

**PALO ALTO COLLEGE
COLLEGE PROCEDURE**

Procedure Number: S 25.1
Procedure Title: New Student Intake: New Student Orientation (NSO)
Relevant Board Policy: [F.2.1 \(Policy\) Student Enrollment Requirements](#).
Originating Unit: The Welcome Center
Maintenance Unit: Vice President of Student Success

I. Purpose: New Student Orientation (NSO) provides students interested in attending Palo Alto College an opportunity to facilitate the process of academic advising and course registration while demonstrating the value of college in a nurturing environment. Specifically, it provides academic advising and registration assistance to First Time in College (FTIC) students prior to enrollment.

II. Procedure Statement:

- A. The Welcome Center is responsible for the Palo Alto College New Student Orientation (NSO) program. Planning begins in August of each academic year with determining and setting NSO dates, setting attendance projections, establish a budget, identify required facilities, equipment and supplies, development of an agenda, developing a communication plan.
- B. The Welcome Center staff will initiate contact with appropriate college departments by submitting a pac-events@alamo.edu request to initiate:
1. Work Orders
 - a. Room Reservations
 - b. Facilities [Housekeeping, set-up, hanging banners, etc.]
 - c. Campus Security
 - d. IT Services.
 2. Submit a work order to Public Relations for photos, web banner, and social media postings.
 3. Request representation from academic departments, student success (i.e. advising, financial aid, etc.), and student organizations.
 4. Bids for third-party services (catering, promotional items, etc.). Contract services must first be submitted and secured by the appropriate department and within Palo Alto College required timelines. Bids must comply with College Board policy.
- C. The Welcome Center will collaborate with the Public Relations office to create a communication plan to announce and promote the scheduled NSO dates to prospective students 12 - 16 weeks prior to NSO.

- D. In addition to standard communications (phone, email, postcards, etc.), College Connection teams will visit target area high schools to provide program information.
- E. Upon completion of all scheduled NSO sessions, the Welcome Center will provide a debriefing and outcome report to the Dean of Student Success and Vice President of Student Success no later than two weeks after the last NSO. This includes a report on attendance, student feedback, and recommendations for future NSO programs based on the result of the SWOT analysis.

Issued: February 17, 2011

Approved: (signed: Ana M. Guzman)
President

Revised: July 19, 2016

Approved: (signed: Dr. Mike Flores)
President