

PROBLEM SOLVING: INCREASING COURSE OFFERINGS IN WINTER SESSION

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March 27, 2024



PURPOSE



Winter Session

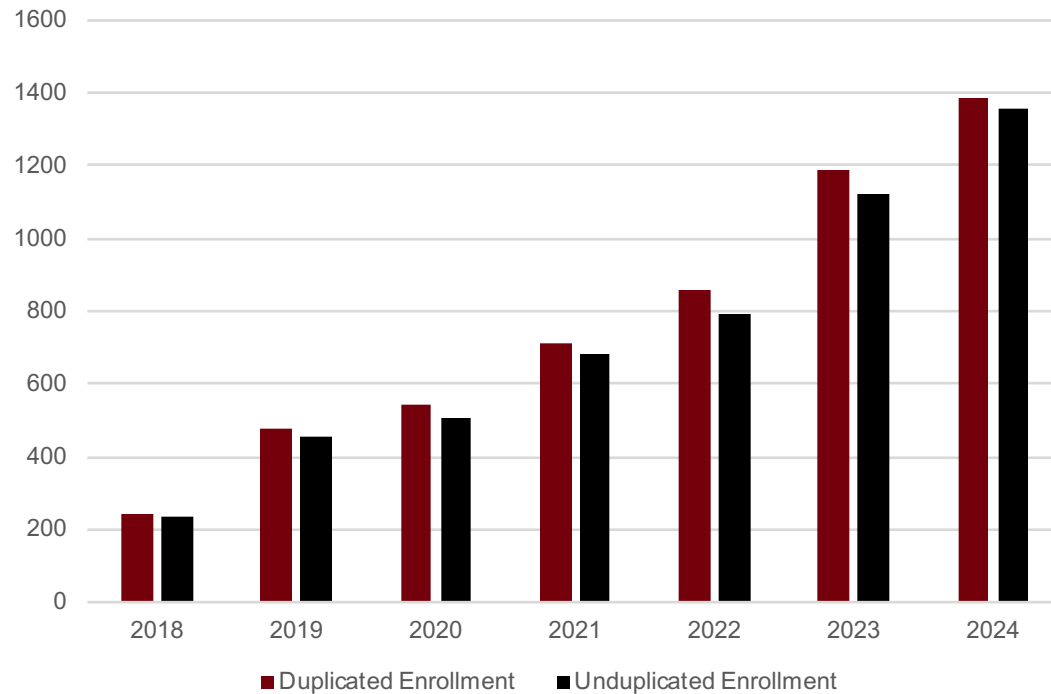
Take accelerated online courses over your winter break to catch up, get ahead or stay on track for graduation.



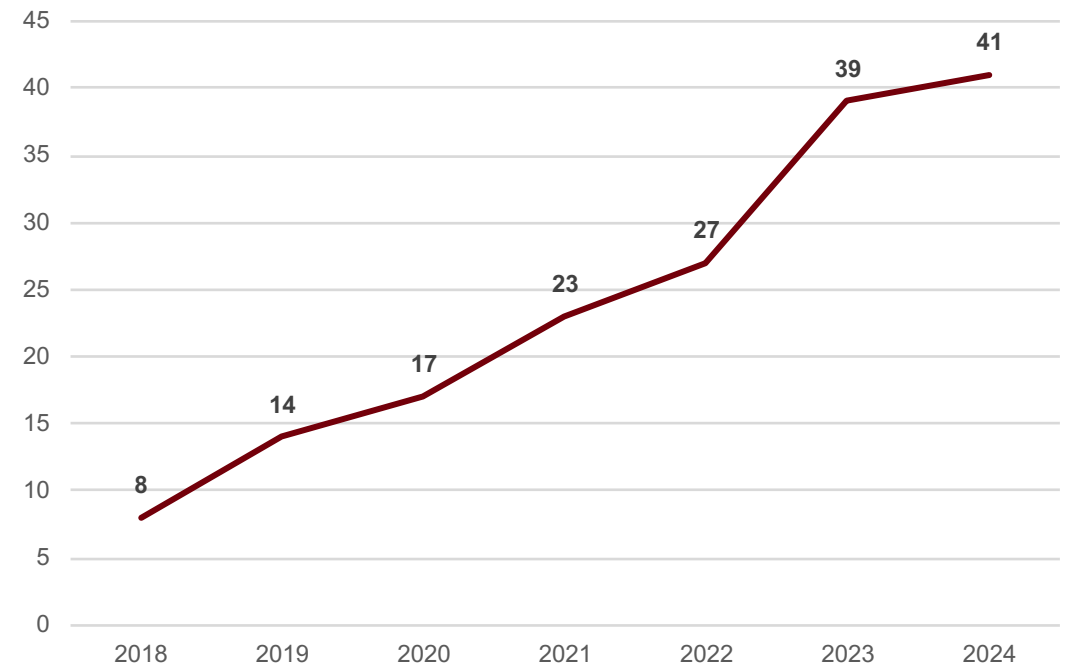
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PURPOSE

