Colleagues -

I am pleased to share the August 2016 reTHINK PSU status report. Importantly, the projects and initiatives are aligned with PSU’s strategic plan.

Highlights

- For **Flexible Degrees** - **15 active projects** - work continues on the recently selected projects - including Online Data Analytics Certificate, Online MS in Global Supply Chain Management, Online English Major/Minor, Graduate Certificate in Applied Demography, and the Online Bachelors in Social Work.

- The **Academic & Career Advising** project team has had a busy summer listening to and learning from students, advisors, faculty and staff through several surveys and a day-long engagement session. They will soon hold community sessions with advisors, faculty, staff, and students for feedback on preliminary service model concepts.

- The **Interactive Degree Maps** project finished its Discovery and Design phases, culminating in a portfolio of possible projects described in a detailed report.

- The **Redesign MyPSU** project also finished its Discovery and Design phases, and is in the process of finalizing its recommendations to the campus for next steps.

- In the **Coordinated Service Network** 9 cases have been open and closed across service units.

- **Completed projects** - The Excessive Credits project, led by Becky Sanchez; the Undergraduate Student Persistence project, led by Casey Campbell; the ePortfolio: Implementation project, led by Johannes De Gruyter; and the Accessibility: SBA Online Undergraduate Program project, led by Molly Griffith, Gary Steadman and Melissa Pirie. Congratulations to the leads and teams!

Thank you to everyone for their contributions.

Sukhwant Jhaj

Vice Provost for Academic Innovation and Student Success,
Office of Academic Affairs
Building the Best Student Experience

Reduce barriers and improve services to help students graduate

Discover Design Implement Use

Coordinated
Interactive Service

MY PSU
Degree Maps
Network

Faculty
Staff
Advisor

Coordinated Service Network
Interactive Degree Maps
MY PSU

Advising Redesign

In everything we do:
We put students at the center
We hear every voice
We work for the benefit of all

Students

Past, present and future students

In student facing
Staff, faculty and administrators who work directly with students

Doers
Builders and implementers of systems and experiences

Co-Creation

Each project will proceed on its own timeline towards use by Fall 2017
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<td>Steve Greenwood, Program Director, PSU National Policy Consensus Center, College of Urban &amp; Public Affairs</td>
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<td>Geoffrey Duh, Associate Professor &amp; Director of GIS Programs, Geography</td>
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<td>John Ruetter, Professor and Department Chair, Environmental Sciences and Management, College of Liberal Arts &amp; Sciences</td>
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<td>Jennifer Nolfi, Director of the Athletic and Outdoor Program, School of Business Administration</td>
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<td>Cliff Allen, Dean, School of Business Administration</td>
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<td>Daniel Wong, Professor and Academic Director, Undergraduate Supply &amp; Logistics Program, School of Business Administration</td>
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<td>Nancy Neslund, Professor and Academic Director, Master of Taxation Program, School of Business Administration</td>
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<td><strong>Online Track in International Studies</strong></td>
<td>Shawn Smallman, Professor and Department Chair, International and Global Studies, College of Urban &amp; Public Affairs</td>
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<td><strong>Online Bachelors in Social Work</strong></td>
<td>Michael Taylor, Associate Professor of Practice and Interim Director, Bachelor of Social Work Program, College of Liberal Arts &amp; Sciences</td>
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<td>Michael Clark, Associate Professor and Director, The Portland Center for the Public Humanities, College of Liberal Arts &amp; Sciences</td>
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<td>Lisa Hawash, Assistant Professor of Practice and MSW Online Option Coordinator, School of Social Work</td>
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<td><strong>Graduate Certificate in Applied Social Demography</strong></td>
<td>Jason Jurjevich, Assistant Professor and Assistant Director, Population Research Center, College of Urban &amp; Public Affairs</td>
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<td>Molly Griffith, Associate Director, Faculty Support and Emerging Technology, Office of Academic Innovation</td>
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<td>Undergraduate Student Persistence</td>
<td>10,000-19,999</td>
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<td>Excessive Credits</td>
<td>Up to 5,000</td>
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<td>Academic Home for Undecided Students</td>
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<td>Creating an Academically-Supported Internship Program at PSU</td>
<td>10,000-19,999</td>
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<td>Improve Undeclared Student Persistence</td>
<td>Up to 5,000</td>
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<td>Online Career Exploration Class</td>
<td>Up to 5,000</td>
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<td>Student Services Online: Academic Coaching</td>
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<td>Student Services Online: Career Services</td>
<td>5,000-9,999</td>
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<tr>
<td>Redesign MyPSU</td>
<td>20,000+</td>
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Undergraduate Student Persistence
Casey Campbell, Lead Advisor, College of Urban & Public Affairs

Excessive Credits
Becky Sanchez, Director, Undergraduate Programs Office, School of Business Administration

Academic Home for Undecided Students
Becki Ingersoll, Associate Director, Advising & Career Services

Coordinated Service Network
Cindy Baccar, Registrar, Office of the Registrar

Creating an Academically-Supported Internship Program at PSU
Jeanne Ellis, Internship Program Adviser, Advising & Career Services

Improve Undeclared Student Persistence
Becki Ingersoll, Associate Director, Advising & Career Services

Online Career Exploration Class
Annie Thompson, Academic Advisor, Advising & Career Services

Student Services Online: Academic Coaching
Liane O’Banion, Assistant Director, Learning Center

Student Services Online: Tutoring
Liane O’Banion, Assistant Director, Learning Center

Student Services Online: Career Services
Greg Flores, Associate Director, Advising & Career Services

Redesign MyPSU
Nicolle DuPont, Associate Registrar for Registration, Records, and Operations, Office of the Registrar; Ryan Bass, Senior Director, Computing Infrastructure Services, Office of Information Technology
Academic & Career Advising Redesign
Sukhwant Jhaj, Vice Provost for Academic Innovation and Student Success, Office of Academic Affairs

