

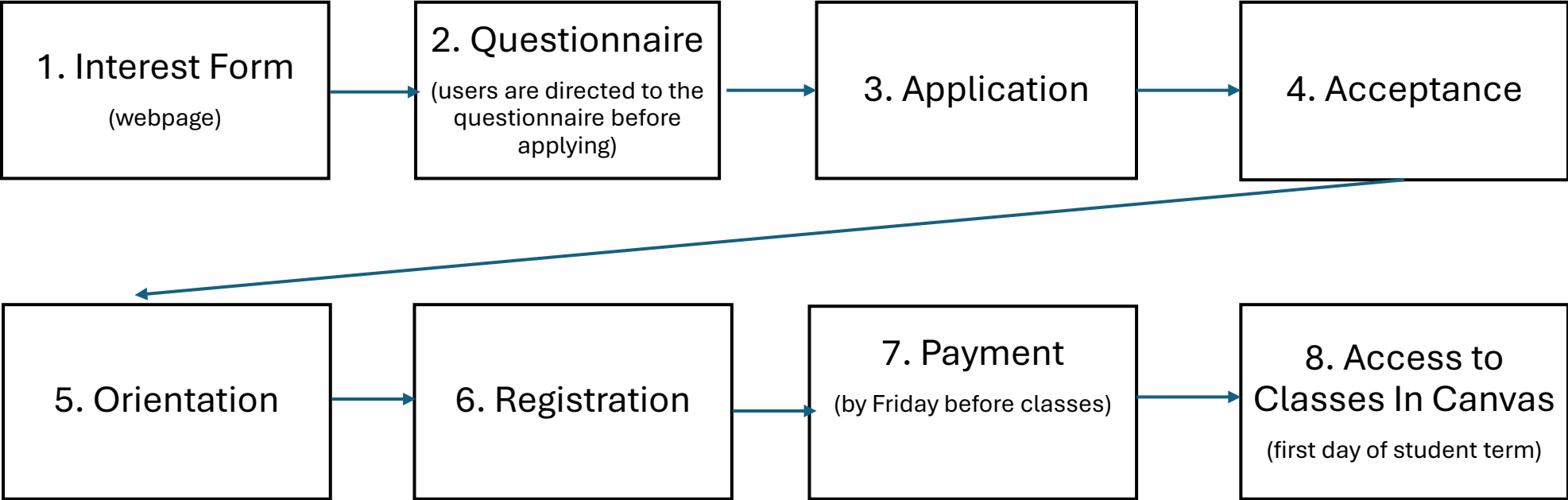
# Student Journey Template

**The purpose of this template** is to examine the student journey from a resource point of view and identify what the systems, processes, and people will need to do at each stage. This PowerPoint was developed at Coastline College to identify, refine, and test the systems and processes to support students. Coastline met weekly and then twice a week during the implementation phase to review key steps and make refinements. The process changed multiple times due to systems integration not functioning as planned as well as due to outside policies or procedure adjustments that impacted these areas. In this template, you can see early maps of the student experience, a more detailed second layer draft, and an example slide about one of the boxes.

## Directions

- **Center your conversations on your equity goals** and the students you are serving.
- **Begin by mapping the journey** from a student's point of view. Start with their first interaction with the program and end on the first day of classes. Number each box
- Then, **create a specific slide for each box** that specifies what systems and which people are responsible for that area (could be multiple). This will help you identify where and how systems need to interact and surface impacts when changes occur
- **For each slide, identify assumptions, questions, and resource needs** for this step. Later, you will revisit this template to guide your testing.

# Student Experience Summary



# Student Experience from Initial Contact Flow in List format

Student Experience from Initial Contact Flow (visual available on following slide)

- Step 1: Student visits CBE landing page and takes questionnaire
- Step 2: Student speaks to staff and is directed to questionnaire/ register
- Step 3: Enter email (required); take questionnaire (in Slate, keeps data/answers)
- Step 4: Start Slate “Apply” drip campaign: Communication about next term start date, etc.
- Step 5: Questionnaire gives score with call to action: “If you want to enroll...”
- Step 6: If Student wants to talk to someone, then Outreach talks to student
- Step 7: If Student wants to apply, then apply in Slate. Includes questions about student supports; interested in FA? Credits to transfer in? PT or FT Declaration. Auto-Response Comm: Next Steps

