



Research Briefs from Crafton Hills Office of Research and Planning
Summer 2011 Student Orientation Evaluation

Overview:

In the summer of 2011, new students voluntarily participated in an informal student orientation. From June 1, 2011 through August 31, 2011, 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 465, respondents mainly were Hispanic (41%), female (50%), and 18 years old or younger (53%), and primarily spoke English (94%).
- 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 (34%), followed by the goal to obtain an A.A. /A.S. and not transfer to a four-year college (27%).
- 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 (96%) and of the requirements of their educational goal (94%).
- The vast majority of respondents expressed that the presenter answered their questions (98%), was organized and well-prepared (98%), and was enthusiastic and energetic (99%).
- The majority of respondents (72%) rated the overall effectiveness rating of their presenter as being "Excellent."
- The majority of open-ended comments (42 of 51, or 82%) expressed a positive experience; however, nine comments (18%) suggested room for improvement.

Methodology:

Respondents completed and submitted their evaluations anonymously online at the conclusion of each orientation session during Summer 2011. 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 1, 2011 through August 31, 2011, 713 students attended one of 44 orientation sessions. Out of these attendees, 465 respondents (65%) completed the evaluation. Respondents were more likely to be Hispanic (41%), female (50%), 18 years old or younger (53%), and primarily spoke English (94%). The educational goal most frequently identified was to obtain a B.A. or B.S. degree following an A.A. or A.S.

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degree (34%). An additional 27% 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	233	50	18 or younger	247	53
Male	229	49	19-20	78	17
Missing	3	1	21 or older	96	21
Total	465	100	Missing	44	10
			Total	465	100
Ethnicity	N	%	Educational Goal	N	%
Hispanic/Latino	191	41	B.A./B.S. degree after A.A./A.S.	159	34
Caucasian/White	181	39	A.A./A.S. degree no B.A./B.S.	123	27
Other, non-White/Multi-racial	36	8	Uncertain	100	22
Black/African American	23	5	B.A./B.S. degree no A.A./A.S.	27	6
Asian /Filipino/Pacific Islander	20	4	Vocational certificate no B.A./B.S.	18	4
American Indian/Native Alaskan	6	1	Maintain certificate or license	11	2
Missing	8	2	Basic skills-English, Reading, Math	11	2
Total	465	100	High school diploma or GED	5	1
			Personal interest/leisure courses	4	1
Primary Language English	N	%	Job skills (Update/New)	4	1
Yes	435	94	Missing	3	1
No	25	5	Total	465	100
Missing	5	1			
Total	465	100			

Findings:

The majority of respondents' ratings reflected that the orientation was a positive experience for them (see Table 2). The 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 (94%). The vast majority expressed gaining a better understanding of what it takes to transfer to a four-year institution (96%) and of the requirements of their educational goal (94%). Eighty-nine percent report feeling more confident about attending CHC. In addition, a wide majority of respondents found the campus tour helpful (99%).

The majority of respondents' ratings reflected satisfaction with the presenter (see Table 3). Of the respondents, more than 98% expressed that the presenter answered their questions, 98% 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 462 respondents rated their presenter as being "Excellent" (331 or 72%), followed by "Good" (123 or 27%), "Fair" (7 or 2%), and then "Poor" (1 or 0%).

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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.	2	0	0	0	160	34	296	65	459
Today's Orientation was useful.	2	0	2	0	156	34	303	65	463
I have a better understanding about the financial aid process at CHC.	4	1	45	10	229	51	170	38	448
I have a better understanding about the registration process at CHC.	3	1	25	5	205	44	231	50	464
I have a better understanding of what I need to accomplish at CHC to transfer to a 4-year institution.	3	1	18	4	202	44	236	51	459
I have a better understanding of the requirements to meet my desired major/goal.	3	1	21	5	213	46	224	48	461
I feel more confident about attending CHC.	1	0	8	2	185	40	266	58	460
The campus tour helped me get an idea about where services are located.	0	0	1	0	164	35	298	64	463

Note: As missing data did not exceed 4% for any item, they are excluded from the Totals.

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	6	1	174	38	274	60	454
The presenter(s) was organized and well-prepared.	1	0	6	1	139	30	317	68	463
The presenter(s) was enthusiastic and energetic.	0	0	3	1	125	28	321	71	

Note: As missing data did not exceed 4% for any item, they are excluded from the Totals.

Open-Ended Comments:

Respondents were given the opportunity to provide comments, concerns and suggestions intended to improve future orientations. In all, orientation attendees offered 51 substantive remarks about their orientation experience.

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The majority of these comments (42 or 82%) reflected a positive experience; however, 9 comments (18%) suggested room for improvement.

Positive comments included expressing:

- 1) Helpful/Informative
- 2) Well-presented
- 3) Socially comforting (increased confidence or ease, or finding the orientation or presenter fun)
- 4) General thanks

1) Helpful/Informative (N = 15)

- Very informational
- Very helpfull
- Very helpfull
- Very helpful.
- They where very helpful and answered all my questions
- I feel more informed
- It over helped me better understand what exactly is going. what and how I need to register for classes along with I know where to go if I need any help.
- he was great help
- The oreintation today helped me understand how to be a sucessful student.
- Provided useful info and directories to info.
- Ben was the fill-in presenter. Great help.
- All people @ Crafton that were involved with assesment and orientation were very helpful.
- Presentation was very detailed. Answered all of the students questions and left room for discussion. Overall, it was extremely helpful.
- Went thru all questions which was great.
- Well spoken, able to answer questions with thorough reply.

2) Well-presented (N = 8)

- Very good speaker
- The presentation was enjoyable and well organized.
- Very thorough, [he/she] was a very good presenter.
- [Name] was great and very energetic. Thanks.
- Presenter had an excellent smile.
- [Name} the tour guide was very good and organized.
- [Name] is cool, seems like he would be a great teacher
- Good tour guide and presenter.

3) Socially Comforting (N = 5)

- It was very helpful and definitely will help me ease my anxiety.
- This really helped lower my level of confusion by a lot. I found this to be very useful.
- Very well done and it was warm and welcoming and very delightful.
- Everyone was very helpful, friendly, and thorough in their presentations!

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- [Name] was a great tour guide and very helpful in all aspects. [He/She] was very enthusiastic and seemed to be passionate. [Name] has great people skills and he helped me become more confident about going to CHC.

4) General Thanks (N = 14)

- Thank you :)
- Thank you
- Great Job!
- Goods stuff
- Sufficient
- Very good overall.
- It was good
- WHOOOOOOOOOOOW
- Naaaaaice
- Most excellent Bro!
- outstanding orientation
- Special thanks to [name] without [his/ her] help I would have never been able to log in thanks [name].
- I did it online but understood most of the enrollment process.
- it is really long

5) Suggestions for improvements (N = 9)

- I am still confused about hybrid classes.
- The original presenter was on vacation, nobody was prepared and I was extremely disappointed in the unprofessional nature with which this was handled.
- Just a little dull.
- Our presenter was on vacation so we had a counsler from a high school help us out. It wasn't very useful.
- Need more back to the futre jokes.
- I would like to know what I need to do if I plan to transfer to a private college later.
- I got lost in first semester advisement
- [Name] was rude, short with her explantations, and didnt seem interested in helping others.
- Explain requirements for major in more detail

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?

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

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