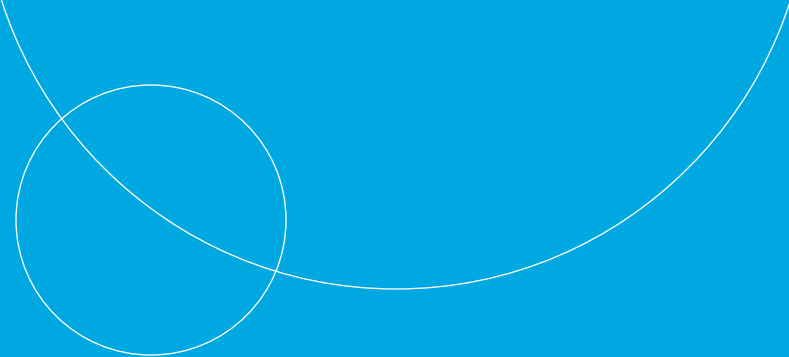




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Maximizing Student Success: A Comprehensive Orientation Approach

Lisa Simmons, Executive Director: New Student Enrollment, Utah State University

Heidi Kesler, Executive Director: Continuing Student Enrollment, Utah State University

Roadmap

1. Why we do what we do
2. Customization and the teachable moment
3. Example: Aggie First Scholars
4. How we Collaborate
5. Outcomes





Cognitive overload

Students and parents have limited bandwidth at orientation.

Mullainathan, S., Shafir, E., (2013) *Scarcity: Why Having Too Little Means So Much*. Time Books, Henry Holt & Company LLC, New York, NY.



Illusion of explanatory depth

We don't know what we don't know.

Lawson, R. (2006) The science of cycology: Failures to understand how everyday objects work, *Memory & Cognition*, December 2006, Volume 34, Issue 8, pp 1667-1675.

Fernbach, Phil. (2013) The Illusion of Understanding, TEDx Golden Gate Park, <https://youtu.be/2SlbsnaSNNM?t=3m57s>, 3:57-7:21.

“I know how this works”

FLUSHING



Water empties from the tank cleansing the bowl and flushing waste down the trapway

Flush lever depressed

TANK

Inside the inner chamber the vacating flush water creates a vacuum that depressurizes the trapway

INNER CHAMBER

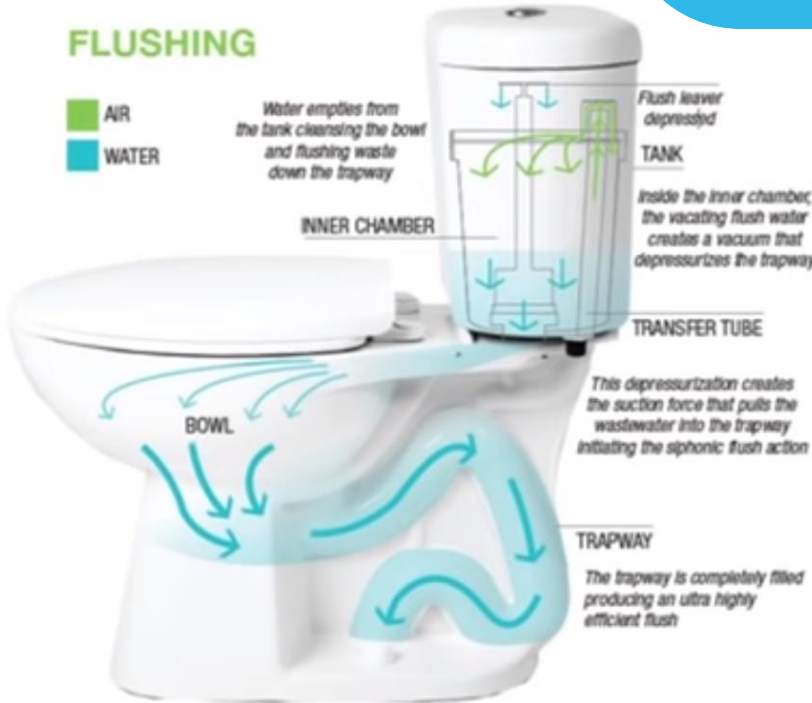
TRANSFER TUBE

This depressurization creates the suction force that pulls the wastewater into the trapway initiating the siphonic flush action

BOWL

TRAPWAY

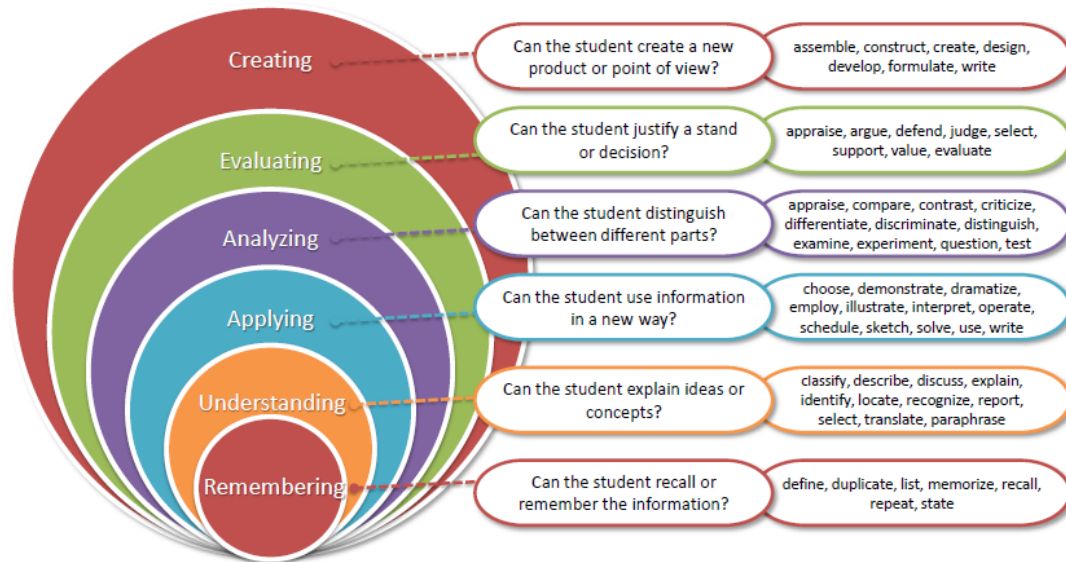
The trapway is completely filled producing an ultra highly efficient flush



