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CU Innovation & Efficiency Tips for 2019: Enhance Your Student Experience! [1]

March 10, 2019 by normandy.roden [2]

How is your department doing in these areas?

- Is your department helping students adapt as they enter the CU environment?
- Is your department structuring positive work/life experiences for students in all stages of their CU experience?

See what your CU colleagues are doing ... and see if their solutions work for you.

Find out how your colleagues maximize student success.

- CU Boulder students interested in global internship used to go through a for-profit provider who charged high fees for a cookie-cutter program. Danielle Rocheleau Salaz and the Center for Asian Studies removed the middle man and developed their own internship program, drawing on overseas CU alumni and friends who understand CU. These new partners go the extra mile to support student interns in finding authentic business settings. Keeping costs low expands access and scholarships are available to offset student costs. The Center plans to expand the program in Japan and China and to extend it to Indonesia. See Asia Internship Program [3].
- UCCS improved recreation management thanks to the team of Skyler Rorabaugh, David Fehring, Ryan Wong, Krista Herring, and Casi Frazier. They used InnoSoft Fusion software to facilitate registration tools, a point of sale system, membership tracking, access control, facility reservations, and equipment rental features. One of the greatest benefits is the ability to collect a significant amount of data on the impact of recreation services and programs relating to retention, recruitment, support for diverse student body, and continued alumni engagement. See Campus Recreation Fusion Software [4].
- UCCS re-engineered their approach to orientation by replacing slow, bulky laptops with lightweight Chromebooks to improve the student experience. Greg Williams, Nick Lockwood, and Koroush Iranpanah were delighted to see a 200% increase in equipment battery life – coupled with cost savings in purchase and time savings in set-up – that quickly made their Chromebooks solution a win-win-win. The student registration experience has been enhanced with quicker logons, better data security, and fewer delays. See Chromebook for UCCS Orientation [5].
- The new UCCS mobile app for orientation – using Involvio software – provides an early gateway to the campus community. Hailey Santonastaso and Nick Lockwood wanted students to be able to schedule events, get familiar with campus layout, and organize their to-do actions before orientation even begins. The app also highlights specialized tracks for unique participant types, such as first-year, transfer, veteran/military, and

parent/family. Students can focus more time on the social integration process, rather than simply absorbing information. See Developing the UCCSorientation Mobile App [6].

- At CU Boulder, the Visual Arts Complex photography lab serves about 150 students per semester. Mariana Vieira wanted to mitigate the lab's environmental impact and improve student experience by reducing water usage and hazardous waste. The new process changes the quantity/type of chemicals purchased and provides new guidelines for water and chemical use. Benefits include reduced administrative costs, reduced student processing time, and reduced generation of waste. See Green Darkroom: Creating a Modern Photography Lab [7].
- The UCCS Wellness Center upgraded a manual immunization process to leverage Medicat (electronic medical record software), allowing students to upload official immunization records and enter required immunization dates directly into the online patient portal. Melissa Kuykendall and Chrissie Bailey oversaw a redesigned business process that results in significant time/resource savings while providing improved customer service. See Improved Efficiency in Immunization Compliance Management [8].
- A new international travel process for student clubs has streamlined the experience at UCCS. Amandine Habben and Student Life integrated travel steps across multiple departments. The goal was to balance the needs of students with the institution's need to comply with law and policy. The result is better planned, safer, and more rewarding experiences. See International Travel Process for Student Clubs [9].
- At UCCS, a master plan helps staff (students and professionals) assume greater responsibility for their own lives and become productive leaders. By outlining institutional resources, establishing clear expectations, identifying learning outcomes, and effectively managing human resources, Alejandro De Jesus and the University Center and Event Services department provide valuable employment opportunities for students. This offsets the cost of education and provides relevant working experience while improving campus efficiencies. See Student Employment Master Plan [10].
- Preliminary research at the Denver | Anschutz Medical Campus suggests that nearly 10 percent of their students experience homelessness at least once while in school. Kelly Stritzinger, Dr. Tony Robinson, and Coby Wikselaar determined to help students overcome the barriers of housing and basic needs insecurity through a variety of initiatives. Marketing campaigns, home-share programs, a campus kitchen project, and a student lounge are all factors in alleviating hunger and homelessness on campus. See Student Hunger and Homelessness Initiatives [11].

See how other departments support internal and external customers.

Check out **all** the CU I&E Awards Program submissions this year on the Office of University Controller website [12].

Join us at the CU I&E Expo on May 7

Come to the CU I&E Exposition & Awards Ceremony on Tuesday, May 7, 2019 (11:30 a.m.-1:00 p.m.), at the CU System offices (1800 Grant St., Denver). Enjoy refreshments while watching this year's semifinalists (to be determined) demo their submissions.

We look forward to seeing you! Questions? Contact CU I&E Program Manager Frances Chapman [13].

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