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<td>ON TRACK</td>
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<tr>
<td>Pathways</td>
<td>Online DAC Process Improvement</td>
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<tr>
<td>Toolkit for Online Learners &amp; Faculty</td>
<td>Nicolle DuPont, Associate Registrar, Office of the Registrar</td>
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<tr>
<td>Streamlining Graduation Application &amp; Diploma Ordering</td>
<td>Kathy Thomas, Associate Registrar, Registrar’s Office</td>
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<tr>
<td>Accessibility: GSE Visually Impaired Learner Program</td>
<td>Molly Griffith, Associate Director, Office of Academic Innovation; Holly Lawson, Assistant Professor, and Jeremy McPherson, Director of Marketing and Communication Systems, Graduate School of Education</td>
</tr>
<tr>
<td>Accessibility: SBA Online Undergraduate Program</td>
<td>Molly Griffith, Associate Director, Office of Academic Innovation; Gary Steadman, Director, and Melissa Pirie, Online Teaching Excellence Instructor School of Business Administration</td>
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<tr>
<td>Accessibility: Online Master of Social Work</td>
<td>Molly Griffith, Associate Director, Office of Academic Innovation; Lisa Hawash, MSW Online Option Coordinator &amp; Instructor, School of Social Work</td>
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<td>Degree Audit System Upgrade</td>
<td>Kathy Thomas, Associate Registrar, Office of the Registrar</td>
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<td>Course Schedule Planner</td>
<td>Kathy Thomas, Associate Registrar, Office of the Registrar</td>
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<td>Research on Course Calendar Structure Flexibility</td>
<td>Randi Harris, Special Assistant to the Vice Provost for Academic Innovation and Student Success, Office of Academic Affairs</td>
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<tr>
<td>Interactive Degree Maps</td>
<td>Cindy Baccar, Registrar, Office of the Registrar; Randi Harris, Special Assistant to the Vice Provost for Academic Innovation and Student Success, Office of Academic Affairs</td>
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Start-to-Finish Business Degree

Create greater access to bachelor degree offerings in business by offering a fully online Bachelor's Degree in Business through partnerships with local community colleges and by developing additional online courses.

Key Highlights

- Of the seven courses developed in the recent batch, five are ready for Fall launch.
- Mount Hood Community College has approved the draft project charter with the SBA and the document is currently being distributed for signatures. Portland Community College has requested minor edits to its project charter. Once finalized the PCC project charter will be ready for signatures.
- The deliverables associated with the online Freshman Inquiry (FRINQ) have been removed from this project. It was agreed that online FRINQ development would best be served as its own independent project.

Issues & Risks

- With the departure of the project lead, a mitigation plan is being created to assure execution of the community college project charters as well as a successful closure of the Start-to-Finish project.
Graduate Certificate in Collaborative Governance

Design a set of new and existing courses for the pending Certificate in Collaborative Governance to enhance student success and provide a program design framework to expand training of public sector managers throughout the U.S. and abroad.

Key Highlights

- Project will close in Fall. Sustainability plan is in the final draft stage.
- This plan identifies a number of next steps for the Collaborative Governance team once the project is over.

Issues & Risks

- OAI will continue to provide support until June 2018.
- Change request to update the project duration to Fall 2016.

STUDENT IMPACT
Up to 5,000

STATUS
ON TRACK

BUDGET: $114,372

LEAD
Steve Greenwood
Program Director
PSU National Policy Consensus Center
College of Urban & Public Affairs

PROJECT MANAGER
Johannes De Gruyter
Executive Director
Office of Academic Innovation

COLLABORATORS
PSU National Policy Consensus Center, Urban Studies & Planning, Public Administration, National Policy Consensus Center, School of Government, Office of Academic Innovation, Library, College of Urban & Public Affairs

http://www.pdx.edu/oai/psu-flexible-degrees
Bachelors in Urban & Public Affairs

Redesign 19 existing courses that will be associated with a new Bachelors in Urban and Public Affairs, including redesigning courses to an online modality and implementation of credit for prior learning strategies. At least 75% of the courses required to complete the degree will be online.

Key Highlights

- Project is on track to finish course development by September 2016, when the project will conclude.
- OAI, Project Lead, and course developers have worked to creatively accommodate changing schedules to keep development on time.

Issues & Risks

- None.

LEAD
Kevin Kecskes
Assistant Professor
College of Urban & Public Affairs

PROJECT MANAGER
Hans VanDerSchaaf
Senior Project Manager
Office of Academic Affairs

COLLABORATORS
College of Urban & Public Affairs, Office of Academic Innovation, Community Health, Public Administration, Political Science, Urban Studies & Planning, Library, School of Government

http://www.pdx.edu/oai/psu-flexible-degrees
Geography/GIS Minor

Improve flexibility for students by offering the option to complete certain GIS courses either in hybrid format or online. Courses developed within the project will be incorporated into a proposal for a new undergraduate certificate program.

Key Highlights
- Completed coursework for Spring 2016.

Issues & Risks
- Due to pressing grant and RFP deadlines, OIT pushed the ArcGIS implementation back into July.

STUDENT IMPACT
Up to 5,000

STATUS
ON TRACK
BUDGET: $170,143

LEAD
Geoffrey Duh
Associate Professor & Director of GIS Programs
Geography
College of Liberal Arts & Sciences

PROJECT MANAGER
Johannes De Gruyter
Executive Director
Office of Academic Innovation

COLLABORATORS
College of Liberal Arts & Sciences, Geography, Office of Academic Innovation, Library

http://www.pdx.edu/oai/psu-flexible-degrees
A Fully Online Minor in Sustainability

Improve flexibility for students by developing a minor in Sustainability that is optimal for scaffolding learning outcomes and by embedding student outcomes within all courses to better prepare them for internship opportunities.

Key Highlights
- ESM 222, ESM 357 and ESM 404 will be developed this Fall (instead of this Summer).

Issues & Risks
- Need to extend deadline of the project with a change request to end of December.

STUDENT IMPACT
Up to 5,000

STATUS
ON TRACK
BUDGET: $96,792

LEAD
John Rueter
Professor and Department Chair
College of Liberal Arts & Sciences

PROJECT MANAGER
Johannes De Gruyter
Executive Director
Office of Academic Innovation

COLLABORATORS
Environmental Sciences and Management, Office of Academic Innovation, School of Business Administration, Library, The Learning Center

http://www.pdx.edu/oai/psu-flexible-degrees
Adult Learners and Flexibility

Develop insight into how PSU can respond to adult students’ needs for flexibility in the areas of curriculum and services and build capacity to innovate when responding to these needs.

