



Research Briefs from Crafton Hills Office of Research and Planning

Student Orientation Evaluation Summer 2009

Overview: In the summer of 2009 new students voluntarily participated in an informal student orientation. At the conclusion of the event, each attendee was asked to complete an evaluation. Although every student was given the opportunity to complete the questionnaire, they didn't necessarily choose to do so. The purpose of this report is to disseminate findings of the 557 participants who completed the evaluation.

Methodology: There were 557 respondents who completed this year's New Student Orientation Evaluation. Due to the layout of the survey, it appears 9 respondents mistakenly rated *Strongly Disagree* when answering the Likert questions, conflicting with their effectiveness ratings of excellent; therefore these were not included in the compilation of results. To avoid confusion in future evaluations, it is recommended that prior to orientations in summer 2010 the Likert scale is revised to remove the *Neutral* option, and that the choices from positive to negative; *Strongly Agree*, *Agree*, *Disagree*, and *Strongly Disagree*. The order of questions and the order of answer choices may have affected the results of the survey. In addition, the layout of the survey also produced a notable habitual effect in which survey respondents had a tendency to give the same answer to all the Likert questions, without really considering the questions individually. This issue is common when the survey is designed with a similar series of questions that offer the same answer choices.

It is recommended that the Office of Research and Planning (ORP) meet with the DREAMS EXPRESS and Counseling departments to discuss alternative survey layouts may help increase the likelihood of capturing more accurate information. Finally, future copies of the surveys need to be provided directly by the ORP to ensure that they can be scanned.

Comments, Concerns and Suggestions: Using a fill in the blank formatted question, respondents were given the opportunity to provide comments, concerns and suggestions intended to capture candid ideas and objective responses for feedback to improve future orientations. In all, attendees offered 62 remarks, the majority of which (79%) highlighted an overwhelmingly positive experience. These respondents were thankful ($n=12$), praised the presenters and/or presentation ($n=14$), and expressed that the event was enjoyable ($n=16$).

Common themes arising for suggestions included the need for additional Financial Aid ($n=2$), Veterans, and Disability Services information. Also requested was additional time and opportunity to meet with counselors ($n=5$) to answer questions about transfer, registration for minors, and certificate programs. Additional comments included;

- *Do not pass out "click pens"*

- *How can you expect people to pay one business day after registering? And all the classes are full!* (sic)
- *It was way to long!* (sic)
- *Presenter needs to make more eye contact*
- *Redundancy*
- *Stress major points and give simple explanations*

Effectiveness: The new student Orientation sessions received positive feedback and overall the presenter’s were rated as being effective, evidenced by the responses found in Table 1, 98% of students rated presenters as either *Good* or *Excellent*.

Table 1. Please rate the overall effectiveness of today's presenter			
<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>
387	152	7	0
70.2%	27.6%	1.3%	0.0%

*2 Respondents did not answer this question

Sample: The majority of students (60%) who attended the orientation are planning to graduate from Crafton Hills College with an Associate of Arts or Sciences Degree; and of those, 64% intend to continue on to pursue a Bachelor of Arts or Sciences Degree at a four year institution (see Table 2).

Table 2. What is your goal here at Crafton Hills College?		
Obtain a B.A./ B.S. degree <i>after</i> completing a 2-year degree	209	38%
Obtain a B.A./B.S. degree <i>without</i> completing a 2-year degree.....	34	6%
Obtain an A.A./A.S. degree <i>without</i> transferring to a 4-year	120	22%
Earn a vocational certificate <i>without</i> transferring to a 4-year.....	28	5%
Acquire new job skills/Update current job skills	24	4%
Maintain certificate or license	33	6%
Improve basic skills in English, Reading, or Math	17	3%
Complete credits for high school diploma or GED	2	<1%
Take personal interest/leisure courses	6	1%
Uncertain	99	18%
Total	572	103%

Demographics: Most of the new students who attended the new student orientation were; Caucasian/White, non Hispanic, Male, and 17-19 years old.

Table 3. Ethnicity	American Indian/Native Alaskan, non-Hispanic	6	1.1
	Asian American/Filipino/Pacific Islander, non-Hispanic ..	26	4.8
	Black/African American, non-Hispanic	26	4.8
	Caucasian/White, non-Hispanic	244	45.4
	Hispanic/Latino (any/all races)	191	35.5
	Other, non-White/Multiracial.....	46	7.2
	Total	539	100%

Table 4. Gender	Female	Male	Transgender	Total
	234	313	1	548
	43%	57%	<1%	100%

*9 Respondents did not answer this question

Table 5. Age	16	17	18	19	20-23	24-29	>=30	Total
	1	105	259	52	58	36	24	535
	<1%	20%	48%	10%	11%	7%	4%	100%

*13 Respondents did not answer this question

Note: The names and phone numbers of students who indicated they would like to be contacted to obtain additional information can be obtained upon request from the ORP.

Likert Questions: Table 6 indicates that overall respondents were very satisfied with the orientation, tour, and the presenters at this year’s orientations. Fifty five percent of the participants strongly agreed that their participation will help them in their future at Crafton. The presenter’s were also rated as being well prepared, organized, enthusiastic, energetic, and able to answer the attendee’s questions. Students were most likely to *Agree* or *Strongly Agree* that the presenter was enthusiastic and energetic (94.9%) and that the presenter was well prepared (94.6%).

Table 6.	<i>Strongly Disagree</i>		<i>Disagree</i>		<i>Neutral</i>		<i>Agree</i>		<i>Strongly Agree</i>		<i>Total</i>
Overall, I am satisfied with today's Orientation.	4	0.7%	4	0.7%	30	5.4%	231	41.9%	280	50.8%	549
Today's Orientation was interesting and useful.	4	0.7%	4	0.7%	37	6.7%	233	42.3%	271	49.2%	549
The campus tour will be helpful to me in the future.	5	0.9%	6	1.1%	53	9.6%	182	33.0%	302	54.8%	548
After today's Orientation, I now feel more confident about attending CHC.	5	0.9%	4	0.7%	51	9.3%	219	39.7%	269	48.8%	548
After today's Orientation, I better understand the registration process at CHC.	3	0.5%	9	1.6%	57	10.3%	209	37.9%	264	47.9%	542
After today's Orientation, I better understand the financial aid process at CHC.	6	1.1%	15	2.7%	101	18.3%	211	38.3%	213	38.7%	546
After today's Orientation, I better understand what I need to accomplish at CHC to transfer to a 4-year college or university.	3	0.5%	5	0.9%	58	10.5%	236	42.8%	244	44.3%	546
After today's Orientation, I have a better understanding of the requirements to meet my desired major/goal.	3	0.5%	12	2.2%	45	8.2%	238	43.2%	246	44.6%	544
The presenter(s) answered my questions.	3	0.5%	0	0.0%	39	7.1%	210	38.1%	294	53.4%	546
The presenter(s) was organized and well-prepared.	3	0.5%	2	0.4%	19	3.4%	201	36.5%	320	58.1%	545
The presenter(s) was enthusiastic and energetic.	3	0.5%	1	0.2%	20	3.6%	166	30.1%	357	64.8%	547

