Non-traditional No More:
Policy Solutions for Adult Learners

Student Services Working Group
Agenda

Dr. LeRoy Walser, facilitator

10:15 am – 12:00 pm  **Work Session #1**
- Greetings and introductions
- Review grant defined tasks and identify products that need to be developed by student services working group.
- Review gaps from state gap analysis.
- Review the vision and mission for this project, and begin to develop operational vision for student services.
- Review and discuss a common definition of “Non-traditional Student” and “Ready Adult.”
- Agree on a general statement that describes the output expected from this project, specifically for student services working group.
- Complete an **Affinity Diagram** (this is work, folks) that will help identify perceived blockages and barriers to achieving the defined output, and sort items discovered into like groupings. (Verbal instructions from the facilitator)

12:00 – 1:00 pm  **Lunch**
Continuation of discussion

1:00 – 1:30 pm  **Work Session #2**
- Assure that all products from previous activities, including from the working lunch, are recorded and
placed in proper categories and defined appropriately.

- Develop a **Relationship Diagram** to identify root drivers to expedite accomplishment of project outcomes.
- Use the **Sun Scope** (Mind Map) tool to identify specific actions to help prepare student services staff for the arrival of ready adult learners/degree completers on your campuses.
- Develop, or refine, goals and objectives from this information – begin preparing for report back session.
- Identify what areas are under the control of Student Services, and what are under control of some other campus or system-wide entity.
- Identify preliminary metrics and data to be collected to measure effectiveness and efficiency of student services efforts.

1:30 – 1:45 pm

**Evaluation and future planning**

Complete **Plus / Delta** chart to review what we have learned, how we feel about what we have captured, and to identify what we yet need to do for next steps.