



EAB

Embedding Technology in the New Student Onboarding Experience

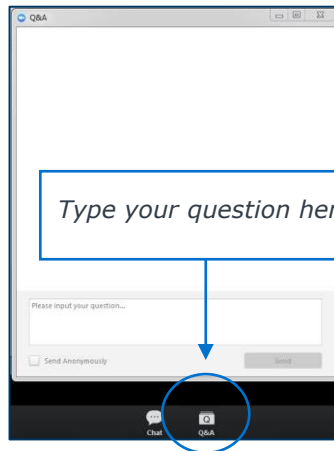
Goucher College

Connecting to Audio



Refer to the **webinar confirmation email** you received in your inbox.

Asking a Question



Brief Exit Survey



We'd appreciate your **feedback** on today's presentation.

Today's Presenters



Emily Perl (she/her)

Associate Vice President
of Student Success

Goucher College



Alexandra Graves
(they/them)

*Associate Director of Student
Success*

Goucher College



Chase Vogel (he/him)

*Strategic Leader, Student
Success*

EAB

Goucher College

Baltimore, MD



1,100

undergraduate students

68%

six-year grad rate

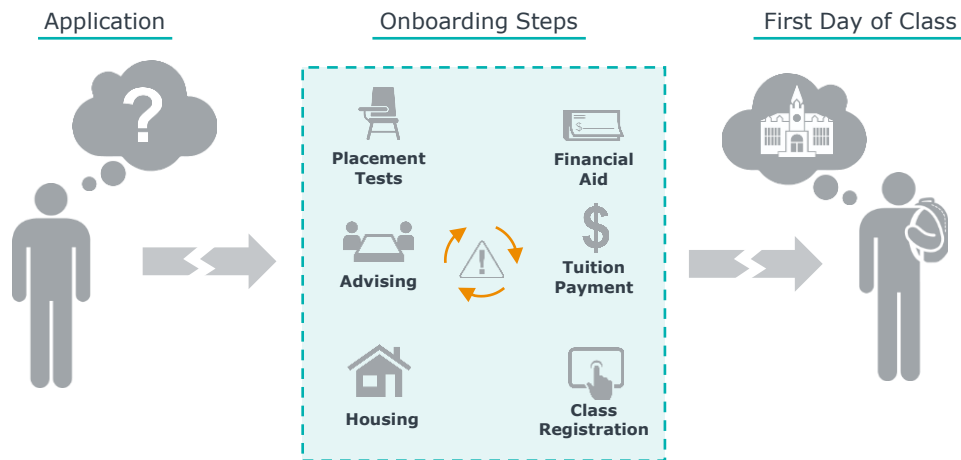
22%

first gen students

Students Are Navigating a Flood of Information



Good Intentions Have Unintended Consequences



Self-Reflection from Connected21

Prompting Thought & Action

How are key onboarding steps **communicated** to students?

Embedding Technology in the New Student Onboarding Experience

Onboarding Information

How is key information currently **communicated** to students at the time of onboarding? Below are common onboarding steps to help you get started. Feel free to add other key items below. Check all boxes that apply.

Staff Scale
Less Scaled
More Scaled

	In-Person	Paper Mail	Email	Text	SIS	Navigate/Starfish	Other
Pay Deposit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Apply for Housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Submit Immunization Records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meet with Advisor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Register for Classes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Register Your Vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Purchase Meal Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Complete Onboarding Modules	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finalize Financial Aid	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Choose Work Study Opportunity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Reflect on the above:

- How much onboarding information is communicated via technology?
- How much information is communicated in multiple ways? Could communication be condensed?
- How can staff time be better spent if more onboarding communication was scaled via technology?

Reflections here

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How are key onboarding steps **completed** by students?

Embedding Technology in the New Student Onboarding Experience

Onboarding Information

How are key onboarding steps currently **completed** by students? Below are common onboarding steps to help you get started. Feel free to add other key items below. Check all boxes that apply.

