

2017-2018 Assessment Cycle VPE_Orientation

Mission (due 12/4/17)

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 / VP and Program / Department Mission

Mission of College or VP-area

Provide the mission for the College or VP-area in the space provided. If none is available, write "None Available in 2017-2018."

Mission of Program / Department

Provide the program / department mission in the space provided. The mission statement should concisely define the purpose, functions, and key constituents. If none is available, write "None Available in 2017-2018."

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

Attachment (optional)

Upload any documents which support the program / department assessment process.

Assessment Plan (due 12/4/17)

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

Assessment List

Goal/Objective	Objective: 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. Goal: The Registrar's Office 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	<table border="1"> <thead> <tr> <th>Identifier</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Student SI.Student SI 1</td> <td>Recruit, retain, and graduate outstanding students (undergraduate and graduate; traditional and nontraditional; transfer and returning adults).</td> </tr> <tr> <td>Student SI.Student SI 1.KPI 1</td> <td>Implement and sustain student support to retain and graduate students.</td> </tr> </tbody> </table>			Identifier	Description	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.
Identifier	Description								
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.								
Assessment Measures	<table border="1"> <thead> <tr> <th>Assessment Measure</th> <th>Criterion</th> <th>Attachments</th> </tr> </thead> <tbody> <tr> <td>Indirect - Survey - students</td> <td>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) 2016: o Understand how to use ULink (4.37/5.0); o Understand how to register using ULink (4.40/5.0) 2017: o Understand how to use ULink (4.41/5.0); o Understand how to register using ULink (4.43/5.0)</td> <td></td> </tr> </tbody> </table>			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) 2016: o Understand how to use ULink (4.37/5.0); o Understand how to register using ULink (4.40/5.0) 2017: o Understand how to use ULink (4.41/5.0); o Understand how to register using ULink (4.43/5.0)	
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) 2016: o Understand how to use ULink (4.37/5.0); o Understand how to register using ULink (4.40/5.0) 2017: o Understand how to use ULink (4.41/5.0); o Understand how to register using ULink (4.43/5.0)								

Goal/Objective	<p>Objective: Provide parents and families with information sessions that assist in their students' successful transition to the university.</p> <p>Goal: To improve the experience for our Parent and Guests at Parent Orientation, beginning in summer 2018, the Office of Orientation will recruit, select and train Parent Orientation Leaders (POL) whose purpose will be to enhance the overall Orientation experience for parents and families and provide a more positive and personal experience while they are on campus. In addition to the training planned to prepare them for their role as a POL, they are required to have served at least one year as a Student Orientation Staff member so that they have a solid knowledge base to answer questions. Their primary responsibilities during Parent Orientation include: to assist in the logistical coordination of Orientation operations during the summer months; to facilitate discussions on campus life, academic expectations and UL Lafayette with parents, guests and new students; and to answer questions in a small group setting and a student panel setting while remaining both friendly, truthful and professional.</p>						
Legends	OO - Outcome/Objective (administrative units);						
Standards/Outcomes	<table border="1"> <thead> <tr> <th>Identifier</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Student SI.Student SI 1.KPI 1</td> <td>Implement and sustain student support to retain and graduate students.</td> </tr> </tbody> </table>			Identifier	Description	Student SI.Student SI 1.KPI 1	Implement and sustain student support to retain and graduate students.
Identifier	Description						
Student SI.Student SI 1.KPI 1	Implement and sustain student support to retain and graduate students.						

<p>Assessment Measures</p>			
	<p>Assessment Measure</p>	<p>Criterion</p>	<p>Attachments</p>
<p>Indirect - Survey - students</p>	<p>To measure this goal, we will create a set of new survey questions on the 2018 Parent Orientation Survey addressing the success of the Parent Orientation Leaders. These questions will include: • Please rate the Parent Orientation Leaders on the following: o Knowledge of UL Lafayette o Knowledge of resources available to students o Overall professionalism and friendliness o Overall effectiveness of the Parent Orientation Leaders. The goal will be for Parent Orientation Leaders to have an average minimum score of Good or Excellent (4 or 5 rating) on these survey questions.</p>		

