Getting Started with Process Mapping

Uncover opportunities and start planning how to apply process mapping to redesign complex or confusing processes at your institution to improve the student experience.

1. Identify Problem Processes.

- What are some processes at your institution or in your unit that need improvement?
- Which administrative processes might be a barrier to degree progression and completion?
- What processes do students find frustrating?

Choose one process you want to explore further.

> Looking for ideas? Ask direct student support staff what students processes trip students up. Ask students themselves. Ask administrative support staff about most frequent questions or common errors.

> When first getting started, select a more defined, concrete process and one where you can generate energy, interest, or excitement around change.

2. Align Goals with Broader Vision.

- In what ways might the current process be a barrier to student success and completion?
- What impact might improving this process have on the student experience?
- How does improving this process connect to the broader student success vision and goals of the university?

> Consider how first-generation, low-income, and/or students of color experience the current process. Is there potential to improve the process to better serve these student populations? If so, connect the work to related student success goals.

3. Build Support with Stakeholders.

- Which units and people are involved with this process?
- Which formal and informal leaders might you want to seek buy-in or collaboration from to redesign this process?
- Who might you invite to lead this effort? To participate?