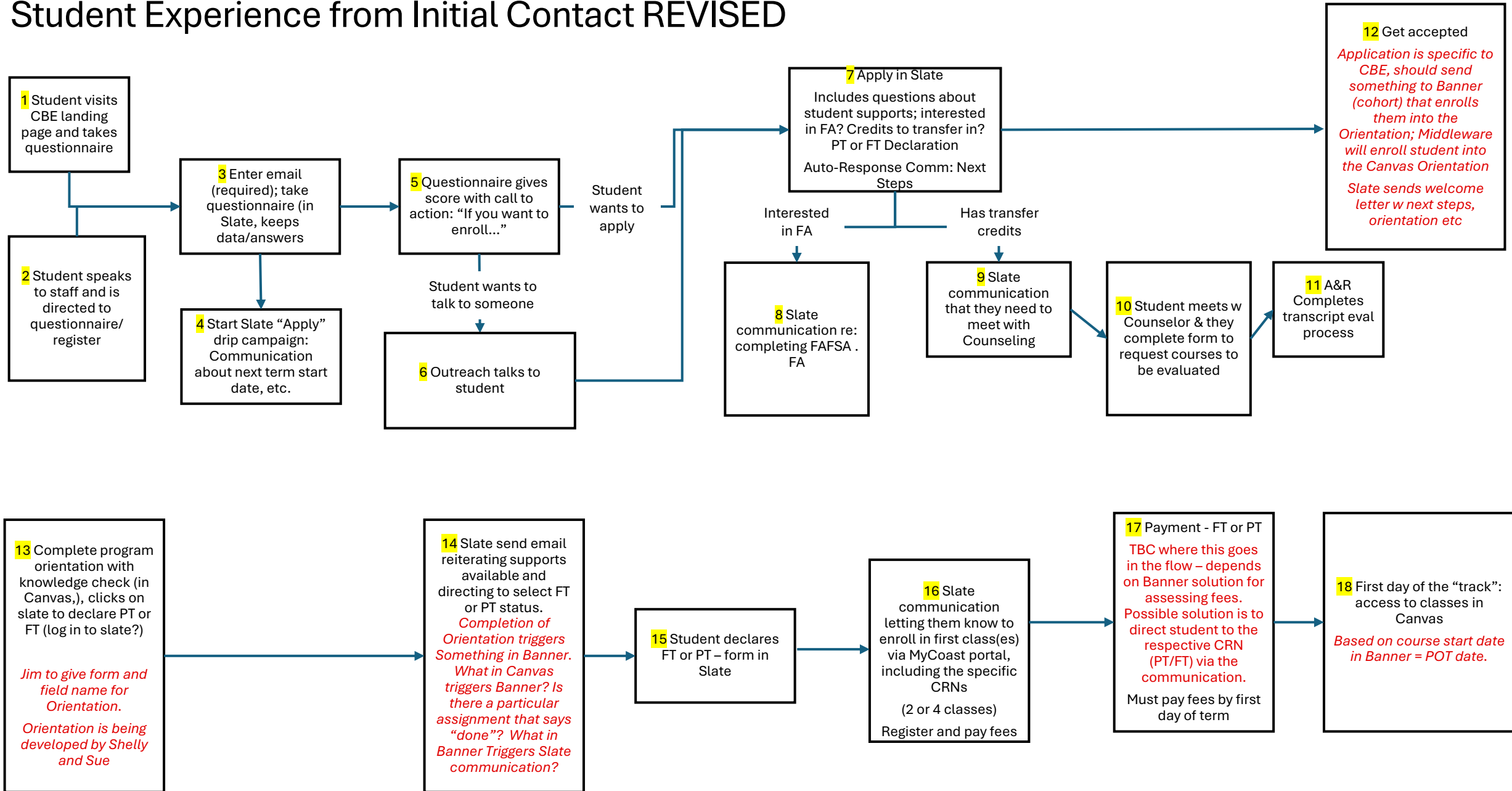
*[If the student is not interested in financial aid and has no transfer credit proceed to Step 12.]*

- Step 8: If interested in FA, then Slate communication re: completing FAFSA . FA

*[If the student has no transfer credit proceed to Step 12.]*

- Step 9: If has transfer credits, then Slate communication that they need to meet with Counseling
- Step 10: Student meets w Counselor & they complete form to request courses to be evaluated
- Step 11: A&R Completes transcript eval process
- Step 12 Get accepted. *Application is specific to CBE, should send something to Banner (cohort) that enrolls them into the Orientation; Middleware will enroll student into the Canvas Orientation. Slate sends welcome letter w next steps, orientation etc*
- Step 13: Complete program orientation with knowledge check (in Canvas,), clicks on slate to declare PT or FT (log in to slate?). *Jim to give form and field name for Orientation. Orientation is being developed by Shelly and Sue*
- Step 14: Slate send email reiterating supports available and directing to select FT or PT status. *Completion of Orientation triggers Something in Banner. What in Canvas triggers Banner? Is there a particular assignment that says “done”?* *What in Banner Triggers Slate communication?*
- Step 15: Student declares FT or PT – form in Slate
- Step 16: Slate communication letting them know to enroll in first class(es) via MyCoast portal, including the specific CRNs. (2 or 4 classes) Register and pay fees
- Step 17: Payment - FT or PT. TBC where this goes in the flow – depends on Banner solution for assessing fees. Possible solution is to direct student to the respective CRN (PT/FT) via the communication. Must pay fees by first day of term
- Step 18: First day of the “track”: access to classes in Canvas. *Based on course start date in Banner = POT date. (end of flow)*

# Student Experience from Initial Contact REVISED



# Box 1: Student visits landing page

- Assumptions
  - We will be able to track landing page visits
- Questions
  - Is quiz mandatory? Can student self-enroll?
- Resources Needed:
  - Develop Quiz in Slate
    - Quiz done, waiting on Slate