<table>
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<th>Recommendation</th>
<th>KPIs</th>
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| 1. That the CSU Student Orientation Program Working Party continues to review, recommend, develop and implement the orientation program and activities to enhance the student experience and transition in 2012. | • CSU Student Orientation Program Working Party will report back progress to the Student Experience Planning Committee every 3 months in 2012.  
• All Faculties and Divisions to provide program plans for orientation activities and participation by November 2011.  
• The mean standard for the implementation of each orientation objective increases from the minimum of 47.7% in the 2011 Orientation Key Stakeholders Survey Results to a minimum of 60% in the 2012 Orientation Key Stakeholders Survey Results. |
| 2. That the Orientation Program processes continue to be improved to support and engage all commencing student cohorts i.e. TAFE, TAFE Pathways, CSU Study Group, Higher Degree Research, International Co-operative Institutes and DE students from letter of offer, to start of study, until end of first session. | • DE students’ sense of connection to CSU will increase from 42% in 2011 “new DE student” survey report to 62% in 2012.  
• All commencing students will be communicated with twice between acceptance of offer and start of session.  
• Accessibility and availability of all online orientation resources will adhere to the Web Content Accessibility Guidelines (WCAG).  
• Access to Orientation information that is relevant and consistent to the various student cohorts in both the On Campus and Online delivery.  
  o On Campus satisfaction rating to increase from 89% in 2011 to 90% in the 2012 “new On Campus student” survey.  
  o Online satisfaction rating to increase from 69% in 2011 to 90% in the 2012 “new DE student” survey.  
• All commencing student will have access to online orientation support and information.  
  o Absolute unique visits to the orientation site will be measured and evaluated in 2012. |
| 3. That additional resources be available for the Orientation Program to produce online orientation resources for DE students on the Orientation website, such as, the recording of information sessions, student testimonies, virtual campus tours, commencement ceremonies and synchronous communication options for academic advisory sessions. | • Online resources for the orientation program will be effective and engage student participation.  
  o Measure time on page and bounce rates  
  o Measure student use/access of online resources via Goggle event tracker  
  o Student satisfaction rating via the “new student” orientation surveys will increase to 90% for both “new DE and new On Campus students”.  
• 5 Core academic and administrative information sessions will be accessible on the orientation website.  
• Commencement Ceremonies will be accessible on the orientation website.  
  o Academic advisory sessions will be consistent with the agreed CSU standard as provided by Sub Deans Learning and Teaching will be evaluated, reported and accessible online. |
| 4. That Postgraduate and Higher Degree Research student Orientation programs continue to be improved and that communications from academic supervisors to postgraduates and higher degree research students include information about the online orientation. | - The Postgraduate and HDR student rating of orientation in the “new DE student” survey will increase from 53% in 2011 to a minimum of 65% in the 2012 “new DE student” survey report.  
  o All postgraduate and HDR students will be communicated with twice between acceptance of offer and commencement.  
- Academic supervisors will include information about the online orientation in their initial communications with PG and HDR students.  
  o Research Office will provide information to PG and HDR students about online orientation. |
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| 5. That the Orientation website be reviewed and revised to include specific cohort information and provide an online orientation that will prepare and inform commencing students from offer until the end of their first session at CSU. | - The “new DE student” rating of the Orientation website in the orientation survey will increase from 76% in 2011 to 85% in 2012.  
- Accessibility and availability of all online orientation resources will adhere to the Web Content Accessibility Guidelines (WCAG).  
- Student cohort specific information will be accessible and available on the orientation site and will be measured for student satisfaction via absolute unique visits and orientation survey. |
| 6. That the Faculties and Schools ensure that there are relevant online course resources and opportunities for synchronous interactions provided to DE students in first and second session. | - All commencing DE students will have access to online course orientation resources and information.  
- Faculties and Schools will report on their development and implementation of online orientation resources and activities undertaken to engage commencing DE students in 2012.  
- Academic advisory sessions will be consistent with the agreed CSU standard as provided by the Sub Deans Learning and Teaching and will evaluated, reported and accessible online.  
- DE satisfaction within the “new DE student survey” will improve to more than 70% for all course requirement ratings. |