Project Achieved the Following Outcomes

- Engaged in activities which developed faculty/staff capacity to innovate around the question: How can PSU respond to the need for flexibility in the curriculum and the services that adult students experience?
- Used findings from the above activities to inform and ideate about what additional flexibility for adult learners might look like at PSU (including flexible degrees).
- Defined what is meant by adult learners and flexibility in our context at PSU.
- Built capacity within the University to innovate by learning using design thinking-based processes and activities, enabling a point of view that is student-centric and sets the stage for future processes at PSU to be more rich and useful in future work.
- Completed an end-of-project report and project artifacts.
University Studies Minor Pathways

*Improve flexibility for students by developing additional University Studies online pathways in two minors: Sexualities, Gender and Queer Studies, and Child and Family Studies.*

Key Highlights
- Completed Spring course development.
- Summer development in progress.
- A hard drive that crashed with video content for orientation modules was repaired. Content is intact.

Issues & Risks
- None.

STUDENT IMPACT
Up to 5,000

STATUS
ON TRACK

BUDGET: $136,917

LEAD
Rowanna Carpenter
Director of Assessment and Upper Division Clusters
University Studies

PROJECT MANAGER
Johannes De Gruyter
Executive Director
Office of Academic Innovation

COLLABORATORS
University Studies, Office of Academic Innovation, Child and Family Studies, Women, Gender and Sexuality Studies, Graduate School of Education, Library

http://www.pdx.edu/oai/psu-flexible-degrees
ePortfolio: Implementation

Implement PebblePad as the campus-wide eportfolio platform and build an integrative learning community that generates buy in and inspires creative thinking around using eportfolios to improve student learning and student success.

Project Achieved the Following Outcomes

- Project complete.
- The Stewards made the decision to close this first phase of the implementation.
- A new project is being initiated for 2016-17, focused on scaling up, and is called: “ePortfolio: Scaling Up.”

LEAD
Johannes De Gruyter
Executive Director
Office Academic Innovation

PROJECT MANAGER
Johannes De Gruyter
Executive Director
Office Academic Innovation

COLLABORATORS
Office of the Registrar, Office of Academic Innovation, Educational Leadership & Policy, University Studies, Student Activities & Leadership, School of Business Administration, Advising & Career Services, Office of Information Technology

http://www.pdx.edu/oai/
Business Model Analysis

*Improve PSU’s ability to use scenario analysis tools to analyze and understand the short- and long-term financial impacts of reTHINK PSU projects and their ability to integrate with existing systems and technology.*

Project Achieved the Following Outcomes

- Engaged in a robust discovery process with stakeholders from across PSU.
- Develop design criteria for a tool that will enable users to understand the impact of existing and future degree programs.
- Authored a final project report, including design criteria, and project artifacts.
- Transitioned and integrated the project to the Integrated Planning of Enrollment and Budget project, which will lead the development of the tool moving forward.

**STUDENT IMPACT**

20,000+

**STATUS**

COMPLETE

---

**LEAD**

Susan Klees  
Special Assistant to the Vice President for Finance & Administration

**PROJECT MANAGER**

Hans VanDerSchaaf  
Senior Project Manager  
Office of Academic Affairs

**COLLABORATORS**

Finance & Administration, Office of Academic Affairs, Office of Information Technology, Office of Institutional Research and Planning, Budget Office

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http://www.pdx.edu/oai/psu-flexible-degrees
Academic Integrity and Turnitin Implementation

Strengthen academic integrity practices by implementing Turnitin as the campus-wide originality check, online grading and peer review platform and by building an Academic Integrity toolkit on the Office of Academic Innovation website. Project will support faculty in improving academic integrity and students in checking the originality of their work.

Key Highlights
- Contract extended.
- All pilots with D2L integration successful.
- Pilots without D2L (SSO) are underway.
- Toolkits and tutorials are done.

Issues & Risks
- Ongoing challenges with the non-responsiveness of the vendors.
- The SSO login page is not user-friendly and Turnitin is changing its D2L integration.
- We may have to seek alternative products in the future if the relationship does not improve.

LEAD
Johannes DeGruyter
Executive Director
Office of Academic Innovation

PROJECT MANAGER
Johannes DeGruyter
Executive Director
Office of Academic Innovation

COLLABORATORS
Office of Academic Innovation, Office of Information Technology, Dean of Student Life Office, Intensive English Language Program
PSU Online

Improve student access to information about PSU’s online offerings by building a central website for prospective students with key information about all of PSU’s fully online offerings.

Project Achieved the Following Outcomes

- Launched PSU Online website - http://www.pdx.edu/psu-online/ - which improves student access to information about PSU’s fully online offerings, including Bachelor’s, certificates, endorsements, Master’s and licensures.
- Successfully partnered across campus to build the site, including Office of Academic Innovation, School of Business Administration, Graduate School of Education, School of Social Work, College of Liberal Arts & Sciences, College of Urban & Public Affairs, University Communications and Office of Graduate Studies.

STUDENT IMPACT
20,000+

STATUS
COMPLETE

BUDGET : $100,000

LEAD
Johannes De Gruyter
Executive Director
Office Academic Innovation

PROJECT MANAGER
Johannes De Gruyter
Executive Director
Office Academic Innovation

COLLABORATORS
Office of Information Technology, Office of Academic Innovation, School of Social Work, Graduate School of Education, College of Urban & Public Affairs, College of Liberal Arts & Sciences, School of Business Administration, Office of Graduate Studies

http://www.pdx.edu/oai/psu-flexible-degrees
Online Athletic and Outdoor Certificate

Continue to provide the PSU student community with greater access to graduate certificate offerings by the School of Business Administration. The Online Athletic and Outdoor Certificate offers students the opportunity to examine issues in marketing, retailing, distribution and sales.

Key Highlights

- MOU & budget have been finalized.
- Held introductory meeting with project lead and identified next steps for planning fall course development.

Issues & Risks

- None.

Upcoming Goals

- Planning meeting scheduled for August and kick-off meeting in September.
- Finalize the online course development schedule.

