CCPS Undergraduate Advising Center

2015-2016 Transfer and New Student Orientation Report
Communication:
Students register for New Student/Transfer Orientation through the Admissions online registration system. One week before the orientation session, a communication regarding the session is sent out to the registered student. (see Appendix A).

Packet Information:
Upon checking in for orientation, students are given a packet of information including: course suggestions, courses taken, myPath, major checklist, General Education guide, check out sheet, social media insert, CCPS Advising Brochure, major brochure, 10 Tips After orientation sheet, and a registration packet.

History and current structure of Transfer Orientation in the CCPS Advising Center:
The structure of orientation changed from larger groups of 7-12 in 2007-2010 to 1:1 sessions in 2011 and then to a small group format (max. 5 students) in 2013 to present. During a typical group orientation session, students are walked through a 30 minute presentation which outlines registration, myPath, and other important details for the first year. Transfer sessions are held in the CCPS Advising Seminar room on the Richard C. DeVos Campus. The student to advisor ratio is approximately 2:1. After students complete the orientation presentation, they register for all active semesters. Following registration, students complete a survey regarding their experience and are given a printed copy of their schedule as well as a check out sheet they fill out at the end of their session. The average time of each session is 2.5 hours.

International Students:
After international students submit a reservation for orientation, email contact is sent from the CCPS Advising Center to the student via email. Students are encouraged to register for all applicable semesters as soon as possible and are given instruction on which courses to register for if F1 status. J1 students will communicate their requested courses to the Admissions office and that information will be sent to the CCPS Advising Center contact. Contact is made with Academic departments for students seeking entrance into courses they may have not met the prerequisite to. The Admissions office will provide international transcripts for students with a J1 (exchange student) or F1 status. Students are encouraged to register prior to their arrival. All international students are encouraged to attend Red Stamp Day (hosted Padnos International Center) in the Fall semester. Students meet with a CCPS advisor at that event to register for classes and discuss their future semester(s) if they have not yet registered.

Follow up:
A follow up email is sent to all students who have attended Transfer orientation the day after their scheduled session. (See Appendix B)
2015-2016 Transfer Orientation Numbers by Month

Total 2015-2016 School Year Attendees = 211 (-13 from 2014-15) 5% ↓

# of Attendees by Month (March 2015 - Jan 2016)

2 yr. Transfer Orientation Number Comparison

2013-2014 (n=261)  •  2014-2015 (n=224) 14%↓ from 2013  •  2015-16 (n=211) 5%↓ from 2014

The university’s overall transfer trends:
Fall 2014: 1724 (.69% ↓ from 2013)  Fall 2015: 1808 (4.87% ↑ from 2014)
By Major

% of Attendees By Major

- Social Work (n=81) 31%
- Criminal Justice (n=65) 20%
- Hospitality and Tourism Management (n=41)* 8%
- Legal Studies (n=7) 3%
- Public and Nonprofit Administration (n=17)* 3%

*Majors Based on Attendance

1. Social Work (n=81)
2. Criminal Justice (n=65)
3. Hospitality and Tourism Management (n=41)*
4. Legal Studies (n=7)
5. Public and Nonprofit Administration (n=17)*

*Notes an increase from 2014-15

Intl. Students (3 yr. comparison)

Comparison - 3 years

<table>
<thead>
<tr>
<th>Year</th>
<th>Majors</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013-14</td>
<td>9</td>
</tr>
<tr>
<td>2014-15</td>
<td>10</td>
</tr>
<tr>
<td>2015-16</td>
<td>5</td>
</tr>
</tbody>
</table>

International Students (15-16)

Majors in Order

1. Public and Nonprofit Administration (n=2)
2. Legal Studies (n=2)
3. Hospitality and Tourism Management (n=1)

Total Number: 5

Total number of TSOR slots available* v. reserved

397 available slots – 201 reserved slots = (196 unused slots). Approx. 50% of appointment slots were unused

Available v. Reserved Seats
Final registration participants were not included in the “available” or the “reserved” figure. There were 10 students who attended final registration at the Allendale campus.