What I actually know



Bloom's Taxonomy (Revised)



Krathwohl, D. (2002) A Revision of Bloom's Taxonomy: An Overview, *Theory Into Practice*, 41:4, 212-218.



UNCERTAINTY



INFORMATION OVERLOAD



LACK OF MEANING

Five-Module Online Orientation



1 Module 1: Pre-Registration

Opens February 20 - Covers all the preparations you can start now. Learn how much USU will cost, how to set up housing, and how to do the FAFSA, among other things.

2 Module 2: Registration

Opens March 18 - Covers everything you need to know to select classes and register for them. Learn how your previously-earned credits apply at USU, know what classes you should take, and how to register yourself for classes.

3 Module 3: Aggie Orientation

Opens June 10 - Completed in-person for those who live within 300 miles of USU's Logan Campus, or online for those outside of that radius, Aggie Orientation covers important topics such as parking, textbooks, paying tuition, involvement opportunities, campus safety, and much more to prepare you for your first semester. In addition to completing Aggie Orientation we have supplemental opportunities for you to engage with the student orientation staff.

- **Aggie New Student Podcast:** Listen on major podcast platforms for up-to-date information about starting at USU this summer or fall semester.
- **Instagram @USUATEAM** Follow for deadline reminders and other helpful information.
- **Freshman Hotline:** Current students are available to answer questions Monday through Friday, 8 a.m. to 5 p.m. Call (435) 797-0283.

*Incoming Transfer Students can attend in-person or complete Module 3 online and will receive specific transfer information from the Transfer Student Coordinator.

4 Module 4: Pre-Semester

Opens August 5 - Covers all the last-minute details you need to know before the semester begins as well as required campus safety trainings for all incoming students. Learn where to park to move in, how to hook up utilities if you live off-campus, and what you need to discuss with roommates on day one.

5 Module 5: First Semester

Opens August 5 - Covers all the things you need to know during your first semester. Learn essential campus safety information, mental health resources, roommate conflict resolution, and much more.

Student View-Home Page

The screenshot displays the student view of the orientation home page. On the left, a sidebar lists five modules, all of which are completed, indicated by checkmarks: Module 1 PRE-REGISTRATION, Module 2 REGISTRATION, Module 3 AGGIE ORIENTATION, Module 4 PRE-SEMESTER, and Module 5 FIRST SEMESTER. The main content area features a large background image of a building with a clock tower and yellow autumn leaves. The Utah State University logo is in the top right corner. A 'PAUSE' button and an 'Enable Accessibility' link are located in the bottom right of the main image. At the bottom, a banner reads 'Joey, your New Student Orientation is COMPLETE!' with a 'View your Checklist Items' button. The banner also includes images of the Aggie mascot and students.

UtahStateUniversity

Module 1
 PRE-REGISTRATION

Module 2
 REGISTRATION

Module 3
 AGGIE ORIENTATION

Module 4
 PRE-SEMESTER

Module 5
 FIRST SEMESTER

PAUSE

Enable Accessibility

Joey, your New Student Orientation is
COMPLETE!
View your Checklist Items

Student View-Slides

WELCOME TO USU



USING THE ORIENTATION MODULES

This orientation is designed to help you answer questions and prepare to attend your first semester as an Aggie.

To get the most out of orientation, we recommend you:

1. **Use a computer, not a phone.** You'll be viewing and using other websites frequently during this orientation, and it all works best with a laptop or computer.
2. **Take your time.** While there is a lot to cover, if you click the "save and exit" button you will start on the last slide you saw when you come back.
3. **Write down your questions.** You can come back and review information, and can contact us using the information below.

Each module will take roughly 20-40 minutes to finish. Some slides have a timer, which requires you to watch a video or spend time reading before clicking "next."

At the bottom of some pages, you will see a "more information" button to request more information about a specific topic; if selected, this information will be provided at the end of each module.

It's a great day to be an Aggie!

Questions?

Contact us at 435-797-0283 or orientation@usu.edu.

