**Overview**

The Counseling Department at Crafton Hills College assesses the effectiveness of the New Student Advising (NSA) workshops for continuous quality improvement. This brief provides the results of the Fall 2016 NSA workshop evaluations completed by 1,058 students who attended a workshop between May 2 and August 19, 2016.

**Methodology**

The Counseling Department in collaboration with the Office of Institutional Effectiveness, Research, and Planning designed a 17-question online evaluation tool. First, respondents select their level of agreement with 16 statements students are expected to learn during a NSA workshop. Lastly, respondents are have the opportunity to provide suggestions for improvement in an open-ended question. In all 440 responses were received for a 41.6% response rate.

**Findings**

Table 1 illustrates respondents’ level of agreement with various statements students are expected to learn during the NSA workshop. Over 90% of respondents agreed or strongly agreed with all statements. Students were least likely (92.5%) to agree with the statement “I understand what a departmental recommendation is.”

**Table 1. Responses to NSA outcome statements.**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Statement | Strongly Agree | | Agree | | Disagree | | Strongly Disagree | |
| # | % | # | % | # | % | # | % |
| a) I understand that for an A.A./A.S. degree and/or to transfer, I need a minimum of 60 semester units, combining major prep coursework with general education coursework. | 354 | 80.5 | 86 | 19.5 | 0 | 0.0 | 0 | 0.0 |
| b) I understand how to substitute different courses within the same general education category (e.g. Natural Sciences, Social and Behavioral Sciences, etc) | 256 | 58.2 | 170 | 38.6 | 13 | 3.0 | 1 | 0.2 |
| c) I understand the differences between major prep courses and general education courses | 284 | 64.5 | 151 | 34.3 | 5 | 1.1 | 0 | 0.0 |
| d) I understand the English course sequencing | 325 | 73.9 | 111 | 25.2 | 4 | 0.9 | 0 | 0.0 |
| e) I understand the math course sequencing | 311 | 70.7 | 124 | 28.2 | 5 | 1.1 | 0 | 0.0 |
| f) I understand what a pre-requisite is | 335 | 76.1 | 98 | 22.3 | 7 | 1.6 | 0 | 0.0 |
| g) I understand what a co-requisite is | 323 | 73.4 | 106 | 24.1 | 11 | 2.5 | 0 | 0.0 |
| h) I understand what a departmental recommendation is | 245 | 55.7 | 162 | 36.8 | 32 | 7.3 | 1 | 0.2 |
| i) I understand that in order to maintain my priority registration status, I must have a comprehensive SEP (student educational plan) approved by a counselor | 305 | 69.3 | 130 | 29.5 | 5 | 1.1 | 0 | 0.0 |
| j) I understand that if I change my major, I need to meet with a counselor to update my SEP (student educational plan) | 325 | 73.9 | 112 | 25.5 | 3 | 0.7 | 0 | 0.0 |
| k) I understand how to use and navigate my electronic educational plan through WebAdvisor | 296 | 67.3 | 133 | 30.2 | 10 | 2.3 | 1 | 0.2 |
| l) I understand how to access the college catalog | 314 | 71.4 | 118 | 26.8 | 6 | 1.4 | 2 | 0.5 |
| m) I understand how to register for classes | 282 | 64.1 | 143 | 32.5 | 14 | 3.2 | 1 | 0.2 |
| n) I believe the new student advising presentations were valuable | 333 | 75.7 | 105 | 23.9 | 2 | 0.5 | 0 | 0.0 |
| o) The new student advising presenters were well-prepared | 344 | 78.2 | 94 | 21.4 | 2 | 0.5 | 0 | 0.0 |
| p) The new student advising presenters were easy to follow/understand | 333 | 75.7 | 100 | 22.7 | 6 | 1.4 | 1 | 0.2 |

When given the opportunity to provide suggestions for improvement, 33 respondents provided a response. Most comments were complimentary of the presenters or workshops and lacked suggestions for improvement. Four respondents suggested more personal or “1-on-1” assistance, especially for educational choices and technology. Three other respondents stated the workshops could move slower to allow for better comprehension.

* :-)
* AC its hot (;
* All of the presenters did a great job. God Bless
* All, great I just can't take a lot in at one time
* Brooke and the master student were great! Thanks for the info!
* Brooke Fyte was amazing help! Good luck at Cajon with the GEAR UP program!
* Can be too lengthy.
* Christian Ibarra
* Everyone was very helpful and took the time to explain everything in depth.
* Everything went very well in the workshop. I really appreciate the help that everyone provided.
* Excellent lecture that I’ve received from the counselors and master student. very helpful information
* explain a bit more slowly the process of adding classes
* food and drinks lol
* Good job :)
* good workshop
* Great counselors!
* Great work. Team made the presentation informational and personable. Lots of advice and resources of
* Help all students if they have trouble logging in computer before continuing presentation
* it was great
* J. Grabow was extremely helpful with helping me plan out my fall and spring semesters.
* just keep being helpful
* Keep it up!
* Make America Great Again
* more 1 on 1 time
* more selections for majors listed for you
* n/a
* None
* none, they were very helpful
* Not a suggestions but the instructors were very professional and informative and overall helpful
* Showing the steps to go to a new website, instead of saying "go to this hidden link"
* talk to the students about what classes they want to take beforehand
* The environment and the people were both positive and supportive
* The workshop is a good idea because it helps a lot for the new students coming in.