LEAD
Jennifer Nolfi
Director, Athletic and Outdoor Program
School of Business Administration

PROJECT MANAGER
Kevin Berg
Assoc. Project Manager
Office of Academic Affairs

COLLABORATORS
School of Business Administration, Library, Office of Academic Innovation, and Office of Academic Affairs
Online Data Analytics Certificate

Continue to provide the PSU student community with greater access to graduate degree offerings by the School of Business Administration. The Online Data Analytics Certificate will prepare students to lead informed business strategies by collecting, analyzing, storing, and interpreting large-scale data in positions such as systems analysts - applications, market research analysts, business intelligence analysts, marketing specialists, data analysts, and risk managers.

Key Highlights

- MOU and budget finalized. A change request will be completed to extend the project end date by one year to accommodate an updated course development schedule. The development for the second course will be in the second year.

Issues & Risks

- None.

Upcoming Goals

- Finalize course development schedule.
- Project kick-off meeting scheduled for September.

LEAD
Cliff Allen
Dean
School of Business Administration

PROJECT MANAGER
Kevin Berg
Assoc. Project Manager
Office of Academic Affairs

COLLABORATORS
School of Business Administration, Library, Office of Academic Innovation, and Office of Academic Affairs
Online MS in Global Supply Chain Management

Continue to provide the PSU student community with greater access to graduate degree offerings through the Online MS in Global Supply Chain Management, which offers students a globally focused and deep understanding of international supply chain best practices in the area of sustainability.

Key Highlights

- MOU & budget have been finalized.
- Course development continues for four courses on track to complete for Fall launch.
- Held introductory meeting with project lead and identified next steps for developing programmatic standards for the courses.

Upcoming Goals

- Complete course development for four courses and launch in Fall.
- Project kick-off meeting scheduled in September.

Issues & Risks

- None.

STUDENT IMPACT
Up to 5,000

STATUS
ON TRACK

BUDGET: $202,720

LEAD
Daniel Wong
Academic Director, Undergraduate Supply & Logistics Program
School of Business Administration

PROJECT MANAGER
Kevin Berg
Assoc. Project Manager
Office of Academic Affairs

COLLABORATORS
School of Business Administration, Library, Office of Academic Innovation, and Office of Academic Affairs

http://www.pdx.edu/oai/psu-flexible-degrees
Online Master of Taxation

Continue to provide the PSU student community with greater access to graduate degree offerings by the School of Business Administration. This Online Master of Taxation will provide the necessary technical training for students seeking to enhance their expertise and knowledge-base in the area of taxation.

Key Highlights

- Draft MOU and budget complete.

Issues & Risks

- None.

STUDENT IMPACT

Up to 5,000

STATUS

ON TRACK

BUDGET: $294,801

Upcoming Goals

- Finalize MOU, budget and course development schedule.

LEAD

Nancy Neslund Professor and Academic Professor and Academic Director, Master of Taxation Program
School of Business Administration

PROJECT MANAGER

Kevin Berg
Assoc. Project Manager
Office of Academic Affairs

COLLABORATORS

School of Business Administration, Office of Academic Innovation, Library, and Office of Academic Affairs

http://www.pdx.edu/oai/psu-flexible-degrees
Online Track in International Studies

Continue to provide the PSU student community with greater access to a collection of undergraduate course offerings by the College of Urban & Public Affairs through the Online Track in International Studies specialization, which offers a pathway for students to ensure that all core requirements can be completed online.

Key Highlights

- Started development of new online section for INTL 201.
- Scheduled project kick-off meeting for September.

Issues & Risks

- None.

Upcoming Goals

- Complete INTL 201 for Fall launch.
- Conduct further discovery activities for the project in September.

LEAD
Shawn Smallman
Professor and Dept Chair of International and Global Studies
College of Urban and Public Affairs

PROJECT MANAGER
Kevin Berg
Assoc. Project Manager
Office of Academic Affairs

COLLABORATORS
College of Urban & Public Affairs, Office of Academic Innovation, Library, and Office of Academic Affairs
Online Bachelors in Social Work

Provide PSU students with greater access to undergraduate offerings from the School of Social Work and continue to provide the necessary program offering to communities located in the Southern Oregon region.

Key Highlights

- MOU & budget finalized.
- Held planning meeting with project lead and identified next steps for developing programmatic standards for the courses.
- Started summer course development on two courses.

Upcoming Goals

- Complete course development for two courses.
- Continue planning meetings to prepare for Fall project kick-off meeting.

Issues & Risks

- None.

LEAD
Michael Taylor
Associate Professor of Practice and Interim Director, Bachelor of Social Work Program School of Social Work

PROJECT MANAGER
Kevin Berg
Assoc. Project Manager
Office of Academic Affairs

COLLABORATORS
School of Social Work, Office of Academic Innovation, Library, and Office of Academic Affairs

http://www.pdx.edu/oai/psu-flexible-degrees
Online English Major/Minor

*Improve flexibility for students seeking to obtain a PSU degree with a major or minor in English by offering a series of courses "pathway" online. This is an opportunity to take a fresh look at the student experience across the entire pathway and make instructional design improvements where needed.*

### Key Highlights
- MOU & budget have been finalized.
- Held introductory meeting with project lead.
- Started work on three courses.
- Identified next steps for planning fall course development.

### Issues & Risks
- None.

### Upcoming Goals
- Summer course development work continues.
- A planning meeting to establish a development schedule for all courses will be held in fall.

---

**Lead**
Michael Clark
Associate Professor and Director, The Portland Center for the Public Humanities
College of Liberal Arts & Sciences

**Project Manager**
Johannes De Gruyter
Executive Director
Office Academic Innovation

**Collaborators**
College of Liberal Arts & Sciences, Office of Academic Innovation, Library, and Office of Academic Affairs
Online MSW with a Specialization in Health Across the Lifespan

Provide the PSU student community with greater access to graduate degree offerings by the School of Social Work. Also, the Health Across the Lifespan specialization will continue to support the necessary training for social workers around the state, particularly in the area of health care and aging.

Key Highlights
- MOU & budget have been finalized.
- Held introductory meeting with project lead and identified next steps for planning fall course development.

Issues & Risks
- None.

Upcoming Goals
- Three online courses will be developed for fall.

