

IOWA STATE UNIVERSITY

Division of Student Affairs and Office of the Senior Vice President and Provost

New Student Onboarding

Campus Open Forum

Gold Room, Memorial Union

Keith Robinder and Ann Marie VanDerZanden, Co-Chairs

New Student Onboarding Committee

Agenda

- Committee Charge – December, 2016
- Brief Overview of Process to Date
- New Student Onboarding Outcomes
- Priority Action Items
- Next Steps
 - Communications and digital content development
 - Curriculum development and coordination
- Audience Q & A

Committee Charge – December, 2016

1. **Assess the current state of onboarding activities** for students new to ISU, at the departmental, college, and central levels, in the areas of student life and academics. A potential initial step in this assessment would be to conduct a **formal process mapping** of new student onboarding.
2. Investigate the approaches to onboarding new students used by other large public universities and **identify best practices**.
3. **Identify gaps and unproductive duplication** in ISU's current new student onboarding portfolio.
4. **Recommend multi-year actions** that can be taken at the departmental, college, and central levels, with a variety of potential delivery modes, directed at success in student life and academic performance.

Brief Overview of Process to Date

- Five subcommittees were formed in Spring, 2017
- Two series of process mapping workshops were conducted in July and September, 2017
- Four project teams were convened in 2017-2018, coordinated by a steering committee
- The leadership committee submitted recommendations in August, 2018

New Student Onboarding Outcomes

“Cyclone Core Competencies”

1. Ensure all students have the knowledge and ability to navigate the university.
2. Integrate all new students into the ISU community and culture.
3. Increase awareness of ISU experiences that promote academic success and integration.
4. Ensure compliance requirements are met.

New Student Experience

Provide overall coordination to decentralized processes that facilitate the achievement of critical NSOB outcomes

Communications

Develop digital resources using a common "New Student Onboarding" brand that unifies and strengthens communication outcomes across multiple modalities and academic/ student affairs communication streams

NEW: AY 18-19 Priority

Curriculum

Develop a common R-Credit course: *Introduction to Iowa State University* delivered on-line and required for all new students to provide a consistent learning experience across the key outcomes necessary for student success

NEW: AY 19-20 Priority

New Student Programs

Provides leadership for the implementation of June Orientation, Transfer Orientation, and Destination Iowa State

Unit currently in place

Learning Communities

Enhances students' experiences by providing dynamic, focused communities where students, staff, and faculty can learn and grow

Unit currently in place

Priority Action Item: Communications

Develop digital resources using a common "New Student Onboarding" brand that unifies and strengthens communication outcomes across multiple modalities and academic/student affairs communication streams.

- **Hire a full-time staff position** to coordinate and implement campus-wide onboarding communications and resources
- Develop **centrally branded NSOB content**
- Complete RFI for **digital portal/repository of resources**
- **Conduct 1-2 site visits** at peer institutions utilizing Salesforce to deliver comprehensive new student communications

Priority Action Item: Curriculum

Develop a common R-Credit course: *Introduction to Iowa State University* delivered on-line and required for all new students to provide a consistent learning experience across the key outcomes necessary for student success.

- **Review and improve coordination** among college, department and population-based orientation courses so these courses can focus on critical issues that prepare students to succeed.
- Develop model syllabus and common course content; determine how implementation impacts other departmental/programmatic orientation courses. **Course to be piloted in Fall, 2019.**

Next Steps – Implementation Team

Co-chairs: Keith Robinder and Ann Marie VanDerZanden

Members: Cameron Aisenbrey, Cameron Campbell, Jen Leptien, Amy Slagell, Judy Strand, Sriram Sundararajan, Sarah Merrill, Emily Olson, Howard Tyler, Karen Zunkel

- Coordinate efforts across sub-committees
- Focus on systemic improvements, rather than individual change efforts
 - Universal Design for inclusion
 - Outcomes assessment

Next Steps – Implementation Team

Future Organizing structure: Two Subcommittees

- **Communications**

Consistent communications and content development for the digital repository of resources

- **Curriculum**

Continued curriculum development and coordination

Membership on each team to be determined.

Next Steps

- **Campus-wide Open Forums**

Updates, Dialogue, Q&A with key campus stakeholders

- **Thursday, September 20, 2018: 9-10 AM** – Gold Room, MU
- **Wednesday, September 26, 2018: 3-4 PM** – Gold Room, MU

- **Finalize Subcommittee Membership**

- **Progress Report and Recommendations submitted:**
June, 2019

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New Student Onboarding - Open Forums

Questions?