We did have a lot of these wonderful systems in place, but I would say that in many cases we were not maximizing all of the capabilities of those systems previously. It's important to ask, are you really using everything you already have available through your existing systems? What can you do with what you already have versus trying to go out and buy something that costs even more money to add on?

The more we asked why, the better we were able to get to a solution that worked for our students and make it better. I would tell other institutions, keep asking the question, 'why?'

We made the commitment that we would do the hard work on the back-end to figure out how we share information and engage the right parties, but not put the burden on the student to have to figure out how to run around a rather large university to get the solutions they need.

Learn more at virtualsuccess.naspa.org