

Parent Eval 2016

Parent Orientation Program Evaluation

	2016	2015
Number who attended Parent Orientation	3442	3800
Number of evaluations collected – <i>paper questionnaire</i>	268	737
Percentage	12.8%	19.4%

Circle the number that best represents your satisfaction with the following pre-orientation and orientation experiences:

2016 Average	2015 Average	Difference	Pre-Orientation Experience	1 Very Dissatisfied	2 Dissatisfied	3 Satisfied	4 Very Satisfied
3.27	2.86	+0.41	FYP website	0.5%	6%	59.3%	34.1%
3.28	2.91	+0.37	A&O registration system	0.5%	6.6%	57.1%	35.7%
3.34	2.81	+0.53	Questions answered: Telephone	1.7%	10.3%	40.5%	47.4%
3.41	3.00	+0.41	Questions answered: Email	1.9%	5.7%	42.5%	50%
3.27	2.64	+0.63	Confirmation email/letter	5.8%	7.5%	40.7%	46%

2016 Average	2015 Average	Difference	Parent Orientation Experience	1 Very Dissatisfied	2 Dissatisfied	3 Satisfied	4 Very Satisfied
3.49	2.80	+0.69	Parking	2.8%	4.2%	34%	59.1%
3.72	2.91	+0.81	Check-in & registration	0.8%	1.1%	23.9%	74.2%
3.64	2.93	+0.71	Husky Guide	0%	2.7%	30.7%	66.5%
3.60	2.91	+0.69	Classroom/meeting space	0%	4.3%	31.8%	64%
3.37	2.72	+0.65	Meals provided	1.2%	4.9%	49.4%	44.4%

Circle the number that best represents your agreement with the following statements:

2016 Average	2015 Average	Difference	Husky Guide	1 Strongly disagree	2 Disagree	3 Agree	4 Strongly agree
3.41	2.80	+0.61	Supplemented Parent Orientation	0.8%	2.7%	51.2%	45.4%
3.54	2.95	+0.59	More aware of resources	0.4%	2.7%	39.7%	57.2%
3.47	2.86	+0.61	Follow along, take notes	1.6%	5.2%	37.7%	55.6%
3.38	2.87	+0.51	Use throughout the year	0.4%	6%	48.4%	45.2%
2.60	--	--	Guide exclusively for parents	12.6%	40.4%	21.3%	25.7%

2016 Average	2015 Average	Difference	After attending Parent Orientation...	1 Strongly disagree	2 Disagree	3 Agree	4 Strongly agree
3.36	2.89	+0.47	More aware of transitional issues	0%	3.5%	57%	39.5%
3.55	2.97	+0.58	More familiar with campus resources	0.8%	1.5%	39.2%	58.5%
3.43	2.88	+0.55	Understand strategies to resolve issues	0%	4.7%	47.8%	47.5%

Circle the number that best represents your satisfaction with the following Parent Orientation sessions and presentations.

2016 Average	2015 Average	Difference	Parent Orientation Session	1 Very Dissatisfied	2 Dissatisfied	3 Satisfied	4 Very Satisfied
3.62	2.92	+0.70	Welcome	0%	0.4%	37.2%	62.5%
3.65	2.89	+0.76	Faculty Member presentation	1.2%	1.9%	27.9%	69%
3.47	2.81	+0.66	Academic Adviser presentation	1.2%	5.1%	38.9%	54.9%
3.57	--	--	Health & Wellness	0.8%	1.2%	38%	60.1%
3.56	2.91	+0.65	Hall Health Center	0%	1.9%	40.3%	57.8%
3.64	2.88	+0.76	UWPD	0%	0.8%	34.9%	64.3%
3.50	--	--	Health & Safety Panel	0%	3.1%	43.3%	53.5%
3.50	2.88	+0.62	Student Fiscal Services	0.4%	3.2%	42.4%	54%
3.47	2.85	+0.62	University Book Store	0.9%	1.7%	46.6%	50.9%
3.49	2.89	+0.60	Dawg Daze, FIGs, etc. (FYP)	0.4%	2.9%	44%	52.7%
3.41	2.87	+0.54	Student Financial Aid	1.2%	6.1%	43.6%	49.1%
3.51	3.29	+0.22	DRS Open House	1.4%	0%	44.6%	54.1%
3.57	3.00	+0.57	OSVL Open House	0%	2%	39.2%	58.8%
3.64	3.10	+0.54	Q Center Open House	0%	4.5%	27.3%	68.2%
3.59	2.99	+0.60	Academic Support & Tutoring	0.5%	1%	37.6%	60.9%
3.54	2.94	+0.60	On-Campus Residence Hall (HFS)	0.6%	5.3%	33.5%	60.6%
3.51	2.94	+0.57	Fraternity or Sorority House (OFSL)	0%	7.5%	33.8%	58.8%
3.63	2.77	+0.86	Commuting from Off-Campus (FYP)	0%	4.7%	27.9%	67.4%
3.55	--	--	Campus Tour (from HUB)	0%	5.6%	33.8%	60.6%
3.41	2.89	+0.52	Career Center – <i>both sessions</i>	2.7%	5.4%	40.2%	51.2%
3.43	2.82	+0.61	Counseling Services – <i>cancelled July 12</i>	0%	3.8%	49.5%	46.7%
3.51	2.88	+0.63	EXPD	0%	8.2%	32.8%	59%
3.46	2.82	+0.64	Fraternity & Sorority Life	0%	6.6%	41%	52.5%
3.59	2.10	+1.49	Intercollegiate Athletics	0%	3.4%	34.5%	62.1%
3.62	2.97	+0.65	OMA&D	0%	2.4%	33.3%	64.3%
3.56	2.81	+0.75	Success in the College Classroom	1.1%	6.7%	27.8%	64.4%
3.61	2.85	+0.76	Study Abroad – <i>both sessions</i>	0%	1%	36.6%	62.4%
3.61	2.86	+0.75	Campus Tour (from MGH)	0%	0%	38.6%	61.4%
3.52	2.23	+1.29	Residence Hall Tour	0%	3.8%	40.4%	55.8%
3.42	--	--	University Book Store Reception	1.8%	8%	37.2%	53.1%

