

University of Louisiana at Lafayette

Detailed Assessment Report

2015-2016 Orientation

As of: 11/18/2016 11:08 AM CENTRAL

(Includes those Action Plans with Budget Amounts marked *One-Time, Recurring, No Request.*)

Mission / Purpose

The mission of the Office of Orientation, in support of the mission of the University of Louisiana at Lafayette and the Division of Enrollment Management is to:

1. Aid new undergraduate students in their preparation to become contributing members of the campus community
2. Foster a parent-student partnership and provide information to assist parents in helping their students' successfully transition to the university
3. Support service learning, team building, leadership skill development, campus engagement and Ragin' Cajun spirit
4. Provide select current student mentors with leadership and professional development opportunities

Student Learning Outcomes/Objectives, with Any Associations and Related Measures, Targets, Findings, and Action Plans

SLO 1: Student Orientation Staff Goal

Enhance training opportunities for the Student Orientation Staff focusing on personal and professional development skills, as well as overall knowledge of the University of Louisiana at Lafayette.

Relevant Associations:

General Education/Core Curriculum Associations

- 3.3 Create engaged citizens.

Related Measures

M 1: SOS Banner Training

Partner with the Academic Success Center or the Registrar's Office to host a workshop focusing on training SOS to assist new students in the new Banner student portal, schedule of classes and course registration.

Source of Evidence: Student course evaluations on learning gains made

Target:

Orientation survey results will not drop below 2015 results for the following questions: My student discussion groups helped me:

1. Understand how to use ULink (4.43/5.0);
2. Understand how to register using ULink (4.46/5.0)

Finding (2015-2016) - Target: Not Met

This target was not met as the orientation survey results did drop below the 2015 results. The 2016 results for the following question were as follows:

My student discussion groups helped me:

1. Understand how to use ULink (4.37/5.0)
2. Understand how to register using ULink (4.40/5.0)

Both of these scores fell 1.4% below the target goal.

Related Action Plans (by Established cycle, then alpha):

University Portal and Course Registration Training

As this was the first year that the new course registration system was implemented, we had to overcome many challenges with errors involving pre- and co-requisites. Gaining a year of experience, the 2017 Student Orientation Staff (SOS) should have a better understanding on the new Portal and course registration. Moving forward, we will continue to invite the Registrar's Office to give a course registration training during EDFL 395 (SOS class). I will also have a member of the Leadership Team give a detailed presentation about the new features and layout of the Portal and explain best practices in how to teach the portal to incoming students.

Established in Cycle: 2015-2016

Implementation Status: Planned

Priority: Medium

Relationships (Measure | Outcome/Objective):

Measure: SOS Banner Training | **Outcome/Objective:**
Student Orientation Staff Goal

Projected Completion Date: 04/2017

SLO 2: New Student Orientation Goal

Facilitate new student transition that leads to student engagement and academic success.

Relevant Associations:

General Education/Core Curriculum Associations

- 3.3 Create engaged citizens.

Related Measures

M 2: Transfer and Adult Student Campus Tour

We will offer an opportunity for Transfer and Adult students to take a campus tour (during check-out for Spring orientation and during morning check-in for Summer and Fall orientation) to better familiarize them with campus and ease their transition to the university.

Source of Evidence: Student course evaluations on learning gains made

Target:

To improve the survey response (using 2015 as a baseline) to the question "As a result of my Orientation experience, I feel better connected to the UL Campus":

2015: 4.13/5.0 on the survey question

Finding (2015-2016) - Target: Met

This target was met as the orientation survey results did not drop below the 2015 results. The 2016 results for the following question were as follows: As a result of my Orientation experience, I feel better connected to the UL Campus: 4.22/5.0 on the survey question. This was a 2.2% increase from the previous year.

Related Action Plans (by Established cycle, then alpha):**Transfer and Adult Orientation Campus Tour**

The optional campus tour at Transfer and Adult Orientation, and also offering the tour in the morning and afternoon, proved very successful due to its high attendance rate and also evidenced by the increase in the students feeling of being better connected to the UL campus. We will continue to offer the tours at each of our one-day orientations.

Established in Cycle: 2015-2016

Implementation Status: Planned

Priority: Medium

Relationships (Measure | Outcome/Objective):

Measure: Transfer and Adult Student Campus Tour |

Outcome/Objective: New Student Orientation Goal

SLO 4: SOUL Camp Goal

Provide first time freshman with the skills and networks to help them develop leadership skills and Ragin' Cajun spirit allowing them to leave camp prepared to be an engaged member of our campus community.

Relevant Associations:**General Education/Core Curriculum Associations**

3.3 Create engaged citizens.

Related Measures**M 4: SOUL Camp Service Learning Training**

Partner with the Dean of Community Service to offer a Service Learning Training for our faculty and staff volunteers and SOUL Camp Mentors so that they can provide a more detailed discussion on the importance of service learning.