<p>Goal/Objective</p>	<p>Objective: Enhance SOUL Camp Mentor training opportunities focusing on personal and professional development skills, as well as overall knowledge of the University of Louisiana at Lafayette. Goal: To improve campus knowledge of our SOUL Camp Mentors, during mandatory mentor training sessions, Lead Staff members will present on campus resources focusing on areas dealing with student safety and security (University Police, Title IX, Counseling and Testing, Student Rights and Responsibilities, etc.).</p>
-----------------------	--

<p>Legends</p>	<p>OO - Outcome/Objective (administrative units);</p>
----------------	---

<p>Standards/Outcomes</p>		
	<p>Identifier</p>	<p>Description</p>
<p>Student SI.Student SI 1</p>	<p>Recruit, retain, and graduate outstanding students (undergraduate and graduate; traditional and nontraditional; transfer and returning adults).</p>	
<p>Student SI.Student SI 1.KPI 1</p>	<p>Implement and sustain student support to retain and graduate students.</p>	

<p>Assessment Measures</p>			
	<p>Assessment Measure</p>	<p>Criterion</p>	<p>Attachments</p>
<p>Indirect - Survey - students</p>	<p>To measure this goal, we will ask two new survey questions on the 2018 SOUL Camp attendee survey under the "As a result of attending SOUL Camp" section of questions: • I have a better understanding of campus safety and security resources. • I feel comfortable reaching out to campus safety and security resources if myself or a friend are ever in need. Since this is a new question on the</p>		

		survey, our baseline will be for the overall scores on the two questions above to meet or exceed the average overall scores for the other questions that fall under the category "As a result of attending SOUL Camp".	

Program / Department Assessment Narrative

The primary purpose of assessment is to use data to inform decisions and improve programs (student learning) and departments (operations); this is an on-going process of defining goals and expectations, collecting results, analyzing data, comparing current and past results and initiatives, and making decisions based on these reflections. In the space below, describe the program's or department's overall plan for improving student learning and/or operations (the "assessment plan"). Consider the following:

- 1) What strategies exist to assess the outcomes?
- 2) What does the program/department expect to achieve with the goals and objectives identified above?
- 3) How might prior or current initiatives (improvements) influence the anticipated outcomes this year?
- 4) What is the plan for using data to improve student learning and/or operations?
- 5) How will data be shared within the Program/Department (and, where appropriate, the College/VP-area)?

Assessment Process

(1) The overall goal of our assessment efforts is to reflect on our Student and Parent Orientation and SOUL Camp surveys to identify areas of underperformance and determine strategies for improvement in these areas. (2) For the goals set in 2018, we expect to achieve an overall enhanced experience for Parents and Guests by providing them more exposure to current students helping to answer their specific questions about their own student's experience. We aim to continue to improve in the way of educating new students on ULink and course registration, leading to students achieving successful class schedules and improving their opportunities for retention and graduation. We strive for SOUL Camp attendees to have a deeper connection to campus, including campus resources regarding safety and security. (3) We expect that through the creation of Parent Orientation Leaders, strategic training in campus resources relating to safety and security and continued training in ULink resources and course registration improvements our student staff will provide critical knowledge to help students and parents successfully transition into the university and remain successful during their years at UL Lafayette. (4) As survey data is collected during the summer of 2018, we will evaluate that the data is on track to meet the goals set. If the data is identifying an issue, we will meet as a Professional Staff and Student Leadership Staff to brainstorm ways to improve the outcomes. (5) Data is shared annually within the Professional and Student Leadership Staff to aid in making planning improvements to our programs. Data is also shared with the Vice President of Enrollment Management.

Results & Improvements (due 9/15/18)

Results and Improvement Narratives

Assessment List Findings for the Assessment Measure level for Objective: 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. Goal: The Registrar's Office 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	Objective: 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. Goal: The Registrar's Office 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		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.		
Assessment Measures	Assessment Measure		Criterion		
	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) 2016: o Understand how to use ULink (4.37/5.0); o Understand how to register using ULink (4.40/5.0) 2017: o Understand how to use ULink (4.41/5.0); o Understand how to register using ULink (4.43/5.0)		
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	2018 Survey Results are as follows: 1. Understand how to use ULink (4.51/5.0) - Increased +0.08 since 2015 and increased +0.10 since 2017; 2. Understand how to register using ULink (4.50/5.0) - Increased +0.04 since 2015 and	Data_Q12_180912__1_.pdf	- Assessment Process: Continuous monitoring: As this goal has been met, we will continue to provide training from the Registrar's Office staff on the new functionality of registration in Banner so that our staff stays up to date on training methods that provide the most knowledge for

