

Orientation Action Project

The Action Project Commitment

Institution: Lakeland Community College

Planned Project kickoff date: April 2007

Target Project completion date: August 2009

Actual Project completion date:

A. Action Project Title:

Develop a series of Orientation modules to help students become successful in pursuing their educational goals.

B. Action Project's Goal:

This project will work with a variety of offices and departments on campus to develop modules that can be delivered in-person, online, or in a variety of other ways to students to help them become oriented to the college environment. Sample modules include but are not limited to: registration procedures, applying for financial aid, taking an online class, using the campus email system, information literacy, study skills, career planning, e-portfolio, balancing college and family expectations, etc.

C. AQIP Category:

Helping students learn

D. Rationale for Action Project:

College employees expressed a clear need for student orientation during a "Conversation Day," with further discussion in subsequent forums. An employee vote identified orientation as one of the top concerns. Because no formal orientation is required of students, there are gaps in student awareness of college policies and procedures; and we have the clear sense that retention is adversely affected because of this.

E. Organizational areas impacted by this Action Project:

The areas impacted by this Action Project include: admissions, financial aid, counseling, registration, Learning Center, faculty, library, online instruction, and Student Development.

F. Key processes that will improve due to this Action Project:

Student success, retention, student performance.

G. Explain the rationale for the length of time planned for this Action Project:

We intend to begin with the development of at least four modules that can be delivered in a variety of ways to a pilot group of students who enter Lakeland in January 2008. Some orientation sessions will take place in person; others will be available on the college's website or online using the Blackboard system.

Fall 2007 Develop four modules

Spring 2008 Recruit a sample group of at least 100 students to participate in orientation activities

Spring 2008 Evaluate modules and delivery systems and develop at least 4 more modules

Fall 2008 Offer 8 orientation modules to every new student

Spring 2009 Evaluate plan, make changes and plan future steps

Fall 2009 Consider making orientation mandatory for all new Lakeland students

H. Plans to monitor and communicate progress related to the Action Project:

The Action Project will be communicated through LCC's AQIP webpage, ongoing updates at the Board of Trustee, Vice President's Academic Advisory Council (VPAAC), and Planning Advisory Council (PAC) meetings and President's Coffees (monthly employee sessions), the Lakelander (student newspaper), E-post (electronic newsletter), and employee e-mail.

I. Overall outcome measures of this Action Project:

The following measures will be used to determine success of the action project:

- Creation and implementation of 4 orientation modules for January 2008
- Creation and implementation of 4 additional modules for August 2008
- Evaluation of each phase of implementation
- Correlate students' course completion and retention with their participation in orientation activities

J. Strategies for maintaining organization enthusiasm for this Action Project:

- Ongoing communication
- Invitations to suggest topics for modules and to develop/deliver them
- Opportunities for broad based feedback
- Publication when mileposts are achieved

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