Student Orientation Survey

Results of the 2014 Citrus College Student Orientation Survey

Citrus College
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Introduction

Between June 18 and July 31, 2014, Orientation was held at Citrus College. All students who attended Orientation over this time period was asked to complete a pre-survey before the start and a post-survey at the conclusion. The purpose of this survey was to assess their knowledge (level of confidence) towards the process for registering for classes and being able to navigate the online Class Schedule.

Students responded to two statements before the Orientation (pre-survey) and after the Orientation (post-survey) using a 6-point scale ranging from 0 representing 0% confidence to 5 representing 100% confidence.

A total of 579 students attended Orientation between June 18 and July 31, 2014. 431 students successfully completed both pre and post surveys equating to a 74.4% response rate.

Awareness of the Process for Registering for Classes

Question 1 asked participants based on what they currently know about college requirements and services to rate on a 6-point scale from 0% to 100% the level of confidence regarding the statement: I am aware of the process for registering for classes.

At pre-survey over 58% of respondents were at a level of confidence 80% or higher (21% of students said that they were 100% confident and 37% were 80% confident) 23% were 60% confident and 19% were less than 60% confident (8% were 40% confident, 7% only 20% confident, and 4% with 0% confidence). Figure 1 illustrates these percentages.

Figure 1 Confidence level with knowing process for registering for classes PRIOR to attending Orientation
At post-survey the percentage of students whose confidence was 80% or higher increased to over 91% (57% of students said that they were 100% confident and 34% were 80% confident). 9% were less than 80% confident (7% were 60% confident, 1% only 20% or 10% confident). Figure 2 illustrates these percentages.

Figure 2 Confidence level with knowing process for registering for classes AFTER attending Orientation

The difference in mean scores was significant from pre-survey to post-survey for level of confidence to the statement I am aware of the process for registering for classes, such that at post-survey students felt more confident than at pre-survey, $t(430) = -17.819$, $p<.000$.

See Figure 3 for pre and post-survey mean scores. On average, students’ before orientation level of confidence in being aware of the process for registering for classes was almost half way (3.47) between 60% (3.00) and 80% (4.00). On average, students’ after orientation level of confidence in being aware of the process for registering for classes was almost half way (4.46) between 80% (4.00) and 100% (5.00).

Figure 3 Pre and post-survey mean scores for level of confidence in being aware of the process for registering for classes
Navigation of Online Class Schedule

Question 2 asked participants based on what they currently know about college requirements and services to rate on a 6-point scale from 0% to 100% the level of confidence regarding the statement: I can navigate the online Class Schedule.

At pre-survey half (50%) of respondents were at a level of confidence 80% or higher (17% of students said that they were 100% confident and 33% were 80% confident) 24% were 60% confident and 27% were less than 60% confident (12% were 40% confident, 7% only 20% or 0% confident). Figure 4 illustrates these percentages.

At post-survey the percentage of students whose confidence was 80% or higher increased to over 87% (53% of students said that they were 100% confident and 34% were 80% confident). 12% were less than 80% confident (10% were 60% confident, 2% only 20%, 1% 10% confident and less than 1% 0% confident). Figure 5 illustrates these percentages.

The difference in mean scores was significant from pre-survey to post-survey for level of confidence to the statement I can navigate the online Class Schedule, such that at post-survey students felt more confident than at pre-survey, \( t(430) = -19.527, p < .000 \).
See Figure 6 for pre and post-survey mean scores. On average, students’ before orientation level of confidence in being aware of the process for registering for classes was almost a fifth of the way (3.19) between 60% (3.00) and 80% (4.00). On average, students’ after orientation level of confidence in being able to navigate the online Class Schedule was almost half way (4.37) between 80% (4.00) and 100% (5.00).

Figure 6 Pre and post-survey mean scores for level of confidence in being able to navigate the online Class Schedule

Conclusion

Orientation appears to be helpful in increasing students’ confidence with awareness of registration process, as well as being able to navigate the online Class Schedule. Perhaps changing or adding questions to the survey could provide more information on Orientation. Additional questions could be time, location, overall satisfaction, helpfulness, recommendations and general comments about the Orientation experience. Adding these additional questions could be useful in ensuring Orientation is both satisfactory and meeting the needs of the students.
Appendix A: Survey Instrument

Note that the Pre-Test and Post-Test surveys asked the same questions.

**New Student Orientation**
**Pre-Test Questions**

Date: ____________________________
Student Name: ______________________
Student ID Number: ______________________

Before starting this orientation, select your percentage of confidence with regard to each of the
Based on what I currently know about college requirements and services...

<table>
<thead>
<tr>
<th>100%</th>
<th>80%</th>
<th>60%</th>
<th>40%</th>
<th>20%</th>
<th>0%</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am aware of the process for registering for classes.</td>
<td>☐ ☐</td>
<td>☐ ☐</td>
<td>☐ ☐</td>
<td>☐ ☐</td>
<td>☐ ☐</td>
</tr>
<tr>
<td>I can navigate the online Class Schedule.</td>
<td>☐ ☐</td>
<td>☐ ☐</td>
<td>☐ ☐</td>
<td>☐ ☐</td>
<td>☐ ☐</td>
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