Other Comments: Please provide other comments about your Parent Orientation experience. Did anything stand out to you? Was there anything we did exceptionally well? What can be improved upon? What was missing?

A total of 98 comments were submitted for coding. Of those comments, the largest proportion complaints of Kane 120 being too cold. This summary will outline other recurring comment topics.

Husky Guides:

The top request regarding Husky Guides was for more information on tuition and how parents can and should interact with it. More logistics taken down from the SFS presentation and put into the Husky Guide could be helpful for the parents so that they have something to take home with them and look back at the details of the payment process.

"You should have financial aid info in husky guide. The unreadable screens were worthless."

Multiple comments about having difficulty reading information on the purple paper pages in the Husky Guide. Should be a relatively easy fix to avoid putting important text in those sections or just changing the font color to contrast better against the purple.

"hard to read orientation sheet w/dark font on purple paper"

Presentations:

One of the more prevalent requests for presentations as a whole was to allow more time for questions at the end. Individual presentations were not specified and obviously not all presentations have a large market for questions so I would suggest only looking to add question time for presentations where questions already seemed rushed (i.e. SFS, HFS).

"Overall sessions were too short and basic and did not leave enough time for specific questions."

"Not enough time for questions and answers during the allotted time and during breaks the speakers were swarmed by parents so you cannot get to them without missing the next presentation or being rude"

There were a few complaints about the Academic Adviser presentation being too vague and impractical or "highbrow".

"[The Academic Adviser] did not meet my expectations our those of the parents I sat by. academic advising is a subject that is of extreme importance and very confusing for incoming students and parents I was hoping for something more concrete [the adviser] was hard to follow and abstract from what I can of [the adviser's] ideology scared of the speaker before no wonder my daughter had anxiety last night about this topic"

"I'm sorry to be negative but I wasn't keen on this presentation. very highbrow and vague, where is the practical?? this just made me worried about what the heck my student will be doing for four years. process oriented , research , what?! there's so much to know but time was spent on pontifications"

Recommendations for us to remind all presenters to repeat questions back to the audience.

"repeat questions, it was hard to hear."

One parent with a hearing impairment wanted to know why there was no ASL interpreter.

"My daughter called FYP for ASL interpreter for me(parent)- no response/follow up - she was told UW does not have ASL (to her request) interpreters. I found that odd- large university, not ADA compliant, offers ASL courses, and " No ASL interpreter"?? I had to lipread all day. Questions from parents behind me- missed out-"

Pre-A&O Communication:

Confirmation and logistical emails to parents were one of the biggest concerns. It is difficult to know if this was a result of students being responsible for orientation registration and not communicating with their parents.

"Overall disappointed. Received no communication at all, other than my son was accepted to UW prior to orientation. Didn't know what bldg. orientation for parents, or parking... didn't know if we get lunch or purchase it etc... I didn't know I have to get on my son's UW account to get information, with his approval, to look at how much money I have to pay or to check any other information."

"did not receive our confirmation in the mail so i had to pay for parking."

Parents also asked for more communication regarding their students' stay in the residence halls for the duration of A&O.

"Need better info on student sleepover in residence hall- what time to check in, what to bring, activities"

"it would have been helpful to have more info about residence hall stay and maybe some ice breaker programing there. We thought most students would arrive the 31st - there ended up being only 10 people on the RH floor + was a bit desolate and resonated of the feeling of being lost in such a big place (one of our primary concerns about the school)"

Finally, parents expressed concern for closed classes during sessions late in the summer. Most comments were about being given notice that classes were chosen on a first come first served basis.

"a lot of classes were already closed. students/ parents should be given warning that this could happen if you came to a later orientation or change the way freshman registration is done."

Other Comments:

There was a common complaint of lack of information on Husky Cards, what the Husky Card is, what it does, and how it works. This could potentially be improved by providing information either in a session or in the Husky Guides.

"no talk of husky card"

"the discussion of husky card which food service level where/how housing is allocated were all too fast and no time for questions"

Multiple requests for longer transition periods between sessions.

"should build in more transition and break times"

"there wasn't much time between sessions so missed one half of last session getting back to the building"

Overall Observations:

It is important to keep in mind that of the 98 comments, including those listed above, a near majority of the comments were positive telling various presenters that they did a great job, lauding the organization of A&O, describing abated worry and stress, and (for the most part) praising the quality of food provided.