Student Time
More Time
Less Time

	In-Person	Paper Mail	Email	Text	SIS	Navigate/Starfish	Other
Pay Deposit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Apply for Housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Submit Immunization Records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meet with Advisor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Register for Classes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Finalize Financial Aid	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Choose Work Study Opportunity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Flip back to the previous page:

- Where are there mismatches between how students are communicated information and how they are asked to complete information?
- What changes could you to have more onboarding steps completed via technology?

Reflections here

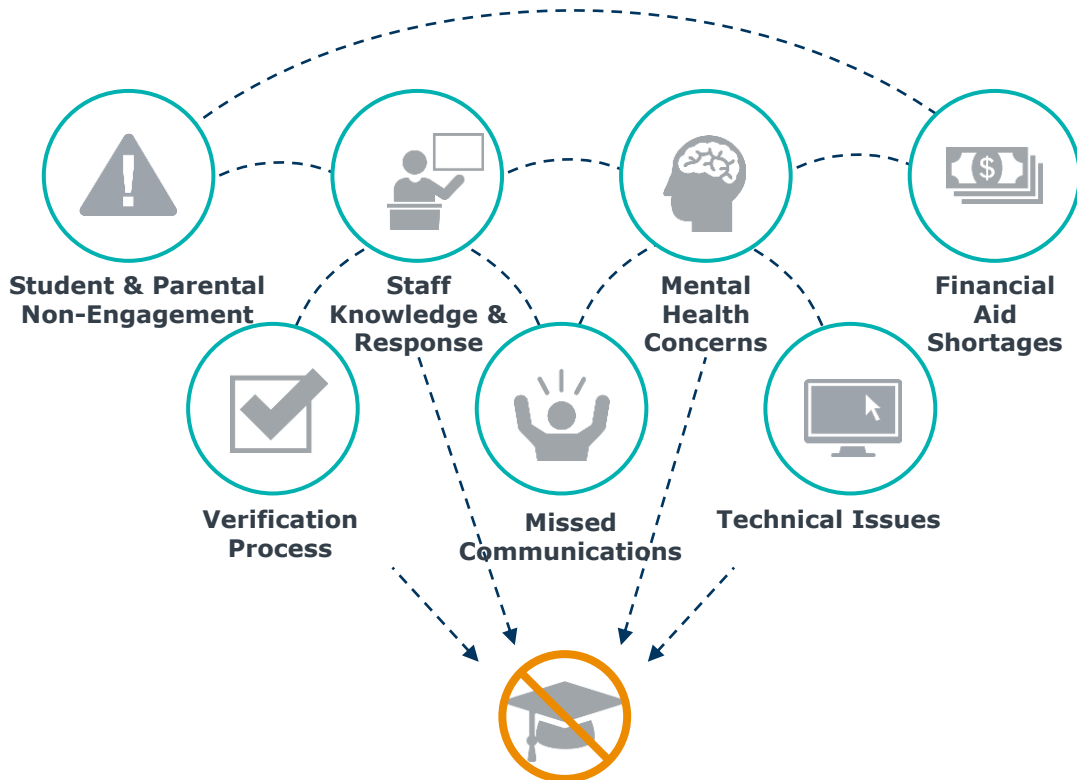
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Planning a Revamp

