Productive Advisers, Knowledgeable Students, Good Decisions

FEFRA and other privacy regulations, enrollment constraints

Change Major Process

- Identify Desired Major
- Apply to Change Major
- Approve Major Change
- Complete Major Change

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- Unpublished process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

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

Motivation & Measurement
- 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

Human Resources & Organization
- Some advisors cannot 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

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

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