

Phase 1: Memo 6
Summary of Current State & Journey Mapping

I. Introduction

Current state and journey mapping are two strategies commonly used to gather information on the experiences and perspectives of different stakeholders in an organization and map those experiences in a visual format.

The facilitators noted several benefits of this process. Everyone in the room got a better understanding of how different groups of people experience SU/CAS and led to many moments of greater clarity, empathy and understanding across different positions within CAS. The maps also highlight areas of stress for each group and highlight the gap between traditional and mainstream experiences.

It is important to note that input was based on who was in the room. While the CAS Strategic Planning Committee was designed to be representative, and we did outreach to get additional input, several of these maps are incomplete, more maps may be needed, and all of the maps will benefit from input from the broader College.

II. Journey Mapping

The CAS Strategic Planning Committee started by mapping the experiences of the following:

- CAS Undergraduate students
- CAS Graduate students
- UCOR students
- CAS TT faculty
- CAS NTT faculty
- CAS Departmental staff

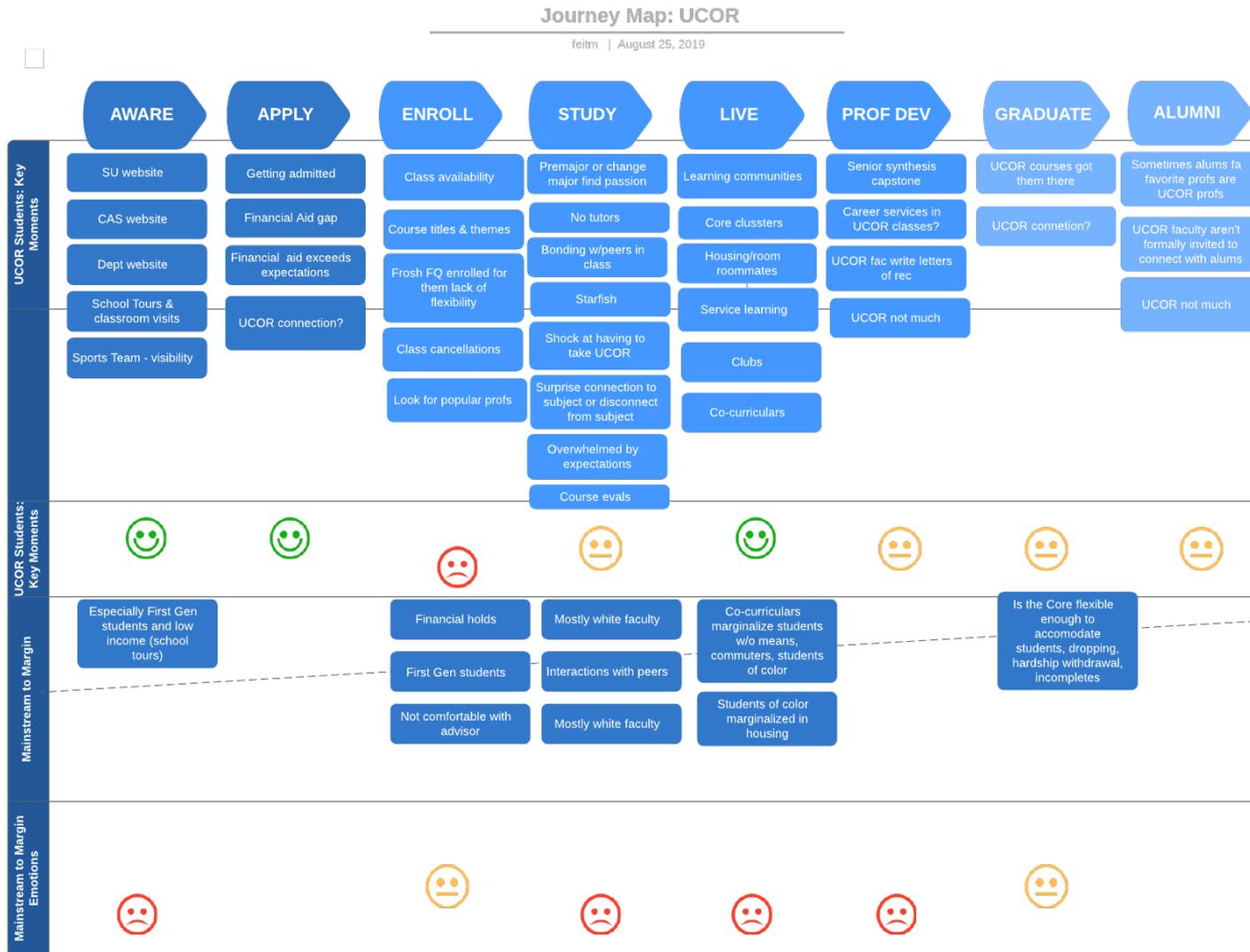
B. CAS Graduate students

- Note distinct differences in journey for graduate students
- Emotions: Stress greatest around living (commuting, housing, connections to campus groups and services) for marginalized and mainstream students.
- Margins to Center: Significant gap between marginalized and mainstream students especially in applying, studying and similar concerns about living.



