

Mandatory New Student Orientation
The Action Project Commitment Declaration

Institution: Lakeland Community College

Planned project kickoff date: February 2012

Target project completion date: December 2013

Actual project completion date:

A. Give this Action Project a short title in 10 words or fewer.

Mandatory New Student Orientation

B. Describe this Action Project's goal in 100 words or fewer.

The New Student Orientation project seeks to address the needs of new students by creating and testing a mandatory orientation and registration model to providing them the information they need to be successful before attending their first class.

C. Identify the single AQIP Category that this Action Project will most affect or impact.

AQIP Category One, Helping Students Learn

D. Describe briefly your institution's reasons for taking on this Action Project now — why the project and its goals are high among your current priorities.

This project is a high priority for Lakeland because of its potential to increase the success of our students.

- Lakeland has been reviewing data from the New Student Survey that indicates students are not aware of opportunities that may help them be successful.
- Students may not take advantage of opportunities and they may not have an idea about what they need to do first.
- When we brought together stakeholders this issue was at the top our list of priorities to help students be successful.
- Success rates (persistence, retention, GPA, graduation rates, etc.) are not where we would like them to be. We believe this is one of the top things we can do to begin to address the needs of our student.
- As a follow-on project from another action project, this would be a natural progression that would help all students
- The CCSSE survey results report/indicate that a mandatory, in-person orientation session is an important key step to contribute to success.

E. List the organizational areas — institutional departments, programs, divisions, or units — most affected by or involved in this Action Project.

- Student Activities
- Academic Advising/Counseling
- Registration
- Support services (Library, Learning Center, Women’s Center, Men’s Center, Financial Aid, Bursar, Campus Police, campus child care, etc.
- Academic programs and departments

F. Name and describe briefly the key organizational process(es) that you expect this Action Project to change or improve.

New Student Orientation and Registration

G. Explain the rationale for the length of time planned for this Action Project (from kickoff to target completion).

This project will begin in February 2012 and we expect to be completed in December 2013 according to the following three phases:

PHASE 1: completed for implementation prior to the beginning of fall semester 2012, pilot for a defined cohort

PHASE 2: revised pilot program for spring 2013 and for additional cohorts

PHASE 3: final model of orientation in fall 2013 for all new students

H. Describe how you plan to monitor how successfully your efforts on this Action Project are progressing.

PHASE 1:

- By April 15 we need a model in place (adapt model from existing orientation model plus a registration component.
- Run an orientation on May (first day of registration) for those students who have tested into developmental education after completing COMPASS.
- Feedback from students going through the pilot processes.
- Our ability to deal with the exceptions and the unintended consequences.
- Assess fall 2012 registration and create/modify Phase 2 plan.

PHASE 2: Create this before beginning Phase 2.

PHASE 3: Create this before beginning Phase 3.

I. Describe the overall “outcome” measures or indicators that will tell you whether this Action Project has been a success or failure in achieving its goals.

Attendance from all new students (developmental education students in the pilot phase)

- Positive feedback from students who have gone through the orientation sessions (electronic survey following the session)
- New Student Survey results, keeping the overall quality at 95% as we serve a greater population of students.

J. Other information (e.g., publicity, sponsor or champion, external partners, etc.)

In order to successfully implement this project, the college will need to create a communication plan that articulates the changes for students, staff and faculty. The institution will possibly need to inform high school guidance counselors of this change.

K. Project Leader and contact person (First Name, Middle Initial, Last name, Title, Email, Telephone)

Richard J. Novotny
Associate Vice President of Student Development and Dean of Students
rnovotny@lakelandcc.edu
440.525.7358

Donald J. Killeen
Dean, Arts and Humanities
dkilleen@lakelandcc.edu
440.525.7091