

# New Student Orientation 2008-2009 Spring Entry Orientation

*Evaluation as of March 4, 2009*

The Office of New Student Orientation (NSO) provided first-year and transfer students that attended the 2008-2009 Spring Entry Orientation programs an opportunity to evaluate the one-day program in which they participated. Students received the surveys via email the day after their orientation session. The Likert scale responses used on the survey instrument provide an overview of student perception but do not provide insight to the reasoning or experience upon which the perception was based. Students had an opportunity to provide written comments on the survey in response to five questions/prompts.

The 2008-2009 survey format was redesigned to better reflect New Student Orientation's revised Assessment Plan and to gather additional information that has not been collected in previous years. The survey instrument was constructed using the following 5-part Likert scale to rate student responses: 5 = Strongly Agree, 4 = Agree, 3 = Uncertain, 2 = Disagree, and 1 = Strongly Disagree for a majority of questions; however, open-ended questions were also added to allow students to comment on their experiences in their own words. A copy of the instrument is attached at the end of this report.

This year, our office received 66 evaluations, which were approximately 24% of the evaluations that were distributed. This percentage is an increase from last year (15%) and is an indication of the effort New Student Orientation puts into gathering feedback from participants. Listed in Figure 1 is the return rate by specific colleges:

College/Academic Program	# of Students	# of Evaluations	% of Responses within Academic Program	% of All Responses by Academic Program
Agricultural Institute	14	2	14%	3%
Agriculture & Life Sciences	51	11	22%	16%
Design	0	0	0%	0%
Education	11	3	27%	5%
Engineering	36	7	19%	11%
Humanities & Social Sciences	81	24	30%	36%
Management	50	11	22%	16%
Natural Resources	24	7	29%	11%
Physical & Mathematical Sciences	7	0	0%	0%
Textiles	3	0	0%	0%
Other/Unknown	2	1	50%	2%
<b>Total</b>	<b>280</b>	<b>66</b>	<b>24%</b>	<b>100%</b>

*Figure 1: Summary of Evaluation Responses by College*

\* The Colleges of Design, Physical and Mathematical Sciences, and Textiles are not included in these survey results since they did not have students respond to the survey

## **ACADEMIC ADVISING AND COLLEGE WELCOME**

### **My advising session(s) at Orientation helped me to plan my spring schedule.**

2008-2009 Results:

- 42.4% either strongly agreed (25.8%) or agreed (16.6%)
- Mean: 3.90

Comments:

- Because of the nature of Spring Entry Orientation, the results of this question do not represent all of the advising that students received before registering for class. Students could have a) spoken with their academic advisor before coming to Orientation, or b) registered for spring classes prior to attending Orientation. An item was added to the evaluation that addresses information and advice students receive before coming to Spring Entry Orientation in an attempt to determine if and when students are being advised.

### **The information and advice I received before Orientation helped me to plan my spring schedule.**

2008-2009 Results:

- 75.7% either strongly agreed (42.4%) or agreed (33.3%)
- Mean: 4.19

Comments:

- All colleges who participated in Spring Entry Orientation and whose students responded to this survey were included in these results.

### **I was satisfied with the attention I received during my advising session(s).**

2008-2009 Results:

- 65.2% either strongly agreed (39.4%) or agreed (25.8%)
- Mean: 4.26

Comments:

- All colleges who participated in Spring Entry Orientation and whose students responded to this survey were included in these results.

### **As a result of the college meeting, I feel informed about academic requirements, policies, and procedures.**

2008-2009 Results:

- 77.3% either strongly agreed (36.4%) or agreed (40.9%)
- Mean: 4.27

Comments:

- This item addresses the general purpose of the college meeting, which is to present general information about the college to students. Not all colleges provide specific information regarding academic requirements, policies, and procedures during their college meeting; however, if it is not covered in the college meeting, the colleges cover this information during academic advising sessions.

## CLASS REGISTRATION

**I have a clear understanding of how to register for classes at NC State.**

2008-2009 Results:

- 87.9% either strongly agreed (60.6%) or agreed (27.3%)
- Mean: 4.44

Comments:

- To inform students about the MyPack Portal registration system, the Department of Registration and Records gives a 15 minute presentation during the afternoon MyPack Portal and Registration Workshop session. This large-group session is followed by meetings with their colleges where students can ask additional registration questions.

