2016-2017 Assessment Cycle VPE_Orientation

Mission (due 1/20/17)

University Mission

The University of Louisiana at Lafayette offers an exceptional education informed by diverse worldviews grounded in tradition, heritage, and culture. We develop leaders and innovators who advance knowledge, cultivate aesthetic sensibility, and improve the human condition.

University Values

We strive to create a community of leaders and innovators in an environment that fosters a desire to advance and disseminate knowledge. We support the mission of the university by actualizing our core values of equity, integrity, intellectual curiosity, creativity, tradition, transparency, respect, collaboration, pluralism, and sustainability.

University Vision

We strive to be included in the top 25% of our peer institutions by 2020, improving our national and international status and recognition.

College / Department / Program Mission

College Mission
Provide the college mission in the space provided. If none is available, write "None Available in 2016-2017."
The Division of Enrollment Management at the University of Louisiana at Lafayette provides campus leadership in delivering high quality, student-centered services and support to facilitate the recruitment, transition, retention, education, and timely graduation of a highly qualified, diverse student population. We utilize the principles of Strategic Enrollment Management, in collaboration with campus and community constituents, to make data and research driven decisions.

Department / Program Mission
Provide the department / program mission in the space provided. If none is available, write "None Available in 2016-2017".
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:
• Aid new undergraduate students in their preparation to become contributing members of the campus community
• Foster a parent-student partnership and provide information to assist parents in helping their students' successfully transition to the university
• Support service learning, team building, leadership skill development, campus engagement and Ragin' Cajun spirit
• Provide select current student mentors with leadership and professional development opportunities

Assessment Plan (due 1/20/17)

Assessment List (Goals / Objectives, Assessment Measures and Criteria for Success)

Assessment List

Goal/Objective	To 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, Professional and Lead Staff in the Office of Orientation will host a workshop focusing on training SOS to assist new students in the functionality of the Banner student portal, schedule of classes and course registration.

Legends	OO - Outcome/Objective (administrative units);
Standards/Outcomes	

Identifier	Description
Student SI.Student SI 1.KPI 1	Implement and sustain student support to retain and graduate students.
Student SI.Student SI 4	Expand and strengthen UL Lafayette

Assessment Measures	

Assessment Measure	**Criterion**	**Attachments**
Indirect - Survey - students	Orientation survey results will not drop below 2015 (pre-Banner) 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)	

Goal/Objective	To facilitate new student transition that leads to student engagement and academic success, our goal is 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". To accomplish this, we will offer an opportunity for Transfer and Adult students to take a campus tour (during morning check-in and afternoon check-out) to better familiarize them with campus and ease their transition.
Legends	OO - Outcome/Objective (administrative units);
Standards/Outcomes	

Identifier	Description
Student SI.Student SI 4	Expand and strengthen UL Lafayette
Student SI.Student SI 1	Recruit, retain, and graduate outstanding students (undergraduate and graduate; traditional and nontraditional; transfer and returning adults).
Student SI.Student SI 1.KPI 1	Implement and sustain student support to retain and graduate students.
Student SI.Student SI 1.KPI 4	Improve student success through engagement in high impact practices.

Assessment Measures	

Assessment Measure	**Criterion**	**Attachments**
Indirect - Survey - students	We are looking 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	

Goal/Objective	To provide parents and families with information sessions that assist in their students' successful transition to the university, our goal is to improve the Parent Orientation survey response (using 2015 as a baseline) of the Money Matters presentation. The Office of Orientation will work with Financial Aid and the Bursar's Office 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.).
Legends	OO - Outcome/Objective (administrative units);
Standards/Outcomes	

Identifier	Description
Student SI.Student SI 1.KPI 1	Implement and sustain student support to retain and graduate students.
Student SI.Student SI 4	Expand and strengthen UL Lafayette

Assessment Measures	

Assessment Measure	Criterion	Attachments
Indirect - Survey - students	Goal: meet or exceed the average score for Parent Presentations of 4.548.	

Goal/Objective	To provide first time freshman with the skills and networks to help them develop leadership skills and Ragin' Cajun spirit allowing them to leave SOUL camp prepared to be an engaged member of our campus community, we will 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 to the incoming freshmen at SOUL Camp.
Legends	OO - Outcome/Objective (administrative units);
Standards/Outcomes	

Identifier	Description
Student SI.Student SI 1.KPI 4	Improve student success through engagement in high impact practices.
Student SI.Student SI 2	Enhance student engagement in co-curricular activities through a vigorous, energetic, and culturally diverse university community
Student SI.Student SI 4	Expand and strengthen UL Lafayette
Student SI.Student	Recruit, retain, and graduate outstanding students (undergraduate and

	SI 1	graduate; traditional and nontraditional; transfer and returning adults).
	Student SI.Student SI 1.KPI 1	Implement and sustain student support to retain and graduate students.