Comments and Feedback - Qualitative

- Was hoping to get into soc 384 but was unable to due to the fact that they were closed and would request additional classes in the soc 384 section. This was very beneficial to me and truly appreciate the service.
- The experience was very beneficial!
- Good experience!
- The advisors we worked with were super helpful and answered any and all questions!
- The advisors were very helpful and friendly! I would not have been able to do this by myself.
- Felt very welcomed and all my questions were answered
- Everyone was extremely helpful and welcoming. I asked questions and got them answered right away and I loved how they were happy doing their job!
- Great experience! Everyone was very polite and very helpful.
- Very well done
- Great experience! Everyone was very polite and very helpful.
- So far, it has been wonderful and very well organized.
- The staff was awesome and really nice
- The advisors were very helpful!
- All good thanks
- They were really helpful and kind.
- The advisors were very helpful!
- Had some trouble with logging in. The advisors helped and had it fixed quickly and efficiently
- Kathryn and Shantonya were amazing to work with and helped out a lot. Between three new students they were able to answer all the questions (besides the financial aid ones) and made sure to give us correct information.
- Everyone is very helpful with figuring out classes.
- This was very well run.
- Coming from Muskegon CC and being told to just set the apt and show up was a bit miss leading. A better explanation of what the actual appointment was to cover and being told to look through your course selection or degree program and bring a tentative working schedule of classes would help.
- Thank you for everything!
## Comments and Feedback - Quantitative

The process to sign up for a registration appointment was easy.

<table>
<thead>
<tr>
<th></th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Agree</td>
<td>65.24%</td>
</tr>
<tr>
<td>Agree</td>
<td>33.53%</td>
</tr>
<tr>
<td>Disagree</td>
<td>1.23%</td>
</tr>
<tr>
<td>Strongly Disagree</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

I felt welcomed at my advising appointment.

<table>
<thead>
<tr>
<th></th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Agree</td>
<td>86.59%</td>
</tr>
<tr>
<td>Agree</td>
<td>13.41%</td>
</tr>
<tr>
<td>Disagree</td>
<td>0.00%</td>
</tr>
<tr>
<td>Strongly Disagree</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

The length of time given for my registration/advising appointment was adequate.

<table>
<thead>
<tr>
<th></th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Agree</td>
<td>78.05%</td>
</tr>
<tr>
<td>Agree</td>
<td>21.34%</td>
</tr>
<tr>
<td>Disagree</td>
<td>0.00%</td>
</tr>
<tr>
<td>Strongly Disagree</td>
<td>0.61%</td>
</tr>
</tbody>
</table>

After meeting with the advisor, I can explain the requirements of my major/academic program.

<table>
<thead>
<tr>
<th></th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Agree</td>
<td>58.64%</td>
</tr>
<tr>
<td>Agree</td>
<td>38.89%</td>
</tr>
<tr>
<td>Disagree</td>
<td>2.47%</td>
</tr>
<tr>
<td>Strongly Disagree</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

After meeting with the advisor, I understand which courses transfer to Grand Valley.

<table>
<thead>
<tr>
<th></th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Agree</td>
<td>64.20%</td>
</tr>
<tr>
<td>Agree</td>
<td>34.57%</td>
</tr>
<tr>
<td>Disagree</td>
<td>1.23%</td>
</tr>
<tr>
<td>Strongly Disagree</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

I was able to register for my first choice General Education courses.

<table>
<thead>
<tr>
<th></th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Agree</td>
<td>53.09%</td>
</tr>
<tr>
<td>Agree</td>
<td>39.50%</td>
</tr>
<tr>
<td>Disagree</td>
<td>7.41%</td>
</tr>
</tbody>
</table>
I was able to find the registration/advising center easily.

Strongly Agree 57.06%
Agree 38.04%
Disagree 3.07%
Strongly Disagree 1.83%

Working with an advisor to schedule my courses was beneficial.

Strongly Agree 84.66%
Agree 15.34%
Disagree 0.00%
Strongly Disagree 0.00%

After meeting with the advisor, I understand the general education program requirements of Grand Valley.

Strongly Agree 67.68%
Agree 31.71%
Disagree 0.61%
Strongly Disagree 0.00%

I was able to create a workable class schedule working with the advisor's help.