Source of Evidence: Student course evaluations on learning gains made

Target:

Our goal is to improve the survey question "I built a connection with faculty and staff from UL" using 2015 as a baseline.

2015: Decrease of 14.6% from 2014

Finding (2015-2016) - Target: Met

This target was met as the 2016 SOUL Camp survey results did not drop below the 2015 results. The 2016 results for the following question were as follows: I built a connection with faculty and staff from UL: 3.65/5.0 on the survey question. This was a 1.6% increase from the previous year.

Other Outcomes/Objectives, with Any Associations and Related Measures, Targets, Findings, and Action Plans

O/O 3: Parent and Family Orientation Goal

Provide parents and families with information sessions that assist in their students' successful transition to the university.

Related Measures**M 3: Financial Aid Presentation**

The Office of Orientation will work with Financial Aid to develop a presentation providing more information on the cost of tuition and fees, the TOPS deferment process, etc. A handout will also be developed to give to all students and parents containing the most important information about Financial Aid (costs, deferments, loans, etc.).

Source of Evidence: Evaluations

Target:

To improve the Parent Orientation survey response (using 2015 as a baseline) of the Money Matters presentation. Our goal is to meet or exceed the average score for all Parent Presentations of 4.548.

2015: 4.34 on the Money Matters presentation

Finding (2015-2016) - Target: Not Met

This target was not met as the parent orientation survey results did not meet the average score for the 2015 results. The 2016 results for the following question were as follows: the Money Matters Presentation earned a 4.35/5.0 score.

While this score is still below the 4.548 average of all parent presentations, it did improve 1% from the 2015 score of 4.34.

Related Action Plans (by Established cycle, then alpha):**Money Matters Parent Presentation Action Plan**

The Money Matters presentation consists of the Bursar's Office and Financial Aid Office. Parents are given the opportunity to evaluate each presenter separately, but when reporting, we use the average of the two scores. To improve the overall score of this presentation, we must work with the Bursar's Office to improve their overall score (4.26) as the Financial Aid score was higher at 4.43. We believe this lower score was due to the following: confusion on how to pay because of the Banner conversion; tuition and fee schedule being released late in the summer; concerns about the future of TOPS; and inconsistencies in the presenter for the Bursar's Office.

We will work with the Bursar's Office and Financial Aid Office to have a seamless and comprehensive presentation with the goal of having the same presenter for each of the orientation sessions. This will bring consistency and improve the overall knowledge of the parents attending the different sessions. Because the implementation of Banner for the Bursar's Office was in the middle of orientations, we are confident that next year's information will be clearer as the processes will be better understood by everyone on campus.

Established in Cycle: 2015-2016

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Financial Aid Presentation | **Outcome/Objective:**
Parent and Family Orientation Goal

Analysis Questions and Analysis Answers

How were assessment results shared and evaluated within the unit?

Assessment results were shared and evaluated at a meeting of the Director and Assistant Director of New Student Orientation. We discussed each goal to see if the action taken to achieve the goal was completed and/or was useful towards achieving the goal. We also looked at the survey results for the Freshman, Parent, Transfer/Adult and SOUL Camp Surveys. This gave us the opportunity to evaluate weaknesses in our orientation and camp programs and to review the comments given by survey participants. These comments are helpful each year because they give us insight into topics that we are not covering at camp and orientation, and ways that we can improve the camp and orientation experience.

Identify which action plans [created in prior cycle(s)] were implemented in this current cycle. For each of these implemented plans, were there any measurable or perceivable effects? How, if at all, did the findings appear to be affected by the implemented action plan?

Orientation Evaluation on Academic Readiness Action Plan: I shared the data with the Academic Colleges during our Orientation Advisory Team Meeting and encouraged them to take the data back and evaluate their College Town Hall presentations. The following scores were received on the Orientation Survey: 1. Rate the College Town Hall session (1 Poor to 5 Excellent) - 2015: 4.48 vs. 2016: 4.46; 2. After attending orientation, how confident do you feel in your choice of major? (1 Poor to 5 Excellent) - 2015: 4.31 vs. 2016: 4.26. The findings did not appear to be affected by the action plan.

What has the unit learned from the current assessment cycle? What is working well, and what is working less well in achieving desired outcomes?

We have seen that findings based on Banner Implementation items (ULink and course registration & Bursar and Financial Aid) fell during this last assessment cycle. We can attribute this to unanswered questions and confusion during the Banner implementation time period. We are confident that after a year of experience and working out issues in Banner, the summer of 2017 will run smoother for course registration and tuition and fee payment. We have also seen that solely relying on numerical survey data to determine our success is not particularly helpful. We must look at other ways to assess the success of our programs.