REGISTRATION VOCABULARY

As you navigate through the registration process, you'll want to make sure you understand some of the vocabulary associated with registration:

- **College Scheduler.** This is the software that USU uses for course registration. It allows you to look at multiple possible schedules and find the best one for you.
- **Credit Hour.** This is the unit of measuring educational credit, usually based on the number of classroom hours per week throughout a term. We recommend you take 15 credit hours per semester to graduate in 8 semesters (4 years). That means you will spend approximately 15 hours per week in class, and should expect to spend 30-45 hours per week studying outside of class.
- **Prerequisite:** This is a requirement that must be completed prior to taking a class. It may include earning a test score or grade in a prior class. Prerequisites ensure you have the foundation needed in a course. The registration system will not allow you to register for a class if you don't meet the prerequisites.
- **Recitation:** Some classes have a recitation. This is an additional required meeting that supports the main lecture part of your course. It is usually smaller than the lecture portion, and may include quizzes or Q&A with your instructor. Attendance at recitation is required. When you register for the class, you will see two lines appear on your schedule, one for the class, and another for the recitation.
- **Course Reference Number or CRN:** This five-digit number indicates a specific section of a course. Each section, recitation, and lab has a unique CRN that is used for registration purposes.
- **Department and Course Number:** These are used to designate specific courses; for example, ENGL 1010 is in the English Department, and 1010 is the class level. Classes that start with a 0 are considered remedial courses and do not count towards graduation.
- **Full-Time Enrollment:** A full-time student is enrolled in 12 or more credit hours in a semester. Some scholarships require 15 or more credits to be considered full-time.
- **Hold:** You may have a hold on your registration, which will prevent you from registering for classes until you pay a fine, satisfy a requirement, or meet with an advisor.

For a longer list of registration vocabulary visit: www.usu.edu/parents/glossary.

PAYING FOR SCHOOL- STUDENT ACCOUNT

We want to make sure you have a clear picture of what to expect when it comes to paying for school so you can be confident in your ability to prepare.

You can access your student account by going to my.usu.edu and selecting "Students" and "Account Summary" by name" on the left menu. Select the semester to view a breakdown of your charges and payments. Credits are added to your account a few weeks before tuition is due.

If you have received scholarships or federal aid (grants or accepted loans), these will also appear on your account as payments.

If you still owe a balance, you can pay or set up a payment plan by the deadline. If your scholarships and federal aid pay for more than you owe you will receive a refund around the first week of school, and you can use that money for additional expenses related to school such as food, supplies, off-campus housing, parking passes, etc.

You can find the tuition and fee payment deadline by going to www.catalog.usu.edu each semester, and viewing the registration calendar. As it gets closer each semester, your upcoming registration day and time will also appear at a banner in your MyUSU Portal.

Upcoming Tuition and Fee Payment Deadlines

Summer Semester 2024: April 24, 2024 by 5:00 p.m.
Fall Semester 2024: August 14, 2024 by 5:00 p.m.



1	Logan First-Year	Logan Transfer	International Non-IELI	IELI	Study Abroad	Price First-Year	Blanding First-Year	Blanding Transfer	Statewide Campus First-Year	Out-of-State Online First-Year	Out-of-State Online Transfer
221				IELI Placement Exam							
222	Campus Safety	Campus Safety	Campus Safety	Campus Safety	Campus Safety	Campus Safety	Campus Safety	Campus Safety	Campus Safety	Campus Safety	Campus Safety
223				Immunizations	Immunizations	Immunizations	Immunizations	Immunizations	Immunizations		
224			International Student Insurance	International Student Insurance	International Student Insurance						
225	Academic Standing	Academic Standing	Academic Standing	Academic Standing	Academic Standing	Academic Standing	Academic Standing	Academic Standing	Academic Standing	Academic Standing	Academic Standing
226	Notifications and Official Communication (NEW)	Notifications and Official Communication (NEW)	Notifications and Official Communication	Notifications and Official Communication	Notifications and Official Communication	Notifications and Official Communication (1)	Notifications and Official Communication (1)	Notifications and Official Communication (1)	Notifications and Official Communication	Notifications and Official Communication	Notifications and Official Communication
227	Becoming a Learner	Becoming a Learner	Becoming a Learner	Becoming a Learner		Becoming a Learner					
228					Academic Policies	Academic Policies	Academic Policies	Academic Policies		Academic Policies	Academic Policies
229						Drug and Alcohol Policy		Drug and Alcohol Policy			
230							Blanding Student	Blanding Student		Online Student Handbook	Online Student Handbook
231										Student Preparations	Student Preparations
232	Classroom Expectations										
233	Communicating with Professors										
234	Aggie Opportunities (NEW)	Aggie Opportunities (NEW)	Aggie Opportunities	Aggie Opportunities	Aggie Opportunities		Aggie Opportunities and Becoming a Learner	Student Opportunities and Becoming a Learner			
235						Eastern Opportunities					
236	Academic Advising		Academic Advising	Academic Advising	Academic Advising	Academic Advising	Academic Advising	Academic Advising		Academic Advising	Academic Advising
237	Student Employment	Student Employment	Student Employment	Student Employment	Student Employment						
238						Using Financial Aid and Scholarships	Using Financial Aid and Scholarships	Using Financial Aid and Scholarships	Using Financial Aid and Scholarships	Using Financial Aid and Scholarships	Using Financial Aid and Scholarships
239						Student Logistics					
240	Learning Resources	Learning Resources	Learning Resources	Learning Resources	Learning Resources		Learning Resources	Learning Resources		Learning Resources	Learning Resources
241										Technology Requirements	Technology Requirements
242			Housing	Housing	Housing	Housing	Housing	Housing			
243				Sustainable Transportation	Sustainable Transportation						
244	Academic Success Coaches Registering for Success Classes	Academic Success Coaches									
245											
246	Student Resources	Student Resources	Student Resources	Student Resources	Student Resources		Student Resources	Student Resources	Student Resources		
247	Wellness Resources	Wellness Resources	Wellness Resources	Wellness Resources	Wellness Resources				Wellness Resources		
248							Involvement Resources				
249	Engagement Resources	Engagement Resources	Engagement Resources	Engagement Resources	Engagement Resources			Engagement Resources			
250	Virtual Info Fair (NEW)	Virtual Info Fair (NEW)	Virtual Information Fair	Virtual Information Fair	Virtual Information Fair						
251	Integration - The Aggie Experience	Integration - The Aggie Experience	Integration - The Aggie Experience	Integration - The Aggie Experience	Integration - The Aggie Experience						
252					Emergency Alert	Emergency Alert	Emergency Alert	Emergency Alert		Emergency Alert	Emergency Alert
253	Parent and Family Supporters	Parent and Family Supporters				Parent Orientation (Parent & Family Supporters)	Parent Orientation	Parent Orientation		Parent Orientation	
254	Paying Tuition and Fees through TouchNet	Paying Tuition and Fees through TouchNet	Paying Tuition and Fees through TouchNet	Paying Tuition and Fees through TouchNet	Paying Tuition and Fees through TouchNet	Paying Tuition and Fees through TouchNet	Paying Tuition and Fees through TouchNet	Paying Tuition and Fees through TouchNet	Paying Tuition and Fees through TouchNet (1)	Paying Tuition and Fees through TouchNet	Paying Tuition and Fees through TouchNet
255								Paying Tuition and Fees through TouchNet (1)			
256	USU ID Card (NEED 202440 UPDATES)	USU ID Card (NEED 202440 UPDATES)	USU ID Card	USU ID Card	USU ID Card	USU Eastern ID Card	USU ID Card	USU ID Card			
257	Textbooks and Course Materials	Textbooks and Course Materials	Textbooks and Course Materials	Textbooks and Course Materials	Textbooks and Course Materials	Textbooks and Course Materials	Textbooks and Course Materials	Textbooks and Course Materials	Textbooks and Course Materials	Textbooks and Course Materials	Textbooks and Course Materials
258					Open Educational Resources (OER)	Open Educational Resources (OER)	Open Educational Resources (OER)	Open Educational Resources (OER)	Open Educational Resources (OER)	Open Educational Resources (OER)	Open Educational Resources (OER)

