

Update on Student Services Business Process Redesign

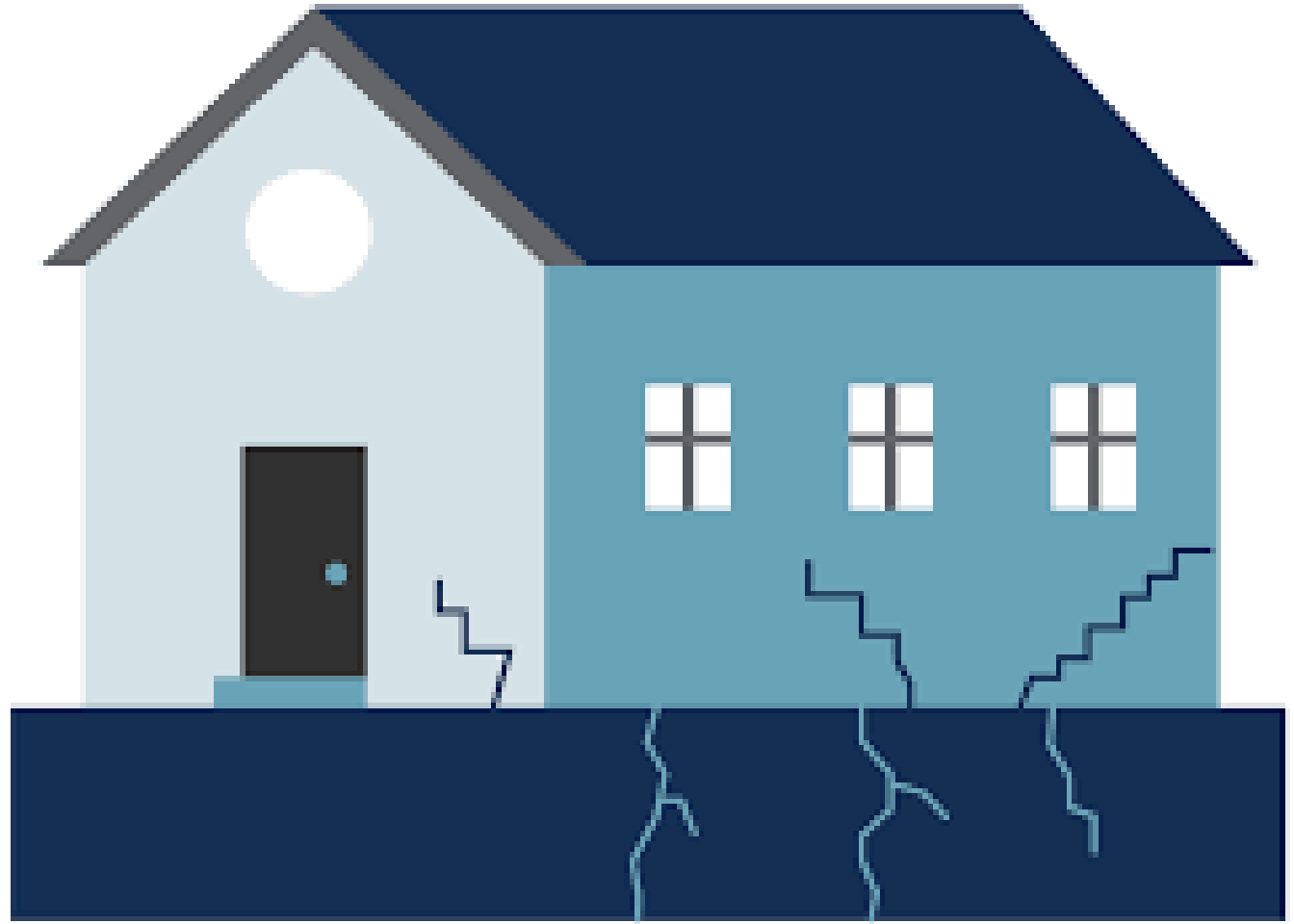
CampusWorks / Valencia College Partnership History

