



Research Briefs from Crafton Hills Office of Research and Planning
Summer 2010 Student Orientation Evaluation

Overview:

In the summer of 2010, new students voluntarily participated in an informal student orientation. From June 22, 2010 through August 11, 2010, at the conclusion of each orientation session, all attendees were asked to complete an on-line survey. The purpose of the survey was to explore how satisfied students were with the both the orientation and the presenters.

Summary:

- Out of 511, respondents mainly were Caucasian (46%), male (55%), and 18 years old or younger (62%), and primarily spoke English (93%).
- The most common educational goal of respondents was to obtain a B.A. or B.S. degree following an A.A. or A.S. degree (32%), followed by the goal to obtain an A.A. /A.S. and not transfer to a four-year college (31%).
- The vast majority of respondents expressed that the orientation will help them as CHC students (almost 100%) and expressed gaining a better understanding of what it takes to transfer to a four-year institution (97%) and of the requirements of their educational goal (95%).
- The vast majority of respondents expressed that the presenter answered their questions (almost 100%), was organized and well-prepared (99%), and was enthusiastic and energetic (99%).
- The majority of respondents (71%) rated the overall effectiveness rating of their presenter as being "Excellent."
- The majority of open-ended comments (66 of 77, or 86%) expressed a positive experience; however, twelve comments (14%) suggested room for improvement.
- The comments that suggested room for improvement expressed either the orientation being too long (n = 8) or not providing adequate information (n = 4).
- The comments that reflected a positive experience were mainly expressing appreciation for the orientation being helpful or informative (n = 29) or being socially supportive or comforting (n = 23).

Methodology:

Respondents completed and submitted their evaluations anonymously online at the conclusion of each orientation session during Summer 2010. Respondents completed eleven Likert-scaled ratings of various orientation features, on a 4-point scale with the options **Strongly Disagree**, **Disagree**, **Agree**, and **Strongly Agree**, along with a **Not Applicable** option. The overall effectiveness of the presenter could be rated as **Excellent**, **Good**, **Fair**, or **Poor**. Respondents could provide additional comments and questions. At the end of the evaluation, respondents were asked demographic questions regarding their age, gender, ethnicity, language, and educational goal.

Sample:

From June 22, 2010 through August 11, 2010, 607 students attended one of 44 orientation sessions. Out of these attendees, 511 respondents (84%) completed the evaluation. Respondents were more likely to be Caucasian (46%), male (55%), 18 years old or younger (62%), and primarily spoke English (93%). The educational goal most frequently identified was to obtain a B.A. or B.S. degree following an A.A. or A.S. degree (32%). An additional 31% of the students intended to obtain an A.A. /A.S. and not transfer to a four-year college (see Table 1).

Table 1: Summer 2010 Orientation Respondents' Demographic Information

Gender	N	%	Age	N	%
Female	225	44	18 or younger	317	62
Male	280	55	19-20	57	12
Missing	6	1	21 or older	70	14
Total	511	100	Missing	67	13
			Total	511	100
Ethnicity	N	%	Educational Goal	N	%
Caucasian/White	235	46	B.A./B.S. degree after A.A./A.S.	163	32
Hispanic/Latino	176	34	A.A./A.S. degree no B.A./B.S.	158	31
Asian /Filipino/Pacific Islander	31	6	Uncertain	100	20
Black/African American	30	6	Vocational certificate no B.A./B.S.	19	4
Other, non-White/Multi-racial	29	6	Job skills (Update/New)	19	4
American Indian/Native Alaskan	5	1	B.A./B.S. degree no A.A./A.S.	18	4
Missing	5	1	Basic skills-English, Reading, Math	12	2
Total	511	100	Maintain certificate or license	9	2
			Personal interest/leisure courses	7	1
Primary Language English	N	%	High school diploma or GED	1	0
Yes	475	93	Missing	5	1
No	28	6	Total	511	100
Missing	8	2			
Total	511	100			

Findings:

The majority of respondents' ratings reflected that the orientation was a positive experience for them (see Table 2). The vast majority of respondents expressed that the orientation will help them as CHC students (almost 100%), was useful (99%), and gave them a better understanding of the financial aid (89%) and registration processes (97%). The vast majority expressed gaining a better understanding of what it takes to transfer to a four-year institution (97%) and of the requirements of their educational goal (95%). Eighty-nine percent report feeling more confident about attending CHC. In addition, a wide majority of respondents found the campus tour helpful (99%).