Layers of Communication

- Recruitment and Yield Text Campaigns
- Email Campaigns
- Mailings and Postcards
- Instagram Posts
- In-Person Orientation
- Parent and Student Podcasts
- Parent and Family Network Posts and Announcements
- First-Year Seminar (USU 1010: University Connections)
- Peer Mentor Weekly Emails
- MyUSU Portal Widgets, Posts, and Tasks

USU 1010 Objectives

- Why am I here?
- How do I best engage myself in the process of becoming an educated person?
- How do I become a fully engaged member of the university community?

Example: Aggie First Scholars Program

Aggie First Scholars

At Utah State University, a first-generation college student is anyone whose parents and/or guardians have NOT yet completed college OR anyone whose parents and/or guardians have NOT yet graduated with a 4-year, bachelors degree in the U.S.



About Aggie First Scholars

About



Join Aggie First Scholars

Join



Current Student Info

Current Students



I feel like for me, Aggie First Scholars was immediately a spot where I belonged. It made everything clear for me as a first-generation college student. It truly was a jumpstart to belonging as an Aggie.

— April H., USU '25



Discover The Potential Within

Founded in 2016 by a student and director who saw the potential within our first-generation students. Aggie First Scholar's mission is to provide a framework to develop and discover the potential within, while celebrating the success of our first-generation college students at USU. With the vision that every first-generation Aggie student graduates and excels beyond their four years at USU. Offering opportunities to earn college credit in scholarship and leadership, we extend a warm invitation to our Aggie First Scholars to join us in our program curriculum. This curriculum encompasses:

USU 1050: Habits of Mind for First-Generation Students:

1. Identify and build a community of first-gen college peers at USU
2. Identify and reflect on the foundational principles of "Becoming a Learner"
3. Interview and discuss the best "how to's" of college with First Scholars Faculty, Staff, and Peer Mentors

USU 1150: Applied Leadership for First-Generation students

1. Explain the theory and principles of mentorship
2. Evaluate the theory, skills, and application learned through completing assessment tools that they use for scholarship, internship, and job applications
3. Critically examine their mentoring plan to integrate personalized communication and engagement for those they will lead

Each Aggie First Scholar who engages in our program curriculum can earn 2-credits, are eligible for AFS specific scholarships, and have an 80-90% student on-campus job and leadership placement experience.To

learn more about Aggie First Scholars or to request a classroom/organization presentation please email:

chloe.ridenour@usu.edu.

JOIN AFS AT AGGIE ORIENTATION

We invite you and your family to attend our Aggie First Scholars & TRIO SSS Orientation Breakfast. The breakfast will be held on the same day as your chosen orientation date. It will begin at 9:00 AM. After you check in for your university orientation day, an A-Team member will direct you to the Aggie First Scholars Orientation Breakfast location. There will be 3 informative sessions that you can choose to attend.

You are welcome to attend any session at any of the following times:

- Session 1: 9:05-9:20
- Session 2: 9:25-9:40
- Session 3: 9:45-9:55

Please **RSVP** at [this link](#) for the Aggie First Scholars Orientation Breakfast:



UtahStateUniversity

Thank you for your interest in Aggie First Scholar Orientation Breakfast! Will you be attending?