## DIVERSITY

**I understand the importance that NC State places on diversity and being open to new people and experiences.**

2008-2009 Results:

- 96.9% either strongly agreed (53.0%) or agreed (43.9%)
- Mean: 4.52

Comments:

- The wording of this question changed from 2007 to encompass NC State's definition of diversity as something that will enhance the campus community and promote understanding. Information about diversity on campus and diversity programs is delivered through our *Opening Remarks*, which involves representatives from the Office for Equal Opportunity, the Office for Diversity and Inclusion, and the Disability Services Office.

## INTERACTION WITH FACULTY AND STAFF

**I know at least one person (faculty or staff) at NC State that I can turn to if I have questions or concerns.**

2008-2009 Results:

- 84.9% either strongly agreed (36.4%) or agreed (48.5%)
- Mean: 4.15

Comments:

- New Student Orientation attempts to connect the incoming students with the campus, as well as the faculty and staff within the campus community, so students feel as comfortable as possible when they begin classes. This is done through intentional interactions including the college meeting and academic advising.

## **EXCITED TO START**

**As a result of Orientation, I am excited to start my first year at NC State.**

2008-2009 Results:

- 89.4% either strongly agreed (48.5%) or agreed (40.9%)
- Mean: 4.36

Comments:

- This item is meant to demonstrate the overall feeling that incoming students have after attending their Orientation session.

## **INTERACTION WITH ORIENTATION STAFF**

**Orientation staff was knowledgeable.**

2008-2009 Results:

- 95.5% either strongly agreed (45.5%) or agreed (50.0%)
- Mean: 4.36

**Orientation staff was courteous.**

2008-2009 Results:

- 95.4% either strongly agreed (53.0%) or agreed (42.4%)
- Mean: 4.44

**Orientation staff was welcoming.**

2008-2009 Results:

- 93.9% either strongly agreed (56.1%) or agreed (37.8%)
- Mean: 4.45

Comments:

- Significant time and resources are dedicated to training the Orientation staff – all Orientation Counselors must complete a two credit-hour training course during the spring semester as well as additional training during the summer prior to the summer Orientation program. Orientation Counselors also work the Spring Entry Orientation program.

## **UNIVERSITY COMPUTING SYSTEM**

**I understand NC State University's policies regarding responsible computer use (e.g. illegal file sharing, keeping passwords secure, etc.)**

2008-2009 Results:

- 81.8% either strongly agreed (45.5%) or agreed (36.3%)
- Mean: 4.14

**I understand the various ways I can get help if I have a problem using computers at NC State.**

2008-2009 Results:

- 81.8% either strongly agreed (36.4%) or agreed (45.4%)
- Mean: 3.89

Comments:

- The Office of Information Technology (OIT) informed incoming students on responsible computer use and ways to get assistance when using computers at NC State. OIT gave a 5 minute presentation and provided information and materials for the Orientation Information Folder which provided incoming students the information they need to safely and appropriately utilize the computing services offered on campus.

## **UNLAWFUL HARASSMENT PREVENTION**

**I am aware of the policies and procedures regarding unlawful harassment at NC State.**

2008-2009 Results:

- 92.4% either strongly agreed (48.5%) or agreed (43.9%)
- Mean: 4.35

**I know where to seek assistance if I feel I have experienced unlawful harassment or discrimination.**

2008-2009 Results:

- 87.9% either strongly agreed (39.4%) or agreed (48.5%)
- Mean: 4.17

Comments:

- The Office for Equal Opportunity (OEO) was part of the *Opening Remarks* where a representative from the office presented.
- The Orientation staff received training from the Assistant Vice Provost and Director of Harassment Prevention & Equity Programs so they would be able to respond to questions from students.

## **GETTING INVOLVED AT NC STATE**

**As a result of Orientation, I understand the variety of ways to get involved on campus.**

2008-2009 Results:

- 81.8% either strongly agreed (28.8%) or agreed (53.0%)
- Mean: 4.05

Comments:

- Students have an opportunity to learn about getting involved on campus through the *Getting Involved at NC State* breakout session during Spring Entry Orientation, as well as through interactions with Orientation Counselors, who are trained on campus involvement and activities.