		register using ULink (4.46/5.0) 2016: o Understand how to use ULink (4.37/5.0); o Understand how to register using ULink (4.40/5.0) 2017: o Understand how to use ULink (4.41/5.0); o Understand how to register using ULink (4.43/5.0) been met yet? Met	increased +0.07 since 2017.		our incoming students. This question will continue to be monitored in the new student orientation survey to ensure students feel comfortable in their knowledge of the functionality of ULink.
--	--	---	-----------------------------	--	--

Assessment List Findings for the Assessment Measure level for Objective: Provide parents and families with information sessions that assist in their students' successful transition to the university. Goal: To improve the experience for our Parent and Guests at Parent Orientation, beginning in summer 2018, the Office of Orientation will recruit, select and train Parent Orientation Leaders (POL) whose purpose will be to enhance the overall Orientation experience for parents and families and provide a more positive and personal experience while they are on campus. In addition to the training planned to prepare them for their role as a POL, they are required to have served at least one year as a Student Orientation Staff member so that they have a solid knowledge base to answer questions. Their primary responsibilities during Parent Orientation include: to assist in the logistical coordination of Orientation operations during the summer months; to facilitate discussions on campus life, academic expectations and UL Lafayette with parents, guests and new students; and to answer questions in a small group setting and a student panel setting while remaining both friendly, truthful and professional.

Goal/Objective	Objective: Provide parents and families with information sessions that assist in their students' successful transition to the university. Goal: To improve the experience for our Parent and Guests at Parent Orientation, beginning in summer 2018, the Office of Orientation will recruit, select and train Parent Orientation Leaders (POL) whose purpose will be to enhance the overall Orientation experience for parents and families and provide a more positive and personal experience while they are on campus. In addition to the training planned to prepare them for their role as a POL, they are required to have served at least one year as a Student Orientation Staff member so that they have a solid knowledge base to answer questions. Their primary responsibilities during Parent Orientation include: to assist in the logistical coordination of Orientation operations during the summer months; to facilitate discussions on campus life, academic expectations and UL Lafayette with parents, guests and new students; and to answer questions in a small group setting and a student panel setting while remaining both friendly, truthful and professional.
Legends	OO - Outcome/Objective (administrative units);

