

Understanding the Student Experience

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Framing

Many groups and organizations across campus are working hard to improve the student experience. Ongoing and past efforts include: improving the [Academic Advising](#) experience, improving the [Academic Experience](#), [Foundations of Excellence](#), [Unified Student Experience](#), improving the [New Student Experience](#), establishing the [First-Year Seminar](#), and others.

While looking across these initiatives, the question remains: What is the CU Boulder student experience?

Proposal

While these and other efforts are clearly trying to improve the CU Boulder student experience by improving success, engagement, and retention, it seems that we (as a campus) don't really know what success, engagement, and retention mean from the student's perspective. How do students define these? What do students say they need to succeed? What does a student's CU Boulder journey look like? These questions and many others can help us better understand: What is the CU Boulder student experience?

As such, we recommend that campus units partner with students to answer these questions, identify other questions to address, understand the holistic student experience, and map the student journey from a holistic perspective (e.g., from an academic, administrative, residential, and social/community perspectives). Conducting an in-depth and comprehensive study of the CU Boulder student experience would help us align it with business requirements, processes, and goals, as well as the [Chancellor's Strategic Imperatives](#). In addition, it would help us identify additional ways to positively impact the student experience.

By partnering with students, they would have a voice in designing more meaningful experiences at CU Boulder. This would also help us learn what we could do to meet the needs of our students, building on students' strengths (as opposed to making them meet pre-established requirements) and designing their experiences to enhance student success. In turn, this proposed effort would allow for immediate and long-lasting benefits for our students and for the university.