

Navigate Orientation Program Assessment for 2007

A. Survey Instrument Description, Distribution and Collection

For 2007, the Navigate Armstrong perception survey was a three part instrument with different versions distributed to first time freshman. The instrument asked for demographic information, scaled responses (quantitative) and written comments (qualitative). Section item breakdown for the survey was as follows:

	Demographic	Quantitative	Qualitative
First-time freshman:	4	13	4

The quantitative survey items were rated on a 5 point scale as follows:

A. = Strongly Agree

B. = Agree

C. = Undecided

D. = Disagree

E. = Strongly Disagree

Each item was structured around a specific student learning outcome. Qualitative items ask for specific and general written feedback on strengths, weakness, and general perceptions of session components. The primary goal of the survey instrument was to score **Agree** or **Strongly Agree** on quantitative items, each representing statements centered on learning outcomes adopted from the Council for the Advancement of Standards (CAS), Student Orientation Programs. Examples of qualitative items include:

A. B. C. D. E. 7. I now understand Armstrong Atlantic's academic expectations of me.

A. B. C. D. E. 8. I now understand .Armstrong Atlantic's social expectations of me.

The distribution and collection of student surveys occurred in various computer labs during the class registration component of each orientation session. As new students enter a computer lab, they were given a survey instrument and instructed to sit at a computer station by a Navigate staff member. Upon completion of the online registration process, an orientation leader instructs new students to complete the survey and return. After completion and return of the survey, new students were given their printed copy of their class schedule. This process completed their orientation session.

Summer 2007 orientation season return results for freshman only were 288 completed surveys among 690 freshmen who attended for a 41% return rate. Due to significant program changes and a rebranding of the new student orientation program for first-time freshman, only freshman assessment data was tracked and interpreted for 2007.

B. Student Learning Outcomes for Navigate Orientation Program

Navigate Armstrong centers planning, implementation, and assessment of student learning outcomes from the Council for the Advancement of Standards (CAS).

Re-casted student learning outcomes for 2007 include:

- 1. New students will understanding the purposes of higher education and the mission of the institution**
- 2. New students will understanding their responsibilities within the educational setting**
- 3. New students will understand and/or know where to find information about academic policies, procedures, requirements, and programs sufficient to make well-reasoned and well- informed choices**
- 4. New students will understand the availability of services and programs**
- 5. New students will become familiar with the campus and local environment**
- 6. New students will recognize the importance of positive interactions with faculty, staff, and continuing students**

C. Results of 2008 Navigate Armstrong Student Survey

Out of the 288 surveys that were returned in 2007, 240 were valid (44 could not be used). Of the 240 students that completed valid surveys, 37% were male and 63% were female, and 97% of students were between the ages of 16-19.

Question: “I found the Navigate sign-up process on the Navigate website easy to use”

- In 2007, 89% of students strongly agreed or agreed with this statement. 2% of students either disagreed or strongly disagreed.

Question: “Having Navigate staff greet me throughout campus was helpful and made me feel welcomed.”

- In 2007, 97.5% of students strongly agreed or agreed with this statement.
- This question may not be necessary.

Question: “My check-in process to the Navigate Program was smooth and orderly”

- In 2007, 93% of students strongly agreed or agreed with this statement. 3% of students disagreed.
- This question may not be necessary.

Question: “The media show and “I am Armstrong Atlantic” opening by student leaders were effective introductions to AASU”

- In 2007, 84% of students strongly agreed or agreed with this statement. 4% of students disagreed or strongly disagreed.

Question: “Navigate created an atmosphere that minimized anxiety, promoted a positive attitude and stimulated an excitement for learning”

- In 2007, 93% of students strongly agreed or agreed with this statement. 2% of students disagreed.

Question: “I now understand Armstrong Atlantic’s academic expectations of me”

- In 2007, 94% of students either strongly agree or agree with this statement. Less than 1% of students disagreed or strongly disagreed with this statement.
- This question should be reworded for future surveys.

Question: “I now understand Armstrong Atlantic’s social expectations of me”

- In 2007, 95% of students either strongly agree or agree with this statement. Less than 1% of students disagreed with this statement.

Question: “I was provided information and exposure to AASU student services”

- In 2007, 93% of students either strongly agree or agree with this statement. 2% of students disagreed with this statement

Question: “I was provided appropriate information on personal safety and security”

- In 2007, 94% of students either strongly agree or agree with this statement. Less than 1% of students disagreed or strongly disagreed.

Question: “Navigate provided opportunities for me to discuss expectations and perceptions of the campus with students who are already enrolled”

- In 2007, 92.5% of students strongly agree or agree with this statement. 1% of students disagree.

Question: “I found registration on SHIP easy to use”

- In 2007, 84% of students either strongly agree or agree with this statement. 7% of students disagree or strongly disagree.
- This is an area that will require re-development.

Question: “My academic advisor was helpful in identifying the classes I should take and assisting me with needed information for advisement and registration”

- In 2007, 93% of students either strongly agree or agree with this statement. 2.5% of students disagree or strongly disagree.
- Question asks multiple variables. This question should be reworded for future surveys.

Question: “Because I attended Navigate, I feel more comfortable about attending AASU”

- In 2007, 93% of students strongly agree or agree with this statement. 2% of students disagree or strongly disagree.

D. Changes made to Navigate Armstrong based on Student Survey Results

After evaluating the quantitative and qualitative results, the following changes were implemented for the 2008 Navigate Armstrong season:

1. Surveys were retooled to reflect a broader quantitative scale. In addition, quantitative items were reworded to better reflect student learning outcome statements.

2. The staffing of the distributions and collection process was changed giving responsibility to a professional staff member and a graduate assistant. The goal is to improve the collection yield to over 60%.
3. Developed and implemented a transfer/nontraditional and family survey process with the goal of similar return yields as the freshman process.
4. Re-developed the SHIP registration process allowing for more personal coaching from navigate staff and other university personnel. Emphasis was placed on student leader training and written instructional material. In addition, the program increased lab capacity by redistributing students to more lab space.
5. From participant and staff anecdotal comments, the check-in process for both students and family members re-worked logistically focusing on document handling efficiency and effective problem solving resolution.
6. The Navigate website was redesigned for ease of use when signing up for sessions and accessing relevant information.