2013-2014

Annual Report
for the
Division of Student Affairs

Departmental Report:
New Student Programs and Family Outreach

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2013-2014 (due 8/1/14)
Annual Report for New Student Programs and Family Outreach

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Department Information: Mission, Vision, Values, Highlights

Mission

New Student Programs & Family Outreach serves as a campus leader in facilitating the transition process for new students and their parent/family members. We promote and enhance successful transitions through collaborative programs and outreach.

Departmental Highlights

1. Development of new START publication to highlight FYE initiatives more thoroughly.
2. Creation of new U-Engage learning outcomes in collaboration with U-Engage advisory board and use of those outcomes in all FYE designated courses for 2014-15.
3. Partnership with Guidebook to establish user-friendly app to be used by NSPFO and other offices across campus.
4. Implementation of CONNECT Crew within east-side residence halls and further evolution of program to meet needs of new students living off campus in 2014-15.
5. Balancing increased demands for FYE involvement and creation of new initiatives during a time of decreased FTE.

Student Engagement & Success

Access to Oregon State University

In the summer of 2013, NSPFO saw 5,528 student through our summer and term orientation programs and assisted with students accessing and transitioning to OSU. Additionally we hosted 3,368 parents, family, support units for our incoming students. Our online International orientation program assisted 117 International Students with their transition to OSU.

Community & Involvement

Student Organizations

1. Alpha Lambda Delta- first-year honor society- 225 new members inducted

2. NSPFO continues to facilitate the New Student Walk & Convocation each fall - one of the first large-scale community building efforts students experience at OSU.

Student Employment

- 45 CONNECT Crew Leaders recruited, hired, trained and supervised during Fall 2013.
- 26 START leaders hired, trained and employed for the summer 2013 START programs.
- 1 CSSA GTA and Intern were employed by NSPFO during 2013.
- Student continuously report back on the positive experience they have working on START team and for NSPFO.

Healthy Students & Campus

1. NSPFO collaborates with Student Health Service/Health Promotion to offer health & well-being information to students during START sessions.
2. NSPFO collaborates with Healthy Campus Initiatives for the New Student Picnic

Student Satisfaction with Services

1. eSET instructor evaluations for all U-Engage classes and AHE courses taught below, evaluations of CONNECT crew meet-ups by crew leaders, end of the term online survey by U-Engage students.
2. On-line START satisfaction surveys were sent to all START participants.
3. Follow-up phone calls were made to all students who attended a first-year START program.

Teaching & Scholarship

Teaching

1. AHE 551: Programs and Functions in College Student Services- CSSA graduate program (Ruth Sterner & Kris Winter co-instructors)
2. AHE 407: Seminar Course- START and U-Engage Peer Leader training courses (Leslee Mayers & Ruth Sterner)
3. AHE 410: Internship- U-Engage Peer Leader development course (Ruth Sterner)
4. AHE 599: FIrst-Year College Students: Programs & Philosophies - CSSA graduate program (Kris Winter)
5. Additionally, Kris Winter serves as CSSA adjunct faculty and is an advisor for 2 CSSA graduate students.

Publications in Press, Peer Reviewed

Publications in Press, non-Peer Reviewed

Publications Submitted

Internal Reports

NSPFO. (2013 & 2014). NSPFO Annual Report for Dean of Student Life. Corvallis, Oregon: Kris Winter

Professional Presentations

- Hoefer, A., Ortega, M., (November 5, 2013). Confessions of a Student Affairs Grad. NODAC. Oregon State University, San Antonio, TX.
- Hoefer, A., Larkins, E., (March 1, 2014) . Re-Orientation:Preparing Students for Success in the Second-Year. NODA Region 1 Conference. Oregon State University, New Westminster, BC.
- Nagata, R. (March 1, 2014) . OSU's Creation of an Online Orientation for International Students. NODA Region 1 Conference. Oregon State University, New Westminster, BC.
- Mayers, L. (March 1, 2014) . Serving and Retaining Students with Children. NODA Region 1 Conference. Oregon State University, New Westminster, BC.
- Winter, K. (2014). Working with Distressed & Disruptive Students. Oregon State University departmental meetings and OSU Cascades faculty training. Oregon State University, Cascades, OR.

