

INTERDISCIPLINARY CERTIFICATE PROCESS IMPROVEMENT

Kelly DeShazo

Student Services Program Coordinator, Graduation and Retention Network

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PURPOSE

Purpose:

The purpose of this project is to eliminate inefficiencies and streamline processes to meet the growing student demand for Interdisciplinary Certificates to support their success.

Goal: GARNET's goal is to improve the path to graduation for students by supplementing their undergraduate education with career skills training.



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CERTIFICATE ENROLLMENT NUMBERS AT A GLANCE

Spring 2024

- Total: 444
- Project Leadership & Management:19
- Strategic Thinking & Communication: 126
- Data Analytics & Visualization : 148
- Digital Studies : 151

Spring 2025

- Total: 1,149
- Project Leadership & Management : 90
- Strategic Thinking & Communication: 219
- Data Analytics & Visualization : 675
- Digital Studies : 165



PEOPLE INVOLVED

GARNET Interdisciplinary Certificate Team Members

- Amanda Therrell
- Meg Lipinoga
- Morgan Taylor
- Kayla Major
- Helen Le (Project Sponsor)

Interdisciplinary Certificate Experts and Partners

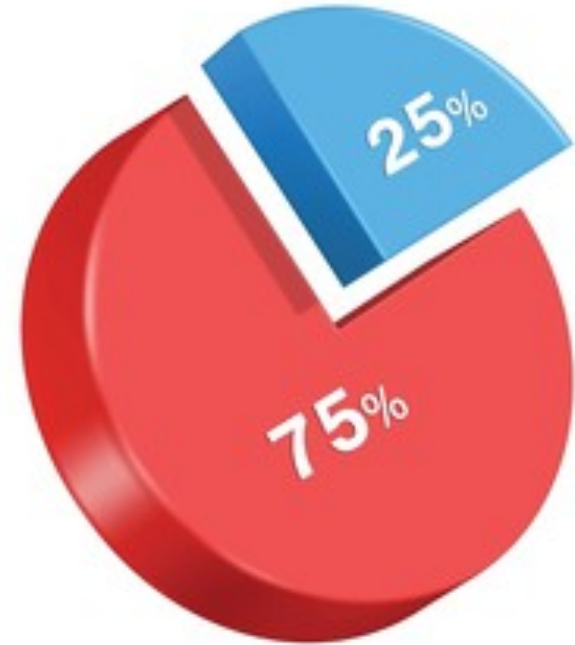
- Interdisciplinary Certificate Committee
- Shelley Dempsey
- Elaine Belesky
- Registration Processing Team
- Sarah Jerald
- Tina Olney



MEASURES

Number of email responses for certificate enrollment prior to improvements

- best = 1 email
- worst = 12 emails
- Prior 75% of students needed follow up emails



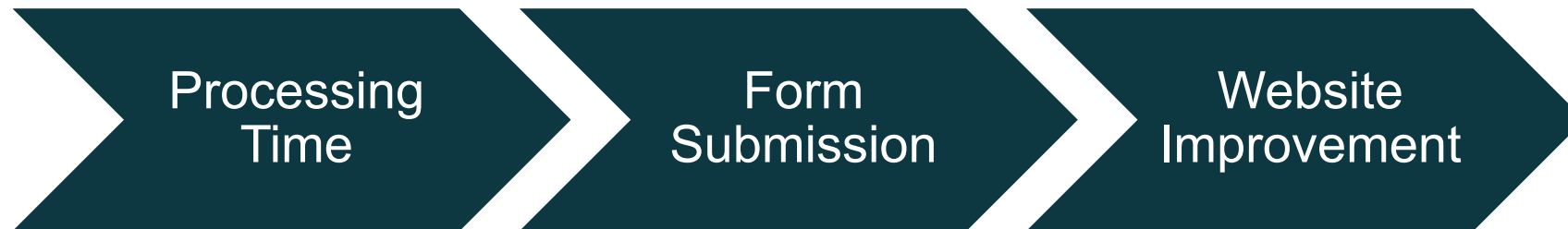
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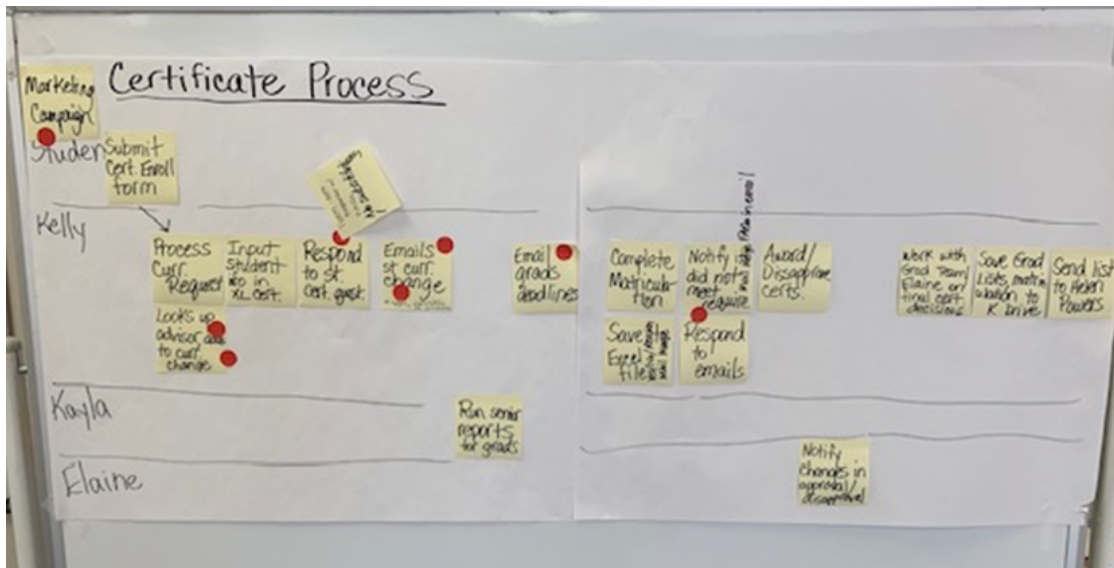
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PROJECT PATH

