



Connections Survey 2016

Updates and Outreach Planning



Today's Agenda

- Outreach process
- Purpose
- Timeline

Purpose Statement

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.



All Ask-Items

1	I would like to speak with someone from my college about an incident where I felt disrespected.	College
2	I would like to speak with someone about issues I am having with my roommate.	Housing
3	I would like to speak with someone about changing my major or adding an additional major.	College
4	I would like information about the education, skills, and experiences needed for certain careers.	Career Services
5	I would like to be contacted by my career coach.	Career Services
6	I would like help finding a job on campus.	Financial Aid
7	I would like help finding a job off campus.	Career Services
	I would like help finding a job on campus AND off campus (yes to 6 & 7).	Career Services
8	I would like some help with things in my personal life that are bothering me.	Counseling
9	I would like information about ways to pay for university (e.g. loans, scholarships, work, etc.).	Financial Aid
10	I would like to speak with someone about unpaid charges on my account.	Financial Aid
11	I would like some help to quit a personal habit (drugs, alcohol, poor eating, etc.).	ASU Wellness
12	I would like more information about how to join a club at ASU.	EEOS/FYS(commuters)
13	I have witnessed an incident of sexual harassment, assault, or other misconduct and would like to speak with someone about it.	Title IX
14	I would like to speak with someone about a problem I am having with a teacher.	College



College Ask-Items Process

1	I would like to speak with someone from my college about an incident where I felt disrespected.	College
3	I would like to speak with someone about changing my major or adding an additional major.	College
14	I would like to speak with someone about a problem I am having with a teacher.	College

A student selects "Yes" to any of the questions above.

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

Jocelyn - Details Section

Outreach Name: Freshman Connections Survey

Outreach Status: Outreach Required **Followup Date:**

Recommended Action(s):

- Other
- address financial issues
- adjust course balance
- advised about progression issues
- career counseling

Comments:

Save

Outreach Status Options:

- Busy Signal
- Closed - Self Resolved *closes case*
- Email Sent
- In Person Meeting *closes case*
- In Progress
- Initiative Closed *closes case*
- Left Message with Third Party
- Left voicemail
- Outreach Required *default status*
- Spoke to student *closes case*
- Student Replied
- Text message sent
- Wrong number

Using the Advisor Success Portal

Jocelyn - Details Section

Outreach Name: Freshman Connections Survey

Outreach Status: Outreach Required

Followup Date: mm/dd/yyyy

Recommended Action(s):

- Other
- address financial issues
- adjust course balance
- advised about progression issues
- career counseling

Comments:

Save

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

Using the Advisor Success Portal

Jocelyn - Details Section

Outreach Name: Freshman Connections Survey

Outreach Status: Outreach Required

Followup Date: mm/dd/yyyy

Recommended Action(s):

- Other
- address financial issues
- adjust course balance
- advised about progression issues
- career counseling

Comments:

Save

Notes to be entered here, on the case. You do not need to duplicate the entry in PeopleSoft Advising Notes.



Assigning Cases in the Advisor Success Portal

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.)

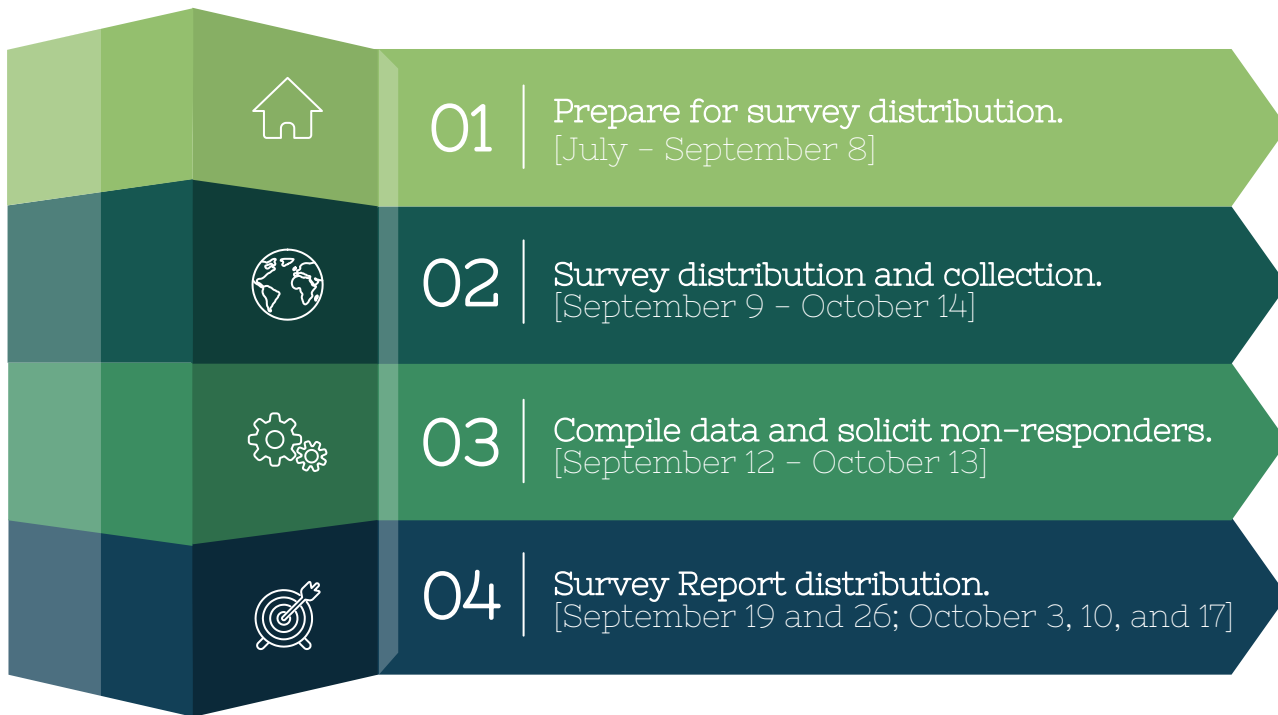
Option B

Assign to the advisors who are committee members for the student's Advising Committee.

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Timeline



Questions