Assessment Measures			
	Assessment Measure	**Criterion**	**Attachments**
	Indirect - Survey - students	Improve the survey question "I built a connection with faculty and staff from UL" using 2015 as a baseline. 2015: 3.57/5.0	

Results & Improvements (due 9/15/17)

Results and Improvement Narratives

Assessment List Findings for the Assessment Measure level for To 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, Professional and Lead Staff in the Office of Orientation will host a workshop focusing on training SOS to assist new students in the functionality of the Banner student portal, schedule of classes and course registration.

Goal/Objective	To 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, Professional and Lead Staff in the Office of Orientation will host a workshop focusing on training SOS to assist new students in the functionality of the Banner student portal, schedule of classes and course registration.
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Assessment Measures		
	Assessment Measure	**Criterion**
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Assessment Findings					
	Assessment Measure	**Criterion**	**Summary**	**Attachments of the Assessments**	**Improvement Narratives**
	Indirect - Survey - students	Has the criterion Orientation survey results will not drop below 2015 (pre-Banner) 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) been met yet? Not met	Per the 2017 Freshman orientation survey data, the outcomes of these two survey questions improved from the 2016 survey results, but did not quite meet the 2015 results listed above: 2016 1. Understand how to use ULink (4.37/5.0); 2. Understand how to register using ULink (4.40/5.0) 2017 1. Understand how to use ULink (4.41/5.0); 2. Understand how to register using ULink (4.43/5.0)	ULink_Survey_Results.PNG	- Assessment Process: Continuous monitoring: The positive increase of the survey results from 2016 to 2017 suggest that the orientation leaders improved in their ability to train new students in course registration in ULink. As the Banner integration continues to change and improve, this target will need to be continually monitored and the orientation staff will need to be trained each year on the new functionality pertaining to course registration within ULink.

Assessment List Findings for the Assessment Measure level for To facilitate new student transition that leads to student engagement and academic success, our goal is 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". To accomplish this, we will offer an opportunity for Transfer and Adult students to take a campus tour (during morning check-in and afternoon check-out) to better familiarize them with campus and ease their transition.

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	an opportunity for Transfer and Adult students to take a campus tour (during morning check-in and afternoon check-out) to better familiarize them with campus and ease their transition.
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Student SI.Student SI 1.KPI 1	Implement and sustain student support to retain and graduate students.
Student SI.Student SI 1.KPI 4	Improve student success through engagement in high impact practices.

Assessment Measures	

Assessment Measure	Criterion
Indirect - Survey - students	We are looking 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

Assessment Findings	

Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives
Indirect - Survey - students	Has the criterion We are looking to improve the survey response (using 2015 as a baseline) to the question "As a result of my Orientation experienc e, I feel better connected	Per the 2017 Transfer orientation survey data, the outcomes of this survey question were above the 2015 data used as a baseline. 2017 "As a result of my Orientatio n experienc	Connected_to_Campus_Survey_Results .pdf	- Assessment Process: Continuous monitoring: Offering an optional campus tour in the morning and afternoon of the Transfer and Adult orientation sessions has proven effective in helping students feel better connected to

		to the UL Campus". 2015: 4.13/5.0 been met yet? Met	e, I feel better connected to the UL Campus": 4.18/5.0		the campus. We will continue to offer these campus tours and place a greater emphasis on encouraging students to take these tours so that even though the tour is optional, all students will get the experience and feel better connected to campus.

Assessment List Findings for the Assessment Measure level for To provide parents and families with information sessions that assist in their students' successful transition to the university, our goal is to improve the Parent Orientation survey response (using 2015 as a baseline) of the Money Matters presentation. The Office of Orientation will work with Financial Aid and the Bursar's Office 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.).

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Legends	OO - Outcome/Objective (administrative units);
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Assessment Measures	

Identifier	Description
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Student SI.Student SI 4	Expand and strengthen UL Lafayette

	Assessment Measure	Criterion			
	Indirect - Survey - students	Goal: meet or exceed the average score for Parent Presentations of 4.548.			