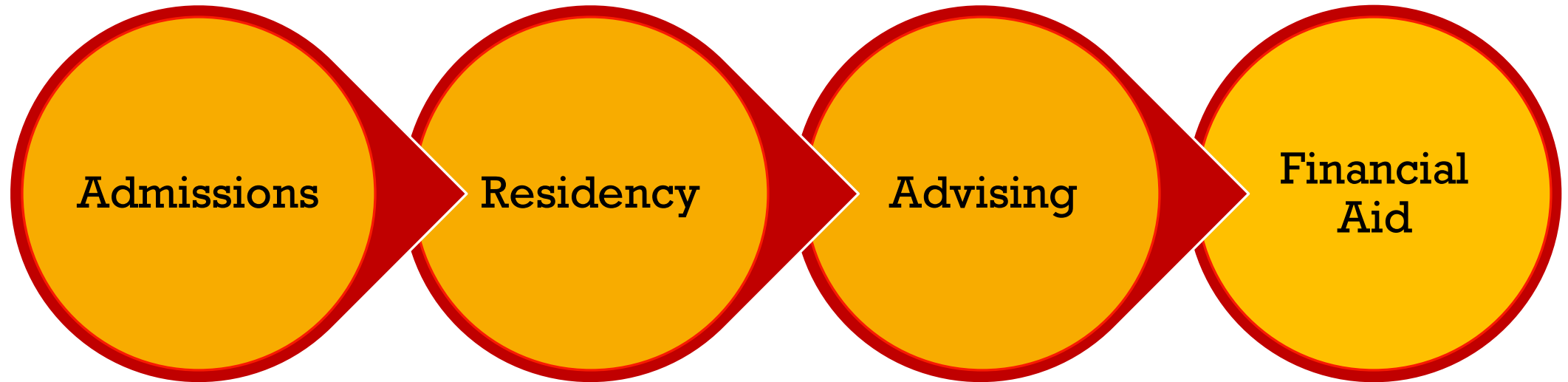
"On August 16, 2021, the College issued Invitation to Negotiate (ITN) 2022-04, which sought experts in the field of student services and associated technologies to review the service operations and assess options for the future of Valencia's student services. The Student Services Business Process Redesign (BPR) will improve our students' ability to navigate complex administrative processes from admissions to graduation."

October 2021 District Board of Trustees Meeting

"The President recommends that the District Board of Trustees of Valencia College authorize the College to award ITN 2022-04, Student Services Business Process Redesign, to CampusWorks, Inc., as presented. Should the College not be able to negotiate a mutually agreeable contract, negotiations will cease, and negotiations will commence with the second-ranked bidder and so on until a fair, competitive, and reasonable agreement is reached."

**Focus on the
Foundation**





Recruitment/Enrollment

- Re-envisioned use of TargetX software to more efficiently manage the prospect funnel
- Revised application for admission
- Developed long-term academic calendar
- Opened Fall registration three months earlier



Streamlined Residency Process

- Updated proof of relationship procedures
- Streamlined residency form and submission process

