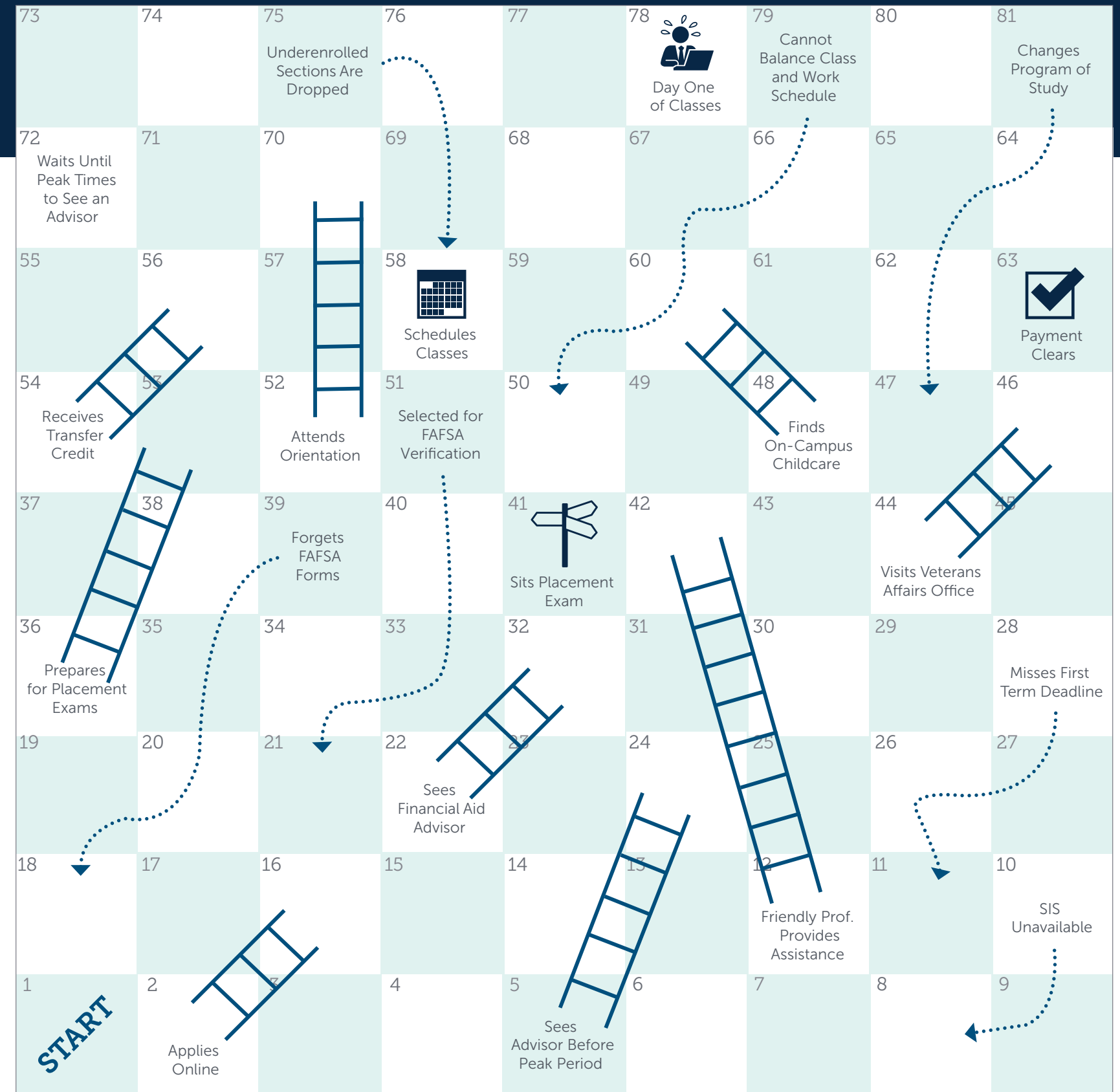
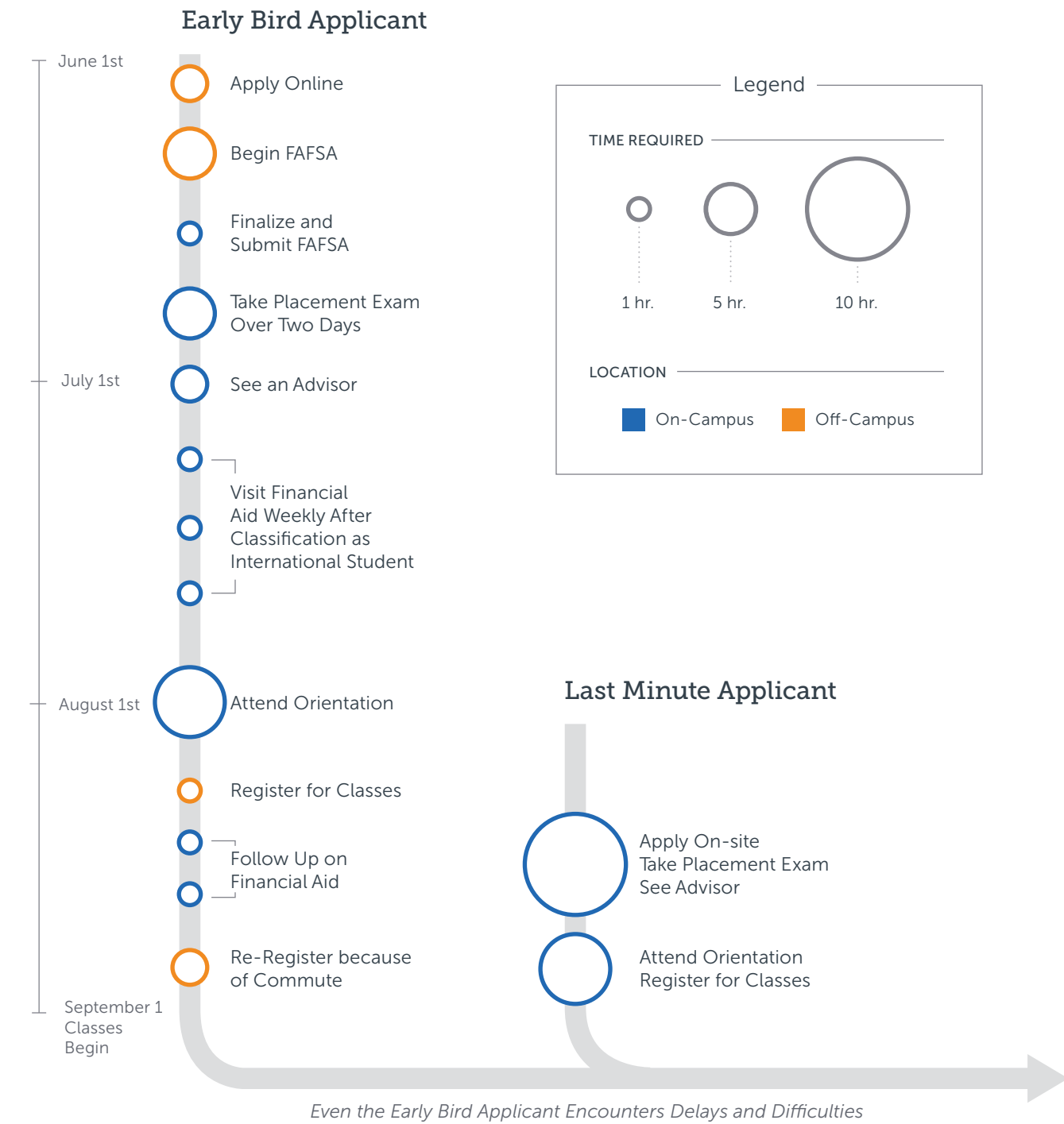