Grants, Contracts, Licensure, & Certifications

Grants & Contracts

Contract with Guidebook to provide a mobile app for 9 different departments across campus.

Contract with Comevo to provide online orientation for international Students (re-contract for 3 years).

Licensure & Certifications

Outreach & Engagement

Submission 1: NSPFO has a dual reporting structure with Academic Affairs - because of this, we sit on the Academic Affairs Council.

Groups engaged:

- Faculty & staff at OSU, outside the Division of Student Affairs: All of the Colleges within OSU

Submission 2: Collaboration with Center for Teaching and Learning on professional development for FYE instructors.

Groups engaged:

- Faculty & staff at OSU, outside the Division of Student Affairs: Center for Teaching and Learning, FYE instructors from different departments.

Submission 3: Selection, train and provide on-going support to faculty members teaching U-Engage courses.

Groups engaged:

- Faculty & staff at OSU, outside the Division of Student Affairs: All of the faculty members that teach U-Engage courses

Submission 4: As requested, provide training on working with students in distress to academic units on campus

Groups engaged:

- Faculty & staff at OSU, outside the Division of Student Affairs: Honors College, Associate Deans, Writing instructors, Communications instructors, Academic Advisors

Submission 5: Collaboration with colleagues in Academic Affairs (EOP & CAMP) to deliver START Bilingue - a Spanish speaking track for family members during an identified START session.

Groups engaged:

- Faculty & staff at OSU, outside the Division of Student Affairs: EOP, CAMP

Submission 6: Attendance at the Pac-12 Orientation Directors meeting

Groups engaged:

- Faculty & staff outside OSU, at other institutions: Pac-12 Institutions

Submission 7: Invite LBCC advisors to on campus START programs in order to better serve DPP students in attendance

Groups engaged:

- Faculty & staff outside OSU, at other institutions:LBCC

Submission 8: Offer out-of-state START programs annually in Anchorage, AK, Redwood City, CA and Honolulu, HI.

Groups engaged:

- Faculty & staff at OSU, outside the Division of Student Affairs: Academic Advisors

Submission 9: NSPFO maintains oversight of the OSU Parent & Family Association

Groups engaged:

Submission 10: Working with the International Programs & INTO on International Student Orientation

Groups engaged:

- Faculty & staff at OSU, outside the Division of Student Affairs: International Programs & INTO OSU

Diversity

Defined by New Student Programs and Family Outreach: NSPFO has a commitment to providing intentional and comprehensive programming for all student populations and their family members. Examples of this are:

1. Support and maintain the START Bilingue program,
2. Offer lunch sessions during Transfer START for Veterans and students with children,
3. Online Orientation for International Students,
4. Staff serve on the International Orientation Team,
5. Promote professional development for NSPFO staff around issues of diverity (attend Student Life Trainings)

International Activities & Accomplishments

NSPFO has developed a close collaboration with INTO and International Student and Advising Services to help deliver a more cohesive and intentional orientation experience for new incoming International students. Numbers have steadily increased over the past 3 years of International Students taking/completing the on-line orientation offering.

Other Initiatives

Awards

Students:

- Amber Hoefer was awarded the Outstanding Graduate Student Award that the NODA Region 1 Conference

Program Review

Has New Student Programs and Family Outreach completed a review since July 1, 2013? No

Next scheduled review: Next review to be conducted in 2020.

Type of program review:

New Student Programs and Family Outreach was reviewed:

Professional Involvement

- NODA (Kris Winter - Executive Board Member 2013-2014
- Leslee Mayers - Board Member 2010-2013 NASPA, Pac-12 Orientation Directors

Committee Involvement

- Academic Affairs Council
- Academic Advising Council
- Assistant Director of Student Conduct and Community Standards- committee chair
- College of Engineering First-Year Advisors search committee member
- Community Outreach Director, search committee (chair)
- CSSA advisor
- CSSA faculty
- CSSA social justice committee
- Director of Communication and Marketing for Student Affairs search committee member
- Enrollment Management Leadership Team
- Financial Literacy Council Sub-Committee on Communications and Marketing
- FYE Central Implementation Team
- FYE for International Students
- International Student Orientation
- Manager of Adaptive Technology search- committee chair
- NUFP mentor
- Organizational Structure for Student Success Workgroup
- Professional Faculty Evaluation Committee
- Sexual Assault/Response Prevention Alliance (SARPA)
- Student Care Team / Student Life Assistance Team