Strongly Agree 68.13%
Agree 31.25%
Disagree 0.62%
Strongly Disagree 0.00%

I was able to register for the required courses I need in my major/academic program this registration cycle.

Strongly Agree 70.19%
Agree 28.57%
Disagree 1.24%
Strongly Disagree 0.00%
Summary

Information collected for this report contains orientation sessions that occurred between March 23, 2015 and January 8, 2016. Orientation sessions consist of up to 5 participants and 2 advisors. Students attending these orientation sessions were eligible to register for one or more of the following sessions: Spring/Summer 2015, Fall 2016, and Winter 2016 semester. Our numbers appear to have decreased in overall orientation attendance from 2014-15 academic year to the 2015-16 academic year while the university numbers have increased from Fall 2014 to Fall 2015 by 14%. Notably however, is the increase in our attendees representing the Hospitality and Tourism and Public and Nonprofit majors for the 2015-16 academic year. In regard to CCPS international students, this number has decreased from 9 students to 5 in the 2015-2016 academic year (%44 decrease). The overall international student numbers for the university have increased from 2014 to 2015 by 4.8%.

Comments and feedback were included in this report. Fewer responses were collected than students who attended orientation. This may be in part due to the usage of iPads for registration rather than laptops where keyboards may allow for faster responses.
Greetings!

Thank you for making a reservation for your incoming transfer student advising/registration session. Please refer to the confirmation email you received from the admissions office regarding your specific time for this session. If you no longer have that email you will need to contact the admissions office at 616-331-2025 or 800-748-0246 as it contains several pieces of information that you will need. You should plan for this session to last at least 2 hours and it may take up to 3 hours depending on your specific scheduling needs.

Please view the website below for further information regarding your appointment, including:

- Parking and Directions
- What to bring with you
- How to Prepare for your session
- What to expect during your session

http://www.gvsu.edu/ccpsadvising/tsor-62.htm

Since you may be meeting in small groups with other students, we will have limited seating available in your session. Guests will be asked to explore the Pew campus or have a seat in our reception area while you are in your advising/registration session. You and your family/guests will be invited to attend a future event to orient you to the university at a later date.

If you need to reschedule your advising/registration date, please call the admissions office at 616-331-2025 or 800-748-0246.

We look forward to seeing you soon!

CCPS Undergraduate Advising Center
Grand Valley State University
321C DeVos Center
401 W. Fulton St.
Grand Rapids, MI 49504
Ofc: 616-331-6890
Fax: 616-331-6889
Email: ccpsadvisor@gvsu.edu
RE: Follow up to New Transfer Student Registration

Greetings,

I hope that you found your recent new transfer student registration session to be helpful. Please know that you can count on the CCPS Undergraduate Advising Center for your advising needs. If you have questions that you have thought of since your session please feel free to email them to us at ccpsadvisor@gvsu.edu.

Please review the Transfer Orientation & Registration information listed here (this page provides you helpful videos and more information to make your transition to GVSU as smooth as possible).
www.gvsu.edu/ccpsadvising/tsor

*If you had in-progress work when you came to your registration session, remember to provide final transcripts to GVSU when your transfer course work is completed so that your GVSU record is up-to-date. This will be especially important if you were provided with pre-requisite overrides at your registration session based on this in-progress work. If transcripts are not received before the start of the semester you risk removal from those courses.

*If you are a Social Work major, please review the BSW Candidacy Application on the School of Social Work’s website (http://www.gvsu.edu/ssw). Click on Bachelor of Social Work Program, choose BSW Admissions and Academic Requirements and then click on BSW Candidacy Application. The updated application for the 2015-2016 school year will be available mid-January.

*Remember to follow up with your assigned academic advisor in your first semester to review all of your degree requirements and set up an appropriate academic plan. To schedule an appointment, you may do so online www.gvsu.edu/ccpsadvising/schedule or call 616-331-6890 during normal business hours.

We’ll see you soon!
-Jennifer

Jennifer L. McCaul, Ph.D.
Director
College of Community & Public Service
Undergraduate Advising Center
Grand Valley State University
401 W. Fulton Street
321C Richard M. DeVos Center
Grand Rapids, MI 49504
Ph. (616) 331-6890 FAX (616) 331-6889
~I’m a Laker for a Lifetime~