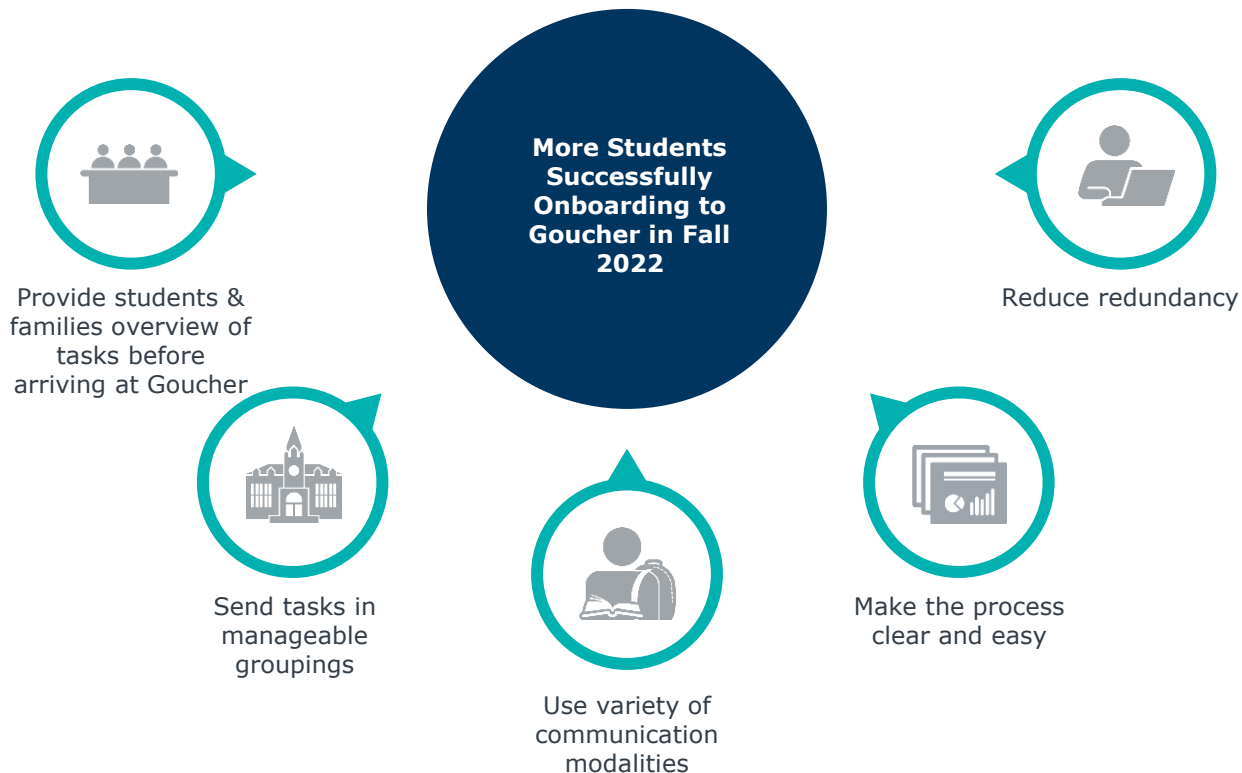


Blockages and Leaks During Onboarding



Goals for a Revised Onboarding Process

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The Design Team

IT, Admissions, Slate Experts, Onboarding Leaders



Constituent Buy-In

Success Advisors, Faculty, Enrollment Management, Student Affairs



The Execution



Setting the Roadmap for Success

Then: New Student Portal

NEW STUDENT EXPERIENCE

Welcome, Cynthia!

The New Student Experience website is designed to help you complete all needed forms and placement tests to finalize your enrollment, and learn more about your academic experience.

You will receive a checkmark for **some** items in the checklist after Goucher has marked them as complete. Complete the required registration tasks marked with * as soon as possible to ensure an earlier registration time. Checklist links will open in a new window. In addition to this portal, please check your Goucher email for all official communication.

- [First Steps](#)
- [Required Course Registration Tasks](#)
- [Required Forms - All Students](#)
- [Student Financial Services](#)
- [Required Forms - If Applicable](#)
- [Preparing for Arrival](#)
- [Summer Learning](#)

[Academic Calendar & Key Dates](#)
[Academic Catalogue](#)
[Accessibilities Services](#)
[Athletics](#)
[Baltimore Collegetown Network](#)
[Clubs and Organizations](#)
[Computing Requirements](#)
[E2Campus Notification System](#)

FIRST STEPS

First Steps	
	Change your password & create security questions. Please note, your new password replaces your assigned password.
	Check your Goucher email. (enter cvanells@goucher.edu).

