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

- 4 Year Junior Transfer 4-year Graduation Rate
- 6-Year Graduation Rates of First-time, Full-time Freshmen
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?
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?
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

<table>
<thead>
<tr>
<th>Name:</th>
<th>make up a first name for the person</th>
</tr>
</thead>
<tbody>
<tr>
<td>Story:</td>
<td>where is person at in their journey?</td>
</tr>
<tr>
<td>Desired Outcome:</td>
<td>ultimate goal or larger purpose</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DO</th>
<th>SAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actions</td>
<td>Communication to others</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>THINK</th>
<th>FEEL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal dialogue</td>
<td>Emotions, worries, joys</td>
</tr>
</tbody>
</table>
# Empathy Mapping Example

**Name:** Kevin

**Story:** 34 years old, partnered, dad of two school-age children, works full-time, middle class SES, likes to cook but short on time

**Desired Outcome:** Provide healthy food for family while staying within budget

<table>
<thead>
<tr>
<th><strong>DO</strong></th>
<th><strong>SAY</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Goes grocery shopping weekly on Saturdays</td>
<td>It’s so busy here on Saturdays!</td>
</tr>
<tr>
<td>Creates list of needed items throughout week, keeps on fridge</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>THINK</strong></th>
<th><strong>FEEL</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>I wish I had time to cook more at home but weeknights are so busy.</td>
<td>Tired after long week at work</td>
</tr>
<tr>
<td>I need to get the kids to eat more fruits and veggies.</td>
<td>Irritated at long checkout line</td>
</tr>
</tbody>
</table>
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
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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