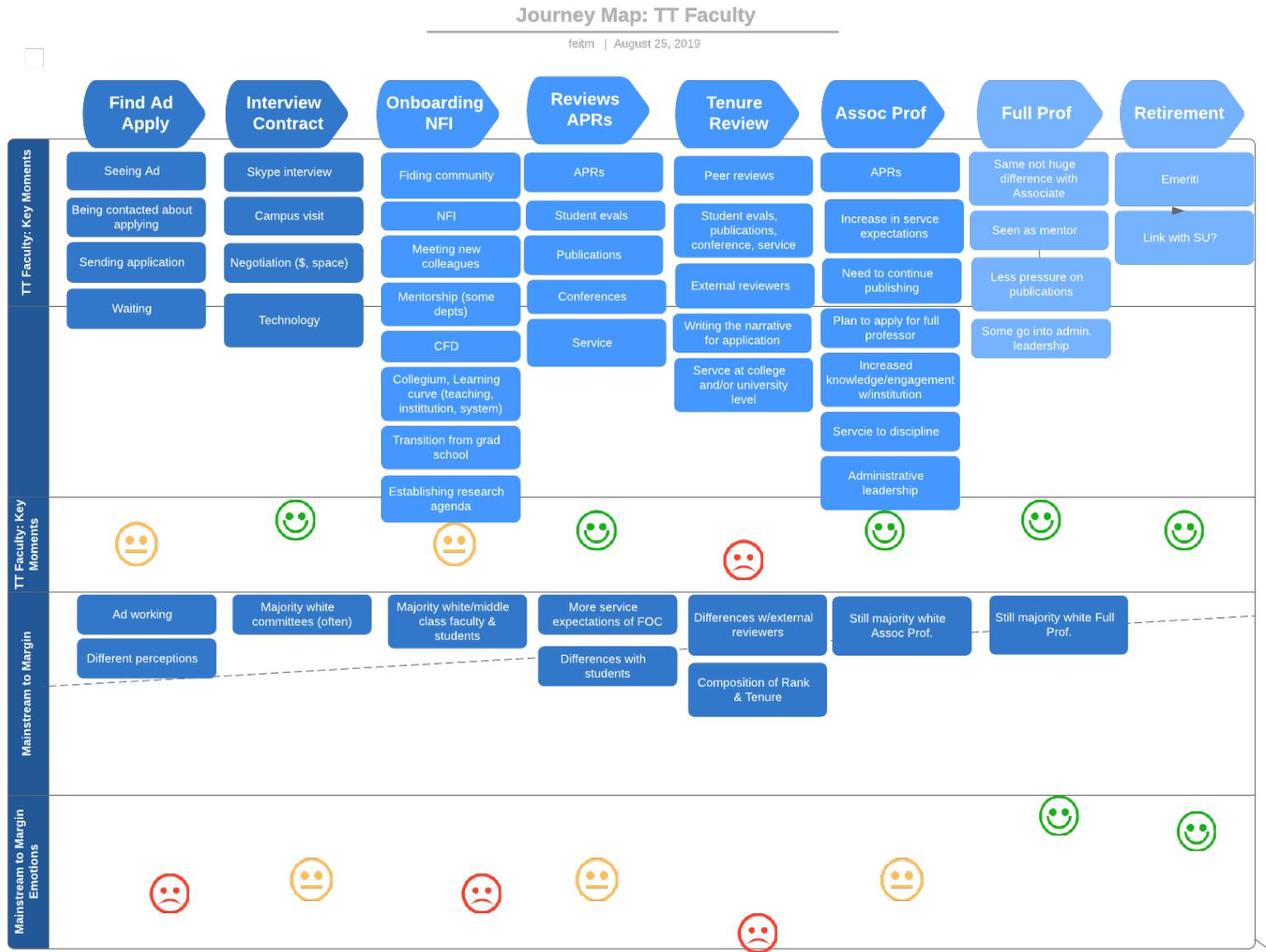
C. UCOR students

- Emotions: Stress greatest around enrollment (including advising and registration for classes)
- Margins to Center: Significant gap between marginalized and mainstream students throughout their time with UCOR.



