

Productive Advisers, Knowledgeable Students, Good Decisions

FEPPA and other privacy regulations, enrollment constraints

supports

constrains

Change Major Process

Identify Desired Major

Apply to Change Major

Approve Major Change

Complete Major Change

Workflow Design

Information System/ IT

Motivation & Measurement

Human Resources & Organization

Policy & Rules

Facilities/ Physical Environment

- Inconsistent procedures
- Variations depending on major**
- Unpublished process**
- Lack of clear path
- Students often don't understand the process or who to speak with

- No integrated IT system
- No single source for student profile**
- Challenges with calculating/accessing cumulative GPA
- Limited online tools and forms**

- No incentive to help students changing out of a major
- Lack of access to advisors
- Lack of appreciation for the impact of major changes
- Limited metrics about process and outcome quality**
- Limited metric data to advise students

- Some advisors can not speak to students not in their major**
- Different levels of advisors who handle different parts of the process
- LEP Office no longer exists
- Limited workshop space

- LEP confusion
- Time consuming requirements
- Inconsistent rules**
- Lack of communication about changes in policies & procedures

- Students may need to go various places across campus**
- Forms are turned in various places
- Physical signatures are difficult to track down