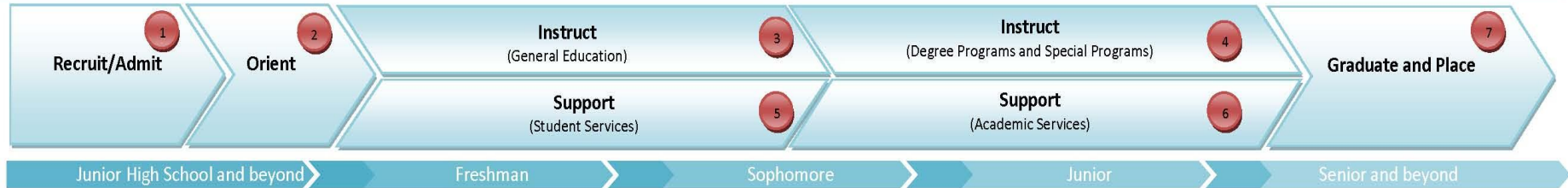




CHICO DELIVERY CHAIN: THE MODEL

GOAL 1: INCREASE OVERALL GRADUATION RATE BY 6%; DECREASE URM VS. NON-URM GRADUATION RATE GAP BY 50%



DELIVERY CHAIN ELEMENTS

1	2	3	4	5	6	7
<p>Recruitment of students most likely to benefit from Chico Experience:</p> <ul style="list-style-type: none"> Criteria for recruitment <p>Outreach: Agencies to interact with for high quality prospects</p> <p>Admission: Criteria Employed</p> <p>Transition Programs:</p> <ul style="list-style-type: none"> Pre-Messaging Precollege Support Programs <p>Financial Aid and Scholarships</p>	<p>Orientation experience is critical → introduce support systems; explain requirements for success</p> <p>Summer Orientation</p> <p>Wildcat Welcome:</p> <ul style="list-style-type: none"> getting connected → find home base <p>Financial Aid → financial context of incoming students; financial literacy</p> <p>Early Start Program</p>	<p>General Education Program:</p> <ul style="list-style-type: none"> Structure/ Scheduling Pedagogy / CELT (HIP) <p>First Year Experience Program</p> <p>Course Link Program</p>	<p>Degree Programs:</p> <ul style="list-style-type: none"> Structure/ Scheduling Pedagogy / CELT <p>Minors, Certificates</p> <p>DEEP and HIP in the major</p>	<p>Define service infrastructure → identify links in support systems to ensure communication and cooperation → focus on academic and social integration → focus on student needs from perspective of student experience</p> <p>Use electronic means in service delivery</p>	<p>Graduation Requirements by degree program</p> <p>Routine and regular degree audit information to students</p>	<p>Placement of Graduates:</p> <ul style="list-style-type: none"> Post-baccalaureate Studies Graduate Studies Careers
<p>Special Programs: Honors in GE; Honors in the Major; Study Abroad; CAVE</p>						
<p>Student Support Systems: Residential Living Environments; EOP; Upward Bound; LSAMP; MESA; CSSC; CCLC; Student Learning Center; TRIO Programs; CADEC</p>						
<p>Student Services: Financial Aid; UHFS; Student Health Center; DSS; Counseling Center; Wildcat Rec Center; Intercollegiate Athletics; Intramural Sports; Co-curricular Programs; Public Safety Programs</p>						
<p>Advising: AAP, Articulation, Peer Advising, Major Advising, MAPS, Departmental Advising, Degree Audit, Career Advising, Career Placement Assistance</p>						
<p>Academic Services: Articulation; Supplemental Instruction Programs; student computing resources; Library Services; Internships</p>						

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Student Monitoring System: comprehensive, longitudinal, web-based, real-time, reviewed periodically for effectiveness – Degree Progress Report: Analysis Database

MILESTONES AND ON-TRACK INDICATORS: DISAGGREGATED BY FTF – TRANSFERS; BY URM – NON-URM

Average Admission Index	% FTF and Transfers Completing Registration in Summer O.	Completion Rates on AlchoEdu	Fr/So Retention	So/Jr Retention	Jr/Sr Retention	4/6 yr. Grad Rates	Student Success Measures
% Needing Remediation	% Starting Remediation	% Completing Remediation	Progression-to-degree	Progression-to-degree	Progression-to-degree	Excess hours completed	Alumni Engagement
HS GPA; Standing; SAT	% of Financial Aid Disbursed	GPA; Academic Standing	GPA; Academic Standing	GPA; Academic Standing	GPA; Academic Standing	Average GPA	Alumni Success Measures
<p>Measures of student engagement / involvement: work on/off campus; time allocation; enriching experiences (NSSE data)</p>							

