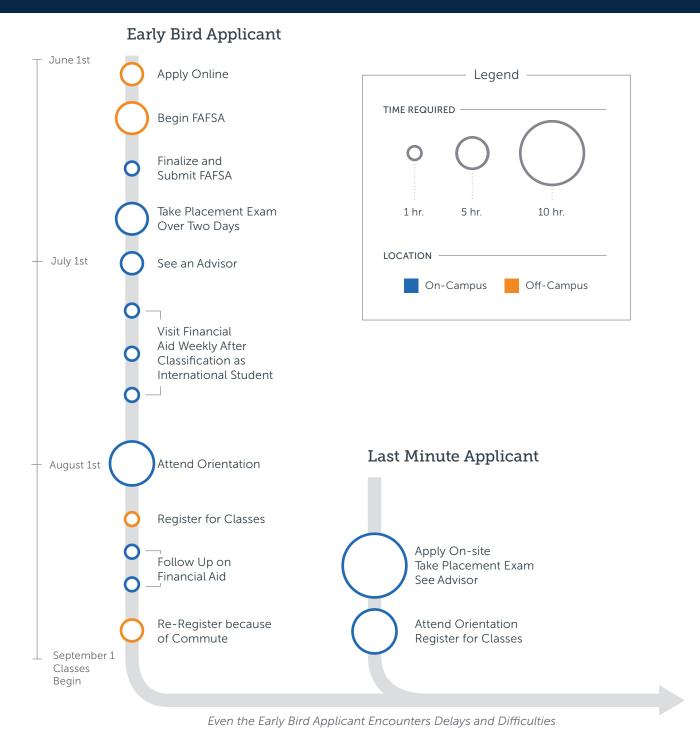
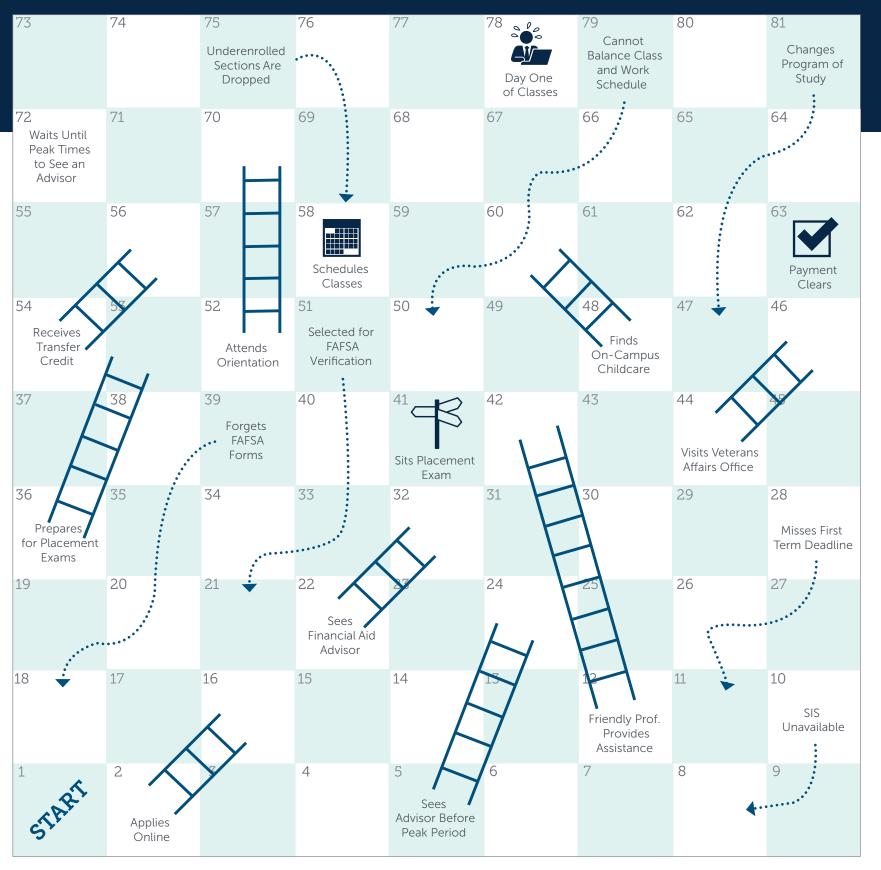
# Student Onboarding Akin to "Chutes and Ladders"

Uncommon Persistence and College Navigation Skills Needed







# Not As Easy As One-Two-Three

For Students, Onboarding Is a Complex Web of Services

# Administration's Perspective

College administrators and staff often see intake and orientation as a linear path from application to enrollment. A series of subprocesses comprise the onboarding process, from application to advising and financial aid, to enrollment. However, students experience anything but a simple process.



## College Application

 Submit application
Submit transcripts, residency form, and immunization record



#### Financial Aid

- Complete FAFSASubmit financial docs
- Ensure selective service registration



#### Placement Test

- Wait for or schedule placement exam
- Potentially use existing credit or test scores



#### Advising

- Wait to see an advisorDiscuss academic goals
- Plan program of study and courses



#### Orientation

- Attend session ahead of first day of classes
- Learn about campus, policies and procedures



#### Registration

- Pick classes from course catalog
- Register for classes either on paper, or online



One of Classes

Day

## Student's Experience

Students enter into a highly distributed and multi-step application, orientation, and enrollment process. To troubleshoot, most students make frequent trips to campus; this defines their experience. While on campus, students often do not know the right questions to ask, which leads to key information being missed.