[return to top](#)

REQUIRED COURSE REGISTRATION TASKS

Required Course Registration Tasks (will have check marks)	
	First Year Seminar. Review First Year Seminar course descriptions and select a minimum of 5 choices for First Year Seminar.*
	Fill out the Advising Tutorial and Questionnaire. *
	Submit your Writing Placement. *
	Take the Foreign Language Placement Exam. Click here for Spanish or French placements. *
	Complete the Data, Mathematical and Computational Science (DMC) Courses Self-Placement. *
	Complete the Financial Responsibility Agreement. *

[return to top](#)

[Safety and Security](#)
[Travel Information](#)
[Working on Campus](#)

Setting the Roadmap for Success

Now: New Student Roadmap

NEW STUDENT ROADMAP

The New Student Roadmap is your guide to the steps you will complete between now and your arrival on campus in August. We've broken the process down into five steps. As an expected student, you will receive an email for each step that provides you with further information and links to the various forms and tasks you need to complete. Keep track of your own progress by checking off the tasks as you complete them.

Please note: Your checked items will not be saved if you revisit this page at a later time. Please print this page to keep a record of your completed items.

STEP 1

COMPLETE REGISTRATION TASKS

These items will be accessed via the [Admissions and Financial Aid Status Portal](#). Instructions to complete these items will be emailed once available.

- ☐ Review advising information and complete questionnaire
- ☐ Rank your First-Year Seminar choices (first-year students only)
- ☐ Sign your financial responsibility agreement
- ☐ Take all placement tests

STEP 2

FILL OUT REQUIRED FORMS

Upon completion of Step 1, you will receive instructions to download Navigate, our student success mobile application, where the items in Step 2, 3, and 4 will be accessed.

Five Onboarding Steps

14

Slate

Navigate

1

Pre-Registration Tasks



- Placement Tests
- Advising Questionnaire
- Rank First Year Seminar Choice

2

Required Forms



- Housing
- Health
- Emergency Contact

3

Financial Tasks



- Accept/Review Package
- Scholarship Form
- Set Refund Process

4

Surveys



- Beginning College Survey of Student Engagement
- Religious and Spiritual Life Survey

