

**Eastern Oregon University
Office of the Vice President for Student Affairs
2010 New Student Orientation Survey Summary**

Fall 2010 New Student Orientation took place from Wednesday, September 22 through Sunday, September 26, 2010. The 631 students admitted for fall 2010 were invited to participate in Orientation.

During Orientation students were provided the opportunity to move in to the residence halls, receive their EOU student ID cards, attend sporting events, connect with their Mountie groups, attend to Dr. Will Keim's comments as he welcomed students to the time of their life, participate in play fair, be a part of the Sailesh hypnotist experience, get the scoop about EOU when they attended the skit "It's so Eastern," learned about sex and stuff, and attended a variety of breakout sessions that included information regarding financial aid, the student code of conduct, diversity issues, etc. (See Appendix A)

During fall term 5th week, the 631 fall admits were contacted via email and asked to participate in the 2010 New Student Mountie Orientation survey. Of the 631 students emailed, 113 responded that they did attend and 57 indicated that they did not attend Orientation, resulting in a 26 percent response rate overall.

Results from Attendees

Results from the survey of the 113 students that attended and responded to the survey indicate that students were satisfied with regard to:

- Orientation in general - more than 84% were satisfied with the information they received prior to Orientation, more than 78% were satisfied with the check-in process. Students were most satisfied with the opportunity to have some free time (81.6%), kick back (80.5%), and to reconnect with their group (57.6%).
- Residence hall move in - 77.3% were satisfied with the residence hall move-in process, and 52.8% were satisfied with the mandatory meeting
- The speakers brought to campus – 88.8% were satisfied with Will Keim's presentation, 63.6% were satisfied with the Comedian, 59.8% satisfied with Sex Signals, and 57.6% of the students were satisfied with PlayFair.
- 41.9% of the students did not attend the session on learning how to lead like a Mountie with Dr. Tim McMahon
- Movies and other events – 53.8% attended the dance while most students did not attend the Prince of Persia movie (58.2%) or Women's Soccer Game (79.5%)
- Meals – the majority of the students were satisfied with the lunch and dinner options, while 51.7% of the students did not utilize Mac's grill for breakfast.
- Breakout sessions – the top three sessions that students received the most satisfaction from are the blackboard session (61.1%), the financial aid session (42.6%) and the student rights and responsibilities session (36.9%). The majority of the other breakout sessions were not well attended.

When asked whether or not Orientation was a positive experience for them, 75 of the 83 respondents to the question answered yes. When asked which Orientation event/activity was most beneficial to them, 34 of the 80 respondents indicated that the opportunity to get to know others and socialize was most beneficial, and 18 students indicated that the speakers were most beneficial. When asked which Orientation event/activity was least beneficial, 15 of the 69 respondents indicated that the breakout sessions were least beneficial.

When asked whether or not their Mountaineer Group/Orientation Leader was available and approachable, 67 of the 77 respondents indicated yes!

When asked what would each respondent include in next year's Orientation Program to better prepare incoming students, most respondents indicated that having more free time during Orientation would benefit new students most.

When asked what one thing they learned that helped them as a new student the most comments expressed were 1) knowing their way around campus and the resources available, 2) being okay with asking for help, 3) relax and don't be stressed out, and 4) how to approach others and make friends.

Demographically, 92% of the respondents were between the ages of 18 to 19, 90% were freshmen, 97% indicated their entering enrollment status of full time, and 69.7% of the respondents were female while 29.35 were male.

The respondents indicated that the top three most important reasons they decided to attend EOU were 1) affordable tuition (67%), 2) geographic location (61%), and 3) availability of a particular program of study(43%) and the availability of financial aid or scholarships (43%). The respondents indicated that what influenced their decision to attend EOU the most were 1) their parents or relatives (49.4%), 2) advice of someone who attended EOU, and 3) friends attending – or planning to attend – EOU (35.3%).

Of the 113 respondents 92% of the respondents indicated that their overall evaluation of EOU at the time of the survey was satisfactory.

Results of the Non-Attendees

The majority of the respondents to the survey of students that did not attend Orientation were between the ages of 18-24. Of the respondents, just over 51 percent were freshmen and 25 percent were transfer students. Results from the survey of students that did not attend Orientation indicates that 68 percent of the students did receive an invitation to the Orientation program; just over 35 percent did not attend because of having to work while almost 30 percent indicated that they had attended college before and just over 26 percent indicated that they were already familiar with the resources at EOU. The top three most important reasons for choosing EOU were geographic location, affordable tuition, and the availability of a particular program.

Parent Satisfaction Results

At the conclusion of the Wednesday, September 21, 2010 Parent Orientation Session, the Parent Evaluation was handed out and parents were encouraged to fill them out and return them to The Vice President for Student Affairs office. Fifty-five parent surveys were received. Survey results indicate that, overall, parents were satisfied with the information they received prior to arriving on campus, the move-in process, the parent session with Will Keim, the parent reception, and the information that was provided in the Parent Handbook. In addition, and most importantly, parents felt comfortable leaving their student(s) at EOU.

Discussion and Recommendations

Overall, what stood out most were Will Keim's parent and kick-off sessions. In addition, students liked Orientation and participated in most of the events. Most students felt that connecting with students was beneficial – even though some didn't want to.

Some concerns and recommendations that surfaced include:

1. Parents arrived, assisted their student with move-in, and then did not know what to do next. It was suggested that having a check list for parents would be helpful along with a Frequently Asked Questions handout that would provide financial aid disbursement dates, automatic deposit options, etc.
2. Parents and students felt like they were being “ping-ponged” around from one line to another. It was suggested that having cross training between financial aid and student accounts would be beneficial.
3. Financial aid disbursement. Having the disbursement of financial aid for both returning and new students appeared to be an issue. It was suggested that we look into having aid disbursed on a different day than during new student orientation. It made the lines excessively long.
4. We need to be more intentional regarding programming for transfer or returning students, helping them to get involved, and increase awareness of resources and opportunities for them.
5. Some Non-traditional students did not feel included. It was suggested that we find a way to get them involved, maybe a Wednesday night transfer and non-traditional session would work.
6. Students and parents do not fully understand how loans work. It was suggested that more information be shared regarding where scholarships fit in, what the deadlines to begin making payments are, where their money goes, and what the difference is between financial aid and student accounts.
7. The schedule of events was on one page. It was suggested that extra schedules be available for RAs and across campus. It was also suggested that posters be distributed regarding to the Orientation events.

Overall, the 2010 New Student Orientation Program was a success and a majority of the students were satisfied. There were many opportunities for students to get to know each other, find out what resources are available to them at EOU, and how they can get involved and make a difference.