- Student Life Event Teams
- Student Life Leadership Team
- Student Affairs Communication Group
- Student Affairs Strategic Initiative 2
- Student Life Assistance Team
- Student Affairs Leadership Team
- Suicide Prevention Workgroup
- Title IX Coordination Committee
- UCSEE
- UCSEE Subcommittee on Transfer and DPP students
- UCSEE Subcommittee on Traditions
- U-Engage Advisory Committee
- UHDS Assoc. Director Search Committee
- UHDS Director of Res. Ed, search committee
- UHDS FYE Sub-Committees: 1st year traditions group and Academic Success and Faculty Engagement group

Key Performance Indicators

Summer 2013 NSPFO hosted 5170 new students and 3368 parent and family members. This is an increase of 777 students and 799 family members from 2012. NSPFO coordinated 34 sections of U-Engage, enrolling 740 students and utilizing

34 instructors, 27 undergraduate peer leaders and 4 graduate student peer leaders.

Attachment (copy & paste into browser):
http://ut1.qualtrics.com/WRQualtricsControlPanel/File.php?Filename=Key+Performance+Indicator+2013.docx&Size=15618&Type=application%2Fvnd.openxmlformats-officedocument.wordprocessingml.document&F=F_e54yMXgRhLn4onj

Photos & Videos

Assessment Report

Departmental Goals

1. Support student growth and development through their first year at OSU.

2. Provide new students and their families with informative and engaging orientation programs

3. Support specific transitional resources for unique student populations (e.g. Veterans, international students, Degree Partnership Program students, transfer students, multicultural students, non-traditional students, first-generation students).

4. Familiarize students with campus and the community.

5. Develop supportive partnerships with parents and family members of new students.

6. Provide meaningful student employment and internship opportunities for current OSU students

Goal 1:

Outcome 1.1

Outcome:

Students in U-Engage courses will do better academically compared to peers who did not enroll in an U-Engage course

Learning Goals for Graduates: Critical Thinking

Methods: Look up grades using Banner.

Implementation: NSPFO looked up the grades of the 740 students registered for the 34 U-Engage sections and compared them to the rest of the freshman class.

Results: GPAs for U-Engage Participants received a 2.94 where Non-U-Engage participant received a 2.87.

Attachment (copy & paste into browser):
http://ut1.qualtrics.com/WRQualtricsControlPanel/File.php?Filename=U-Engage+2013+Highlights.pptx&Size=1329822&Type=application%2Fvnd.openxmlformats-officedocument.presentationml.presentation&F=F_9SPzUxfqd2HpMiN

Decisions Made, Shared With: Results have been shared with the U-Engage advisory committee, Instructors, and NSPFO staff. These results will be used to promote U-Engage courses in the upcoming year.

Which other department(s) might find value in this data (in its entirety or in part)?

Goal 2:

Outcome 2.1

Outcome:

After active participation in START, students should be informed about OSU and feel prepared to attend OSU in the Fall.

Learning Goals for Graduates: Self-Awareness & Life-Long Learning

Methods: After START, NSPFO sends an e-mail program survey to all the first year students who attended the program. Additionally, START peer leaders called each first year student participant and asked them about their learning while at START as well as what questions they still had after START.

Implementation: We conducted a phone call campaign to first year students who participated in programs from June-August. A total of 3,078 calls were attempted. 33% was with students, 49% left a message, 9% was with a family member, and 8% had no answer, no voice mail or wrong number.

Results: 97% of the First Year Students, and 95% of Transfer students agreed or strongly agreed that they feel prepared to attend OSU in the fall. For First Year Students the top three most important things they learned were: Advising/Registration, Navigating Campus, and Involvement. For Transfer Students the three most important things they were able to learn at START were: Advising/Registration, Navigating Campus, and Resources available on campus. / / With the Phone Call Campaign people were asked if they had and follow-up questions about OSU after their START experience. The top three areas that received the most follow up questions were: Residence Life, Academic Life, and Textbooks. Knowing what areas students still had questions about will help guide increased programming in these areas for future years.