Duplicated & Unduplicated Winter Session Enrollment



Winter Session Total Course Offerings



PURPOSE

- Growing Demand for courses
- Course offerings reaching capacity
- Waitlisted courses

Subj	Crse	Sect	Title	Max	Actl Enr
AFAM	200	Y05	Freedom Papers	45	41
BIOL	110	YJC	General Biology	35	30
CHEM	111	Y02	General Chemistry I	130	93
CHEM	112	Y01	General Chemistry II	130	89
ECON	224	YJC	Introduction to Economics	50	49
ENTR	201	Y01	Entrepreneurism and Free Ent	25	12
FINA	363	Y01	Introduction to Finance	60	56
GEOG	105	Y02	The Digital Earth	45	35
HIST	112	Y03	US History Since 1865	35	31
HIST	112	Y04	US History Since 1865	35	32
HRTM	275	Y01	Intro Bev Management	40	35
HRTM	285	Y01	Club Management	40	29
HRTM	340	Y01	Nutrition	40	38
JOUR	101	Y02	Media and Society	75	53
JOUR	201	Y02	Principles of Public Relations	75	31
JOUR	202	Y01	Princ Advertising & Brand Comm	75	39
JOUR	291	Y02	Writing for Mass Communication	20	14
MGMT	406	YJC	Intl Human Resource Mgmt	45	44
MUSC	110	YJC	Introduction to Music	40	38
MUSC	210	YJC	Understanding Psych of Music	40	36
PSYC	101	Y01	Introduction to Psychology	35	30
PSYC	420	Y01	Survey of Developmental Psych	35	28
RELG	101	Y01	Exploring Religion	40	35
RETL	261	YJC	Principles of Accounting I	30	13
RETL	265	YJC	Principles of Retailing	30	24
SOCY	360	Y01	Sociology of Medicine & Health	35	29
SOST	500	Y01	Topics/American South	35	29
SOWK	201	Y01	Introduction to Social Work	25	17
SPAN	110	Y01	Beginning Spanish II	21	16
SPCH	145	Y01	Online Public Communication	18	18
SPCH	145	Y02	Online Public Communication	18	13
SPTA	201	YJC	Intro to Sport Management	25	25
SPTA	274	YJC	Computer Applications in HRSM	25	18
SPTA	320	YJC	Sport and the Law	25	25
SPTA	385	YJC	Ethics/Sport & Ent Business	25	25
SPTA	590	YJC	Topics/Live Ent and Sport	25	24
WGST	112	Y01	Intro to WGST	45	39
WGST	112	Y02	Intro to WGST	45	39



