

OPPORTUNITY: STUDENT EXPERIENCE LIFE CYCLE (SEL) PROJECT

Through **PROCESS REDESIGN** and the adoption of **TECHNOLOGY**, the SEL project provides an opportunity to create the ideal student experience. It will enable Los Rios colleges to cohesively engage, monitor, and support students across the entire student life cycle.

LOS RIOS PROCESSES AND POLICIES

- Holistic and coherent
- Designed to help students complete
- Minimize barriers
- Streamlined and efficient
- Adapt to unique student needs

LOS RIOS TECHNOLOGY ENVIRONMENT

- 24-7 access
- User friendly and intuitive
- Mobile responsive design
- Integrated systems with single sign-on
- Enables pathways and communication

ENVISIONING WHAT COULD BE THE IDEAL

STUDENT JOURNEY

Solutions tailored to fit every student, not one size fits all

Solutions result in clear, easy-to-navigate college journeys

ACCESS

Everyone is aware of college opportunity and welcomed into the institution. **Relationships are nurtured from the first contact.** Application and onboarding steps are easy to follow. Barriers are proactively identified and resolved. Handoffs are smooth and complete.

First Impressions Matter

CONNECTION

Every student feels equipped to succeed. **It's easy to connect with people, programs, and activities.** Relationships are cultivated through frequent and meaningful interaction. Communication is personalized, timely, relevant, and cohesive.

Sense of Belonging

ACHIEVEMENT

All students can view progress along the journey and know what it will take to complete their goal. **Milestones along the way are celebrated.** Transitions to employment or university are fully accomplished. Time to completion is reduced. Equity gaps are eliminated.

Prosperity is Within Reach

SUPPORT

Employees across the institution offer encouragement, referral, and assistance. **Every student knows where to get help and feels comfortable accessing services.** Options are obvious to students with unexpected life situations. Dropping classes is never the only option. Intervention is pro-active.

Completion Culture

CLARITY

Every student has a clear roadmap (pathway) to follow and destination (goal) in mind. **Information is provided in ways that are clear and effortless to understand.** Registration for pathway classes is simple and creates a seamless schedule.

No One Gets Lost

POVERTY

DEGREE

CAREER

STRATEGIC ENROLLMENT MANAGEMENT: The student experience life cycle (SEL) project is closely aligned with enrollment management activities that follow the same continuum.

RECRUITMENT

ADMISSION

ENROLLMENT

RETENTION

COMPLETION