Yes

No

Impact of AFS Integration into Modules 1 & 2

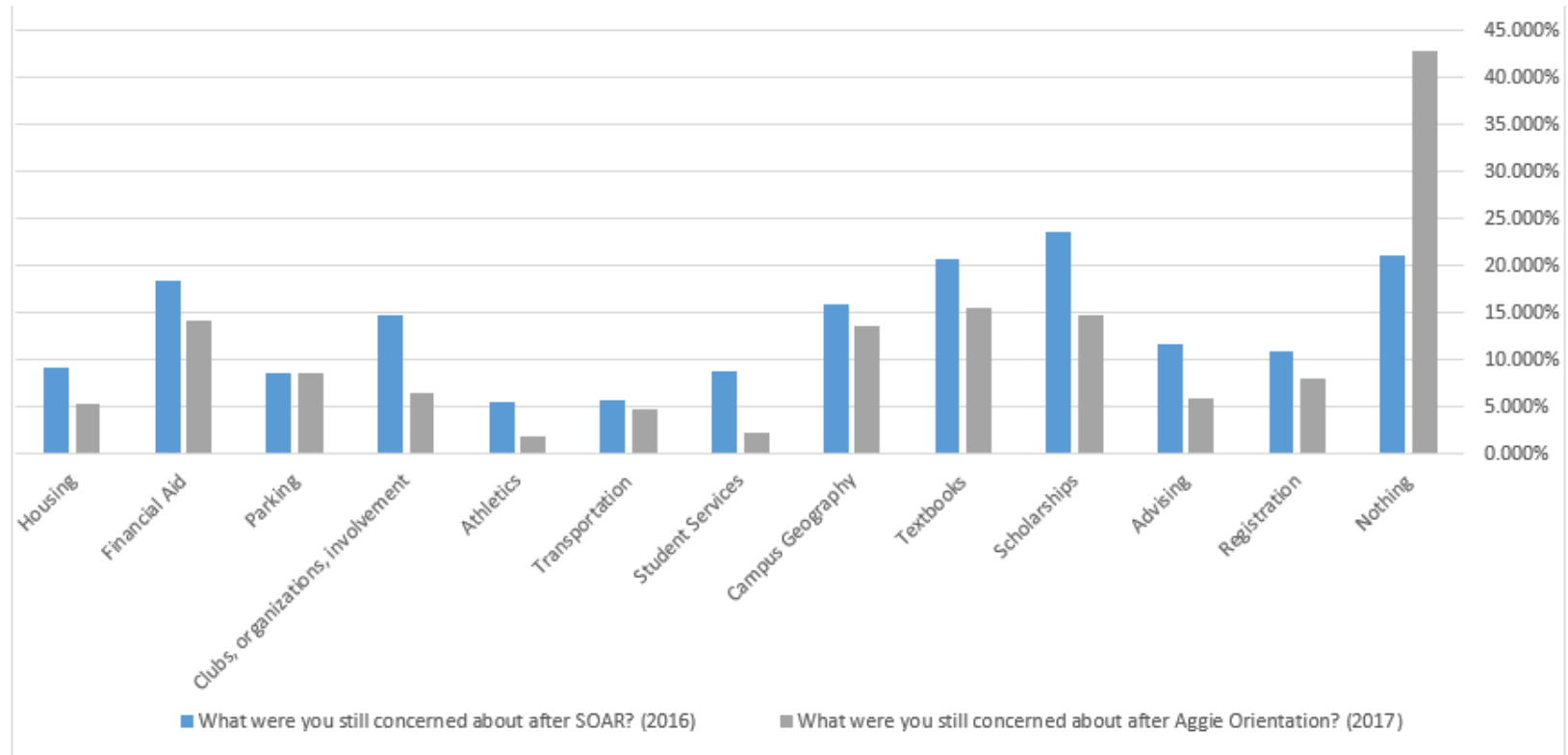
2023 registration in USU 1050 prior to Module 3:

0

2024 registration in USU 1050 prior to Module 3:

33

Student Concern Levels 2016-2017 Comparison



FYE: A Working Definition

“Because supporting first-year student success is a topic that is not easily localized or specific to one functional area, an effectual first-year experience (FYE) requires campus-wide coordination and cooperation.”

(Young, D.G. & Keup, J. (2019). CAS cross-functional framework for first-year experience.)

FYE: A Working Definition

“The first-year experience is not a single program or initiative, but rather an intentional combination of academic and co-curricular efforts within and across postsecondary institutions.”

(Koch & Gardner, 2006)

FYE: A Working Definition

“A true first-year experience includes more than just one ‘star’ program, and instead, represents a constellation of support programs.”