STUDENT IMPACT
Up to 5,000

STATUS
ON TRACK

BUDGET: $104,011

LEAD
Lisa Hawash
Assistant Professor of Practice and MSW
Online Option Coordinator
School of Social Work

PROJECT MANAGER
Johannes De Gruyter
Executive Director
Office of Academic Innovation

COLLABORATORS
School of Social Work, Library, Office of Academic Innovation, and Office of Academic Affairs

http://www.pdx.edu/oai/psu-flexible-degrees
Graduate Certificate in Applied Social Demography

Continue to provide the PSU student community with greater access to graduate certificate offerings by the College of Urban & Public Affairs and supply students with the tools for designing research with relevant demographic data and methods to answer important social and public policy questions.

Key Highlights

- MOU & budget have been finalized.
- Held introductory meeting with project lead and identified next steps for planning fall course development.

Issues & Risks

- None.

Upcoming Goals

- Two online courses will be developed for fall.

LEAD
Jason Jurjevich
Assistant Professor and Assistant Director,
Population Research Center
College of Urban & Public Affairs

PROJECT MANAGER
Johannes De Gruyter
Executive Director
Office of Academic Innovation

COLLABORATORS
College of Urban & Public Affairs, Library, Office of Academic Innovation, and Office of Academic Affairs

http://www.pdx.edu/oai/psu-flexible-degrees
ePortfolio: Scaling Up

Scale up PebblePad as the campus-wide eportfolio platform beyond initial adoption, and foster the growth of an integrative learning community; continue to generate buy in and inspire creative thinking around using eportfolios to improve student learning and student success.

Key Highlights

- Technical configuration for campus-wide use largely completed.
- Summer pilots completed.
- University Studies launch support planned.

Issues & Risks

- None.

STUDENT IMPACT

20,000+

BUDGET: TBD

LEAD

Molly Griffith
Associate Director of Faculty Support and Emerging Technology
Office of Academic Innovation

PROJECT MANAGER

Molly Griffith
Associate Director of Faculty Support and Emerging Technology
Office of Academic Innovation

COLLABORATORS

Office of the Registrar, Office of Academic Innovation, Educational Leadership & Policy, University Studies, Student Activities & Leadership, School of Business Administration, Advising & Career Services, Office of Information Technology

http://www.pdx.edu/oai/psu-flexible-degrees
Undergraduate Student Persistence

More deeply understand the transfer student experience in order to recommend and implement selected interventions and strategies to help them persist from their first to their second year at PSU.

Project Achieved the Following Outcomes

- Utilized data analyses from EAB, OIRP, and other sources to assess and determine which transfer student groups are not persisting from their first to second year at PSU and why, as well as which transfer students are persisting from their first to second year at PSU and why.

- In order to help them overcome barriers to registration, implemented an attrition risk intervention focused on transfer students in which advising unit representatives reached out to students who were enrolled in their first term, but not yet registered for the subsequent term, even though their priority registration date had passed (See Appendix B).

- Used design thinking strategies to create and design interventions for implementation across advising units and student support services for undergraduate students with an initial focus on transfer student persistence from their first to second year at PSU.

- Authored a final project report and project artifacts.

LEAD
Casey Campbell
Lead Advisor
College of Urban & Public Affairs

PROJECT MANAGER
Kara Hayes
Student Success Coordinator
Office of Academic Affairs

COLLABORATORS
Office of Academic Affairs, College of Urban & Public Affairs, College of the Arts, Enrollment Management & Student Affairs, Maseeh College of Engineering & Computer Science, Advising & Career Services, School of Social Work, College of Liberal Arts & Sciences, Diversity & Multicultural Student Services, School of Business Administration, University Studies

www.pdx.edu/student-success/
Excessive Credits

Identify what is preventing a significant number of students from graduating and why they are accumulating 25% more credits than needed to graduate, and implement strategies and initiatives to help them graduate.

Project Achieved the Following Outcomes

- Collected and analyzed qualitative and quantitative data for all students who currently had 225 or more credits to identify trends.
- Planned and implemented strategies and initiatives to help students with more than 225 credits graduate, such as work toward exceptions or creative housekeeping for currently enrolled students.
- Identified institutional roadblocks and reasons for large credit accumulation.
- Educated advisors on the findings and research reviewed by the Excessive Credits Project.
- Team, and from findings on initial strategy implementation, that influence student persistence towards timely graduation.
- Identified & communicated processes and procedures for ongoing student interventions.
- Authored a final project report and project artifacts.

STUDENT IMPACT

Up to 5,000

STATUS

COMPLETE

LEAD
Becky Sanchez
Director, Undergraduate Programs Office
School of Business Administration

PROJECT MANAGER
Kara Hayes
Student Success Coordinator
Office of Academic Affairs

COLLABORATORS
Office of Academic Affairs, School of Business Administration, College of the Arts, Degree Requirements & Veterans Certification, Office of the Registrar, Advising & Career Services, College of Urban & Public Affairs

www.pdx.edu/student-success/
Academic Home for Undecided Students

Increase student persistence by establishing an academic home - opening Fall 2015 and including curricular, advising and academic supports - for undeclared and exploratory students via a partnership between University Studies and Advising & Career Services.

Project Achieved the Following Outcomes

- Assessment of career and academic decision-making needs of undeclared and exploratory students and recommendations for PSU.
- Research and analysis of programs at other institutions resulting in recommendations for PSU.
- Creation of an Exploratory Studies Program, including the following: Pre-academic year programming during Viking Days; expansion of the current Advising & Career Services freshman career and academic decision-making curriculum to all Freshman Inquiry courses by offering a suite of options for instructional delivery; faculty, peer mentor, and ACS/University Studies staff development and training plan; financial literacy curriculum, that draws on current curricular materials, integrated with Freshman Inquiry themes; and creation of a physical hub for providing services, outreach, and building community.
- Assessment plan for ongoing review of the Exploratory Studies Program with the first report assessing Fall 2015 implementation.
- Authored a final project report and project artifacts.

STUDENT IMPACT
Up to 5,000

STATUS
COMPLETE

LEAD
Becki Ingersoll
Associate Director
Advising & Career Services

PROJECT MANAGER
Hans VanDerSchaaf
Senior Project Manager
Office of Academic Affairs

COLLABORATORS
Advising & Career Services, University Studies, Office of Academic Affairs
Coordinated Service Network

Improve the delivery of student services through the creation of a Coordinated Service Network, which will enable coordinated service delivery between departments, as well as helping staff across units manage, track, and archive interactions with students.

