographics?



The Unknown Future of Higher Ed

- Declining Enrollments
 - Shifting Demographics
 - First Gen & Latinx, SOC greater share of new college enrollment
 - Increasing competition: for profit & online
- First Generation/ SOC
 - Unique Factors influencing retention/ success
- Shortage of Support & Resources
 - Cut Spending
 - Increase Tuition



So, we ask
ourselves...

- What is success in our graduate program?
- What do our students need/want to be successful?
- How can we customize our programming to meet these needs?

Innovations in Graduate Programing for a New Generation

- A lifespan and integrated operations approach
- Student Centered!
- Strengthening relationships across campus
- Optimizing strengths
- Creating efficiencies
- Consistently appraising and adjusting
- Responsibility centered programming



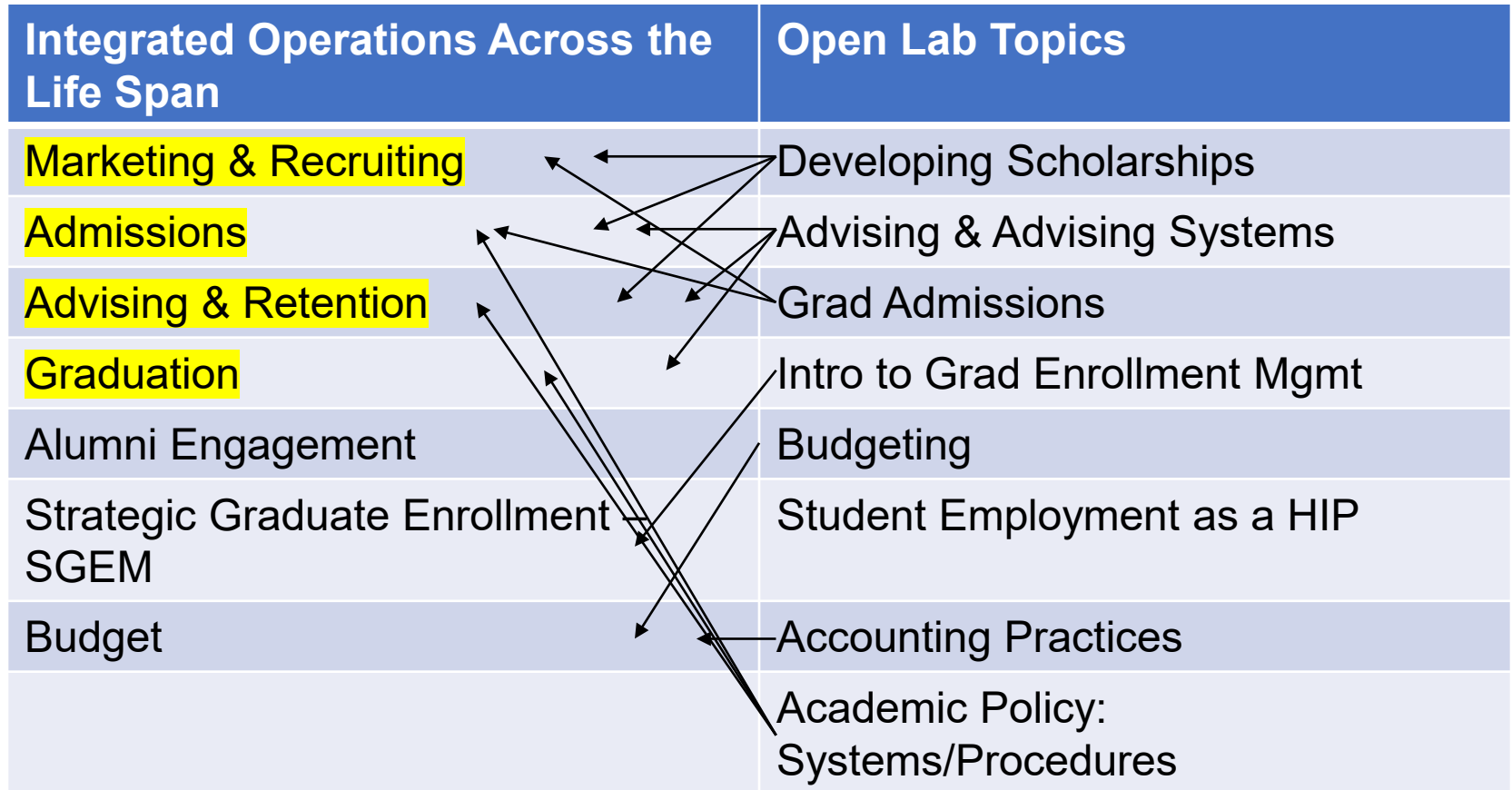
Integrated Operations Model

A Life Span & Integrated Interdependent Approach



For questions, contact Amy Middleton gjenckea@msudenver.edu

Open Lab Series Design





Integrated Operations

- Talk about it!
- Communication Structure – reporting, meeting, report outs
- Strategic Meeting Structure – AAA Team, Leads, All OSWSS-FA, Department Meetings, C&D, Faculty Meetings, etc
- Governance Document



Creating Synergy

Program

- Vision
- Desired outcomes
- Expectations (student success)
- Culture
- External requirements professionally
- Accreditation standards

Classroom

Advising

Internships

Other programming
(events, website,
handouts,
communication)

Other interactions

Students

- The degree
- To learn and grow
- To form relationships
- To have a career
- To have clarity of what's expected
- To know how to problem solve
- To belong



Defining Program Success – the Foundation

- Mission, Vision – who are we?
- Defining our culture and values.
- How do we handle students' mistakes?
- Do our policies and systems align?
- Ensuring our admission procedures align with our expectations, values, and culture.
- Make sure this work is documented and the right people are in the room.

Defining Student Success & Expectations

- This is ongoing, but important, always evolving!
- What goals do we have for students?
- What expectations do we have of our students?
- Admissions expectations
- Academic expectations
- Professional expectations





The People — building the structure

- Faculty
- Staff
- University Partners
- Community Partners
- Students

Our Structure

- Chair
- MSW/BSSW Director
- Faculty Teams (led by Program Directors/Chair)
- Field Team (has Director)
- OSWSS (has Director)



Managing Growth

- Systems/Structural Perspective
- Recognizing task distribution
- Assessment (with a side of curiosity), Reflection, Continuous Improvement
- What you do today may not be what you do next year – this can be hard for folks
- Invest in the team – this can be a challenging process to go through and the culture needs to be able to support it
- Relationships!

