

New Student Orientation Program Evaluation Post Review Response

Recommendations #1: The IUPUI central administration should clearly articulate the value of the orientation process to all campus stakeholders.

This is a recommendation that will be handled by upper administration in which oversees the Orientation program.

Recommendation #2: The current level of orientation staffing should be examined to determine if the expectations of the program staff are realistic.

An important recommendation of the review team included the need to develop services and programming for transfer students. The Orientation Staff is in the process of creating a joint position with the Enrollment Center for the service of Intercampus Transfer students.

Pending additional resources, additional position may be created to address the following areas:

- 1) Transfers
- 2) Parents
- 3) New Students

Recommendation #3: More direct involvement of faculty in the orientation program should be encouraged, and the faculty reward structure should be modified as appropriate to ensure this involvement.

This is a goal of the Orientation Advisory Council to undertake. The Orientation Advisory Council is charged with providing support and guidance to the Orientation Program when looking at the prioritization of recommendations and policy related. The committee will meet once each semester for issues related to orientation. An executive summary will be sent to stakeholders and council members in the Fall 2004 semester. The consideration of a newsletter to faculty regarding the work of the Orientation program is also being explored.

Recommendation #4: Many current and planned orientation processes should be systematically web-enabled to carefully guide students from the time of admission to the beginning of the orientation program.

Work has begun to address the reservation process for orientation. This will become web-enabled for the Summer 2005 and assessed and supported by the Orientation Program. This will address:

- Placement Testing
- The scheduling of the New Student Orientation Program
- The processing of the New Student Enrollment Fee
- The processing of the user identifications for computer/e-mail services

Additional work will then be directed towards the implementation of a web orientation for the summer 2006 to support the campus program in which students and family members participate in.

Recommendation #5: The University Leadership Scholarship is an excellent and creative reward system that should be publicly acknowledged as a valuable service to IUPUI.

Efforts will include: advertising, faculty recommendations, and outreach to students who have participated in the learning community programs and advertisement through the Office of Student Scholarships. We have been in contact with the Office of Scholarships to assist the program with

institutionalizing the scholarship to ensure recognition, more visibility for recruitment and to implement a credit bearing course to be implemented the fall 2005, for the development of leadership skills and understanding of the responsibility in the summer orientation program and freshman seminar program.

Recommendation #6: IUPUI should continue to focus on the needs of parents and family members in the design and implementation of the orientation programs.

Continued research and effort is being made to address what a family program should look like and include at IUPUI. The family members did receive a very different program during the 2004 summer and with favorable responses. Specifically, the parents received time with a faculty member in the morning, received time alone with a student panel to discuss their concerns and ask their questions, and parents were included in the advising and registration session in the afternoon. These were significant changes to the program's processes. With the changing needs, population, and services of the campus it is critical to have a program that will be supportive and responsive. Space and university resources continue to be a challenge in growing the program.

The tradition of offering the Family Connections Dinner will be continued in the fall semester which brings family members of new IUPUI students together for a University College sponsored dinner and speaker. Administrators, faculty, staff and students dine with the parents for a wonderful evening of conversation and community building. A parent/family website and newsletter is also being developed on the University College Website to provide support and means for communication between the university and our family members.

Recommendation #7: The needs and delivery of services to IUPUI's many transfer students should be carefully considered.

The transfer population did receive a very different program during the 2004 program. Transfer students with 18 or more credit hours were required to attend one of seven transfer orientation programs. These programs were about 2 ½ hours in length and students were checked in, paired in very small groups with a student orientation leader and they received personalized assistance in getting their JAGTAG, confirming the student's username and password, participation in a short technology session, which included a video, question & answer session, and the distribution of software. The transfer student's were given advising appointment times at their academic school, and the OTEAM members personally took their group to their advising appointments and then assisted the students with their registration. The students were then dismissed. The goals of this new program were to respect the experience of the transfer student, provide transfer students with the information that they needed, while keeping the program streamlined and personal. A special exit survey was created and utilized to determine the student's satisfaction with this new program. Results were very favorable (*see Appendix A for Exit Survey Results*). In addition, as noted in prior response, a joint position is being hired to address transfer student concerns. Communication back to Orientation Advisory Council will also be included.

Recommendation #8: The current locus of control of the orientation program is appropriate.

Thank you.

Recommendation #9: There should be central administration leadership to facilitate collaboration among all schools and special program offices in the implementation of orientation programming.

The Orientation Program will work with the Council to address the following:

- (a) Dealing with the orientation needs of "special student populations"
- (b) Dealing with the needs of transfer students
- (c) Working together with CCL to meet goals of community building

- (d) Dealing with the details involved in offering student orientation leaders scholarships
- (e) Responding to student needs for more financial advising, math, and writing assistance.

This is a critical piece that starts from the moment student is accepted throughout the entry process. It is a continuous improvement issue as the campus strives to streamline communication and decrease miscommunication to our students.

Communication about changes and Exit Survey Results will also be shared with the school liaisons for improved communication.

Recommendation #10: If traditional freshman enrollment continues to increase, IUPUI should consider implementation of a pilot two-day overnight orientation program.

Promotion of an overnight program will begin with a pilot for special populations including Honor Students and the Bepko scholars in 2005.

Recommendation #11: Despite limited resources, continued in-depth assessment of orientation programs is important.

Assessment of pilot programs for transfers, parent/family members, and overnight programs will occur for assistance with program development and goal clarification. For a third year, the three-month post orientation survey will be conducted in the learning community programs. In addition, a continued look and revision of the exit survey will be done to address the changes in the orientation program and to ensure its validity in measuring the goals of the orientation program. A full program review should be scheduled to take place in 5-7 years.