## **PROGRAM STRUCTURE**

**During Orientation, I wish I had \_\_\_\_ interaction with other students.**

2008-2009 Results:

- 98.4% either wished for more interaction (42.4%) or the same interaction (56.0%) with other students

**During Orientation, I received \_\_\_\_ valuable information.**

2008-2009 Results:

- 81.8% of respondents receive a lot of valuable information at Orientation

**I wish the Orientation program was \_\_\_\_.**

2008-2009 Results:

- 90.9% either wanted more structure (22.7%) or the same structure (68.2%) for the Orientation program

Comments:

- For the planning of future Spring Entry Orientation programs, the Office of New Student Orientation wanted student feedback regarding the structure and schedule to better serve the needs of a changing population.

## **STUDENT REGISTRATION INFORMATION**

**For how many hours were you registered before attending Orientation?**

2008-2009 Results:

- 37.9% were registered for 0-6 hours before attending Orientation
- 19.7% were registered for 7-12 hours before attending Orientation
- 42.4% were registered for 13 + hours before attending Orientation
- Mean: 2.05

**For how many hours were you registered after attending Orientation?**

2008-2009 Results:

- 21.2% were registered for 0-6 hours before attending Orientation
- 25.8% were registered for 7-12 hours before attending Orientation
- 53.0% were registered for 13 + hours before attending Orientation
- Mean: 2.32

Comments:

- For planning purposes, NSO wanted to gather information from the students to find out when they were registering for their classes.

## WRITTEN STUDENT COMMENTS

On the 2008-2009 Spring Entry Orientation evaluation, students were asked to provide written comments regarding their Orientation experience. Students had the opportunity to respond to the following four questions/prompts:

1. What information was not covered during Orientation that you think should have been included?
2. Please describe the elements of Orientation you found to be most helpful.
3. Please describe the elements of Orientation you found to be least helpful.
4. What (if anything) would you change about the Orientation program?

In previous years, students provided written comments on a number of Orientation components including check-in, Orientation general welcome, breakout sessions, college meeting and academic advising, computer usage presentation, online registration workshop, and the parking and transportation presentation.

All student comments have been reviewed by the NSO staff and summaries of each question can be found below.

### Information Not Covered

The majority of information students believed should be covered during Orientation revolved around basic services for students. The following items received the most responses.

- **Parking and Transportation.** Students wanted more indepth information about parking permits, parking lots, and commuting as an NC State student.
- **Technology.** More information on technology on campus, such as where to find computer labs was desired by some students.
- **University Police and campus safety.** Students indicated that they wanted more information about campus safety.
- **Getting around campus.** Students wanted more opportunities to explore campus and longer, more extensive campus tours.

### Most Helpful

Student comments indicated that the most helpful components of the Orientation program involve general information given out at Orientation.

- **Breakout Sessions.** Students indicated that the variety of breakout sessions presented valuable information from different offices/departments on campus.
- **Advising.** Advising and registration are among the items marked highest in the “Most Helpful” category and comments point to students wanting more time or opportunities for advising.
- **Tours.** Students commented on the campus tours being beneficial as they learned the campus, where offices and departments were, and how to navigate the campus for classes.
- **University Police.** Students appear to appreciate hearing from a representative of University Police and the information about campus safety they delivered during the *Opening Remarks*.

## Least Helpful

The least helpful aspects of the Orientation program deal with confusion surrounding different information given to the students from various colleges, offices, and departments, including New Student Orientation, during the Orientation program.

- **Parking and Transportation.** Students indicated that there was not enough time focused on parking and transportation during Orientation and the information received was confusing regarding permits and where to park.
- **Not enough information provided.** Some students felt as though they were not given enough information about what to expect and need for the Orientation program and advising.
- **Breakout sessions.** Students wanted more offices and departments represented and more opportunities to go to breakout sessions.
- **Advising.** Some students felt confused and unaware of expectations from colleges and advisors regarding information to bring to Orientation to aid in advisement and registration.

## What Would You Change

While students were generally positive about their experiences, students responded with comments about “what they would change” about Orientation. The items are listed below.