- The project initially aimed to improve certificate enrollment processing.
- However, during implementation, inefficiencies were also identified in enrollment form submission, website information, and matriculation processes.
- These issues were tackled together to achieve a more comprehensive improvement.



KEY IMPROVEMENTS

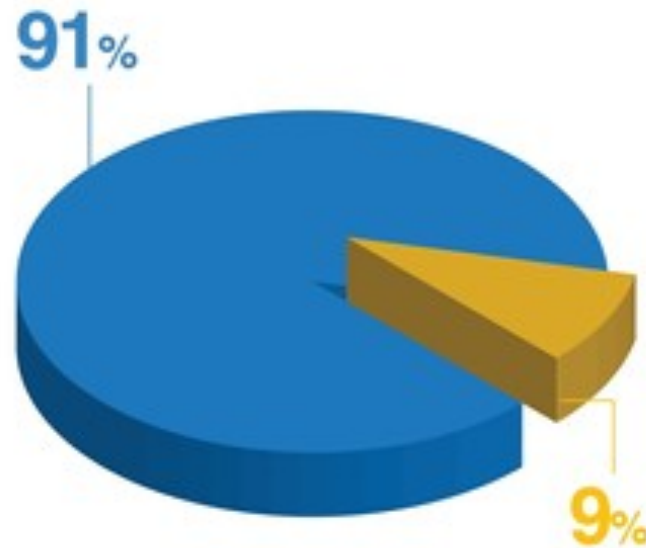


Process Mapping

- Certificate Enrollment Process
- Website information update
- Reduction in process steps from enrollment to graduating with certificate
- Faster Matriculation
- Utilization of reports to collect student data



RESULTS



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Number of emails responses for certificate enrollment after improvements

- best = 1 email, worst = 3 emails
- 9% of students needed follow up emails
- 91% were able to be enrolled with one



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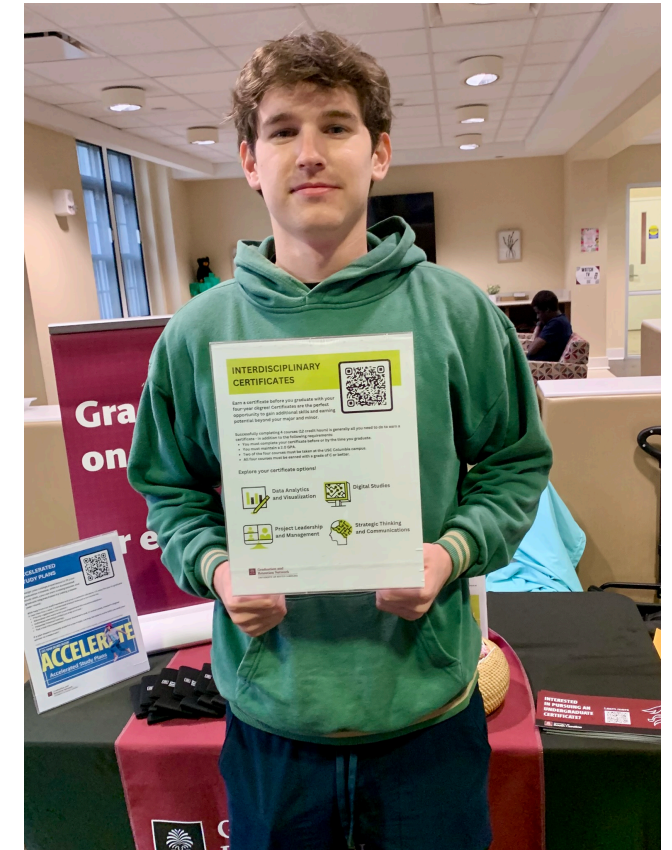
STUDENT COMMENTS

