

## SACS Interim Report

### Assessing Effectiveness - Office of Orientation & New Student Programs

For the 2009 academic year, ONSP provided orientation services to 3,250 incoming students and family participants (2,664 students; 586 guests). Orientation participants provided feedback regarding the sessions by completing written evaluations. Similarly, satisfaction surveys were distributed to students who participated in post-orientation programs: StartSmart and New Student Convocation. The department utilizes the data to regularly assess, measure, and modify its services for students.

#### Measurements:

- Students and guest participants are asked to complete a session evaluation which includes the following:
  - Indications regarding helpfulness of formal presentations, campus tour, the faculty, staff and orientation leaders, on-line course registration, and advising process
  - Inquiry regarding most and least helpful components of the program and suggestions for items not available to the student during the program
  - Request that the participant provide a brief list of specific learning outcomes that they obtained from the program

#### Follow-up & Program Modifications indicative of Participant Evaluation Information:

- Orientation evaluation results are communicated to orientation leaders within one week of the conclusion of the session and prior to the start of another scheduled session for the term
- Orientation evaluation and comments are communicated with faculty, advisors and staff via e-mail, Advisor's Council Meetings, Enrollment Planning Committee Meetings and Orientation Steering Committee Meetings
- StartSmart and New Student Convocation program and format suggestions are revisited by all participating departments annually

#### Orientation Evaluation Summary – Freshman Program

	Yes	Somewhat	No
Has the program...			
Helped you feel better prepared to begin class?	83%	12%	5%
Made you feel more enthusiastic about attending CSU?	73%	17%	10%
Helped you feel better informed about campus environment?	88%	8%	4%
Helped you feel welcomed to CSU	92%	5%	3%
I was satisfied with my advisor's information and assistance	90%	7%	3%
My orientation leader was knowledgeable and helpful	96%	3%	1%

#### StartSmart - Overall Program Evaluation Results

	Strongly Agree or Agree	Not Sure	Disagree
I had the opportunity to meet other CSU students	88%	7%	5%
The program helped me learn about campus resources and services	89%	6%	5%
The program helped me understand skills needed for academic success	88%	7%	5%
I gained usable skills that are applicable for my academic & personal life	87%	11%	2%

#### New Student Convocation - Overall Program Evaluation Results

	Strongly Agree or Agree	Not Sure	Disagree
I had the opportunity to meet other CSU students, faculty, and staff	97%	3%	0%
I keynote speaker was effective and motivational	96%	2%	2%
Overall, I found my NSC experience to be helpful and enjoyable as a new student entering CSU	97%	3%	0%