Connections Survey 2016
Updates and Outreach Planning
Today’s Agenda

- Outreach process
- Purpose
- Timeline
The purpose of this survey is to meaningfully connect students with campus resources in an effort to provide a high-quality experience, and increase freshmen retention rates. Survey questions split into two primary categories: strategic marketing connections and immediate connection questions.
<table>
<thead>
<tr>
<th></th>
<th>Description</th>
<th>Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>I would like to speak with someone from my college about an incident where I felt disrespected.</td>
<td>College</td>
</tr>
<tr>
<td>2</td>
<td>I would like to speak with someone about issues I am having with my roommate.</td>
<td>Housing</td>
</tr>
<tr>
<td>3</td>
<td>I would like to speak with someone about changing my major or adding an additional major.</td>
<td>College</td>
</tr>
<tr>
<td>4</td>
<td>I would like information about the education, skills, and experiences needed for certain careers.</td>
<td>Career Services</td>
</tr>
<tr>
<td>5</td>
<td>I would like to be contacted by my career coach.</td>
<td>Career Services</td>
</tr>
<tr>
<td>6</td>
<td>I would like help finding a job on campus.</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>7</td>
<td>I would like help finding a job off campus.</td>
<td>Career Services</td>
</tr>
<tr>
<td></td>
<td>I would like help finding a job on campus AND off campus (yes to 6 &amp; 7).</td>
<td>Career Services</td>
</tr>
<tr>
<td>8</td>
<td>I would like some help with things in my personal life that are bothering me.</td>
<td>Counseling</td>
</tr>
<tr>
<td>9</td>
<td>I would like information about ways to pay for university (e.g. loans, scholarships, work, etc.).</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>10</td>
<td>I would like to speak with someone about unpaid charges on my account.</td>
<td>Financial Aid</td>
</tr>
<tr>
<td>11</td>
<td>I would like some help to quit a personal habit (drugs, alcohol, poor eating, etc.).</td>
<td>ASU Wellness</td>
</tr>
<tr>
<td>12</td>
<td>I would like more information about how to join a club at ASU.</td>
<td>EEOS/FYS(commuters)</td>
</tr>
<tr>
<td>13</td>
<td>I have witnessed an incident of sexual harassment, assault, or other misconduct and would like to speak with someone about it.</td>
<td>Title IX</td>
</tr>
<tr>
<td>14</td>
<td>I would like to speak with someone about a problem I am having with a teacher.</td>
<td>College</td>
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</table>
A student selects “Yes” to any of the questions above.

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<tr>
<th>Number</th>
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One case per student is generated in the Student Portal and sent to the college for case distribution.

College designee(s) calls/emails individual students. Once student responds the case is either closed or transferred.

All outstanding cases without student responses will be administratively closed on November 4th.
Using the Advisor Success Portal

Outreach Status Options:
- Busy Signal
- Closed - Self Resolved
- Email Sent
- In Person Meeting
- In Progress
- Initiative Closed
- Left Message with Third Party
- Left voicemail
- Outreach Required
- Spoke to student
- Student Replied
- Text message sent
- Wrong number
Multi-select, Recommended Action(s):

- address financial issues
- adjust course balance
- advised about progression issues
- career counseling
- correct schedule - other
- correct schedule - to be on track
- declare or change major
- non-financial collegiate issues
- Other (required short text input, if selected)
- see instructor
- seek academic coaching
- seek academic support
- seek departmental or faculty guidance
- seek DRC
- seek engagement opportunities
- Seek first-year success coaching
- seek medical professional
- seek professional counseling
- seek tutoring
Notes to be entered here, on the case. You do not need to duplicate the entry in PeopleSoft Advising Notes.
You choose which option works for your college:

Option A
Assign to a single person, who will manage the cases or transfer to appropriate people in their college. (For example, a manager or retention specialist.)

Option B
Assign to the advisors who are committee members for the student’s Advising Committee.
The purpose of this survey is to meaningfully connect students with campus resources in an effort to provide a high-quality experience, and increase freshmen retention rates. Survey questions split into two primary categories: strategic marketing connections and immediate connection questions.
Timeline

01 Prepare for survey distribution. [July - September 8]

02 Survey distribution and collection. [September 9 - October 14]

03 Compile data and solicit non-responders. [September 12 - October 13]

04 Survey Report distribution. [September 19 and 26; October 3, 10, and 17]
Questions