- **Another tour/breakout session.** Students wanted more opportunities to hear from offices and departments and learn about the campus in general.
- **More information.** As stated in the previous entry, students generally wanted more information about on campus offices and departments, as well as colleges and academic departments.
- **More student interaction.** Comments revealed a desire for more student interaction throughout the day and a desire to begin building connections to other students and the campus.
- **Better directions.** A few students felt lost, literally, while on campus due to either a lack of directions or being misdirected. This could be helped by the orientation staff and campus partners providing more directional information to students, such as how to return to the parking deck or student center after the program.

## SUMMARY

With 66 student evaluation forms submitted during the 2008-2009 Spring Entry Orientation program, and with many of these forms containing at least one written comment, there is a wealth of information to review. This report attempts to summarize the key findings and provide trends in the data. As is done each year, the evaluation results will be reviewed with the NC State campus community and NSO will work closely with its partners to address any items of concern. The evaluation form will be reviewed as well to include additional assessment items and new information that will assist in the planning of future Spring Entry Orientation programs.

Some key items that will be among priorities for the Office of New Student Orientation will include reviewing the Orientation model to determine the most effective schedule, working with presenters to provide more focused informational sessions to include more items that students found lacking in the 2008-2009 program, and reviewing the breakout session component of the program to analyze whether more sessions and topics should be added. The Office of New Student Orientation will also explore different methods of delivering messages outside of large, lecture style presentations that are used to deliver messages to all students. NSO will also work with its partners to identify key messages and their timing for students beginning classes in January to better communicate with these students as they begin their NC State careers.

**Grand Totals for All Colleges**

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable	Total	Mean
4 . Orientation staff was knowledgeable.	30	33	1	1	1	0	66	4.36
5 . Orientation staff was courteous.	35	28	1	1	1	0	66	4.44
6 . Orientation staff was welcoming.	37	25	2	1	1	0	66	4.45
7 . I am aware of the policies and procedures regarding unlawful harassment at NC State.	32	29	2	2	1	0	66	4.35
8 . I know where to seek assistance if I feel I have experienced unlawful harassment or discrimination.	26	32	3	3	2	0	66	4.17
9 . I understand NC State University's policies regarding responsible computer use (e.g. illegal file sharing, keeping passwords secure, etc.)	30	24	5	5	2	0	66	4.14
10 . I understand the various ways I can get help if I have a problem using computers at NC State.	24	20	14	7	1	0	66	3.89
11 . I have a clear understanding of how to register for classes at NC State.	40	18	5	2	1	0	66	4.42
12 . The information and advice I received from my college/department before Orientation helped me to plan my spring schedule.	28	22	11	2	3	0	66	4.06
13 . My advising session(s) at Orientation helped me to plan my spring schedule.	17	11	13	5	2	18	66	3.75
14 . I was satisfied with the attention I received during my advising session(s).	26	17	10	2	2	9	66	4.11
15 . I know at least one person (faculty or staff) at NC State that I can turn to if I have questions or concerns.	24	32	7	1	2	0	66	4.14

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Did Not Attend	Total	Mean
16 . As a result of the college meeting, I feel informed about academic requirements, policies, and procedures.	24	27	7	0	2	6	66	4.18

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable	Total	Mean
17 . I understand the importance that NC State places on diversity and being open to new people and experiences.	35	29	1	0	1	0	66	4.47
18 . As a result of Orientation, I understand the variety of ways to get involved on campus.	19	35	9	2	1	0	66	4.05
19 . As a result of Orientation, I am excited to start my first year at NC State.	32	27	6	0	1	0	66	4.35

**Grand Totals for All Colleges**

Statement	More	Same	Less	Not Applicable	Total	Mean
20 . During Orientation, I wish I had _____ interaction with other students.	28	37	1	0	66	1.59

Statement	A lot of	Little	No	Not Applicable	Total	Mean
21 . During Orientation, I received _____ valuable information.	54	11	1	0	66	1.20

Statement	More Structure	Same Structure	Less Structured	Not Applicable	Total	Mean
22 . I wish the Orientation program was _____.	15	45	6	0	66	1.86

Statement	0 to 6	7 to 12	13+	Not Applicable	Total	Mean
23 . For how many hours were you registered before attending Orientation?	25	13	28	0	66	2.05
24 . For how many hours were you registered after attending Orientation?	14	17	35	0	66	2.32

Statement	Yes	No	Not Applicable	Total	Mean
25 . Did you contact your advisor to discuss your spring class schedule?	55	11	0	66	1.17