# Student Onboarding Akin to "Chutes and Ladders"

Uncommon Persistence and College Navigation Skills Needed

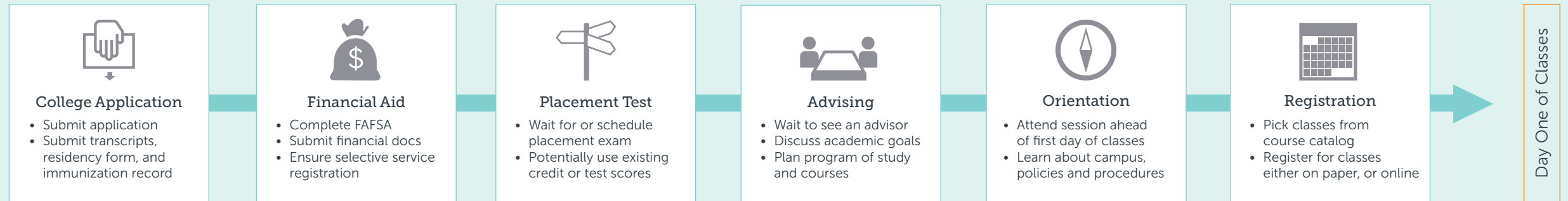


# Not As Easy As One-Two-Three

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.



## 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.

