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## **Program or Service Specific Assessments**

Unit: First Year Advising and Orientation Services

### **What program or service specific assessment occurred in the current academic year?**

Student satisfaction of orientation as determined by open ended responses from the Eagle View Orientation Student Survey was gathered during orientation. Data was analyzed in the Office of Planning and Institutional Performance and reviewed by the Director.

### **How were the results of the assessment used to improve services or programs?**

Responses from the survey indicated a negative evaluation of program "lecture style" presentations. Results were used to change presentation format to multimedia. The Orientation Coordinator is in the process of working with Instructional Technology to create video presentations that utilize FLASH and other medium to enhance the attractiveness of new student and parent orientation.

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