Standards/Outcomes	<table border="1" data-bbox="386 342 1511 457"> <tr> <th data-bbox="386 342 743 380">Identifier</th> <th colspan="4" data-bbox="743 342 1511 380">Description</th> </tr> <tr> <td data-bbox="386 380 743 457">Student SI. Student SI 1.KPI 1</td> <td colspan="4" data-bbox="743 380 1511 457">Implement and sustain student support to retain and graduate students.</td> </tr> </table>					Identifier	Description				Student SI. Student SI 1.KPI 1	Implement and sustain student support to retain and graduate students.			
Identifier	Description														
Student SI. Student SI 1.KPI 1	Implement and sustain student support to retain and graduate students.														
Assessment Measures	<table border="1" data-bbox="386 600 1511 957"> <tr> <th data-bbox="386 600 597 667">Assessment Measure</th> <th colspan="4" data-bbox="597 600 1511 667">Criterion</th> </tr> <tr> <td data-bbox="386 667 597 957">Indirect - Survey - students</td> <td colspan="4" data-bbox="597 667 1511 957">To measure this goal, we will create a set of new survey questions on the 2018 Parent Orientation Survey addressing the success of the Parent Orientation Leaders. These questions will include: • Please rate the Parent Orientation Leaders on the following: o Knowledge of UL Lafayette o Knowledge of resources available to students o Overall professionalism and friendliness o Overall effectiveness of the Parent Orientation Leaders. The goal will be for Parent Orientation Leaders to have an average minimum score of Good or Excellent (4 or 5 rating) on these survey questions.</td> </tr> </table>					Assessment Measure	Criterion				Indirect - Survey - students	To measure this goal, we will create a set of new survey questions on the 2018 Parent Orientation Survey addressing the success of the Parent Orientation Leaders. These questions will include: • Please rate the Parent Orientation Leaders on the following: o Knowledge of UL Lafayette o Knowledge of resources available to students o Overall professionalism and friendliness o Overall effectiveness of the Parent Orientation Leaders. The goal will be for Parent Orientation Leaders to have an average minimum score of Good or Excellent (4 or 5 rating) on these survey questions.			
Assessment Measure	Criterion														
Indirect - Survey - students	To measure this goal, we will create a set of new survey questions on the 2018 Parent Orientation Survey addressing the success of the Parent Orientation Leaders. These questions will include: • Please rate the Parent Orientation Leaders on the following: o Knowledge of UL Lafayette o Knowledge of resources available to students o Overall professionalism and friendliness o Overall effectiveness of the Parent Orientation Leaders. The goal will be for Parent Orientation Leaders to have an average minimum score of Good or Excellent (4 or 5 rating) on these survey questions.														
Assessment Findings	<table border="1" data-bbox="386 1098 1511 1997"> <thead> <tr> <th data-bbox="386 1098 570 1165">Assessment Measure</th> <th data-bbox="570 1098 781 1165">Criterion</th> <th data-bbox="781 1098 1016 1165">Summary</th> <th data-bbox="1016 1098 1317 1165">Attachments of the Assessments</th> <th data-bbox="1317 1098 1511 1165">Improvement Narratives</th> </tr> </thead> <tbody> <tr> <td data-bbox="386 1165 570 1997">Indirect - Survey - students</td> <td data-bbox="570 1165 781 1997">Has the criterion To measure this goal, we will create a set of new survey questions on the 2018 Parent Orientation Survey addressing the success of the Parent Orientation Leaders. These questions will include: • Please rate the Parent Orientation Leaders on the following: o Knowledge of UL Lafayette o Knowledge of</td> <td data-bbox="781 1165 1016 1997">After further discussion, the areas selected to rate the Parent Orientation Leaders in the parent orientation survey were: 1. Welcoming 2. Friendly 3. Professional and 4. Knowledgeable. Under the "Welcoming" category, 95.56% of respondents selected Good or Excellent. For "Friendly", 95.56% of respondents selected Good or Excellent. For Professional,</td> <td data-bbox="1016 1165 1317 1997">Data_Q22_180913.pdf</td> <td data-bbox="1317 1165 1511 1997">- Assessment Process: Continuous monitoring: The Parent Orientation Leader program completed its first year in our office therefore we will continue to monitor their success through the parent orientation survey and through face-to-face feedback from the parents/guests at orientation and the</td> </tr> </tbody> </table>					Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives	Indirect - Survey - students	Has the criterion To measure this goal, we will create a set of new survey questions on the 2018 Parent Orientation Survey addressing the success of the Parent Orientation Leaders. These questions will include: • Please rate the Parent Orientation Leaders on the following: o Knowledge of UL Lafayette o Knowledge of	After further discussion, the areas selected to rate the Parent Orientation Leaders in the parent orientation survey were: 1. Welcoming 2. Friendly 3. Professional and 4. Knowledgeable. Under the "Welcoming" category, 95.56% of respondents selected Good or Excellent. For "Friendly", 95.56% of respondents selected Good or Excellent. For Professional,	Data_Q22_180913.pdf	- Assessment Process: Continuous monitoring: The Parent Orientation Leader program completed its first year in our office therefore we will continue to monitor their success through the parent orientation survey and through face-to-face feedback from the parents/guests at orientation and the
Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives											
Indirect - Survey - students	Has the criterion To measure this goal, we will create a set of new survey questions on the 2018 Parent Orientation Survey addressing the success of the Parent Orientation Leaders. These questions will include: • Please rate the Parent Orientation Leaders on the following: o Knowledge of UL Lafayette o Knowledge of	After further discussion, the areas selected to rate the Parent Orientation Leaders in the parent orientation survey were: 1. Welcoming 2. Friendly 3. Professional and 4. Knowledgeable. Under the "Welcoming" category, 95.56% of respondents selected Good or Excellent. For "Friendly", 95.56% of respondents selected Good or Excellent. For Professional,	Data_Q22_180913.pdf	- Assessment Process: Continuous monitoring: The Parent Orientation Leader program completed its first year in our office therefore we will continue to monitor their success through the parent orientation survey and through face-to-face feedback from the parents/guests at orientation and the											