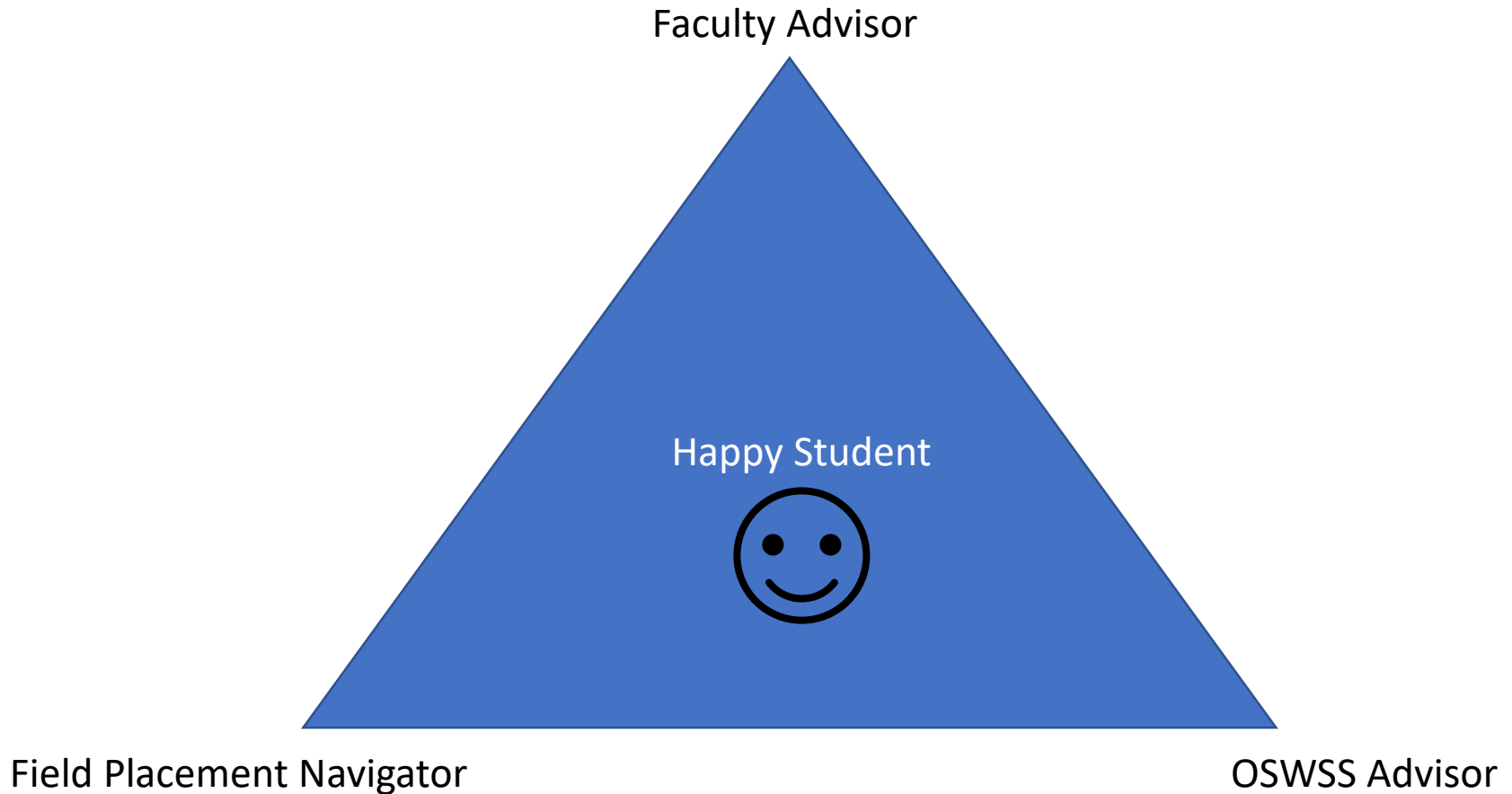




The Systems –

- Advising
- Programming
- Performance Issues (Classroom, Internship, etc)

Advising Team



What does it mean to be a graduate advisor?

- Advising philosophy/mission statement
- Developing a personal mission statement
- Mentoring
- Academic planning



Student Success Across the Life Cycle (Extrinsic Curriculum)

Consider.....

- Pre Enrollment Strategies (intentional marketing, recruiting, admissions, and support services)
- Academic Planning Strategies: Point of contacts and support for them to know what courses they take and how to enroll. Development of an academic plan.
- Other Developmental Support outside of the classroom. (events, mixers, trainings, workshops)
- Managing/Supporting issues all along the way.

Pre First Census
Day

- Recruiting & Marketing Efforts – make sure they line up with the foundation you built!
- Strategic Communication Plan (learning about your program from the curriculum, to the faculty, to funding options)
- [Lunchbreak chats](#)
- [Video information sessions](#)
- Application Preview Day
- Regapalooza
- Fall Assembly

Enrolled

- Meet, Greet, & Eat
- Open Houses
- Intentional/strategic emails from Advisors
- APR/DPR
- Registration Emails
- Problem Resolution Procedures
- Advising (one on one, group with flexible options: zoom, in person, phone, ect)
- Feedback Forums, Surveys
- Events, Workshops, etc

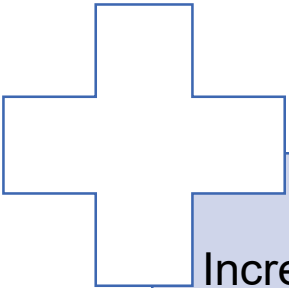
Graduation &
Beyond

- Pinning & Hooding
- Alumni Survey – collecting forever email address, partnering with Alumni Services
- Alumni Communications
- Alumni Events

Performance Issues (Classroom, Internship, etc)

- Problem Resolution Process
 - APR/DPR
 - Performance Reviews (Level I, II, III, IV)

Integrated Operations – Strengths & Challenges



Increased collaboration and communication (breaking down traditional silos – admissions, advising, budget, faculty).

Exciting opportunities for staff and faculty development.

Students needs are thoroughly and quickly met.

More staff are needed to equally build out each phase of the student lifecycle.

Managing growth.

Can be hard to find the “sweet spot” with cross trained staff. Important to not create a “pass the buck” culture while simultaneously letting staff develop an expertise.



Q & A



METROPOLITAN
STATE UNIVERSITY™
OF DENVER

© 2019 Metropolitan State University of Denver. All rights reserved.

Reimagine **possible**