5

Prepare for Arrival

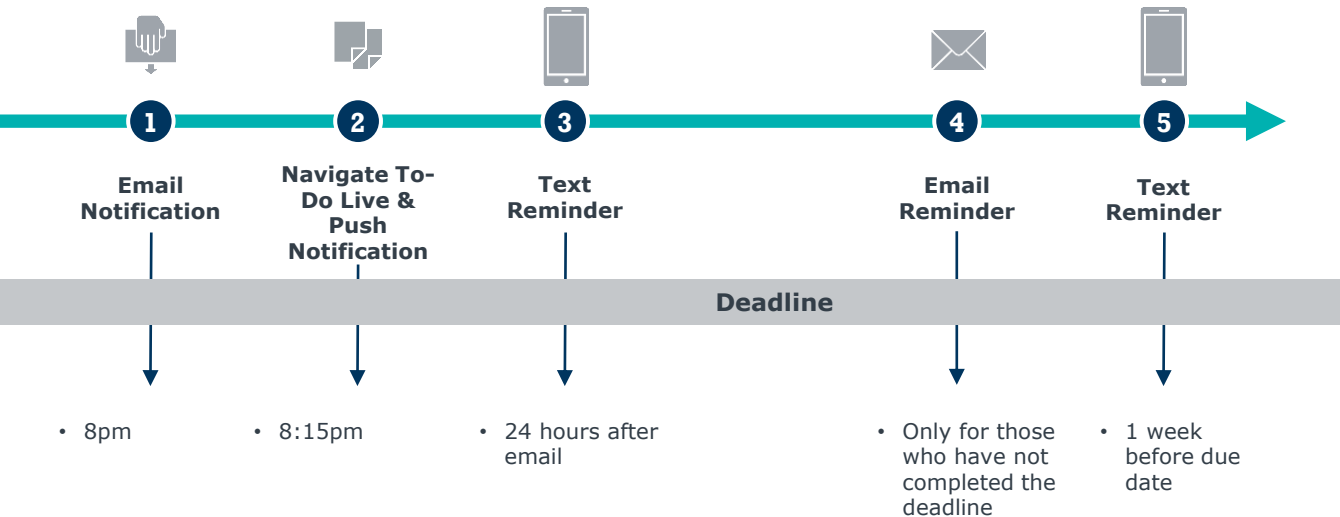


- The OneCard
- Summer Reading
- Check-in for Fall Orientation

*Sent physical letter home to family with QR code to website

Intentional Communication Delivery to Students

15



Navigate Functionality being Used



Features That Support Virtual Onboarding

Staff-Facing Features

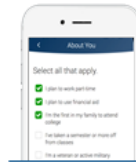


Virtual and Group Appointments — with Personal Availability Links

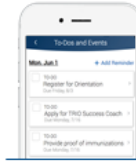


Text Messaging

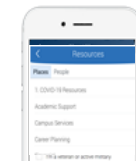
Student-Facing Features



Intake Survey and Polls



To-Dos and Events



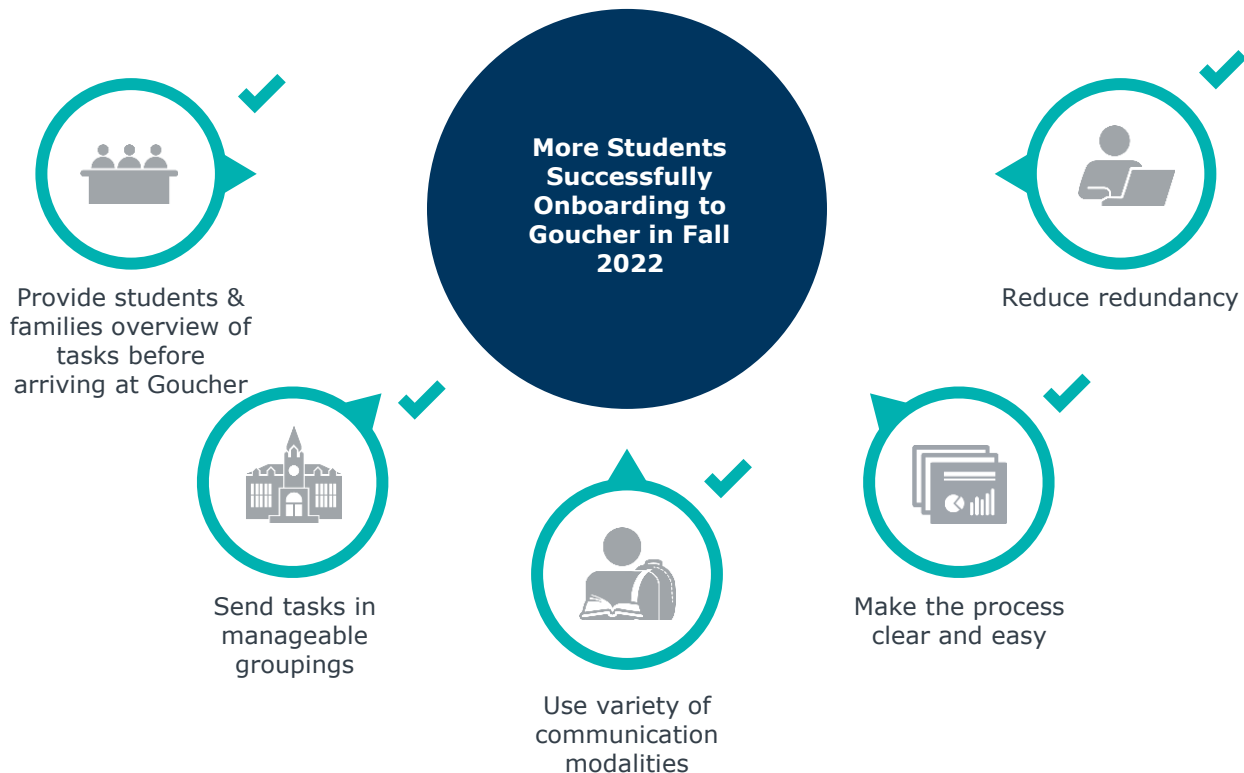
Resources



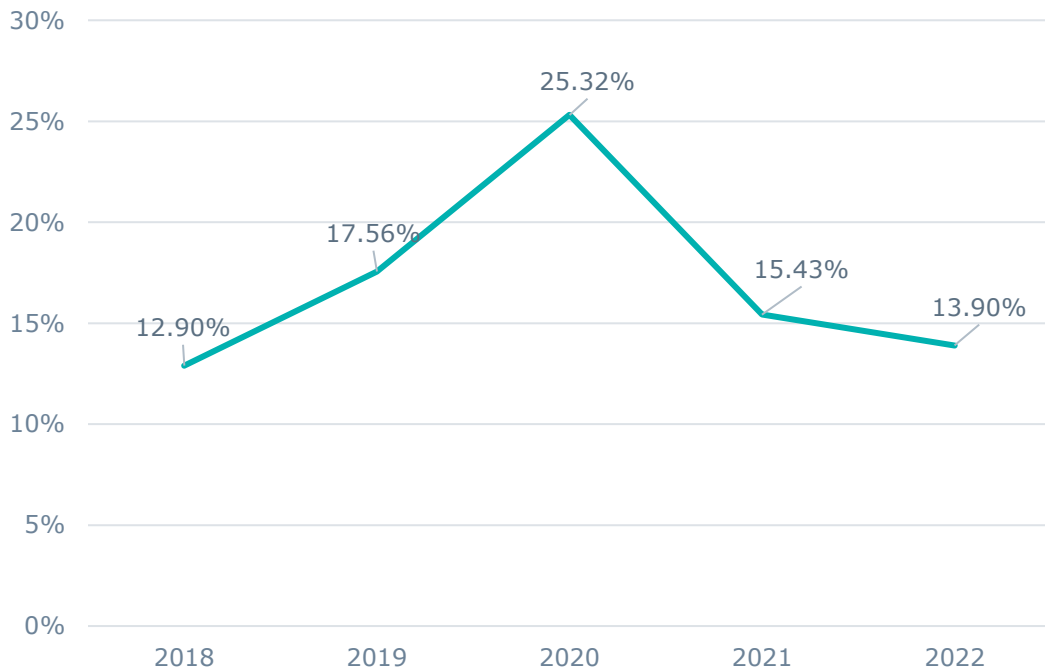
Results & Next Steps



Goals for a Revised Onboarding Process



Summer Melt Trends Over Time



Next Steps for Onboarding 2023



Further Development during Fall 2022 to prepare for Fall 2023



Clarifying & Minimizing Tech Systems

At minimum, explain different systems more effectively. Ideally minimize use of different techs and convert all techs to same login system.



Create Specific Process for Execution

Clearly assign, in advance, owners of different workflows and tasks. Know in advance who is drafting different communications.



Improve Tracking System

Find a way to pull data from completed forms/next steps into one, easy tracking system.

Questions?

Please enter them into the Q&A box in zoom.



Join our upcoming webinar on
improving student onboarding with
St. Francis College

Thursday, Sept. 22 | 1-2pm ET



CONNECTED22

Orlando, FL | November 7, 8 and 9

Come together for the largest and most transformative student success conference, gathering leaders from across higher education to experience pivotal new student success research, best practices from peers, innovative ideas and much more!

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