Advising

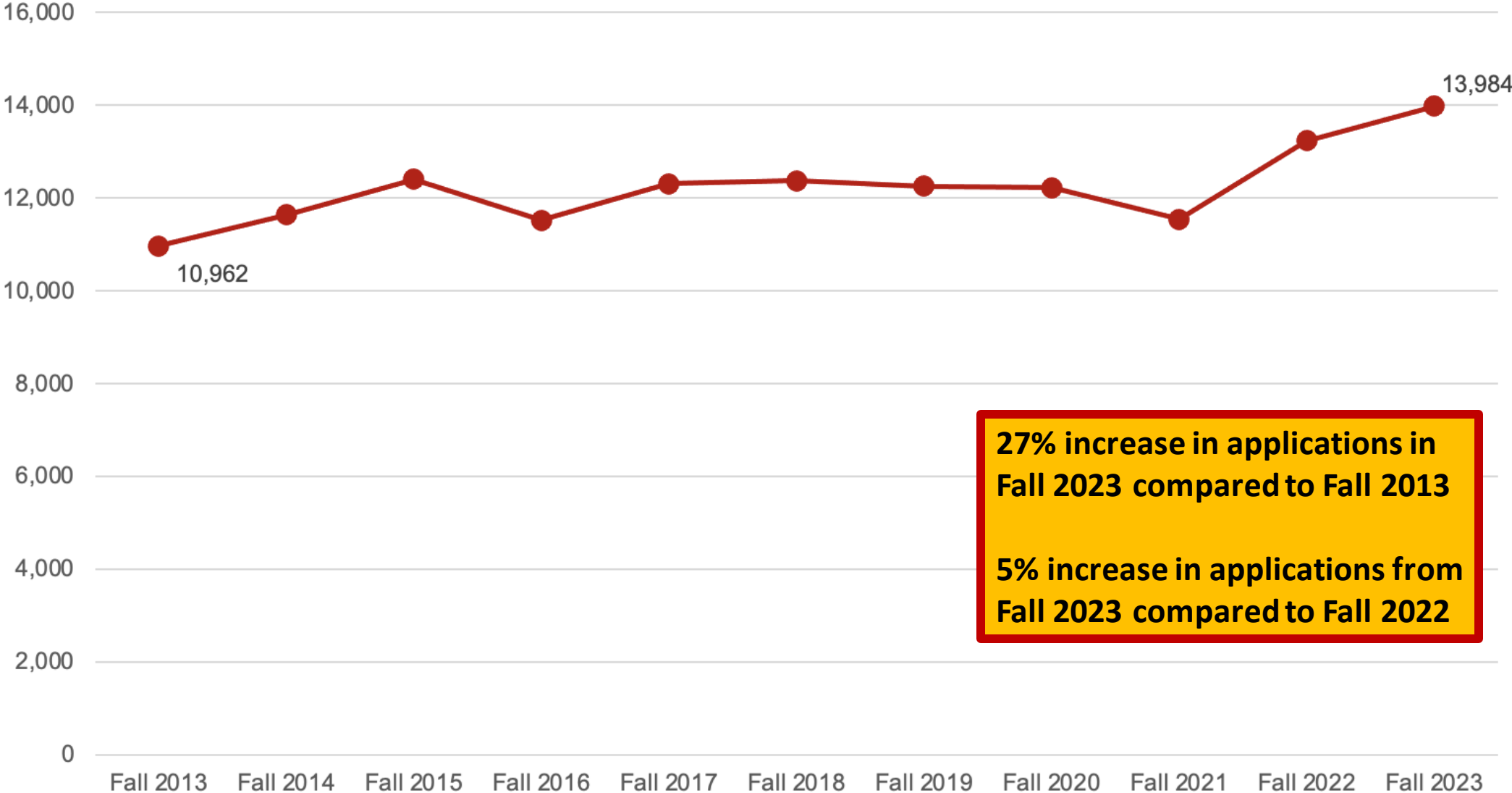
- Assignment of all degree-seeking students to an advisor
- Cohort model based on campus and degree pathway
- Coordinated care plan for students that integrates early intervention, proactive advising outreach, and referral process