Key Highlights

- Governance Structure document approved by Steering Committee.
- Service Expectations & Guiding Principles document approved by Steering Committee.
- Successfully launched SSC Campus Upgrade on June 1st.
- Held trainings on the Coordinated Service Network with participating service units (SFS, FA, RO) and the advising community.
- Successfully launched initial Coordinated Service Network functionality to participating service units and advisors. This includes coordinated case management between service units and provides advisors with the ability to send cases to participating service units.
- Implemented Advisor Assignment rules within Talisma and continued troubleshooting to refine implementations.
- Began conversations with additional units on campus that are interested in participating in the Coordinated Service Network (EXITO & OGS).

Issues & Risks

- None.

LEAD
Cindy Baccar
Registrar
Office of the Registrar

PROJECT MANAGER
Sarah Traxler
Project Manager
Office of Academic Affairs

COLLABORATORS
Office of the Registrar, Office of Information Technology, Financial Aid, Student Financial Services, Enrollment Management & Student Affairs, Office of Academic Affairs, School of Business Administration, Advising & Career Services, Office of Academic Innovation, College of Liberal Arts & Sciences

www.pdx.edu/student-success/
Creating an Academically-Supported Internship Program at PSU

Conduct comprehensive research to inform a proposal for greater consistency in internship programming and recommendations for increasing the number of academically-supported internships.

Project Achieved the Following Outcomes

- Produced a comprehensive set of recommendations for strengthening and expanding internship programming campus-wide - working copy of report is here.
- Created in an inventory of current internship practices at PSU and formed an Internship Advisory Council.
- The Internship Advisory Council is comprised of faculty and staff from various schools and colleges who directly impact internship programming within their departments. These members have agreed to work with the project team on implementing the draft Advisory Council Charge:
  - Encouraging adoption of existing standardized internship best practices among departments across campus;
  - Implementing programming which will increase access to academically-supported internships to more students at PSU; and
  - Working with existing employer partners to expand the number of internship offerings relevant to PSU majors.
- Authored end-of-project report.

STUDENT IMPACT

10,000-19,999

QUALITATIVE PSU INTERNSHIP DATA & BEST PRACTICES FROM OTHER INSTITUTIONS

PROJECT MANAGEMENT PLAN

STAKEHOLDERS IDENTIFIED AND ENGAGED

INTERNSHIP REPORT

PROJECT CLOSED!

2015

LEAD

Jeanne Ellis
Internship Program Adviser
Advising & Career Services

PROJECT MANAGER

Ann Mestrovich
Employer Relations Coordinator
Advising & Career Services

COLLABORATORS

Advising & Career Services

www.pdx.edu/student-success/
Improve Undeclared Student Persistence

Improve the persistence of Exploratory/Undeclared students at PSU by developing and implementing a comprehensive, data-driven plan for a long-term and sustained effort to support them.

Project Achieved the Following Outcomes

- Analysis of effectiveness of current outreach strategies using information from spreadsheet (i.e., Does regular contact with adviser increase likelihood of persistence? Are students who do not see the adviser less likely to persist?).
- Timeline or journey maps to visualize gaps in outreach and programming to inform when and how certain outreach should happen.
- Assessment of Fall 2015 4th week institutional data to attempt to identify any change in retention rate of exploratory/undeclared students that might be a result of the above interventions.
- Comprehensive plan to include method for tracking student interactions, participation in programming, and standardized timeline of expected outreach as determined through design thinking process (journey maps, etc).
- Recommendations for policy regarding major declaration/change to be reviewed by the Academic Advising Council.
- Plan for regular communication and partnership between University Studies and Advising & Career Services.
- Authored end-of-project report and captured project artifacts.

LEAD
Becki Ingersoll
Associate Director
Advising & Career Services

COLLABORATORS
Advising & Career Services

www.pdx.edu/student-success/
Online Career Exploration Class

Redesign the 1-credit, in-person Career Exploration class to a fully online 5-week class for broader online access to students for credit.

Project Achieved the Following Outcomes

- Five-week, online Career Development Course was fully developed for Fall 2015.
- With assistance from the Office of Academic Innovation, the course was revised to meet accessibility standards.
- As of October 31, 2015, twenty-one students were enrolled.

STUDENT IMPACT
Up to 5,000

STATUS
COMPLETE

LEAD
Annie Thompson
Academic Advisor
Advising & Career Services

PROJECT MANAGERS
Annie Thompson, Academic Advisor
Advising & Career Services
Leena Shrestha, Academic & Career Advisor
Advising & Career Services

COLLABORATORS
Advising & Career Services, Office of Academic Innovation

www.pdx.edu/student-success/
Student Services Online: Academic Coaching

Implement online coaching for all current PSU students and identify the best online coaching solution for PSU.

Key Highlights
- None.

STUDENT IMPACT
Up to 5,000

STATUS
ON HOLD

Issues & Risks
- Project is on hold due to increased workload (and decreased capacity for near-term project leadership) as a result of the vacancy of The Learning Center Director position.

LEAD
Liane O’Banion
Assistant Director
Learning Center

PROJECT MANAGER
Liane O’Banion
Assistant Director
Learning Center

COLLABORATORS
Learning Center

www.pdx.edu/student-success/
Student Services Online: Tutoring

Increase availability of courses tutored online; collaborate with stakeholders in new Flexible Degrees programs; increase usage of online tutoring; and identify the best online tutoring solution for PSU.

Key Highlights
- None.

Issues & Risks
- Note on project status: Work to provide eTutoring support for Flexible Degrees projects will continue to move forward, while the larger project scope will remain on hold until additional resources are available.

Leads
- LEAD
  - Liane O’Banion
  - Assistant Director
  - Learning Center

- PROJECT MANAGER
  - Liane O’Banion
  - Assistant Director
  - Learning Center

- COLLABORATORS
  - Learning Center, Office of Academic Innovation

www.pdx.edu/student-success/
Student Services Online: Career Services

Develop online career services to ensure that the career services available to online students support their unique needs at a level equitable to that of campus-based students.