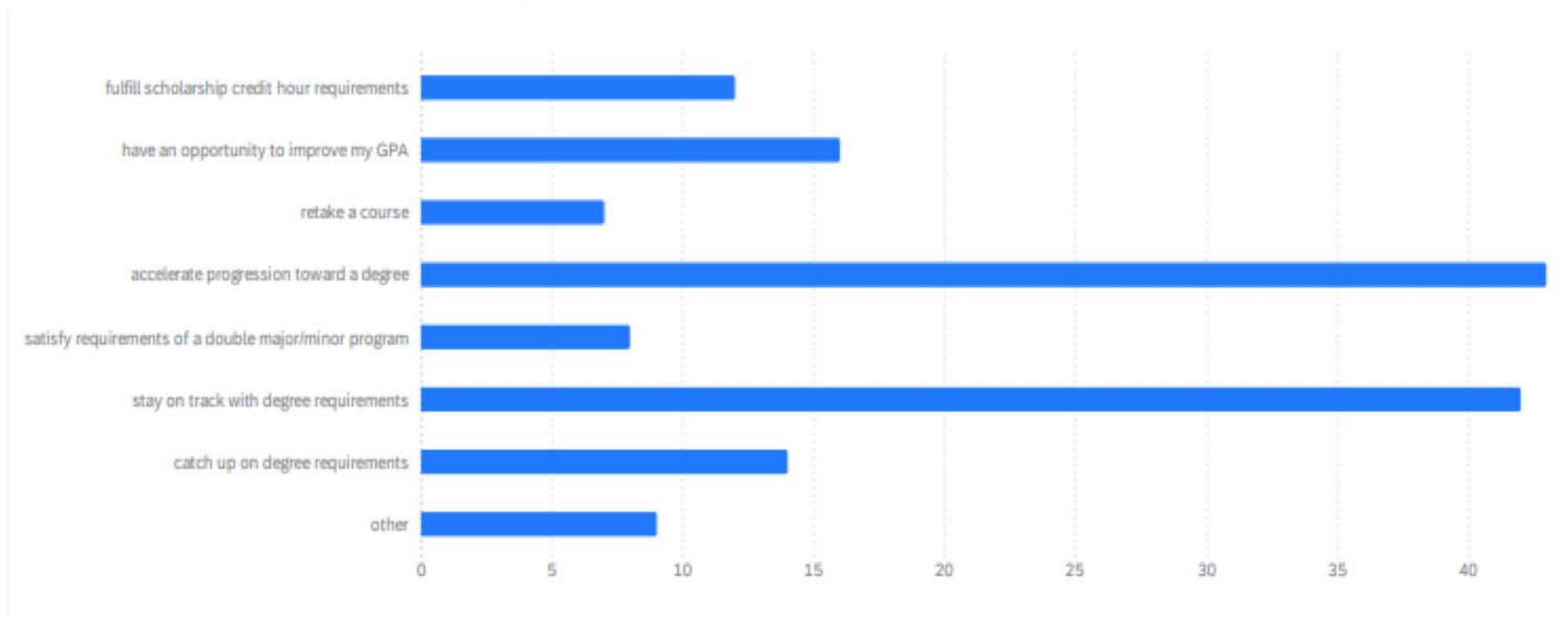
PURPOSE

- Meet student demand
- Improve retention & graduation rates
- Meet departmental goals



PURPOSE

I enrolled in WS in order to: (check all that apply) 94 ⓘ



PEOPLE INVOLVED

- Partner Feedback
- Winter Debrief
- Winter Satisfaction Survey
 - End users
- GARNET Staff Project Team and subject matter experts
 - Meg Lipinoga
 - Helen Le
- Sponsor
 - Shelley Dempsey