(Greenfield, Keup, & Gardner, 2013)

Student Achievement Collaborative

Janet Anderson, Senior Vice Provost



LISA SIMMONS

Executive Director,
New Student
Enrollment



SHELLY KOTYNEK

Interim Executive
Director, University and
Exploratory Advising



FRAN HOPKIN

University Registrar
Office of the Registrar



HEIDI KESLER

Executive Director, Office
of Academic Belonging
and Learning Excellence



KEVIN SCHWEMMIN

Executive Director, Career
Design Center

Outcomes Fall 2019 through Fall 2023

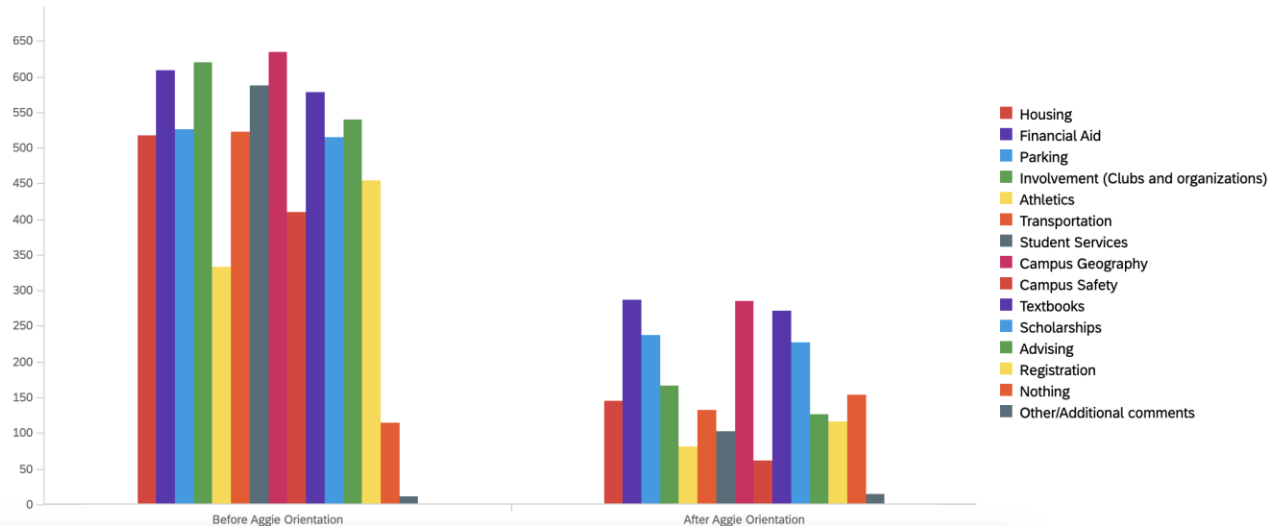
- 31596 Students finished Module 1
- 31475 Students finished Module 2 (99.6%)
- 26839 Students finished Module 3 (84.9%)
- 23043 Students finished Module 4 (72.9%)
- Retention went from 73.6% to 74.5%

- Additionally, more students are engaging with services/programs such as AFS.

Post Aggie Orientation Survey 2023 (after module 3)

Q3 - Please select the topics that you were concerned with before and after orientation.

Page Options ▾

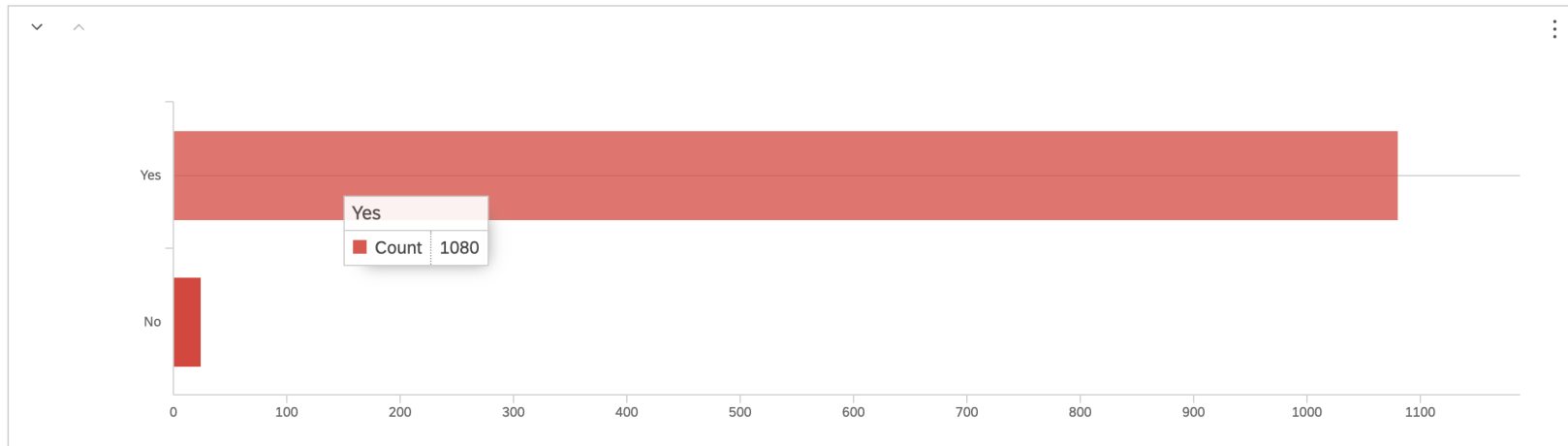


(n = 1104; 52.88% response rate)

Post Aggie Orientation Survey 2023

Q13 - If you have a question during the semester, do you feel prepared and have the knowledge to work with the resourc...

