

Designing a Better Transfer Student Experience

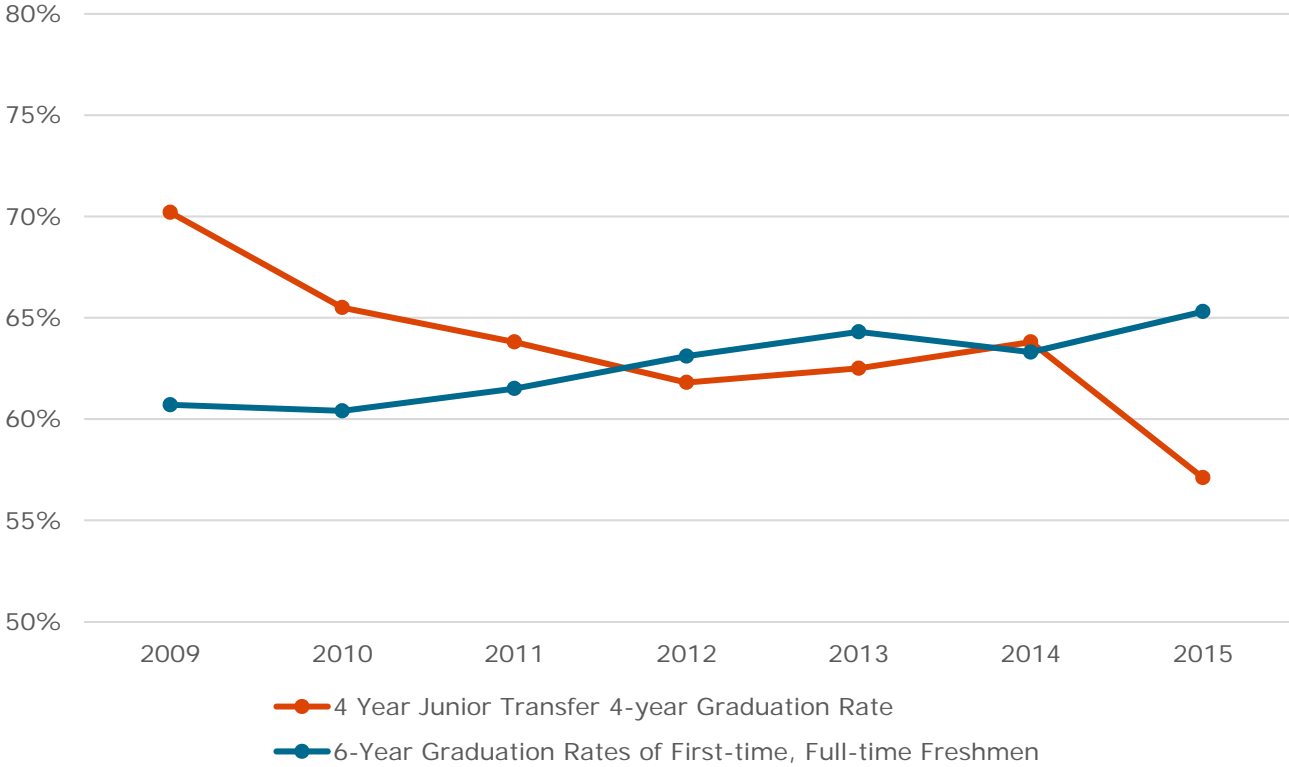
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Oregon State University

Degree Partnership Program Summit
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Transfer Student Experience Initiative



Transfer Student Experience Initiative

How might we...

support seamless transitions
for students transferring to OSU
in order to help them achieve academic
and professional success?