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Table 2: The Percent and Number of Students Who Agree or Disagree with the Following Statements:	Strongly Disagree		Disagree		Agree		Strongly Agree		Total
	N	%	N	%	N	%	N	%	N
Overall, today's Orientation will help me while I am a CHC student.	0	0	2	0	173	34	333	66	508
Today's Orientation was useful.	0	0	5	1	167	33	335	66	507
I have a better understanding about the financial aid process at CHC.	4	1	51	10	248	50	191	39	494
I have a better understanding about the registration process at CHC.	0	0	16	3	209	41	281	56	506
I have a better understanding of what I need to accomplish at CHC to transfer to a 4-year institution.	1	0	13	3	226	45	260	52	500
I have a better understanding of the requirements to meet my desired major/goal.	1	0	21	4	223	44	257	51	502
I feel more confident about attending CHC.	0	0	9	2	198	39	297	59	504
The campus tour helped me get an idea about where services are located.	0	0	6	1	212	42	287	57	505

Note: As missing data did not exceed 3% for any item, they are excluded from the Totals.

The majority of respondents' ratings reflected satisfaction with the presenter (see Table 3). Of the respondents, almost 100% expressed that the presenter answered their questions, 99% expressed that the presenter was organized and well-prepared, and 99% expressed that the presenter was enthusiastic and energetic. Respondents also gave an overall effectiveness rating of their presenter. The majority of 503 respondents rated their presenter as being "Excellent" (362 or 72%), followed by "Good" (133 or 26%), "Fair" (7 or 1%), and then "Poor" (1 or 0%).

Table 3: The Percent and Number of Students Who Agree or Disagree with the Following Statements:	Strongly Disagree		Disagree		Agree		Strongly Agree		Total
	N	%	N	%	N	%	N	%	N
The presenter(s) answered my questions.	0	0	1	0	190	38	309	62	500
The presenter(s) was organized and well-prepared.	0	0	2	0	160	31	346	68	508
The presenter(s) was enthusiastic and energetic.	2	0	5	1	152	30	348	69	507

Note: As missing data did not exceed 3% for any item, they are excluded from the Totals.

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Open-Ended Comments:

Respondents were given the opportunity to provide comments, concerns and suggestions intended to improve future orientations. In all, orientation attendees offered 77 substantive remarks about their orientation experience.

The majority of these comments (66 or 86%) reflected an overwhelmingly positive experience; however, twelve comments (14%) suggested room for improvement.

Positive comments included expressing:

- 1) Valuing information (finding orientation or presenter helpful/useful/informative)
- 2) Social comfort (increased confidence or ease, or finding the orientation or presenter fun)
- 3) General thanks
- 4) Thanks for refreshments

1) Valuing Information (N = 29)

Helpful/Useful (n = 10)

- [Name] gave me some useful hints as to how to figure out my goals.... for that I am very grateful.
- [Name] was very helpful!
- The help was very good and useful towards college.
- The presenter was helpful and the presentation and the tour helped me a lot. It was helpful to take the tour because I am more aware of where everything is and all of my questions about attending CHC have been answered.
- The tour was very useful and I believe it helped me a lot. Talking with a counselor was the thing that helped me out the most. She gave me a better understanding of what classes I need to take in order to transfer to CSUSB. Thank you.
- They were all very useful, kind people.
- This orientation really helped a lot! Thanks!
- This was a great service! Thanks for the helpful information!
- I enjoyed my time. Good job, this was really helpful.
- It was useful and great they did a very good job at speaking today.

Informative/Answered Questions (n =19)

- Today's presentation helped me further understand what to expect while attending Crafton Hills College.
- Good presentation that provided information needed at the given moment.
- Great presenter and very helpful. The tour helped me understand the campus better.
- [He/she] helped me understand more about CHC.
- I felt that coming to this orientation helped me greatly. My presenter was very informative and answered everything to the fullest extent.
- I haven't been in school over 12 years. Being at this orientation was very helpful and lots of info that I needed. I would highly recommend others to come to this college.
- I was satisfied with the way [name] took us round the school and also explained in details every bit of information. I think Crafton should have a soccer facility and a table tennis facility

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because a student like me find pleasure in these sports because it helps me ease off and become more articulate afterwards .

- It helped me figure out where the classes are at.
- It was really good I got all my questions answered that I needed.
- [Name] and [name] did an excellent job at explaining all the necessary information I needed to transfer and obtain my associate's degree.
- [Name] and [name] were extremely helpful and the information they provided was priceless. Without them I would've been a lost soul!!!
- [Name] helped me out a lot with choosing my classes I would need to take and made them a lot easier to understand.
- [Name] was immensely helpful with all of the questions and concerns that I had. Thank you, [name] .
- [Name] was very helpful and made my day less boring but more exciting.
- [Name] was very helpful answered a lot of my questions.
- [Name] was very well prepared with any questions and had all the information we need to know to become successful in life.
- Thank you for all the useful information.
- Thanks, [name] was very informative and helpful.
- Even though I'm still a little unclear as to what major I want to shoot for, the presenters today answered all my questions and were extremely helpful.