Key Highlights

- Completed training with vendor for Standout.com implementation, scheduled recording session for content questions.
- Furthered roll out of CareerSpots videos, created new handouts highlighting online services.

Issues & Risks

- Project was scheduled for completion on 6/30. All decisions and purchases have been made. Implementation is in progress on all products. Career-spots, GoinGlobal are available to students. Other products are in the process of being rolled out. Online appointment scheduling is in the process of being rolled out as well.

- By the beginning of fall term all services will be online and available for students.

LEAD
Greg Flores
Associate Director
Advising & Career Services

PROJECT MANAGER
Greg Flores
Associate Director
Advising & Career Services

COLLABORATORS
Advising & Career Services, Office of Academic Affairs

www.pdx.edu/student-success/
Redesign MyPSU

*Redesign MyPSU to create a single point of entry for students to access online resources and services, and a place for connecting with the PSU community - the focus will be on current students.*

### Key Highlights
- Held student session to solicit feedback on concepts.
- Distributed survey on design criteria, resulting in more than 1,000 responses.
- Crowdsourced ideas and feedback on concepts from students using Uservoice.
- Completed high-level technology tools.
- Presented Discovery and Design phase findings to Vice Provost Jhaj.
- Drafted report on findings from the Discovery and Design phases and recommendations for moving forward.

### Issues & Risks
- None.

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**STUDENT IMPACT**

20,000+

**STATUS**

ON TRACK

**BUDGET : TBD**

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**LEADS**

Nicolle DuPont  
Associate Registrar for Registration, Records and Operations  
Office of the Registrar

Ryan Bass  
Senior Director, Computing Infrastructure Services  
Office of Information Technology

**PROJECT MANAGER**

Hans VanDerSchaaf, Senior Project Manager, Office of Academic Affairs

**COLLABORATORS**

Office of Information Technology, Office of the Registrar, Office of Academic Affairs, University Communications, College of Urban & Public Affairs, Student Financial Aid and Scholarships

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[www.pdx.edu/student-success/]
Academic & Career Advising Redesign

Create a unified advising framework which increases student self-efficacy and sense of agency and improves the experiences of academic and career advisors.

Key Highlights

- Sent a student satisfaction survey to 4,515 students on their advising experience at PSU and received 179 completed student responses.
- Sent an advising survey to approximately 1,500 faculty on perceptions of advising, advising roles, and activities, and received 167 responses.
- Synthesized and analyzed data from a variety of sources to inform project.
- Held a day-long engagement session with students and advisors to understand how to improve students’ experience with advising, align on PSU advising practices, and frame further research/discovery.
- Developed comprehensive experience maps to help understand the advisor, faculty, student, and employee experience at PSU.
- Utilized OIRP data to better understand student major change patterns and begin designing pathways for new advising model.
- Initiated design phase of project by visualizing preliminary service model concepts and planning upcoming design stakeholder feedback sessions with advisors, faculty, staff, and students.

Issues & Risks

- None.

LEAD
Sukhwant Jhaj
Vice Provost for Academic Innovation and Student Success
Office of Academic Affairs

PROJECT MANAGER
Sarah Traxler
Project Manager
Office of Academic Affairs

COLLABORATORS
Office of Academic Affairs, College of Urban & Public Affairs, School of Social Work, College of Liberal Arts & Sciences, School of Business Administration, Graduate School of Education, Advising Council, Academic Leadership Team.

www.pdx.edu/student-success/
Online DAC Process Improvement

Review the Deadline Appeal process and develop an online format for submission, review and decision communication.

Key Highlights

- Office of Information Technology has begun the process of developing the custom online form including communication to instructors, administrative departments and a custom administrative view for committee members and Registrar’s Office staff.

Issues & Risks

- We are not aware of any design criteria that are in jeopardy at this time, but will keep all stakeholders involved as software development progresses.

LEAD
Nicolle DuPont
Associate Registrar
Office of the Registrar

PROJECT MANAGER
Nicolle DuPont
Associate Registrar
Office of the Registrar

COLLABORATORS
Office of Information Technology, Office of the Registrar

www.pdx.edu/student-success/
Toolkit for Online Learners & Faculty

Provide a web resource answering commonly asked questions and addressing concerns for students taking online courses and faculty teaching online courses.

Project Achieved the Following Outcomes

- Created a web page to answer frequently asked questions and compile campus resources for online learners and for faculty teaching online courses.
- URLs for the toolkits: Students - http://www.pdx.edu/registration/student-resources-for-online-courses; Faculty - http://www.pdx.edu/registration/faculty-resources-for-online-courses

STUDENT IMPACT

10,000-19,999

STATUS

COMPLETE

LEAD
Nicolle DuPont
Associate Registrar
Office of the Registrar

PROJECT MANAGER
Nicolle DuPont
Associate Registrar
Office of the Registrar

COLLABORATORS
Office of the Registrar, Office of Academic Innovation

www.pdx.edu/student-success/
Streamlining Graduation Application & Diploma Ordering

Re-engineer the process that graduate and undergraduate students use to apply for degree/graduation and to order diplomas by moving it online.

Project Achieved the Following Outcomes

- Created an online form that allows eligible students to apply for graduation - form contains curriculum validation and simplifies entries by students.
- Additional forms were created to allow students to update their diploma options for pending orders and Alumni to order diplomas after their degree has been awarded.
- Integrated the form with CashNet to allow for real-time payment - the application fee will be determined by the type of student (undergraduate or graduate) and the diploma charges are dependent on the order (early pickup, duplicate copies, etc.).
- Data from the online forms are automatically populated in a variety of Banner screens.
- Reporting critical to the graduation process and diploma ordering have been created in Cognos.
- Successfully used Paradigm, a printing/mailing diploma service, for Fall 2015 and Winter 2016 diplomas.

Setup project within OAA framework
Creation of forms & process
Implementation of OIT Solution Phase
Migrate OIT solution to production
Paradigm diploma production phase

PROJECT MANAGER
Kathy Thomas
Associate Registrar
Office of the Registrar

COLLABORATORS
Office of the Registrar, Office of Information Technology, Office of Graduate Studies

www.pdx.edu/student-success/
Accessibility: GSE Visually Impaired Learner Program

Support the Graduate School of Education with building accessibility into its Visually Impaired Learner Program courses.