Page Options ▾

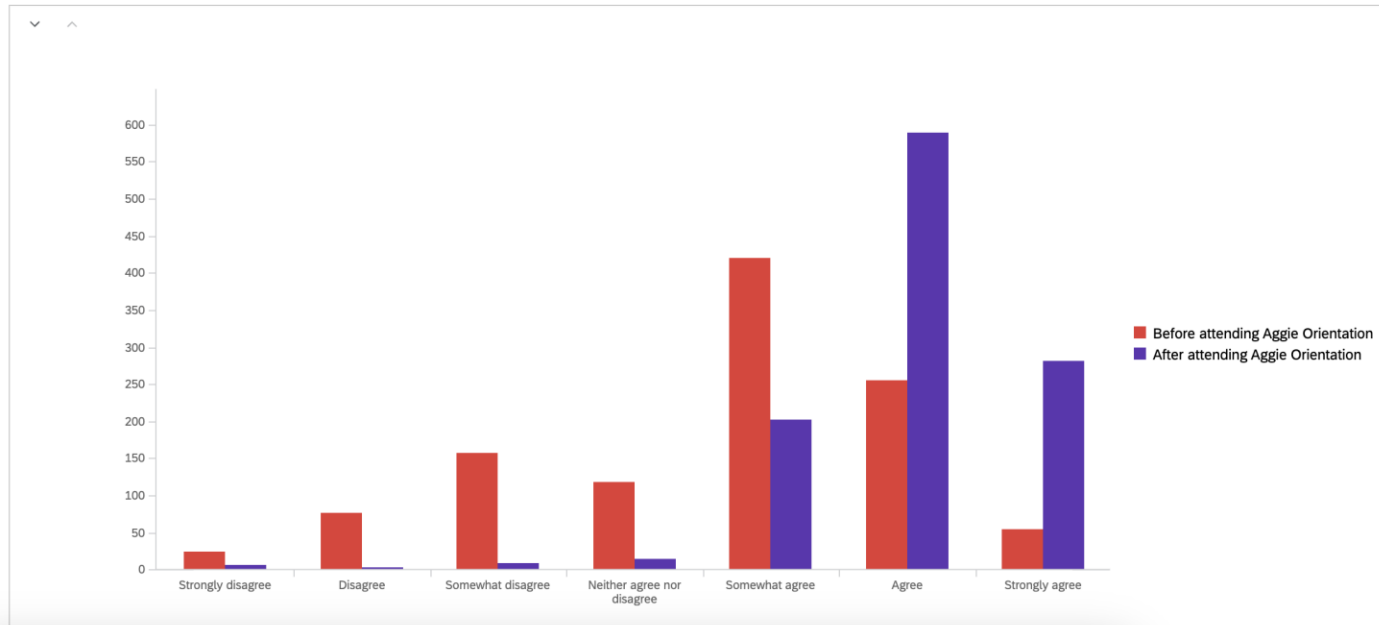


(n = 1104; 52.88% response rate)

Post Aggie Orientation Survey 2023

Q2 - Please rate your feelings regarding following statement: "I am prepared to attend Utah State University".

Page Options ▾

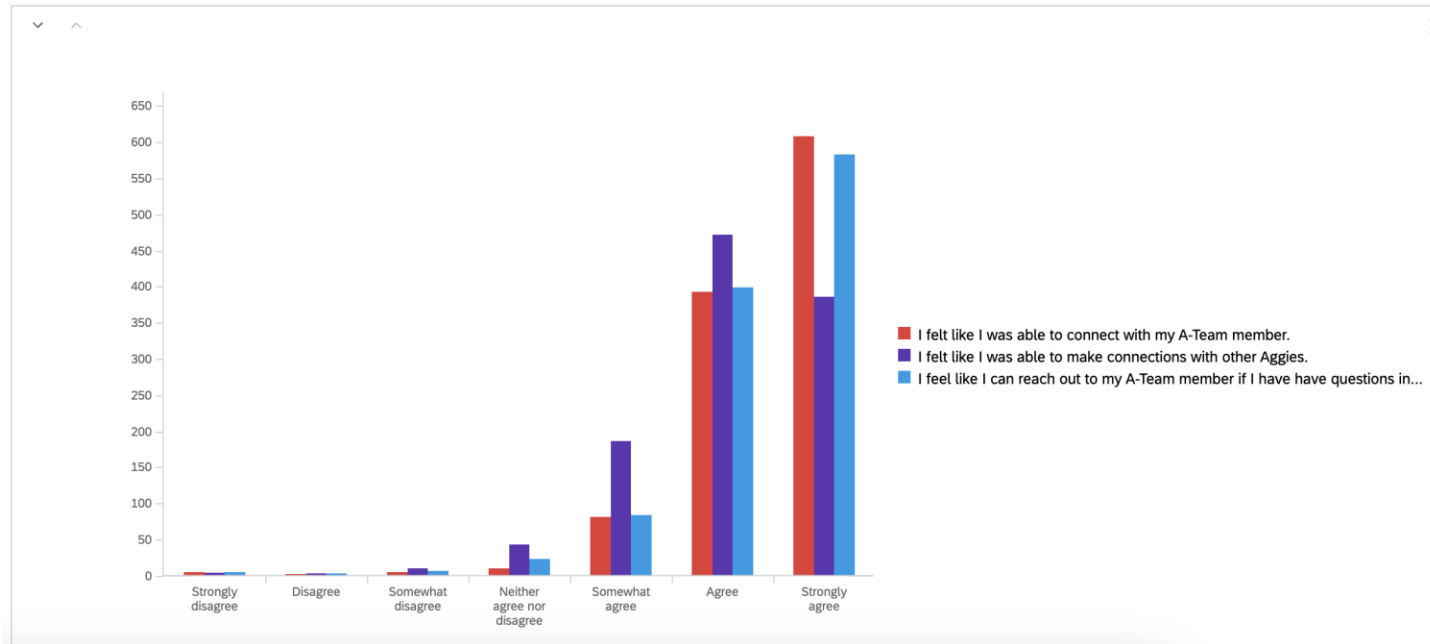


(n = 1104; 52.88% response rate)