2) Social Comfort (N = 23)

More Comfortable/Confident/At Ease (n = 12)

- Everyone I have spoken to from the first day, even on the phone have been very supportive and encouraging. I am an older beginning student that is a displaced worker, and not at all sure where to start and what to do, so I appreciate the extra help and support.
- Before I came to orientation, all I knew is what I wanted to major in. But with the knowledge I have now, I feel more confident in how to get there.
- I came in feeling lost and I am leaving with a map and compass in hand. The potential for my success has just tripled compared to what it was before this orientation.
- I found [name] to be very energetic and helpful. I immediately felt welcome and my comfortability lasted through [his/her] presentation. I did a lot of research prior to my arrival today so it could have been more useful if I wasn't aware of my needs and requirements. Overall I enjoyed the presentation today and this helped me feel a little more comfortable with this college. Thank you.
- I was really nervous coming in today, and I feel great now and extremely excited about starting college!
- It was fun learning about the college I am attending, it feels like I was given an advantage.
- IT WAS GREAT I FEEL MORE PREPARED FOR CLASS
- [Name] was helpful and put everyone at ease.
- Made me feel welcome and comfortable about attending Crafton.
- Thanks, I feel more confident about attending college.
- To actually walk and tour the interiors of the various rooms and buildings we viewed from the outside; and to have a more involved and defined one-on-one time with the counselor.

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- The presenter was very helpful and tied up a lot of loose ends about the process that I felt unfamiliar with. [He/she] was also very helpful to those who asked questions. I felt much more confident about attending the school and achieving my goals.

Fun/Easy/Nice/Friendly (n =11)

- The presenter was very friendly and I felt very welcomed. It wasn't a "class" type setting, it was laid back, open, warm, etc. It was focused on making us look at our college experience in a realistic light, without making it frightening, and put a spot-light on interaction and social interaction. [He/She] answered all the question that not only I had, but what other students had, and even told us what colleges (Valley, RCC, etc.) would be better suited to each of what we were looking at. [He/She] made registering for classes, figuring out what we needed to achieve in college, and figuring out how to read the agenda/schedule easier.
- Fun.
- It was easy , I like that.
- [Name] was a very nice and helpful man.
- [He/She] was very funny and energetic.
- [He/She] was cool and funny. very clear about everything.
- The presenter [Name] was very funny and very enthusiastic with [his/her] explainings of the orientation process.
- The presenter was fun and entertaining.
- Very class friendly.
- Very nice man.
- It was fun.. and well organized I liked it alot =D

3) General Thanks (N = 11)

- All I could say is I was thankful for having some to take time to show me the way to go.
- [Name] was great!
- :) i'm thankful for the orientation!
- Awesome presentation.
- [Person] was a lot of help.
- Good job!
- I think that this overall presentation was (GREAT) everything went well and I can't complain about it and thank you very much.
- It was awesome!
- Thanks you.
- Thank-you for providing a orientation for us as new time students.
- Very good.

4) Refreshments (N = 2)

- Free Rocky Road ice-cream.
- I really appreciated the free water on the tour of the campus. Thanks a lot (:

5) Suggestions for improvements (N = 12)

Too long or off-topic (n = 8)

- Be more enthusiastic. I wasn't fully attentive because it was too laid back.
- Better time management.
- Long.
- [Name] got a little bit off topic.
- The instructor was well prepared, it's just a lot to grasp.
- The only bad thing that I experienced during my "orientation" was that the information was jumbled. It was off topic if you ask me. Overall I would say just a tad bit more structure, but everything else was good. The CHC teacher was IMO way more helpful and enthusiastic.
- The orientation was really helpful. I wished they brought us to the whole campus during the tour.
- This was awesome, but long. Still awesome.

More or different information needed (n = 4)

- How can I receive information about job openings, and other extra resources with Crafton Hills?
- I believe the rest of my questions will be answered when I speak with a counselor in person.
- This whole presentation seemed geared towards the least common denominator. It was pretty long to make sure that the information was understood by everyone who needs there hand-held and therefore a waste of time for me.
- The campus guide, [name], was more helpful than the presenter.

One survey question that asked if the student had any additional questions and to specify their contact information. In response, three respondents asked these questions:

- Are UC and private college transfer requirements the same?
- I was wondering if there is any way I can find out what my results were for the FAFSA without having to wait in a 4 hour line at the financial aid office?
- I register on Saturday, when do I pay for my classes?

Two respondents wrote only their phone numbers, without specifying a particular question to be answered.