
Leadership Institute

Final Project Report

Friday, April 25, 2003

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I. Project Overview of "CCP 101"

Our project involves the creation and distribution of a clear, easy-to-use handbook to help new students understand and navigate the College's enrollment process.

The booklet, tentatively titled "CCP 101," will help guide students (as well as faculty and staff) through the four major steps of starting classes at the College:

1. Admissions
2. Placement Testing
3. Registration
4. Paying for Classes

In addition to listing the most "Frequently Asked Questions", CCP 101 will identify individuals within the Division of Student Systems to whom specific questions may be forwarded in an effort to reduce the "run around" that students sometimes experience.

II. Outline of Steps Taken to Complete Project

- a. Informal conversations with prospective and current students regarding their most common questions about the College's enrollment process
- b. Informal conversations with staff members regarding particular advice they feel is most important for incoming students
- c. Review of current and past literature used to help students understand various aspects of the College. This includes:
 - * "Secrets of Success" New Student Guide
 - * Financial Aid FAQ brochure
 - * Current catalog
 - * 12 Points to Successful Transfer information sheet
 - * Placement Test brochure
- d. Creation of CCP 101 rough draft (copy is attached)

III. Outline of Next Steps and Long-Term Goals

Although we are approximately one month behind our initial timetable, we believe distribution of CCP 101 will commence on time in June 2003.

April 2003: create first draft of CCP 101; distribute to project allies and student focus group for review and feedback.

May 2003: create second draft of CCP 101; distribute to project allies and student focus group for review and feedback.

June 2003: create final version of CCP 101; work with communications office to create unique cover; prepare mass reproduction of booklet (5,000 to start)

June 2003 through September 2003:

a. distribute CCP 101 at various college locations (Welcome Center,

Counseling Center, Regional Centers, Academic Advising Offices, etc.) and various college events (open houses, placement tests, registration appointments, etc.)

- b. create CCP 101 web page allowing on-line access to CCP 101 information as well as feedback page, discussion groups, etc.

October 2003: convene focus group of staff, faculty, and students to review effectiveness of CCP 101 (handbook and web page) and discuss revisions.

November 2003 through December 2004: revise CCP 101 (handbook and web page) in time for Spring 2004 semester

IV. **Assessment of What We Have Learned**

- a. Keep things simple and clear.
 - 1. Limit each section of CCP 101 to two written pages, otherwise the information may become overwhelming.
 - 2. Limit "college speak." Faculty and staff may understand what "payment match" means, and the difference between "registration" and "orientation," but these terms can be confusing to an incoming student.

- b. Provide information only if it is reliable and relevant to the general student population.
 - 1. There is no point providing a phone number if a student becomes frustrated because they constantly reach a voice message and cannot speak to a live person.

2. Include information that is universally helpful. General information about the College's sports programs is useful; detailed information about "tryouts" will only assist a limited number of students.