		<p>resources available to students o Overall professionalism and friendliness o Overall effectiveness of the Parent Orientation Leaders. The goal will be for Parent Orientation Leaders to have an average minimum score of Good or Excellent (4 or 5 rating) on these survey questions. been met yet? Met</p>	<p>95.56% of respondents selected Good or Excellent. For "Knowledgeable" , 95.56% of respondents selected Good or Excellent</p>		<p>Parent Orientation Leaders themselves. We will evaluate the usefulness of this survey question and next year, may present a survey question that provides a more thorough look at the success of the POLs as well as allow parents/guest s to provide written feedback.</p>
--	--	---	---	--	--

Assessment List Findings for the Assessment Measure level for Objective: Enhance SOUL Camp Mentor training opportunities focusing on personal and professional development skills, as well as overall knowledge of the University of Louisiana at Lafayette. Goal: To improve campus knowledge of our SOUL Camp Mentors, during mandatory mentor training sessions, Lead Staff members will present on campus resources focusing on areas dealing with student safety and security (University Police, Title IX, Counseling and Testing, Student Rights and Responsibilities, etc.).

<p>Goal/Objective</p>	<p>Objective: Enhance SOUL Camp Mentor training opportunities focusing on personal and professional development skills, as well as overall knowledge of the University of Louisiana at Lafayette. Goal: To improve campus knowledge of our SOUL Camp Mentors, during mandatory mentor training sessions, Lead Staff members will present on campus resources focusing on areas dealing with student safety and security (University Police, Title IX, Counseling and Testing, Student Rights and Responsibilities, etc.).</p>						
<p>Legends</p>	<p>OO - Outcome/Objective (administrative units);</p>						
<p>Standards/Outcomes</p>	<table border="1"> <thead> <tr> <th data-bbox="373 1701 649 1743">Identifier</th> <th data-bbox="649 1701 1531 1743">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="373 1743 649 1816"> <p>Student SI.Student SI 1</p> </td> <td data-bbox="649 1743 1531 1816"> <p>Recruit, retain, and graduate outstanding students (undergraduate and graduate; traditional and nontraditional; transfer and returning adults).</p> </td> </tr> <tr> <td data-bbox="373 1816 649 1921"> <p>Student SI.Student SI 1.KPI 1</p> </td> <td data-bbox="649 1816 1531 1921"> <p>Implement and sustain student support to retain and graduate students.</p> </td> </tr> </tbody> </table>	Identifier	Description	<p>Student SI.Student SI 1</p>	<p>Recruit, retain, and graduate outstanding students (undergraduate and graduate; traditional and nontraditional; transfer and returning adults).</p>	<p>Student SI.Student SI 1.KPI 1</p>	<p>Implement and sustain student support to retain and graduate students.</p>
Identifier	Description						
<p>Student SI.Student SI 1</p>	<p>Recruit, retain, and graduate outstanding students (undergraduate and graduate; traditional and nontraditional; transfer and returning adults).</p>						
<p>Student SI.Student SI 1.KPI 1</p>	<p>Implement and sustain student support to retain and graduate students.</p>						

