

Onboarding Activities

Sample Activity #1: Simulated Learning

This activity is designed to put the participants in the users shoes. You should supply the groups with larger posters, post-it notes, and pens.

Duration	Activity
Part 1: 60 minutes	<p>Goal: To better understand the student experience of matriculation</p> <p>Preparation: Develop student profiles that match common students traits at your own college. Student profiles can be simple. Here is one example: Jennifer is a 1st generation student, single parent, returning student, and facing housing insecurities.</p> <ul style="list-style-type: none">• Break your group up into groups of 4 or 5 people per group.• Assign each group a different part of the matriculation and onboarding process to each group (these may vary depending on your institution): CCCApply Application, Orientation, Assessment (if necessary), Financial Aid, Counseling, and Student Support• Ask the groups to complete the process with the student profile in mind. Participants should simulate this as close to the student's real experience as possible. Do not allow them to use prior knowledge or experience. If many of your students complete these activities on their phones, your group should too!• Have the groups write down notes on all barriers or points of confusion.
Part 2: 60 min	<p>Report Back</p> <p>Goal: Group learning on barriers and points of confusion for each step of the matriculation process.</p> <ul style="list-style-type: none">• Have each group share back what they learned. 10-15 minutes per group• After each group shares their findings, spend 15 minutes synthesizing what they learned into insights about the student experience of this step for matriculation. These insights can start with the sentence stem "sometimes students will/need/find/seek..."• One example: Sometimes students need information and guidance before they can answer the questions on our college application.
Part 3: 60 min	<p>Brainstorm Solutions</p> <p>Goal: Brainstorm creative solutions to barriers students face in the matriculation process</p> <ul style="list-style-type: none">• Ask each group to choose 2-3 of the most relevant insights to ideate solutions for in a quick brainstorm.• Turn the insights into "How might we" (HMW) questions..." Participants should write one HMW question per sticky note.• For example:<ul style="list-style-type: none">○ Insight: Sometimes students need information and guidance before they can answer the questions on our college application.○ HMW Question: How might we identify students who may need support completing the college application?• As a group, brainstorm solutions to each HMW questions. Do this quickly. Try to build off of each other's ideas. No idea is too crazy. Watch this IDEO video http://bit.ly/2puuX5R for an example of how to do this.• Pick your top 2 or 3 ideas to begin exploring deeper. Test the idea out by interviewing students again. Iterate!