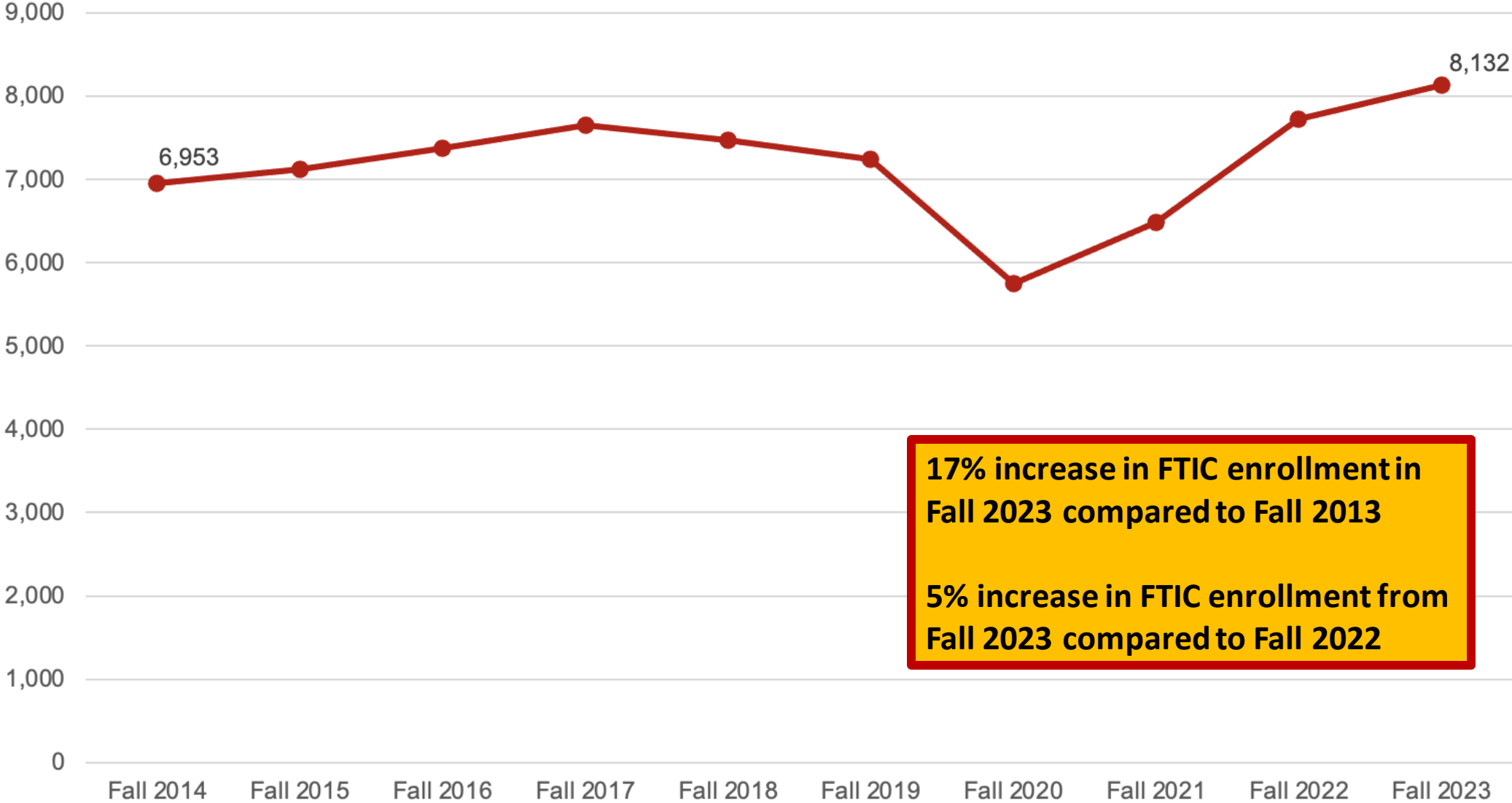
Financial Aid

- Return financial aid software module to “native” state
- Process improvements to reduce manual intervention of federal financial aid files and records

Number of First-Time-in-College Applicants to Valencia College



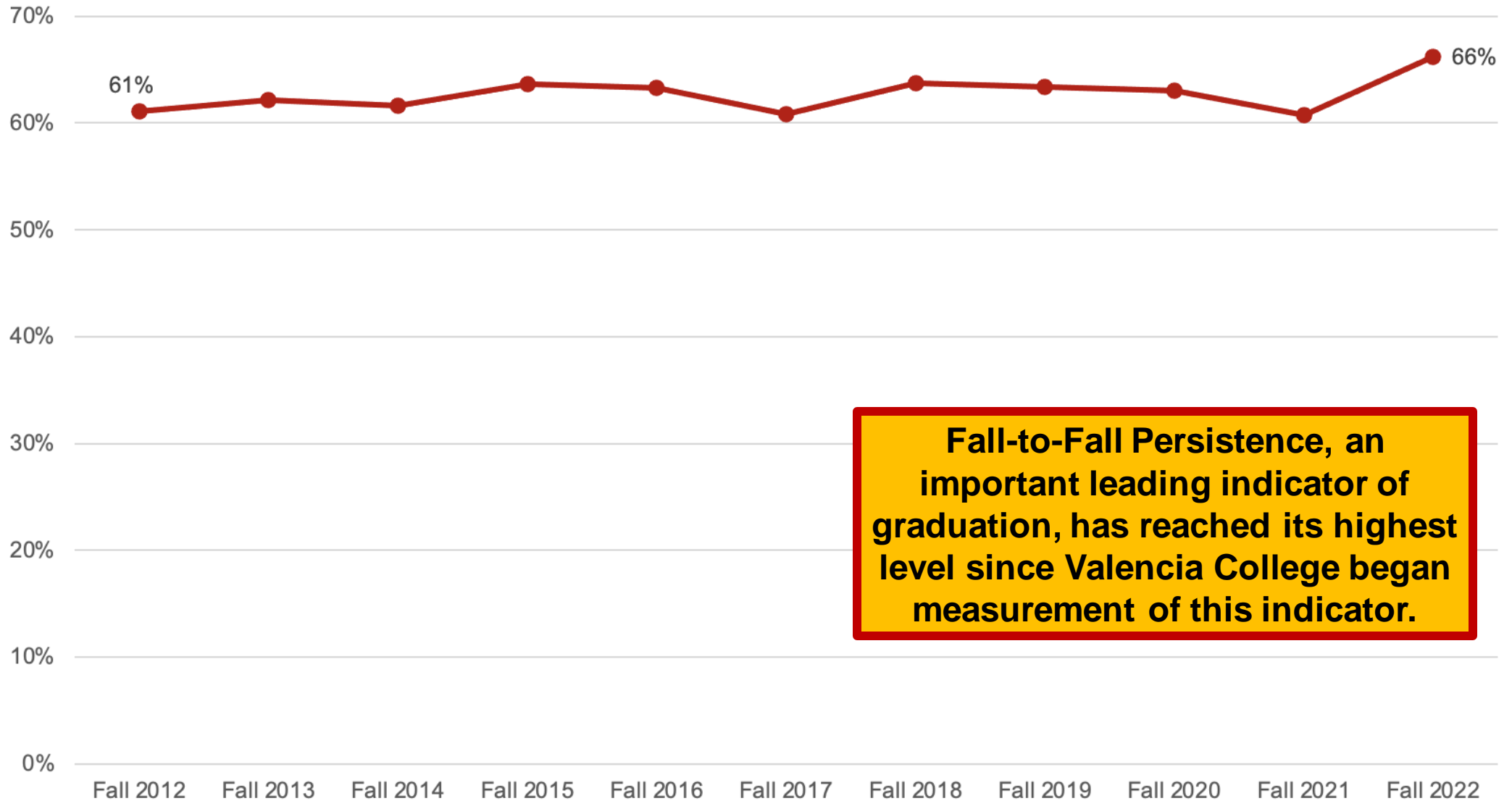
Number of First-Time-in-College Students Enrolled at Valencia College



