Online Assessment Tracking Database

Sam Houston State University (SHSU)
2014 - 2015

New Student Orientation (Freshman, Transfer)

Goal   **New Student Registration For Orientation** 🔑

Continued from the previous year the goal is to improve a new registration process for Orientation. The registration system implementation process will begin in hopes to having a new registration system for students entering Fall 2016.

Objective (P)   **Third- Party Software For Registration** 🔑

A third-pary software program to manage new registration for Orientation will be chosen and implemented with help of IT@SAM.

KPI Performance Indicator   **Registration Via Third-party Software** 🔑

A third-party software will be researched and implemented to assist with registration and tracking of students attending New Student Orientation. The registration system will allow students and families to make reservation updates and additional payments if needed. The registration system will communication with Banner to effectively produce reports for New Student Orientation and other University constituents.

Result   **Registration Update With IT@SAM** 🔑

After meeting with representatives for IT@SAM we have determined that working with IT@SAM to update and rebuild programs and reports needed for Orientation would be the best way to move forward.

Action   **Building Registration With IT@Sam** 📎 🔑

We are currently working with IT@SAM to eliminate reports and begin building the registration system in phases. The expected system will be developed in two phases while insuring current reports are not eliminated.

Goal   **Online Orientation Update - Continued** 🔑

Online Orientation will be revamped to increase user satisfaction.

Objective (P)   **Update & Satisfaction** 🔑

New Student Orientation will recieve an update to the program and users will rate their satisfaction to the assessment above average in their transition to SHSU.

KPI Performance Indicator   **Satisfaction** 🔑

Participants of the assessment will rank the online assessment above average and indicate its benefits in their transition to SHSU.

Result   **Assessment Outcome** 🔑

Assessment portion was not completed and an update to the content of Online Orientation was completed.

Action   **IT@SAM Orientation Update** 🔑

As the updates to the Orientation Registration system are completed so will the Online Orientation. We are currently working with IT@SAM to update our Orientation Registration. The complete Online Orientation Update with the assessment is scheduled to be completed in phase two of the Orientation Registration Update.

Goal   **Maintain An Effective New Student Orientation Program For Students And Their Families** 🔑

Plan and implement an effective New Student Orientation Program for incoming freshman and transfer students and their families.

Objective (P)   **Student/Family Satisfaction** 🔑

Students and their families attending New Student Orientation will report having been assisted and satisfied with their transition into Sam Houston State.

KPI Performance Indicator   **New Student Orientation Evaluation** 🔑

Students attending New Student Orientation will complete an evaluation. The evaluation is on a Likert scale of a 4-point or 5-point scale. The goal is to be rated higher than three (above average). The evaluation will leave opportunities for comments in efforts to recieve positive criticism from those who've attended.

Result   **Orientation Evaluation** 📎 🔑

Students and families recieved the New Student Orientation Evaluation after their attendance to Orientation. The evaluation was sent a week after their attendance. Students and families were satisified with the program giving sessions a 3 or higher. Students and families also felt more prepared in attending Sam Houston State and sending their son or daughter to Sam Houston State.

Action   **Evaluation Participation** 🔑

While satisfaction of the New Student Program was seen in the responses of the evaluation the New Student Orientation Staff would like to see a higher response rate from the survey. The focus for the remaining years will be not only satisfaction from participants of the New Student Orientation Program but for a higher response rate as well.

Previous Cycle's "Plan for Continuous Improvement"

Having a Coordinator of New Student Orientation will assist New Student Orientation Programs in being more efficient in not only implementing the program but enhancing the program. We will continue to update online orientation on a regular basis while maintain the satisfication of both students and their families.

Please detail the elements of your previous "Plan for Continuous Improvement" that were implemented. If elements were not implemented please explain why, along with any contextual challenges you may have faced that prevented their implementation.

While maintaining a satisfaction standing with students and their families is important and has continuously been a goal for New Student Orientation, we have to increase the satisfaction for those taking Online Orientation. Creating an assessment will be needed as we continue to enhance our programs. Not having an evaluation to assess the Online Orientation program is due to lack of efficiently timing projects out properly throughout the year. Efforts will need to be made early on in the fiscal year to avoiding conflicting with busier times of the year. As we continue to update the Orientation Registration, updating Online Orientation will be an effort that we will collaborate with IT@Sam.

Plan for Continuous Improvement - Please detail your plan for improvement that you have developed based on what you learned from your 2014 - 2015 Cycle Findings.

Our return rate on our student and family evaluations will be a focus for this upcoming year so we can capture a higher opinion of those participants that attend New Student Orientation. We will focus our efforts on the Orientation Registration update early in the year to avoid conflict as our busier season of the year approaches.