“I can’t wait to show Mom my certificate!”- JJ



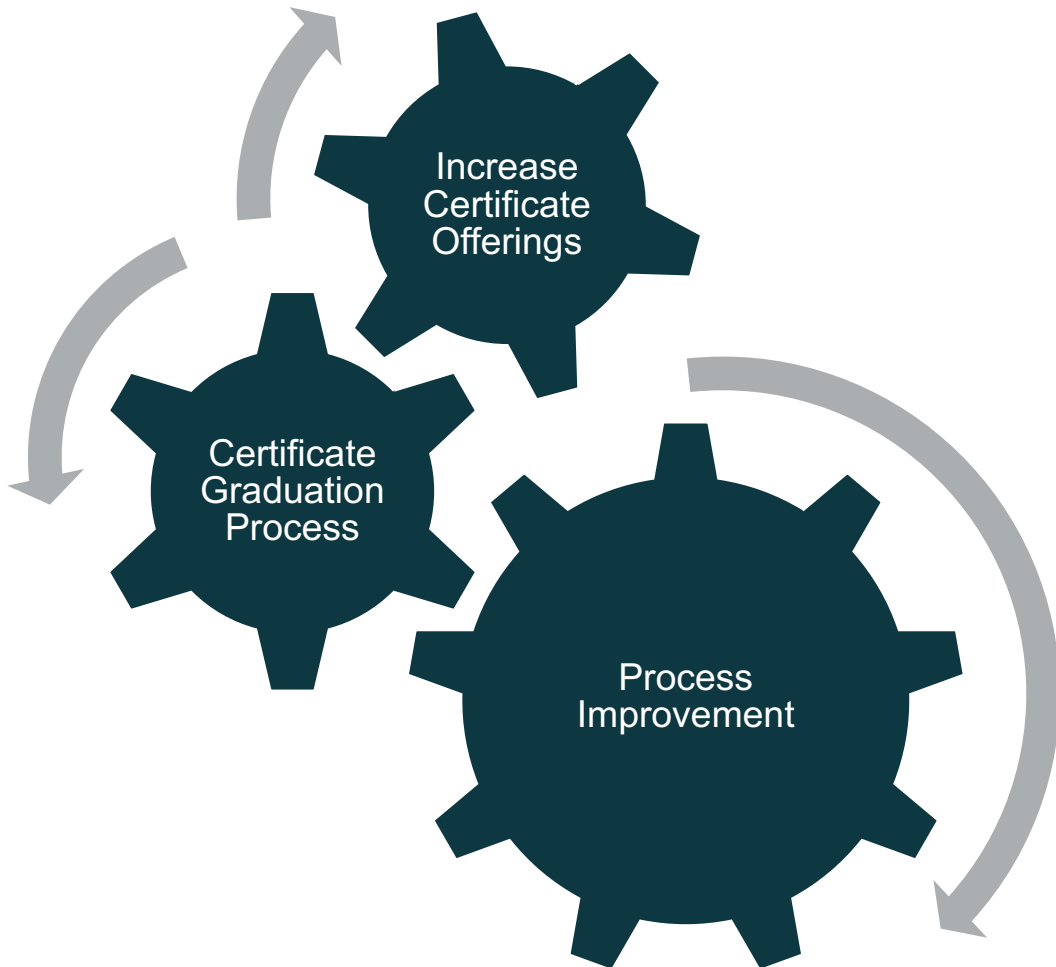
“Thank you for your assistance! I am so excited to have this certificate!” - Alex

“That is amazing that my certificate will be listed on the Commencement Program! It would be so cool to see it on the programs! I worked so hard for this!” - Ben



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NEXT STEPS



- Improve certificate graduation process
- Increase Interdisciplinary Certificates offerings
- Compare data to seek growth
- Apply skills and techniques across more initiatives to achieve meaningful, high-impact improvements



KEY TOOLS AND STRATEGIES LEARNED

- Collaborate with Team members to improve processes and develop creative solutions.
- Utilize Discovery Mapping to explore opportunities and challenges
- Apply the Project Charter to clearly define project scope and objectives.



THANK YOU!

Kelly DeShazo

Student Service Program Coordinator

Graduation and Retention Network

kdeshazo@mailbox.sc.edu



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