17% increase in FTIC enrollment in Fall 2023 compared to Fall 2013

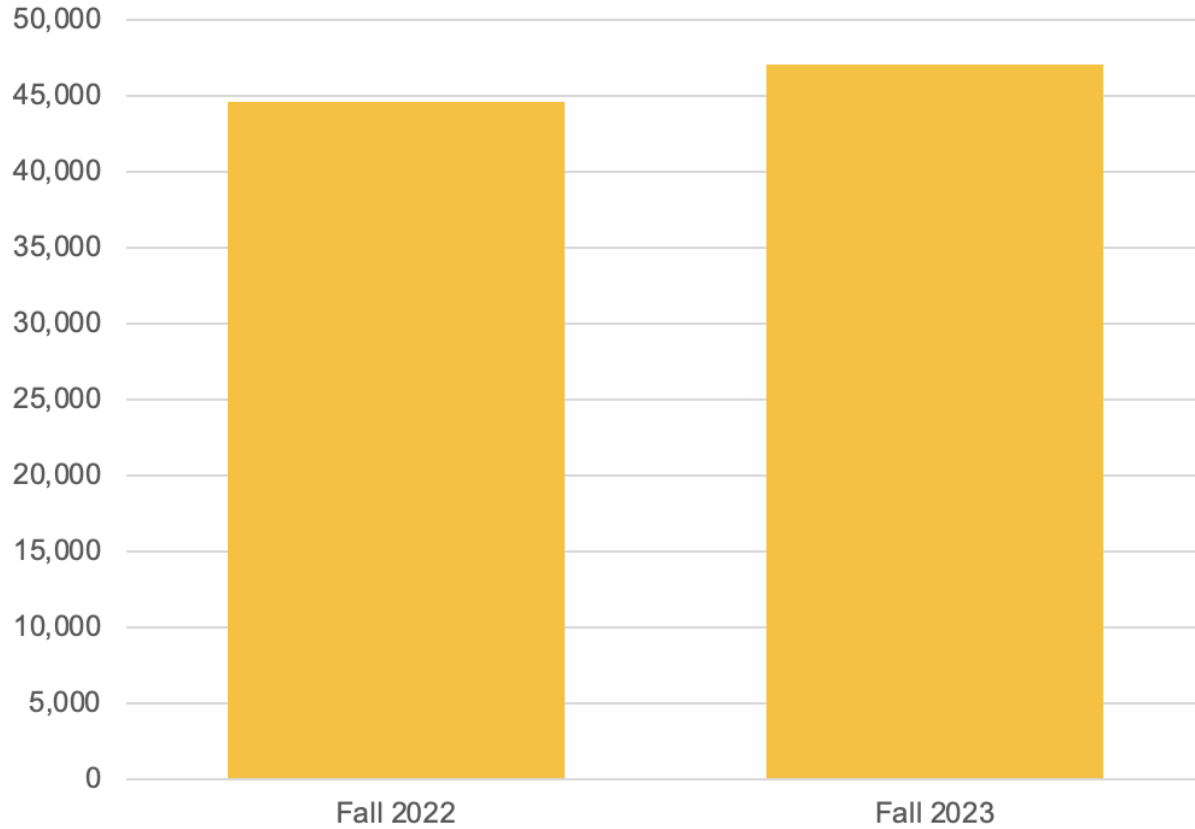
5% increase in FTIC enrollment from Fall 2023 compared to Fall 2022

