

June 24, 2024

TO: Amber Leytem, UAF Continuous Improvement Program Manager

FROM: Daniel M. White, Chancellor

SUBJ: Establishment of Enrollment and Recruitment Process Improvement Team Update

I am requesting formation of a Process Improvement Team (PIT) to address UAF's student recruitment and onboarding process. As our student applications grow, we need a streamlined system to take prospective students from indicating interest in UAF to being successfully enrolled as UAF students.

This PIT crew is charged with providing recommended processes for modernizing the recruitment, advising, and enrollment enterprise at UAF. Please think broadly and comprehensively. No subject is off the table when considering how we can improve our staffing models, systems, and processes.

Goals:

- Improve the student experience for prospective UAF students.
- Improve the efficiency and effectiveness of our recruitment and advising processes.
- Remove barriers to entry for prospective students.
- Remove redundancy in internal UAF processes.
- Advance UAF strategic goal of modernizing the student experience.

Deliverables:

Please deliver your recommendations in two phases.

- Phase 1: Provide a report with 3-5 short-term recommendations for improving advising practices that can be implemented at the Troth Yeddha' campus by December 2024. Recommendations are due by August 31, 2024.
- Phase 2: Provide a report with additional big picture recommendations for improving the recruitment, advising and enrollment process that can be implemented at Troth Yeddha', CTC and UAF rural campuses over a 1-2 year timeframe. Recommendations are due by October 31, 2024.



Membership:

Please use your discretion to select the membership of the committee based on the stated goals. Suggestions from Core Cabinet for participants are listed below:

- Holly McDonald, Interim Director of Advising
- Alex Hirsch, Associate Vice Chancellor for Student Experience
- Trent Sutton, Vice Provost
- Jennifer Tilbury, Associate Vice Provost for Student Success
- Jennifer Pederson, Executive Director of the Center for Teaching and Learning
- Anna Gagne-Hawes, Director of Admissions
- Ashley Munro, Director of Financial Aid
- Gabrielle Russell, Indigenous Student Services Manager and Lead Advisor

Thank you for your work modernizing the student experience at UAF.

DMW:mkk

*CC: Owen Guthrie, Vice Chancellor for Student Affairs and Enrollment Management
Anupma Prakash, Provost and Executive Vice Chancellor
Charlene Stern, Vice Chancellor for Rural, Community and Native Education
Julie Queen, Vice Chancellor for Administrative Services*

