

ISSUE:

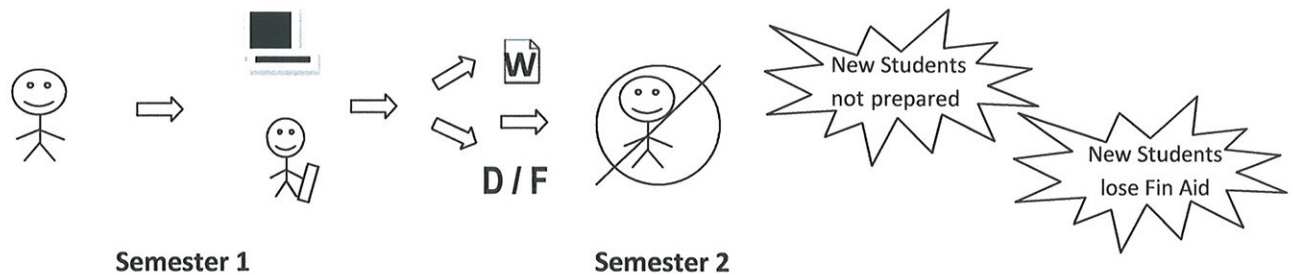
Many new PTC students are not retained past the first semester

BACKGROUND

Many PTC students new to the college do not complete the first semester of classes or do not return for a second semester. Since fall 2010, new student orientation has been offered prior to each semester, but is optional. If students do not attend, they do not receive consistent information about college resources, electronic tools, important financial aid information, etc. PTC has about 3300 new students annually.

CURRENT CONDITION

First Semester- student registers, but withdraws or fails. Second Semester- student no longer @ PTC.

**PROBLEM ANALYSIS**

Many new students not prepared for college

Why? Many are unaware of available services and resources to help them

Why? Not informed/ did not know who to ask

Why? Did not attend orientation

Why? Students did not know what they did not know

Many new students not prepared for college

Why? Many are unable to use and navigate technological resources (Pathway, D2L)

Why? Did not receive any/ minimal training on these electronic tools

Why? Did not attend orientation

Why? Students did not know what they did not know

Many new students do not retain their financial aid

Why? Make poor academic decisions

Why? Unaware of SAP rules for keeping their financial aid

Why? Did not attend orientation

Why? Students did not know what they did not know

TARGET CONDITION

Students complete their programs of study



Mandatory Orientation = Graduation

TITLE Mandatory Orientation

TO: Institutional Officers

BY: OPT

DATE: July 2012

COUNTERMEASURES

Require all new students to complete new student orientation

IMPLEMENTATION PLAN

What:

Who:

When:

Outcome:

Create online orientation	Orientation leader/ Josh Black	Fall 2012 Semester (basic version)
Create live sessions	Orientation leader (OL)	During Spring 2013
Designate facilitators	Becky McIntosh/OL	During Spring 2013
Train facilitators/schedule	OL	During Spring 2013
Pilot mandatory	OL/ Facilitators	Summer 2013 (May)
Implement Fully	OL/ Facilitators	Fall 2103 (August)

COST

Only anticipated cost is creation and printing of orientation folders

COST BENEFIT/WASTE RECOGNITION

Per semester loss prevention of approximately \$1345 per student that we "save" from attrition. If we retained students who did not attend orientation in Fall 2010 at the same rate as those who did, that equals 227 students, or roughly \$305,000+ per semester.

TEST

Summer 2013- pilot mandatory orientation

FOLLOW UP--Please list all personnel contacted

Zeolean Kinard, Cindy Klauck, Josh Black, Allen Barbare, Brenda Dailey, Charles Dixon, Christi Jackson, Evelyn Beck, Farhad Mohajer, Janean Reish, Jennifer Wilbanks, Kim Chalmers, Rebecca King, Renee Carruth, Ruthie Buist, Sheryl Maffett, Tanisha Latimer