**Grand Total Percentages for All Colleges**

Statement		Strongly Agree	Agree	SA + A	Neutral	Disagree	Strongly Disagree	Not Applicable
4.	Orientation staff was knowledgeable.	45.45%	50.00%	95.45%	1.52%	1.52%	1.52%	0.00%
5.	Orientation staff was courteous.	53.03%	42.42%	95.45%	1.52%	1.52%	1.52%	0.00%
6.	Orientation staff was welcoming.	56.06%	37.87%	93.93%	3.03%	1.52%	1.52%	0.00%
7.	I am aware of the policies and procedures regarding unlawful harassment at NC State.	48.48%	43.94%	92.42%	3.03%	3.03%	1.52%	0.00%
8.	I know where to seek assistance if I feel I have experienced unlawful harassment or discrimination.	39.39%	48.48%	87.88%	4.55%	4.55%	3.03%	0.00%
9.	I understand NC State University's policies regarding responsible computer use (e.g. illegal file sharing, keeping passwords secure, etc.)	45.45%	36.36%	81.82%	7.58%	7.58%	3.03%	0.00%
10.	I understand the various ways I can get help if I have a problem using computers at NC State.	36.36%	45.45%	81.82%	21.21%	10.61%	1.52%	0.00%
11.	I have a clear understanding of how to register for classes at NC State.	60.61%	27.27%	87.88%	7.58%	3.03%	1.52%	0.00%
12.	The information and advice I received from my college/department before Orientation helped me to plan my spring schedule.	42.42%	33.33%	75.76%	16.67%	3.03%	4.55%	0.00%
13.	My advising session(s) at Orientation helped me to plan my spring schedule.	25.76%	16.67%	42.42%	19.70%	7.58%	3.03%	27.27%
14.	I was satisfied with the attention I received during my advising session(s).	39.39%	25.76%	65.15%	15.15%	3.03%	3.03%	13.64%
15.	I know at least one person (faculty or staff) at NC State that I can turn to if I have questions or concerns.	36.36%	48.48%	84.85%	10.61%	1.52%	3.03%	0.00%

Statement		Strongly Agree	Agree	SA + A	Neutral	Disagree	Strongly Disagree	Did Not Attend
16.	As a result of the college meeting, I feel informed about academic requirements, policies, and procedures.	36.36%	40.91%	77.27%	10.61%	0.00%	3.03%	9.09%

Statement		Strongly Agree	Agree	SA + A	Neutral	Disagree	Strongly Disagree	Not Applicable
17.	I understand the importance that NC State places on diversity and being open to new people and experiences.	53.03%	43.94%	96.97%	1.52%	0.00%	1.52%	0.00%
18.	As a result of Orientation, I understand the variety of ways to get involved on campus.	28.79%	53.03%	81.82%	13.64%	3.03%	1.52%	0.00%
19.	As a result of Orientation, I am excited to start my first year at NC State.	48.48%	40.91%	89.39%	9.09%	0.00%	1.52%	0.00%

**Grand Total Percentages for All Colleges**

	<b>Statement</b>	<b>More</b>	<b>Same</b>	<b>Less</b>	<b>Not Applicable</b>
20.	During Orientation, I wish I had _____ interaction with other students.	42.42%	56.06%	1.52%	0.00%

	<b>Statement</b>	<b>A lot of</b>	<b>Little</b>	<b>No</b>	<b>Not Applicable</b>
21.	During Orientation, I received _____ valuable information.	81.82%	16.67%	1.52%	0.00%

	<b>Statement</b>	<b>More Structure</b>	<b>Same Structure</b>	<b>Less Structured</b>	<b>Not Applicable</b>
22.	I wish the Orientation program was _____.	22.73%	68.18%	9.09%	0.00%

	<b>Statement</b>	<b>0 to 6</b>	<b>7 to 12</b>	<b>13+</b>	<b>Not Applicable</b>
23.	For how many hours were you registered before attending Orientation?	37.88%	19.70%	42.42%	0.00%
24.	For how many hours were you registered after attending Orientation?	21.21%	25.76%	53.03%	0.00%

	<b>Statement</b>	<b>Yes</b>	<b>No</b>	<b>Not Applicable</b>
25.	Did you contact your advisor to discuss your spring class schedule?	83.33%	16.67%	0.00%