Assessment Measures	<table border="1"> <thead> <tr> <th data-bbox="376 338 597 411">Assessment Measure</th> <th colspan="4" data-bbox="600 338 1526 411">Criterion</th> </tr> </thead> <tbody> <tr> <td data-bbox="376 415 597 699">Indirect - Survey - students</td> <td colspan="4" data-bbox="600 415 1526 699">To measure this goal, we will ask two new survey questions on the 2018 SOUL Camp attendee survey under the “As a result of attending SOUL Camp” section of questions: • I have a better understanding of campus safety and security resources. • I feel comfortable reaching out to campus safety and security resources if myself or a friend are ever in need. Since this is a new question on the survey, our baseline will be for the overall scores on the two questions above to meet or exceed the average overall scores for the other questions that fall under the category “As a result of attending SOUL Camp”.</td> </tr> </tbody> </table>					Assessment Measure	Criterion				Indirect - Survey - students	To measure this goal, we will ask two new survey questions on the 2018 SOUL Camp attendee survey under the “As a result of attending SOUL Camp” section of questions: • I have a better understanding of campus safety and security resources. • I feel comfortable reaching out to campus safety and security resources if myself or a friend are ever in need. Since this is a new question on the survey, our baseline will be for the overall scores on the two questions above to meet or exceed the average overall scores for the other questions that fall under the category “As a result of attending SOUL Camp”.			
Assessment Measure	Criterion														
Indirect - Survey - students	To measure this goal, we will ask two new survey questions on the 2018 SOUL Camp attendee survey under the “As a result of attending SOUL Camp” section of questions: • I have a better understanding of campus safety and security resources. • I feel comfortable reaching out to campus safety and security resources if myself or a friend are ever in need. Since this is a new question on the survey, our baseline will be for the overall scores on the two questions above to meet or exceed the average overall scores for the other questions that fall under the category “As a result of attending SOUL Camp”.														
Assessment Findings	<table border="1"> <thead> <tr> <th data-bbox="376 842 573 915">Assessment Measure</th> <th data-bbox="576 842 792 915">Criterion</th> <th data-bbox="795 842 1008 915">Summary</th> <th data-bbox="1011 842 1289 915">Attachments of the Assessments</th> <th data-bbox="1292 842 1526 915">Improvement Narratives</th> </tr> </thead> <tbody> <tr> <td data-bbox="376 919 573 1974">Indirect - Survey - students</td> <td data-bbox="576 919 792 1974">Has the criterion To measure this goal, we will ask two new survey questions on the 2018 SOUL Camp attendee survey under the “As a result of attending SOUL Camp” section of questions: • I have a better understanding of campus safety and security resources. • I feel comfortable reaching out to campus safety and security resources if myself or a friend are ever in need. Since this is a new question on the survey, our baseline will be for the overall scores on the</td> <td data-bbox="795 919 1008 1974">Unfortunately, these questions were not added to the SOUL Camp survey for this summer. We did however, ask students to rate their overall satisfaction with the Campus Safety Presentation. SOUL Camp attendees gave the Campus Safety presentation a 4.22 out of 5 rating (Good to Excellent).</td> <td data-bbox="1011 919 1289 1974">Data_Q4_180913.pdf</td> <td data-bbox="1292 919 1526 1974">- Assessment Process: Data Collection changed: For next year, the survey questions will be added to accurately collect data on this topic. “As a result of attending SOUL Camp” section of questions: 1. I have a better understanding of campus safety and security resources. 2. I feel comfortable reaching out to campus safety and security resources if myself or a friend are ever in need.</td> </tr> </tbody> </table>					Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives	Indirect - Survey - students	Has the criterion To measure this goal, we will ask two new survey questions on the 2018 SOUL Camp attendee survey under the “As a result of attending SOUL Camp” section of questions: • I have a better understanding of campus safety and security resources. • I feel comfortable reaching out to campus safety and security resources if myself or a friend are ever in need. Since this is a new question on the survey, our baseline will be for the overall scores on the	Unfortunately, these questions were not added to the SOUL Camp survey for this summer. We did however, ask students to rate their overall satisfaction with the Campus Safety Presentation. SOUL Camp attendees gave the Campus Safety presentation a 4.22 out of 5 rating (Good to Excellent).	Data_Q4_180913.pdf	- Assessment Process: Data Collection changed: For next year, the survey questions will be added to accurately collect data on this topic. “As a result of attending SOUL Camp” section of questions: 1. I have a better understanding of campus safety and security resources. 2. I feel comfortable reaching out to campus safety and security resources if myself or a friend are ever in need.
Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives											
Indirect - Survey - students	Has the criterion To measure this goal, we will ask two new survey questions on the 2018 SOUL Camp attendee survey under the “As a result of attending SOUL Camp” section of questions: • I have a better understanding of campus safety and security resources. • I feel comfortable reaching out to campus safety and security resources if myself or a friend are ever in need. Since this is a new question on the survey, our baseline will be for the overall scores on the	Unfortunately, these questions were not added to the SOUL Camp survey for this summer. We did however, ask students to rate their overall satisfaction with the Campus Safety Presentation. SOUL Camp attendees gave the Campus Safety presentation a 4.22 out of 5 rating (Good to Excellent).	Data_Q4_180913.pdf	- Assessment Process: Data Collection changed: For next year, the survey questions will be added to accurately collect data on this topic. “As a result of attending SOUL Camp” section of questions: 1. I have a better understanding of campus safety and security resources. 2. I feel comfortable reaching out to campus safety and security resources if myself or a friend are ever in need.											

