Transition Improvement Plan   **Institution: Georgia State University**

Key Elements (indicate your priorities below):

- ❏ Scope of Transition
- ❏ Orchestrated Guidance
- ❏ Purposeful Choice
- ❏ Course Registration

- ❏ Differentiation
- ❏ Academic and Social Integration
- ❏ Build A Support Team
- ❏ Begin with the End In Mind

- ❏ Taking Care of Business
- ❏ Designed for Humans

Priority Areas and Key Changes

Identify your top priority areas for improvement from the list of Key Elements above. For each priority area, identify the primary change or improvement that you will implement for the incoming fall 2019 cohort.
Use a new table for each priority area you will work on.

Priority Area 1 (select from the Key Elements listed above):	Taking care of business
Breakout 2	**Current Status:** Piloting Chat Bot for newly admitted students
	Goals (what do you want to accomplish): Expand Chat Bot for continuing students
Breakout 3	**Strategies (what will you do to change):** We successfully led a project to introduce the chatbot into the admissions process with the goal of lowering summer melt. This resulted in a decrease of our summer melt and an increase in overall student enrollment. Our next big idea is to expand the chat bot to support students who are enrolled at Georgia State. ● This will allow us to nudge students on all enrollment and academic issues that students may face. ● This will provide more timely answers to students' questions, frees up staff resources to handle more complicated issues. ● Allow students to engage enrollment services and other offices 24 hours a day 7 days a week. ● We have found that low income and first gen students are disproportionately impacted by unanswered questions and this doesn't stop at the admissions process ● We will expect that this to have a positive impact on our Retention, Progression and Graduation outcomes.

	Responsible person/unit: Enrollment Management Division including Admissions, Office of Student Success, Academic Advisement, Financial Aid, Registrar's Office, Student Accounts, International Student and Scholar Services, Career Services and related offices
Breakout 4	**Success indicators:** Number of trackable communication points and interventions Tracking of overall persistence rates of participating pilot groups Increase retention, progression and graduation rates Tracking measurable deliverables such as: • Rate of engagement • Questions answered successfully • Rate of response time ● FAFSA Completion Rate ● FAFSA Document Verification Rate ● Loan Acceptance Rate ● Decrease in number of enrollment holds ● Increase is rate of removal of enrollment holds ● Increase in registration rate ● Increases in term to term retention rate ● Credit hours attempted ● Credit hours earned ● Academic performance indicators including GPA

Breakout 4: Your One Big Idea
Among all the improvements that you will put in place, describe the one Key Element that you anticipate will have the greatest impact and why. You will be asked to report out on this during the final session of the Summit. You can identify multiple Big Ideas, but you will only be able to report out on one.

Our next big idea is to expand the chat bot to continuing students at Georgia State.

If a Chat Bot can help a larger percentage of student to enroll at Georgia State University and decrease summer melt, it might likely also increase student retention by supporting the re-enrollment and registration process. A Chat Bot will enable students to receive immediate answers to their questions. It will also enable us to send targeted communication to them to support their retention, progression and graduation.

Priority Area 2 (select from the Key Elements listed above):	Taking Care of Business
Breakout 2	**Current Status:** We are working to improve our current processes for Transition and Transfer students navigating their transition from the 2 year to the 4 year campus. **Goals (what do you want to accomplish):** *Transition Program Passport -* Students would be conditionally admitted to Georgia State Atlanta once they complete 30 hours and a 2.0 • Enroll students in program from start of enrollment at Perimeter College • Create communication and marketing plan for the passport program • Improve the steps to complete the transition process to include information and support for the following areas: (academic, financial and social components. • Improve transition intake process between advisement, admissions, financial management • Create an online work flow that incorporates our Navigate tool • Create a more effective Communication flow • Create Coding needed within our banner system • Include financial management and planning in the transition process • Use Chatbot assistance (Admissions Chatbot and then move to Retention Chatbot) with this population
Breakout 3	**Strategies (what will you do to change):** • Use our Navigate tool, admissions application, and NSO to identify students interested in transitioning

	• Create a conditional admission to US level - Atlanta Campus • Create Passport program - steps to accomplish prior to transition approval • Overcoming barriers- connections to pathways, financial health, late registration, late admits, no advisement, • Students routed to advisors - Transition advisement appointment required prior to approval
	Responsible person/unit: Enrollment services Division: First year programs, Admissions, Advising, Financial Management, New Student Orientation Programs
Breakout 4	**Success indicators:** Increase in retention of transition students, increase in enrollment of approved transition students, decrease in time to degree Increase in success outcomes for transition students including hours attempted, hours earned, GPA, Lower number of transition students dropped from their classes, increase retention and graduation rates on the Atlanta campus

Breakout 4: Your One Big Idea

Among all the improvements that you will put in place, describe the one Key Element that you anticipate will have the greatest impact and why. You will be asked to report out on this during the final session of the Summit. You can identify multiple Big Ideas, but you will only be able to report out on one.

<table>
<tr><td colspan="2"><h1>Priority Area 3</h1><p align="center">(select from the Key Elements listed above):</p></td><td>Build a Support Team</td></tr>
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Breakout 2	**Current Status:** Minimal engagement with parents
	Goals (what do you want to accomplish): Improve our written, in person, online communications for parents for both our Atlanta and Perimeter parents.
Breakout 3	**Strategies (what will you do to change):** • Compile parent emails and text • Create a calendar of key events • Podcasts of how to help - questions to ask • Add content to the Parent NSO day • Improve Parent orientation sessions • Resources on How to be a supportive parent (residential and commuter) • Parent resource online site (no cost)
	Responsible person/unit: Enrollment Management team (Advising, Admissions, Admissions Marketing team, Student Success, Financial Management, Career Services and New Student Orientation)
Breakout 4	**Success indicators:** Number of parents actively engaged, online data analytics, increased retention, lower number of early alerts.

Breakout 4: Your One Big Idea

Among all the improvements that you will put in place, describe the one Key Element that you anticipate will have the greatest impact and why. You will be asked to report out on this during the final session of the Summit. You can identify multiple Big Ideas, but you will only be able to report out on one.

Building A Support Team:
Create a Panther Parent Experience

We are going to onboard parents as diligently as we do students when they are admitted to Georgia State.
We will do this throughout the entire admissions and enrollment process and continue this through the student life cycle…
Admissions will send parents a welcome to GA State as well as a Parent Packet, Next Steps and our commitment to their student success.
Provide a robust parent track for new student orientation as well as online tools for parents unable to attend sessions on site.
We will create and communicate a calendar of monthly milestones to help parents support their students at key times in the semester
Better use of social media to connect parents to Georgia State Community

Parent Panel during Parent Session in NSO

Panther Parent Experience
Create a positive experience for parents of freshmen, transition, and transfer students. Whether in print, online, in person our parents will receive information on how to be a supportive parent.
The Panther Parent Experience begins at admissions continues until graduation.