

Improving Campus Partnerships to Elevate Student Achievement

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MOREHOUSE
COLLEGE

The Presenter

- Over 19 years experience in higher education
- Most of my career in large public institutions:
 - University of Illinois System (2001-2010)
 - Georgia State University (2010-2017)
- Higher education technology and operations



About Morehouse

- Founded in 1867
- Private, non-profit historically black college (HBCU)
- Campus size: 66 acres, 42 buildings
- 27 majors in 3 academic divisions
- Enrollment: About 2,100



What's Going Well? What Could Be Better?

- What is the current state?
- How do people feel, what are they saying?
- What does the data say?



Stakeholder Relationships

- Your team
- Your boss
- Important partners
- Students (Parents)



Key Stakeholders

Your Team

- Ask open-ended questions
 - What is your primary role?
 - What are the things our office does really well and why?
 - Who is our department's best partner (other internal department) and why?

Your Boss

- Their perspective is key in setting realistic expectations.
 - What are one or two things that keep you up at night?



Key Stakeholders

Internal Partners

- Registrar
- Student Affairs
- Financial Aid
- Controller
 - What are the one or two things our office can do to make your team's job easier?

Students (Parents)

- Surveys
- SGA meetings
- Department email
- Front line service desk





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Collaboration in Action: Examples

Term Set Up

- Cross functional Coordination:
 - Registrar
 - Financial Aid
 - Housing/Auxiliary



Business Processes: The Impact

- Identify business process issues:
 - Late withdrawals
 - Late registrations
 - R2T4 timing
- Brainstorm ways to change the process
 - Automation
 - Exception reports



Open Discussion



Thank you!

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