

# New Student & Family Programs

Definition: A Unit

Reporting: A Unit

Parent: New Student & Family Programs

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## Mission/Vision/Goal Statement:

The Office of New Student & Family Programs is committed to serving students and families by:

- Providing programs and services to assist the transition of new students into the intellectual, cultural, and social climate of Tennessee Tech.
- Exposing new students to the University's educational, extracurricular, and multicultural opportunities in order to foster personal growth.
- Educating parent and family members and establishing partnerships to support students' academic and personal success.
- Developing students as leaders who are engaged inside and outside of the academic community.

The purpose of the Office of New Student & Family Programs is to bridge the gap and ease the transition of first year students to the University through engaging and educational programming. All programs and services align with the institution's Tech Tomorrow strategic initiative focusing on improving the undergraduate student experience, CAS (Council for Advancement of Standards) Standards, and the Association for Orientation, Transition, and Retention in Higher Education (NODA) guidelines.

The Office of New Student & Family Programs reports to the Executive Director for Student Success within the division of Enrollment Management & Care.





Entering Class of Fall (First-Time Freshman)	Class Size	# Registered for SOAR
2007	1,649	n/a
2008	1,659	n/a
2009	1,882	n/a
2010	1,898	1,936
2011	1,960	1,915
2012	2,046	1,982
2013	2,162	2,059
2014	1,875	1,868
2015	1,577	1,543
2016	1,608	1,561
2017	1,761	1,666
2018	1,890	1,978

- **95.5%** matriculation rate (fall 2018) for first-time freshmen in to the SOAR program.
- On-boarding processes for new first-time freshmen and new transfer students include a communication plan to transition students from Admissions to New Student & Family Programs.
  - Once admitted students will receive email communications from Admission's CRM about their cohort's orientation program.
  - Students will then receive mailed invitation with orientation registration instructions and information about the program they will attend.
  - Once registered, students receive additional email and text message communications regarding reminders for their upcoming session.
  - Once registered for orientation, campus departments (Residential Life, Health Services, Admissions for Selective Service items, Academic Units, etc) will have access to reports to either contact the student for advisement/registration (Transfer Students) or Pre-Enroll students within courses for the fall term (SOAR first-time freshmen).
- Evaluated each informational session to determine learning outcomes and areas of opportunity for improving the amount and magnitude of information received.
- Continued partnership with student success centers to implement pre-enrollment process for students prior to attending SOAR program over the summer.
- Continuously improving content (both materials and educational sessions) students receive at orientation.
  - Meet with orientation presenters to discuss opportunities for improvement in their sessions
  - Provide feedback to presenters throughout the summer, depending on feedback received from parent/guest and student evaluations.
- Increased supervision of SOAR program

**2014 & 2015** - Overall, I feel SOAR has been beneficial to me.

**2016, 2017 & 2018** - Overall, I would agree that SOAR is a helpful resource in navigating my transition to Tech.

**Parent/Guest Question:**

**2014 & 2015** - Overall, I feel SOAR has been beneficial to me as a parent.

**2016, 2017 & 2018** - Overall, I feel SOAR was beneficial & resourceful to me as a family member of a Tech student.

(Scale of 1-5, where 1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, & 5 = strongly agree)

	<b>Avg. Student Rating</b>	<b>Total Student Responses</b>	<b>Avg. Parent/Guest Rating</b>	<b>Total Parent/Guest Responses</b>
<b>2014</b>	4.59	1,227	4.53	981
<b>2015</b>	4.48	876	4.48	780
<b>2016</b>	4.42	1,010	4.55	657
<b>2017</b>	4.59	1,170	4.64	806
<b>2018</b>	4.57	1,554	4.65	845

**Question:** Rate the helpfulness & friendliness of the Tech faculty, staff, & students.

(Scale of 1-5, where 1 = not helpful & friendly, 2 = disagree, 3 = neutral, 4 = agree, & 5 = strongly agree)

	<b>Avg. Student Rating</b>	<b>Total Student Responses</b>	<b>Avg. Parent/Guest Rating</b>	<b>Total Parent/Guest Responses</b>
<b>2014</b>	4.80	1,231	4.82	985
<b>2015</b>	4.76	877	4.86	792
<b>2016</b>	4.77	1,017	4.83	660
<b>2017</b>	4.76	1,171	4.84	809
<b>2018</b>	4.79	1,553	4.85	846

### **Professional Staff & Student Development**

All department professionals are members of the Association for Orientation, Transition, & Retention in Higher Education (NODA). Allen Mullis served as one of the two Tennessee State Co-Coordinator for the organization. Jessica Davis participated in a webinar to determine best practices for online orientation programming.

**Att**


Each incoming new freshman student who attended SOAR is mailed a postcard home with the Week of Welcome schedule. This allows us to promote the events to students before arriving on campus and allow their parents/families to help support participation in each of these events. In addition, schedules are provided to students in their welcome packages provided by Residential Life on Great Mopple In Day. ai t