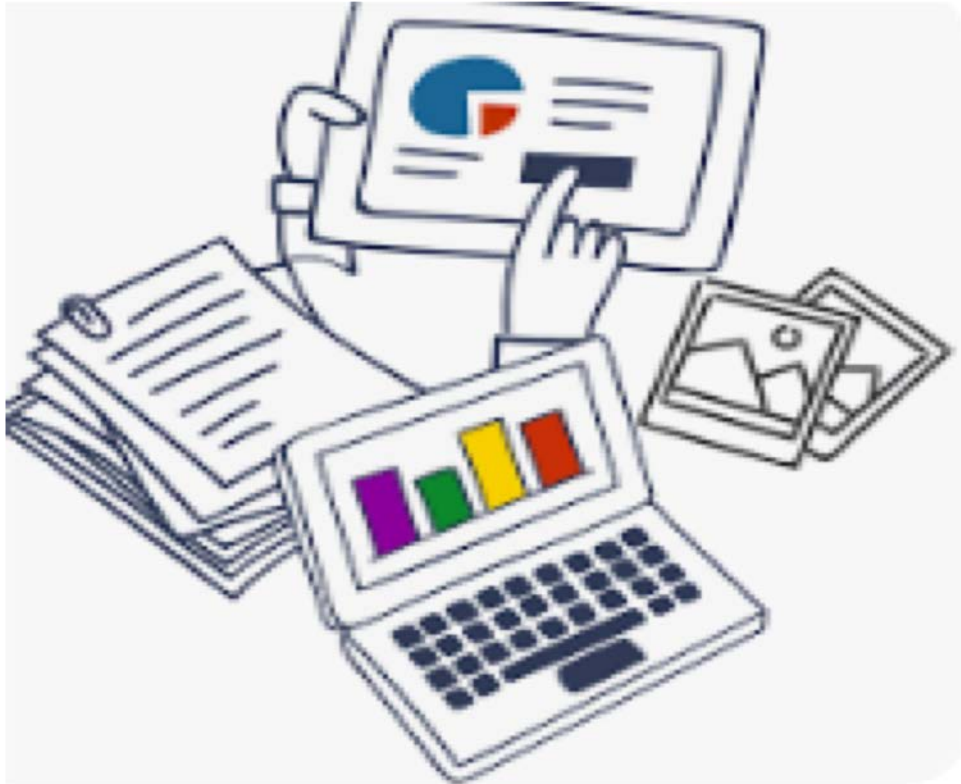
PROJECT PATH



1. Narrow the project
2. Gathering Data
 - a) Feedback
 - b) Customer input
 - c) Debrief
3. Problem Solving Session with subject matter experts



PROJECT PATH



- Gathering Data
 - Course Evaluations
 - Satisfaction Survey
 - Partner feedback
 - GARNET debrief