Assessment Findings					

	Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives
	Indirect - Survey - students	Has the criterion Goal: meet or exceed the average score for Parent Presentations of 4.548. been met yet? Not met	Per the 2017 Parent orientation survey data, the outcome of this survey question improved from the 2016 survey results, but did not meet the average score for all of the 2017 Parent Presentations which was 4.55/5.0. 2016 4.35/5.0 on the Money Matters presentation 2017 4.41/5.0 on the Money Matters presentation		- Assessment Process: Measures changed: To improve this presentation, the Office of Orientation met with the Financial Aid and Bursar's Office to better streamline the presentation so that the information was clearer and more organized. A handout with the estimated cost of tuition and fees was placed in the packets of all students and parents who attended orientation. The steps taken did help to improve the overall understanding of the parents (as evidenced by the survey results). I feel that comparing this session's score with the average score of the rest of the sessions will need to be changed for the future. The information presented in Financial Aid is understandably challenging because the subject matter is overwhelming for many and each student's financial aid situation is different. Because of this, I believe that this

				session's score will always fall a bit lower than other sessions that have easier concepts to grasp. Therefore, I do not feel that we should compare this session to the others, but monitor the survey results to make continuous gains on this session from year to year.

Assessment List Findings for the Assessment Measure level for To provide first time freshman with the skills and networks to help them develop leadership skills and Ragin' Cajun spirit allowing them to leave SOUL camp prepared to be an engaged member of our campus community, we will 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 to the incoming freshmen at SOUL Camp.

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Assessment Measures	

Assessment Measure	Criterion
Indirect - Survey -	Improve the survey question "I built a connection with faculty and staff

| | students | from UL" using 2015 as a baseline. 2015: 3.57/5.0 | | | |

Assessment Findings					
	Assessment Measure	**Criterion**	**Summary**	**Attachments of the Assessments**	**Improvement Narratives**
	Indirect - Survey - students	Has the criterion Improve the survey question "I built a connection with faculty and staff from UL" using 2015 as a baseline. 2015: 3.57/5.0 been met yet? Not met	Per the 2017 SOUL Camp survey data, the outcome of this survey question decreased from the 2016 survey results, and did not improve from the 2015 survey results. 2016 "I built a connection with faculty and staff from UL": 3.65/5.0 2017 "I built a connection with faculty and staff from UL": 3.42/5.0		- Student/Faculty Support (for Administrative Units): A challenge we faced this year was that we had more service sites than we had Faculty/Staff volunteers. For 2017's Camp, we had 16 Faculty/Staff volunteers and we had 32 service sites. 50% of the service sites did not have a faculty member for the students to have the opportunity to connect with at. In 2016, we had 30 Faculty/Staff volunteers and 32 service sites. Only 7% of the service sites did not have a Faculty/Staff member present. A goal for this upcoming year is to focus more efforts on recruiting Faculty/Staff volunteers to participate in SOUL Camp. Currently, Communications and Marketing sends an email to all employees advertising the opportunity and how to sign up.

Reflection (Due 9/15/17)
Reflection

1) How were assessment results shared in the unit?
Please select all that apply. If "other", please use the text box to elaborate.
Distributed via email
Presented formally at staff / department / committee meetings (selected)
Discussed informally (selected)
Other (explain in text box below)

2) How frequently were assessment results shared in the unit?

Frequently (>4 times per cycle)
Periodically (2-4 times per cycle)
Once per cycle (selected)
Results were not shared this cycle

3) With whom were assessment results shared?
Please select all that apply.
Department Head (selected)
Dean / Asst. or Assoc. Dean
Departmental assessment committee (selected)
Other faculty / staff

4) What were the measurable or perceivable effects on your current (2016-2017) findings based on prior action plans (created in 2015-2016)?

Continued training of the Student Orientation Staff in the use and functionality of course registration within ULink, offering campus tours in the morning and afternoon of Transfer and Adult orientation sessions and working with the Bursar and Financial Aid office to improve their presentation and offer a handout of information have all worked to improve the student and parent experience, knowledge base and connection to our campus. These improvements all support the mission of our office which includes: 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.

5) What has the unit learned from the current assessment cycle?

This assessment cycle revealed the importance of having Faculty/Staff volunteers for our SOUL Camp Day of Service as the decrease in their participation had a negative effect on the student's survey response. We also learned that we need to set a goal this year to come up with strategic ways to recruit Faculty/Staff volunteers for SOUL Camp 2018.

Attachments