A. Give this Action Project a short title in 10 words or fewer:
Enhance process for on-campus undergraduate orientation programs.

B. Describe this Action Project's goal in 100 words or fewer:
Enhance New Student orientation by developing effective best practices and communication processes with various departments from the time of admission through the completion of orientation. Both the freshmen and transfer orientation programs will be analyzed, student needs will be identified, best practices among institutions will be researched and opportunities for improvement determined and implemented.

C. Identify the single AQIP Category which the Action Project will most affect or impact:
Primary Category: Supporting Institutional Operations

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 community identified a need to focus on student needs of the University’s Strategic Plan. Research demonstrates a link between orientation, student adjustment and success – two factors which impact student retention. Along with being directly tied to goal III of the University’s strategic plan, this Action Project relates to the mission and Franciscan roots of caring and support.

E. List the organizational areas - -institutional departments, programs, divisions, or units -- most affected by or involved in this Action Project:
Academic Resource Center, Admissions, Advising, Check –In (Academic Information and Support Services, Bookstore, Business Office, and Financial Aid) Colleges, Core I Faculty, Library, Registrar, Security, Student Services (Health Services, Residence Life, and Student Development)

F. Name and describe briefly the key organizational process(es) that you expect this Action Project to change or improve:
This plan will improve how the University welcomes and transitions new undergraduate students to the Joliet campus. It will include a review of communications, Check-In and orientation programs as they connect with appropriate academic programs and USF departments.

G. Explain the rationale for the length of time planned for this Action Project (from kickoff to target completion):
The core team leading this project will meet bi-monthly to review, enhance and implement changes to the delivery of New Student Orientation. Due to the current culture, the nature of the enhancements, staff and administrative priorities and personnel involvement, implementation of process improvements will need to be done in a phased approach with set timelines.

H. Describe how you plan to monitor how successfully your efforts on this Action Project are progressing:
Through an ongoing review via students and institutional departments of the following: 1. Implementation of
processes 2. Communication of progress 3. Evaluations on the effectiveness from institutional departments 4. Student issues and feedback reported through surveys given during Orientation

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:

1. Institution involvement in the process and its commitment to providing quality service for New Student Orientation. 2. Presenters and departments feedback reported through surveys 3. Results of surveys at the end of Orientation

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

Sponsor: Student Services Champion: Director of Student Development

K. Project Leader and contact person:

Contact Name: Dominique Annis, Director of Student Development
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