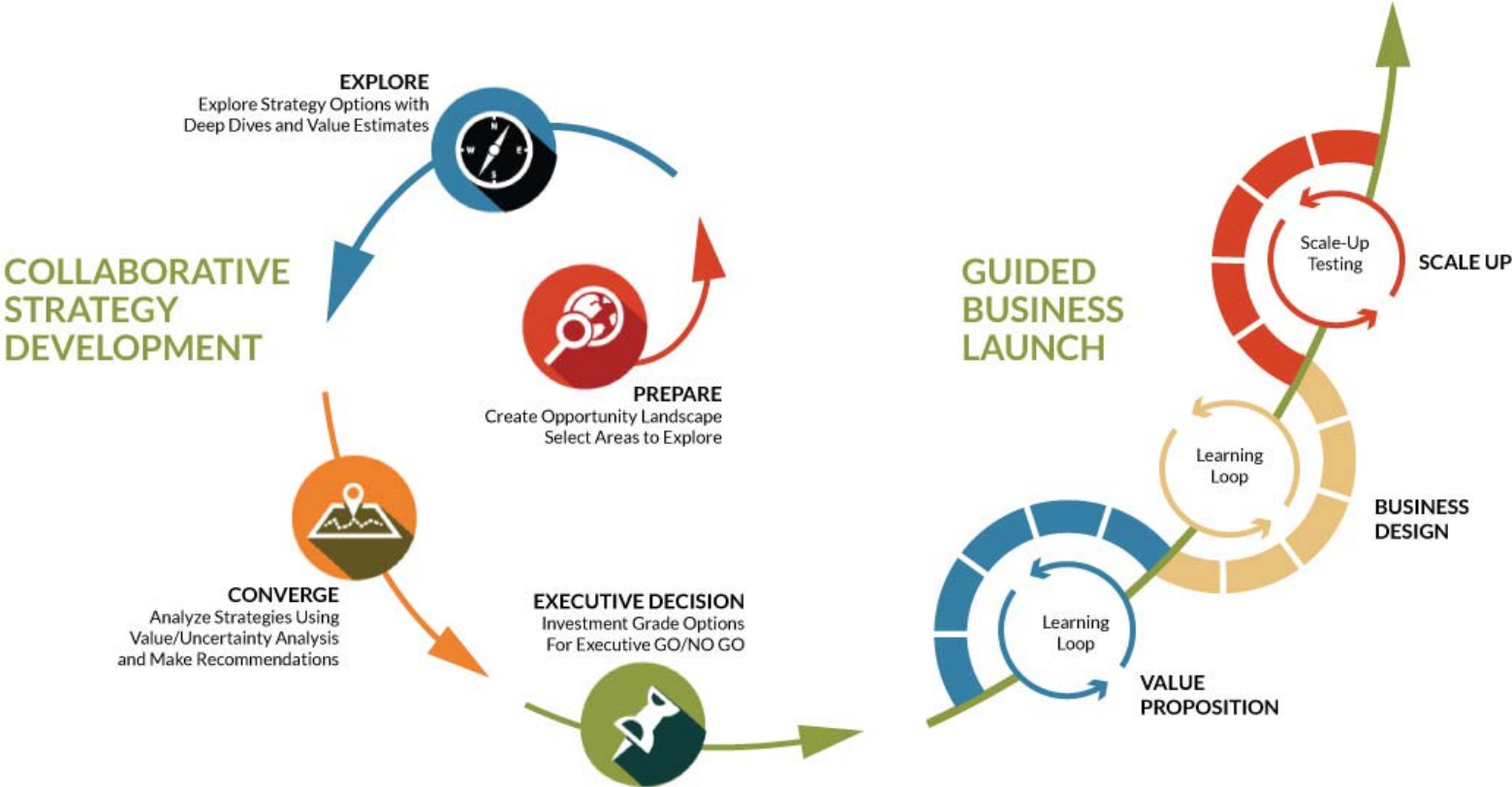
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How might we...

support **seamless transitions**
for students transferring to OSU
in order to help them achieve **academic
and professional success?**



Transfer Student Experience Initiative



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Our hopes for today's session...

How might we...

support **seamless transitions**
for students transferring to OSU
in order to help them achieve **academic**
and professional success?



Empathy Mapping Template

Name: make up a first name for the person

Story: where is person at in their journey?

Desired Outcome: ultimate goal or larger purpose

DO

Actions

SAY

Communication to others

THINK

Internal dialogue

FEEL

Emotions, worries, joys

Empathy Mapping Example

<p>Name: Kevin</p> <p>Story: 34 years old, partnered, dad of two school-age children, works full-time, middle class SES, likes to cook but short on time</p> <p>Desired Outcome: Provide healthy food for family while staying within budget</p>	
<p>DO Goes grocery shopping weekly on Saturdays Creates list of needed items throughout week, keeps on fridge</p>	<p>SAY It's so busy here on Saturdays!</p>
<p>THINK I wish I had time to cook more at home but weeknights are so busy. I need to get the kids to eat more fruits and veggies.</p>	<p>FEEL Tired after long week at work Irritated at long checkout line</p>

Our Empathy Mapping Activity

1. Create a transfer student story *5 min*
 - Name, Story, Desired Outcome
 - Where is your student in their transfer journey?
2. Fill out the empathy map *10 min*
 - Do, Say, Think, Feel
3. Brainstorm ideas to reduce/remove pain points *10 min*
 - Select your craziest, easiest to implement, and best fit for student ideas
4. Share with the large group



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Sharing Our Empathy Maps

Tell us about your student and their story

What solutions did you identify? Tell us about your...

1. Craziest
2. Easiest to implement
3. Best fit for your student



Thank you!

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