Attachment (copy & paste into browser):
http://ut1.qualtrics.com/WRQualtricsControlPanel/File.php?Filename=First-Year-START-2013.pdf&Size=817257&Type=application%2Fpdf&F=F_6Jdp0akJWPkvkVL

http://ut1.qualtrics.com/WRQualtricsControlPanel/File.php?Filename=Transfer-START-2013.pdf&Size=176159&Type=application%2Fpdf&F=F_74ckJBa0OoPcUx7

http://ut1.qualtrics.com/WRQualtricsControlPanel/File.php?Filename=calling+survery+2013.xlsx&Size=249858&Type=application%2Fvnd.openxmlformats-officedocument.spreadsheetml.sheet&F=F_a8KebhtiltqYr1H

http://ut1.qualtrics.com/WRQualtricsControlPanel/File.php?Filename=START+results+2013.docx&Size=20949&Type=application%2Fvnd.openxmlformats-officedocument.wordprocessingml.document&F=F_bD7LOfx1xp80jfD

Decisions Made, Shared With: Results have been shared with NSPFO, Student Life, and Head Advisors. We will be using the results to identify the best way to give more information out to the students in the areas they still had questions and continue to fine tune our START schedules.

Which other department(s) might find value in this data (in its entirety or in part)? Recreational Sports; University Housing & Dining Services; Others; Academic Advisors, Bookstore

Goal 3:

New Outcome 3.1

Outcome:

International Students will be able to register for the fall term classes prior to International Student Orientation in the fall

Learning Goals for Graduates: ;

Methods: NSPFO worked with ISAS to send out e-mails to 201 direct admit undergraduate international students to do the online orientation to complete prior to September.

Implementation: NSPFO worked with ISAS to send out e-mails to 201 direct admit undergraduate international students to do the online orientation to complete prior to September.

Results: 117 students went online to start the online orientation, 77 completed with passing scores (9 students were INTO students where it did not apply to them), 45 registered for classes a week prior to International orientation in September. This was an increase from the previous year by 43 students who went online to begin the online orientation, and 20 who completed the online orientation.

Attachment (copy & paste into browser):
http://ut1.qualtrics.com/WRQualtricsControlPanel/File.php?Filename=online+orientation+numbers+over+years.docx&Size=16970&Type=application%2Fvnd.openxmlformats-officedocument.wordprocessingml.document&F=F_3EQ3FJdGf818nu5

Decisions Made, Shared With: Continued to improve the platform and communication to continue to increase participation. Results shared with academic advisors, ISAS, and NSPFO.

Which other department(s) might find value in this data (in its entirety or in part)?

Assessment Plan

Departmental Goals

- Goal 1: Support student growth and development through their first year at OSU.
- Goal 2: Provide new students and their families with informative and engaging orientation programs
- Goal 3: Support specific transitional resources for unique student populations (e.g. Veterans, international students, Degree Partnership Program students, transfer students, multicultural students, non-traditional students, first-generation students).
- Goal 4: Familiarize students with campus and the community.
- Goal 5: Develop supportive partnerships with parents and family members of new students.
- Goal 6: Provide meaningful student employment and internship opportunities for current OSU students

Goal 1:

Outcome 1.1

Outcome:

G1-New Outcome 1

Methods: Look up grades through Banner.

Implementation: Look up grades of all students in U-Engage and compare it to the rest of the freshman class

Learning Goals for Graduates: *None listed*

Goal 2:

Outcome 2.1

Outcome: After active participation in START, students should be informed about OSU and feel prepared to attend OSU in the Fall.

Learning Goals for Graduates:

Methods: After START, NSPFO will send an e-mail program survey to all first year students who attended the program. Additionally, START peer leaders will call each START participant and ask them about their learning while at START as well as other questions they may still have.

Implementation: Conduct a phone call campaign to first year student who participated in program from June-August.

Learning Goals for Graduates: *None listed*

Goal 3:

Outcome 3.1

Outcome:

International Students will have the option to participate in online START and register for classes prior to international student orientation

Methods: Use Comevo to monitor online orientation completion, followed by checking to see if the students are registered prior to fall term.

Implementation: *None listed*

Learning Goals for Graduates: *None listed*

Peer Review Process

Are you interested in participating in the Assessment Council's Assessment Report & Plan Peer Review process? Yes