Key Highlights
- Converted target number of courses on time, and helped GSE faculty create a process for archiving Master courses to increase project sustainability.

Issues & Risks
- None.

STUDENT IMPACT
Up to 5,000

STATUS
ON TRACK

LEADS
Molly Griffith
Associate Director
Office of Academic Innovation

Holly Lawson
Lecturer in Education
Graduate School of Education

Jeremy McPherson
Director of Marketing and Communication Systems
Graduate School of Education

PROJECT MANAGER
Molly Griffith, Associate Director, Office of Academic Innovation

COLLABORATORS
Graduate School of Education, Office of Academic Innovation

www.pdx.edu/student-success/
Accessibility: SBA Online Undergraduate Program

Support the School of Business Administration with building accessibility into all SBA Online Undergraduate Program courses.

Project Achieved the Following Outcomes

- 13 courses converted to ADA compliance.
- Accessible Master course archiving system created for project sustainability.
- Video management workflow established for SBA in Kaltura that incorporates captioning.
- Recommendations for accessibility in future iterations of courses included in project close documentation.

LEADS
Molly Griffith
Associate Director
Office of Academic Innovation

Gary Steadman
Director, Online Business Education
School of Business Administration

Melissa Pirie
Online Teaching Excellence Instr.
School of Business Administration

PROJECT MANAGER
Molly Griffith, Associate Director, Office of Academic Innovation

COLLABORATORS
School of Business Administration, Office of Academic Innovation

www.pdx.edu/student-success/
Accessibility: Online Master of Social Work

Support the School of Social Work with building accessibility into all online Master of Social Work courses.

Key Highlights

- Second term of conversion is complete.
- Assisting MSW in building sustainability into ongoing design practices.

Issues & Risks

- None.

STUDENT IMPACT
Up to 5,000

STATUS
ON TRACK

LEADS
Molly Griffith
Associate Director
Office of Academic Innovation

Lisa Hawash
MSW Online Option Coordinator
& Instructor, School of Social Work

PROJECT MANAGER
Molly Griffith, Associate Director, Office of Academic Innovation

COLLABORATORS
School of Social Work, Office of Academic Innovation

www.pdx.edu/student-success/
Degree Audit System Upgrade

Upgrade PSU’s DARS system to the next generation platform required by the College
Source vendor.

Project Achieved the Following Outcomes

- Upgrade to next generation degree audit system platform completed, which allows PSU to continue to receive vendor support and take advantage of ongoing development.
- Project enables students to save and print PDF documents of their DARS reports.
- Registrar’s Office can now explore and assess newly delivered functionality to improve service to staff and students.

STUDENT IMPACT
20,000+

STATUS
COMPLETE

LEAD
Kathy Thomas
Associate Registrar
Office of the Registrar

PROJECT MANAGER
Kathy Thomas
Associate Registrar
Office of the Registrar

COLLABORATORS
Office of the Registrar, Office of Information Technology, Degree Requirements & Veterans Certificates, Office of Graduate Studies

www.pdx.edu/student-success/
Course Schedule Planner

Implement the new College Scheduler product to PSU, which is a dynamic and graphical course planning tool for students to use to view all possible course combinations prior to registration, helping them find optimal schedules in support of degree completion.

Project Achieved the Following Outcomes

- Implemented a new dynamic and graphical course schedule planning tool for students.
- The tool enables student to quickly and easily compare all possible course combinations, based on student customized filters (such as course need and breaks).
- Permits student to find a course schedule that is compatible with competing life demands (job, family, etc.).
- Supports academic advisors in helping students find their optimal schedules.

STUDENT IMPACT

20,000+

STATUS

COMPLETE

LEAD

Kathy Thomas
Associate Registrar
Office of the Registrar

PROJECT MANAGER

Kathy Thomas
Associate Registrar
Office of the Registrar

COLLABORATORS

Office of the Registrar, Office of Information Technology

www.pdx.edu/student-success/
Research on Course Calendar Structure Flexibility

Research the idea of a variable academic calendar (e.g., different starting and ending dates for terms) which could provide students with more flexibility. Project will consider how a variable calendar might align with online degree programs, the impact it would have on students and other stakeholders, and its overall feasibility.

Key Highlights
- Research Brief completed by EAB on Flexible and Variable Academic Calendars at comparator institutions.
- Project team drafted recommendations to be included in the final report to the Student Experience and Service Design Steering Committee.
- Project End Date extended until September 15, 2016.

Issues & Risks
- None.

StUDENT IMPACT
Up to 5,000

STATUS
ON TRACK

LEAD
Randi Harris
Special Assistant to the Vice Provost for Academic Innovation and Student Success, Office of Academic Affairs

PROJECT MANAGER
Randi Harris, Special Assistant to the Vice Provost for Academic Innovation and Student Success, Office of Academic Affairs

COLLABORATORS
Office of the Registrar, Office of Information Technology, Office of Academic Affairs, other collaborators TBD

www.pdx.edu/student-success/
Interactive Degree Maps

Help improve the degree planning experience for current and prospective undergraduate students by providing dynamic, mobile-responsive solutions and improving related policies, practices and procedures.

Key Highlights

- Completed Discovery and Design phases, resulting in a report on suggested projects and artifacts.
- Developed initial metrics for project.
- Completed concepting work to define portfolio of possible projects.
- Presented findings to Vice Provost Jhaj.
- Developed selection process and identified evaluation team for selection of the vendor for implementing the degree mapping software tool.
- Drafted requirements for degree mapping software tool and Request for Information to solicit information on vendor capabilities.

Issues & Risks

- None.

STUDENT IMPACT
20,000+

STATUS
ON TRACK

BUDGET: TBD

LEADS

Cindy Baccar
Registrar

Randi Harris
Special Assistant to the Vice Provost for Academic Innovation and Student Success, Office of Academic Affairs

PROJECT MANAGER

Hans VanDerSchaaf, Senior Project Manager
Office of Academic Affairs

COLLABORATORS

Office of the Registrar, Office of Information Technology, Office of Academic Affairs, Enrollment Management & Student Affairs, Student Financial Services, College of Liberal Arts & Sciences, School of Theater and Film, Maseeh College of Engineering & Computer Science, Diversity and Multicultural Student Services

www.pdx.edu/student-success/