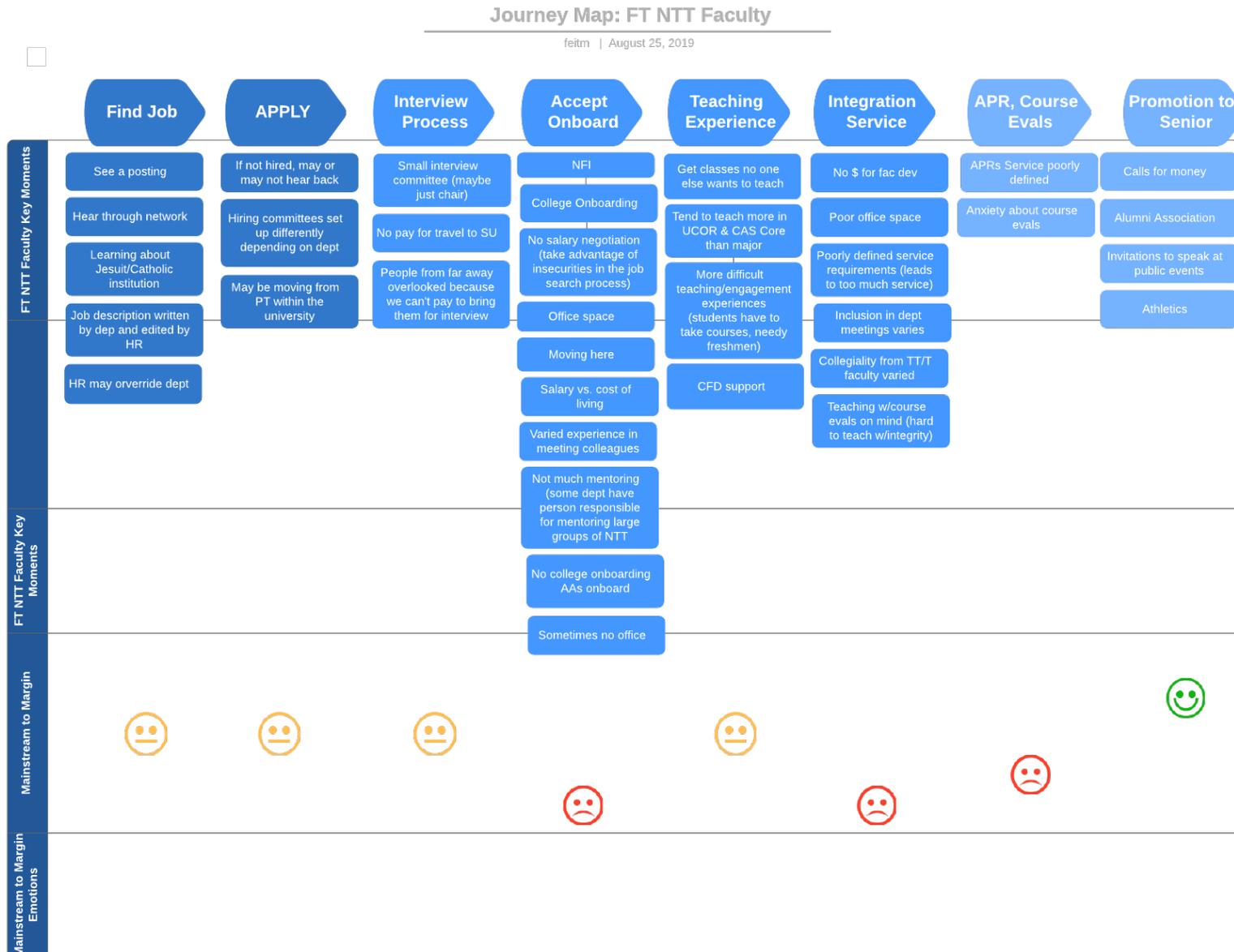
D. CAS TT Faculty

- Emotions: Stress greatest around tenure review for all TT faculty.
- Margins to Center: Significant gaps between experiences of marginalized and mainstream faculty across their journeys to full professor.



E. CAS FT NTT Faculty

- Note differences in journey for full time non-tenure track faculty
- Emotions: Stress greatest around onboarding, integration services and evaluations
- Margins to Center: Need more data here



F. CAS Departmental staff (map incomplete- need more input)

- Emotions: Stress greatest around onboarding, professional development
- Margins to Center: Significant gaps between marginalized and mainstream staff across their journeys

