
The Process Mapping Task Force is charged with creating comprehensive process maps outlining a student's journey from first day to completion, including communication touchpoints, business processes, and technology integration, as well as the construction of fully designed communication plans to support the approved processes. This includes identifying and recommending solutions to remove barriers and challenges from the student experience, determining training and technology integration to execute finalized processes, coordinating review or content approvals with college departments, and coordinating the implementation of approved communications in the determined technology system. The deliverables produced by this task force include process maps outlining a student's journey from first day to completion.

Executive summary of current approved process maps and content:

First Day to Census

The Process Mapping task force defined what information students need between their first day and census. This plan will address the following topics:

- Waitlist communications
- Transportation
- Asking for support
- Getting involved on campus
- Academic support

Yearly Continuing Student Communications

The Process Mapping task force defined what information students need throughout the year, regardless of credit progression. This plan will address the following topics:

- Counseling
- Panther learning lab
- Basic needs
- Peer mentors
- FAFSA

Census to Completion

The Process Mapping task force defined what information students need between census of their first semester and completion. This plan will address the following topics:

- Comprehensive ed plan completion
- Program mapper
- Counseling
- Student success specialists
- Transfer information
- Applying for graduation