Post Aggie Orientation Survey 2023

Q9 - Please rate the following statements:

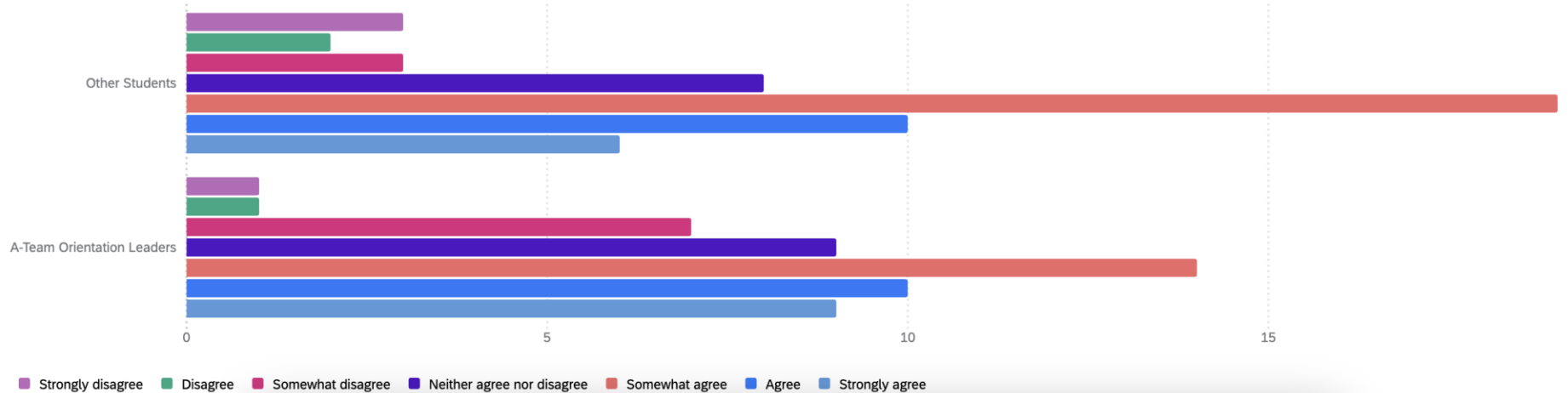
Page Options ▾



(n = 1104; 52.88% response rate)

Semester Removed Survey – Spring 2024

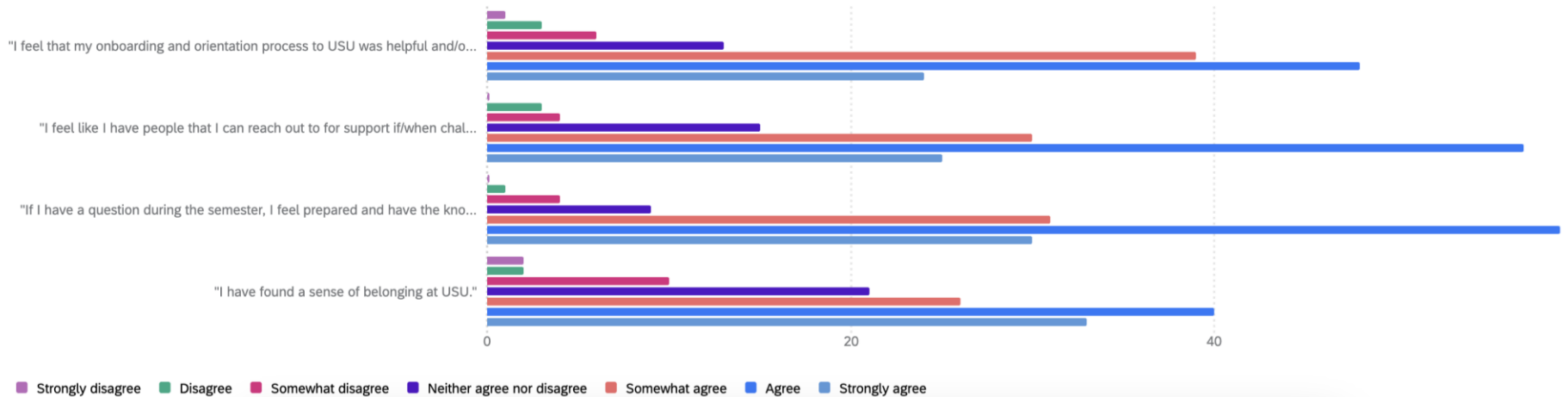
Thinking back to your on-campus Aggie Orientation day: You feel you were given enough opportunity to connect and build community with other students or the A-Team peer mentors. 51 ⓘ



(n = 167; 28.31% response rate)

Semester Removed Survey – Spring 2024

Please respond to the following with what is true for you: 134 ⓘ



(n = 167; 28.31% response rate)

Questions?



Lisa Simmons

Executive Director, New Student
Enrollment
Student Orientation and Transition
Services
lisa.simmons@usu.edu



Heidi Kesler

Executive Director, Continuing Student
Enrollment
Academic Belonging and Learning
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rnl national conference
leading ai innovation
empowering higher education

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