<p style="text-align:center">Integrating the University Center of Lakeland Community College
Action Project Commitment Declaration</p>

Institution: Lakeland Community College

Planned project kickoff date: (default is the date of the project declaration, but you can enter a different date): February 3, 2011

Target project completion date: (the date you plan to complete the project): September 2011

Actual project completion date: (default is the date you retire the project, but you can specify a different date)

A. Give this Action Project a short title in 10 words or fewer.
Use a descriptive name containing nouns and verbs that will enable people searching for projects that interest them to find yours.

Integrating the University Center of Lakeland Community College

B. Describe this Action Project's goal in 100 words or fewer.
You don't need to explain how you are going to accomplish the project's goals, but the clearer and more explicit the purposes are to you, the more likely you are to mount a successful project.

Identify the impact of the University Center on Lakeland Community College's internal operations and develop processes to create a seamless integration for students, partners and Lakeland employees.

C. Identify the single AQIP Category that this Action Project will most affect or impact.
Identifying the primary AQIP Category will allow colleagues from other institutions who are searching for projects that interest them to find yours. Making clear which of the nine AQIP Categories is most related to the goals of your project will help you and others with similar interests to communicate.

Category 9: Building Collaborative Relationships

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.

The University Center of Lakeland Community College will open for classes in August 2011. Processes and services must be in place prior to the opening in order to create a seamless transition for students, partners, and Lakeland employees.

E. List the organizational areas — institutional departments, programs, divisions, or units — most affected by or involved in this Action Project.
List the academic units, departments, or organizational areas that will be directly or indirectly affected by the project, or whose needs may influence the way the project is conceived.

Nearly all areas of the college will be impacted by integration of the University Center of Lakeland Community College. Affected areas include:

- Enrollment Services: Admissions, Registration, Financial Aid
- Academic & Student Affairs and Counseling
- Learning Support Services: Learning Center, Library, Tutoring, Computer Labs
- Student Support Services: Bookstore, Athletic & Fitness Center, Child Care Center, Student Development, Facility Rental, Food Service and Catering
- Administrative Support Services: Campus Police, Facilities, Instructional Technology, Administrative Computing, Institutional Research, Business Services, Human Resources, Production Center (mail and copy services), Marketing & Communications, Recruitment
- The Lakeland Foundation

F. Name and describe briefly the key organizational process(es) that you expect this Action Project to change or improve.
Some key processes have commonly used names (hiring, personnel evaluation, course preparation, program design, budgeting, planning, etc.) while others may require unique designations and descriptions.

- Defining enrollment (four-year partner, Lakeland, dual)
- Identifying and tracking University Center students
- Developing processes for internal support services
- Communicating with Lakeland students, prospective students, employees, and partners

G. Explain the rationale for the length of time planned for this Action Project (from kickoff to target completion).
If you plan for this project to last longer than one year, identify the goals you hope to reach at one or more interim phases as you work on the project. Establishing "mileposts" that mark progress toward your ultimate goal is equally useful for projects of shorter duration as well, but not required. These interim goals or mileposts should be objective measures or indicators that "stretch" or challenge your capacities and thereby build and extend your institution's skills in tackling and solving problems.

Some processes must be in place in early spring at the time Memorandums of Intent are reached with the four-year partners. Other processes must be in place by late spring when the Memorandums of Understanding are reached with the four-year partners. All processes must be in place by August when fall classes begin. The project will continue through the start of fall classes so we can evaluate the effectiveness of the processes and overall integration.

H. Describe how you plan to monitor how successfully your efforts on this Action Project are progressing.
Your Action Projects are important, and deserve a central place in your institution's attention. Explain how you plan to keep everyone focused on what you are working to achieve.

The team will develop an action plan with objectives, responsibilities, and due dates. The team will report progress to the Planning Advisory Council (PAC). The PAC will report progress to the campus community.

Some additional things we will do to monitor how successful our efforts are:
- We will create a process for enrollment, post on UC website, and communicate
- Develop a University Center handbook
- Benchmark student satisfaction with the enrollment process (to compare in the future)

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.
Process measures tell you whether you are making progress toward accomplishing the project's goals, and serve as "leading indicators" or predictors of a successful project. Outcomes measures tell you whether the project has actually accomplished the goals or purposes that led you to undertake it, measuring whether it was successful when completed.

- Completing the objectives in the action plan, including number of students enrolled and satisfaction of partners and students with how services are run, using a survey or other measurement
- Completing the objectives in the action plan by the deadline

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

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

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