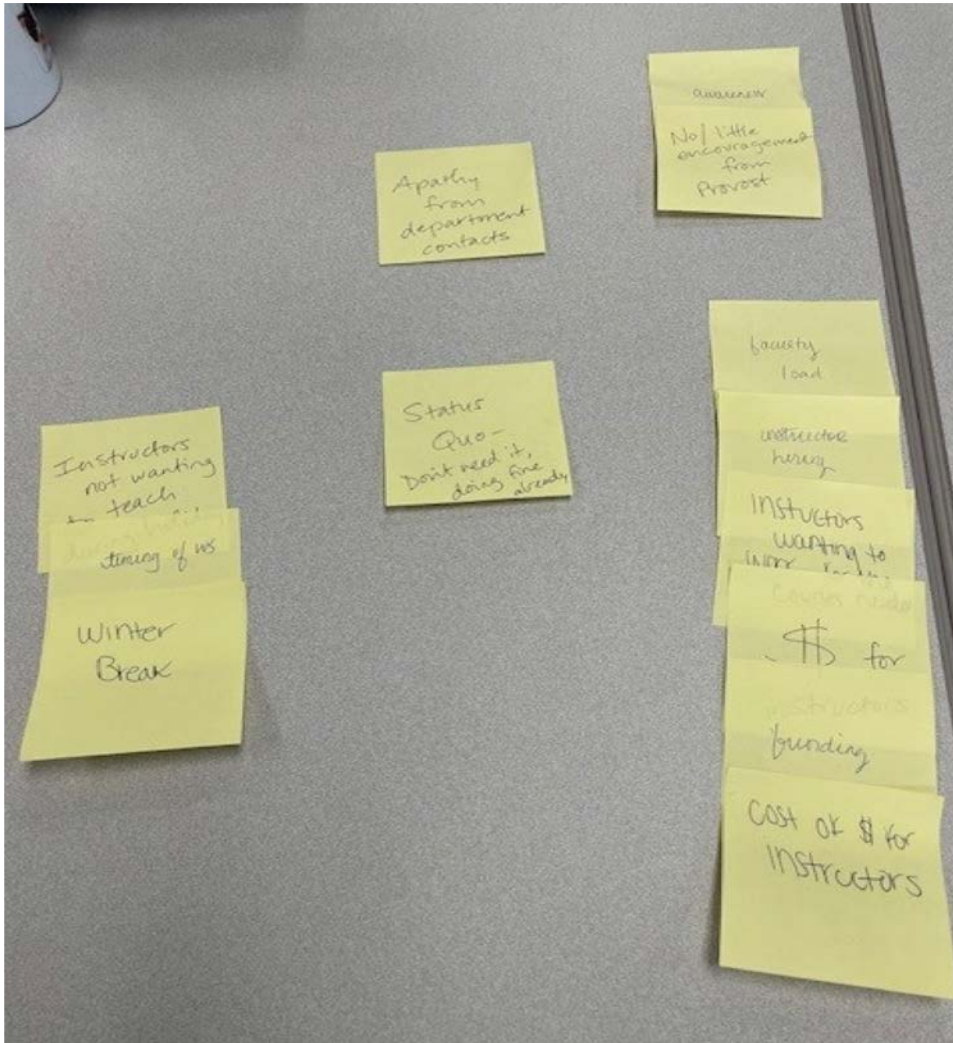
PROJECT PATH



- Immediate Solutions
 - Short term – 1hr courses
(PEDU); waitlist courses
(SPCH145)



PROJECT PATH



➤ Problem Solving with subject matter experts:

➤ Administrative support

➤ Awareness (students and instructors)

➤ Apathy

➤ timing



KEY IMPROVEMENTS

1. Letter from administrator
2. Early request for courses
3. Incentivize



RESULTS

Anticipated:

- Improved ability to meet demand
- Increased retention over time
- Decreased workload over break
 - Waitlists decrease



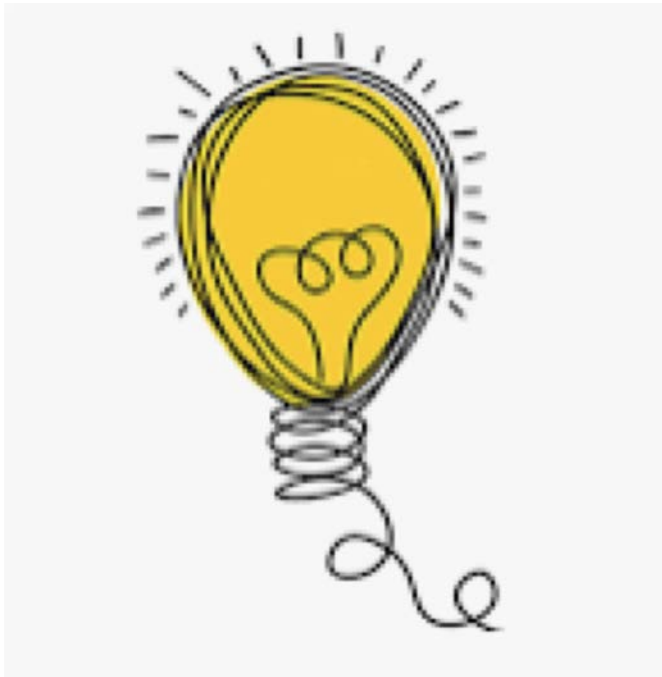
NEXT STEPS



- Request letter from administration
- Earlier request for courses
- Incentive for course offerings



REFLECTIONS



- Biggest Learning
 - Subject matter experts
 - Seeking maximum impact
- Application of tools going forward
 - Problem Solving Template
 - Root Cause discovery
- Thinking about improvement
 - It's everywhere!



THANKS!

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