

Create and Revise Processes to Better Connect Online Students with Lakeland's Support Services  
**AQIP Action Project Commitment Form**

*AQIP institutions complete their actual Action Project Commitment declarations in the Action Project Directory on AQIP's website, but the web form follows the structure below. We've provided brief explanations of what each item requires in italics, after the item.*

Institution: Lakeland Community College

Planned project kickoff date: (default is the date of the project declaration, but you can enter a different date): November 15, 2013

Target project completion date: (the date you plan to complete the project): September 30, 2014

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.*

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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.*

This project will assess the current availability and accessibility of student support services for online students in an effort to identify gaps in services and opportunities for expansion and improvement of services. Included in the project will be the development of a plan to address these gaps. Recommendations for expanding and improving online student services programs will be provided.

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.*

Cat. 3: Understanding Students' and Other Stakeholders' Needs

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.

Lakeland's online student population is steadily increasing. This project would address feedback from students, faculty, staff, and administrators. A high priority is to improve Online Student Success through, for example, meeting learning outcomes, course completion, persistence, access, and retention.

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.*

Teaching and Learning Effectiveness Division, Learning Technologies, Student Success, Academic and Student Affairs, Administrative Technologies, New Student Orientation

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.*

The work of this action project would include performing a needs assessment to learn about online students' access to student resources, identifying gaps in services or under-developed services, and creating a plan to address the gaps.

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.*

We are planning to complete this project within 10 months.

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.*

We will have regular action project team meetings. A timeline will be created and reviewed with the project committee members and provost. Information and updates will be shared with the AQIP Coordination Committee, the Planning Advisory Council, and the entire campus community through regular AQIP update newsletters and ePosts.

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.*

Measurable Outcome, Goal 1 - Inventory online student services: 3 months

Measurable Outcome, Goal 2 - Identify gaps in services: 3 months

Measurable Outcome, Goal 3 - Develop plan to address identified gaps: 6 - 9 months

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

Sponsor/Champion: Margaret Bartow, Provost

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

*Supply the name and contact information for the project manager or leader of the project team above, an employee of your institution who will be directly responsible for the work of doing this Action Project. Each of your Action Projects should have a different contact person. If the person with this responsibility changes, you should update the Action Project information on AQIP’s Action Project Directory.*

Bill Knapp  
Dean of Learning Technologies  
bknapp@lakelandcc.edu  
440.525.7716

Michelle Smith, Ph.D.  
Professor of Sociology  
[msmith@lakelandcc.edu](mailto:msmith@lakelandcc.edu)  
440.525.7159