

Advising, Retention, and Career Outcomes Framework

Overall goal

Increase retention, career outcomes and strengthen student value proposition by building a holistic and comprehensive student success infrastructure across the student life cycle, including a customized and robust career services framework.

Green = Prioritized for the next 12-18 months

Strategy 1: Reimagine advising model for consistency, engagement, effectiveness and scale.

Objective: Improve advising structure, effectiveness, and student engagement.

Key initiatives

- Evaluate current advising model, processes and structure.
- Create an implementation committee with clear scope, timeline, and decision rights.
- Align advising best practices (e.g., NACADA, NAAHP, etc.) across the university to best support student needs.
- Clarify advising roles (faculty vs. professional staff), caseload norm alignment (e.g. advising ratios), required touchpoints, campus partnerships, and service levels

Primary owners: Advising Managers Board and DAAN leadership) + Provost/College Deans

Core KPIs: advising ratios, advising engagement rate, speed-to-resolution, student satisfaction with advising, retention/persistence/graduation rates (RPGs)

Strategy 2: Optimize advising technology and AI enablement

Objective: Leverage technology to proactively advise, identify support needs, refer timely support resources and enable advising staff to focus more on holistic advising of students.

Key initiatives

- Map and assess current retention software usage, staff/faculty/student engagement and challenges and outcome measures
- Assess outcomes and lessons learned from current AI-enabled processes (e.g., Agentforce) to identify challenges and best practices to consider for potential future AI deployment of advising tools.

- Develop a future-state advising tech strategy aligned with recommendations from advising model audit (tools, data, workflows, comms, analytics)
- Evaluate current tech processes and build future tech strategies and tools to prioritize and reinforce DePaul's Vincentian Personalism and student focused mission

Primary owners: Enrollment Management + Advising Community + Provost/College Deans + IS + Student Affairs

Core KPIs: adoption and usage, advisor and advisee satisfaction, workflow completion time, risk-flag accuracy, risk-flag completion, successful referrals (closing loops), RPGs, student engagement outcomes

Strategy 3: Build a culture of engagement and shared ownership of student success

Objective: Advance student success culture across DePaul as a shared responsibility of all faculty and staff, support student success collaboration with training, tools, affinity groups, and shared expectations.

Key initiatives

- Offer faculty/staff workshops to build shared ownership and consistent intervention practices
- Develop student success affinity groups across academic affairs, Belonging, Engagement and Thriving , and enrollment management
- Create job aids, workflows, and communication tools to increase effective use of advising technology

Primary owners: Provost/College Deans + HR/Org Development + Advising Community + Belonging, Engagement and Thriving Leadership + Enrollment Management Leadership

Core KPIs: training completion, documented outreach activity, referral completion rates, RPGs

Strategy 4: Streamline time-to-degree and minimize unnecessary credit accumulation.

Objective: Improve academic pathways and planning to reduce excess credits and student debt.

Key initiatives

- Explore effective four-year planning tools and implementation approach
- Partner with colleges and Liberal Studies Program to streamline curriculum and remove potential barriers and friction points
- Expand degree maps, course rotation, and “on-pace” automated registration nudges and suggestions for future classes at registration

Primary owners: Provost/College Deans + Registrar + Advising Community + IS

Core KPIs: credits-at-completion, time-to-degree, excess credits, debt-at-completion, on-pace rate

Strategy 5: Increase return on student’s tuition investment by expanding customized Career Readiness experience.

Objective: Provide measurable and customized career readiness strategies for each college and school.

Key initiatives

- Scale high-impact programs (Future Forward) and expand access
- Create a customizable Career Readiness plan accessible to all students
- Develop customized Career Readiness Integration plans for each college

Primary owners: Career Services + College Deans

Core KPIs: internship/experiential participation, module completion, post graduate outcomes, equity gaps