Valencia College Fall-to-Fall Persistence



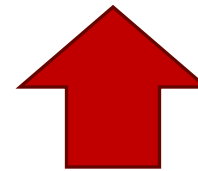
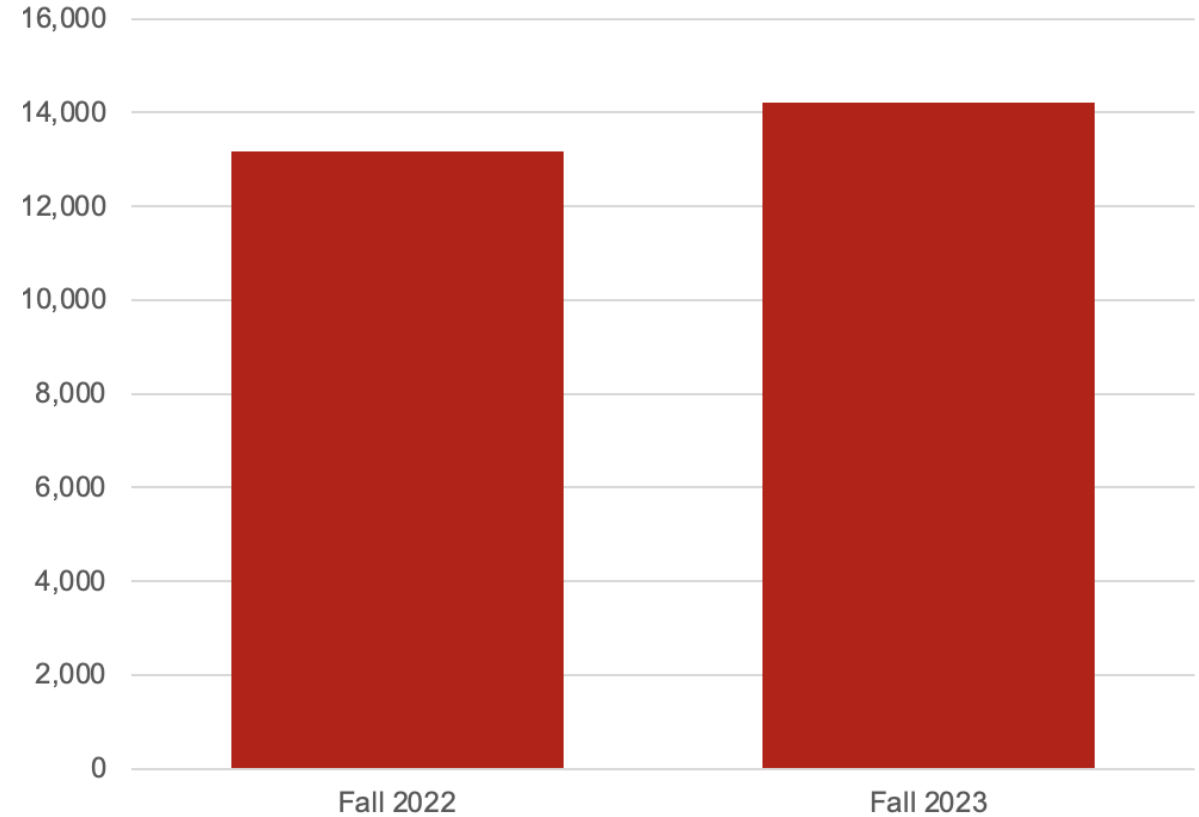
Fall-to-Fall Persistence, an important leading indicator of graduation, has reached its highest level since Valencia College began measurement of this indicator.

Valencia College: Headcount



The number of students enrolled has increased 5.2% over Fall 2022.

Valencia College: FTE Enrollment (Credit Hours)



Full-time equivalent (FTE) enrollment has increased 7.8% over Fall 2022.

Next Phase of Work

- Changes related to FAFSA simplification
- Replacement of portal (Atlas)
- Full implementation of CRM to support advisor/student case management
- Implementation of educational planning tool

Questions?