		two questions above to meet or exceed the average overall scores for the other questions that fall under the category "As a result of attending SOUL Camp". been met yet? Not met			
--	--	--	--	--	--

Reflection (Due 9/15/18)

Reflection

The primary purpose of assessment is to use data to inform decisions and improve programs and operations; this is an on-going process of defining goals and expectations, collecting results, analyzing data, comparing current and past results and initiatives, and making decisions based on these reflections. Recalling this purpose, respond to the questions below.

1) How were assessment results shared in the program / department?

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

Other (explain in text box below)

2) How frequently were assessment results shared?

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

Other faculty / staff (selected)

4) Consider the impact of prior applied changes. Specifically, compare current results to previous results to evaluate the impact of a previously reported change. Demonstrate how the use of results improved student learning and/or operations.

Since the Parent Orientation Leaders and the SOUL Camp Safety Presentation were new achievements for this year, this answer will focus on the goal of educating the Student Orientation Staff (SOS) in the functionality of ULink and effective course registration strategies so that freshmen have a positive experience with course registration at Orientation. In 2013, when data collection began for this survey question, SOS were not specifically educated in how to train students in ULink. The assumption was that since SOS were continuing students, they understood how to use ULink and understood how to teach incoming students in how to register for classes. In 2013, the survey results for "Understand how to use ULink" were 4.31/5.0 and "Understand how to register using ULink" were 4.34/5.0. With the introduction of the new Banner portal, the survey results were as follows: "Understand how to use ULink" were 4.37/5.0 and "Understand how to register using ULink" were 4.40/5.0. Based on student feedback, we realized that course registration training was not as straightforward as we hoped due to the design of the Banner system (pre-requisite errors, etc.). Because of this, the Office of Orientation implemented a training session with the Registrar's Office to teach the staff best practices in how to educate new students in ULink and course registration. Since this training began, the survey results have increased (2016 vs. 2018) from 4.37 to 4.51 for "Understand how to use ULink" and from 4.40 to 4.50 for "Understand how to register using ULink". Through the ULink training, SOS not only better understood the system, but also understood the importance of successful course registration for new student matriculation and retention. This year, we asked one additional question on the orientation survey to more thoroughly evaluate SOS's performance: "My Student Orientation Staff Leaders helped me understand ULink and how to register for classes". This survey question scored a 4.74/5.0. With the improvement in our survey data, and with the development of the course registration system with each Banner update, we will continue to invite the Registrar's Office to join our staff each spring to train the team in ULink functionality.

5) Over the past three assessment cycles, what has been the overall impact of "closing the loop"? Provide examples of improvements in student learning, program quality, or department operations that are directly linked to assessment data and follow-up analysis.

For the 2015-2016 Assessment Cycle, the goal to improve students' knowledge of ULink and course registration was not met. We realized that issues such as pre-requisite and co-requisite errors made course registration frustrating for new students and our Student Orientation Staff (SOS). The next year, we really focused on training SOS in how to effectively work through these errors. We also invited the Registrar's Office and Academic Advisors to join us in the computer labs during course registration at orientation to assist in overriding errors. The SOS training and support staff in the computer labs helped to smooth the course registration process. This resulted in an improvement in the survey results, but our assessment goal was still not achieved as our scores still fell below 2015 (pre-Banner) results. This past year, we continued to have the Registrar's Office come to train the team, but we also thoroughly evaluated the Leadership Team member presentation which trained our staff in how to teach incoming students the functionality of ULink, Moodle and Banner. We focused on helping the staff present ULink in the most straightforward and effective way possible. All of these efforts; continued course registration training by the Registrar's Office, improved ULink training by the Leadership Team and having Registrar's Office staff and Academic Advisors in the computer labs have helped us to finally achieve this goal for the 2017-2018 Assessment Cycle.

Attachments (optional)

Upload any documents which support the program / department assessment process.