



Orientation Services **More Than Just a Job: The Orientation Leader Experience** Assessment Report

Traci Lew, Sr. Coordinator, Orientation Services
Jeni Watanabe, Program Coordinator, Orientation Services

Choose One: Learning Outcome Assessment

Date of Assessment Implementation: August 2010

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Purpose of Assessment

The Orientation student leader position is categorized into 3 separate experiences: New Orientation Leader, Returning Orientation Leader and Team Captains. Each experience encompasses specific training, responsibilities, and duties, as well as personal and professional development. Each student experience is catered to the individual's current leadership level and is a sequential increase of duties and experience. The purpose of the assessment is to measure the foundation learning outcomes of which all student team members begin from.

Targeted Learning Outcome

Foundation learning outcomes (New Orientation Leaders)

Develop a thorough knowledge of CPP including campus resources that are available to new students and families. (LO1)

Demonstrate effective communication, presentation and group facilitation skills for small and large audiences. (LO2)

Assessment Methodology

A 2-prong assessment is used to assess for the learning outcomes. First, a Student Voice survey offers students an opportunity to self report their experience using both likert and open-ended questions. All student orientation leaders are required to complete the assessment at the end of their summer leader experience in order to be considered for future employment with the department. Secondly, Orientation post-program evaluations from new freshmen orientation participants is used to assess the orientation leaders skill, knowledge and effectiveness of workshops presentation and content delivery.

Results

All 29 Orientation leaders (both new and returning team members) completed the survey with the following results:

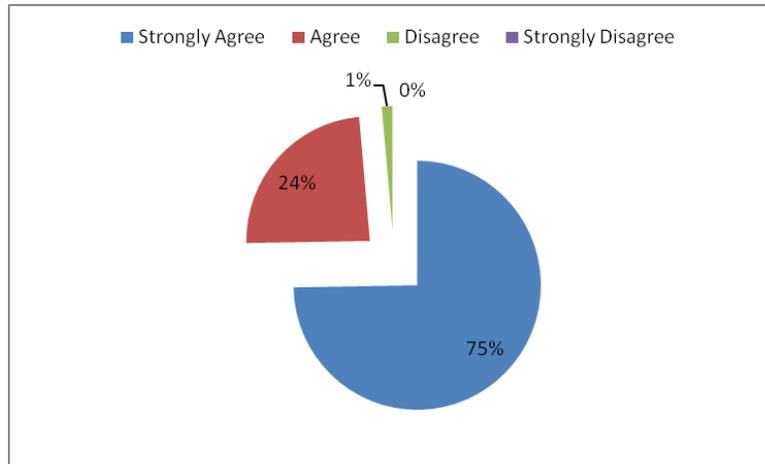
LO1: Develop a thorough knowledge of CPP including campus resources that are available to new students and families.

In response to the question "*as a result of Orientation Training, I developed a thorough knowledge of CPP including campus resources that are available to new students and their families*", 86.21% Strongly Agreed, 10.34% Agreed, 3.45% Disagreed and 0% Strongly Disagreed.

LO2: Demonstrate effective communication, presentation and group facilitation skills for small and large audiences.

In response to the question “as a result of Orientation Training, I developed effective communication, presentation, and group facilitation skills for small and large group settings”, 72.41% Strongly Agreed, 20.69% Agreed, 3.45% Disagreed and 3.45% Strongly Disagreed.

Post Orientation Program surveys of new students reflect the freshmen student’s perception of their Orientation leader’s knowledge and experience. In response to the question “My Orientation leader was knowledgeable and effectively presented workshop information”, an overwhelmingly positive response was indicated.



Conclusion

As evidenced by the Orientation Leader self report and Orientation participant evaluation, the Orientation leaders are achieving the foundation learning outcomes for the role.

Implications for Practice

In order to gauge the knowledge and experience of Orientation leaders prior to training and programs, a pre- and post self evaluation will be implemented. This will provide an opportunity to evaluate a leaders grow and development in specific areas of development. Additionally, learning outcomes have been established for the higher level positions of Returning Orientation leader and Team Captain:

Intermediate learning outcomes (Returning Orientation Leaders)

Implement role model and mentorship skills to provide sound leadership to new Orientation leaders. (LO3)

Advanced learning outcomes (Team Captains)

Integrate peer supervision skills to utilize effective communication, leading by example and conflict resolution.

With each role’s learning outcomes building upon the previous, more robust assessments will be explored to evaluate the progression of responsibilities and experience as student’s grow with in our team.