



Online Orientation, A Virtual Reality

Virtual Student Services are increasing in availability as well as in popularity among California Community Colleges. Accessibility of student services for the growing evening, weekend and part-time student population is a major concern. Providing student services online increases access for all students.

The intent of this report is to present an update to the development of Skyline College's **online orientation**. Student evaluation responses and comments to this online student service are included.

With support of Title III funds and the detailed and creative efforts of Skyline's counseling faculty, students, and webmaster, online orientation became a reality for students during the summer/fall 2000 registration cycle. New matriculating students had the opportunity to attend group orientations on campus or access the comprehensive, interactive orientation through the College web site. A final count showed that 328 (32%) new matriculating students accessed online orientation to meet the orientation requirement during summer/fall registration.

At the end of the summer/fall registration cycle, counselors, staff and students were asked to evaluate the effectiveness of online orientation. A number of procedural changes were made for the next registration cycle. In addition, an online orientation evaluation was designed and added to elicit student feedback.

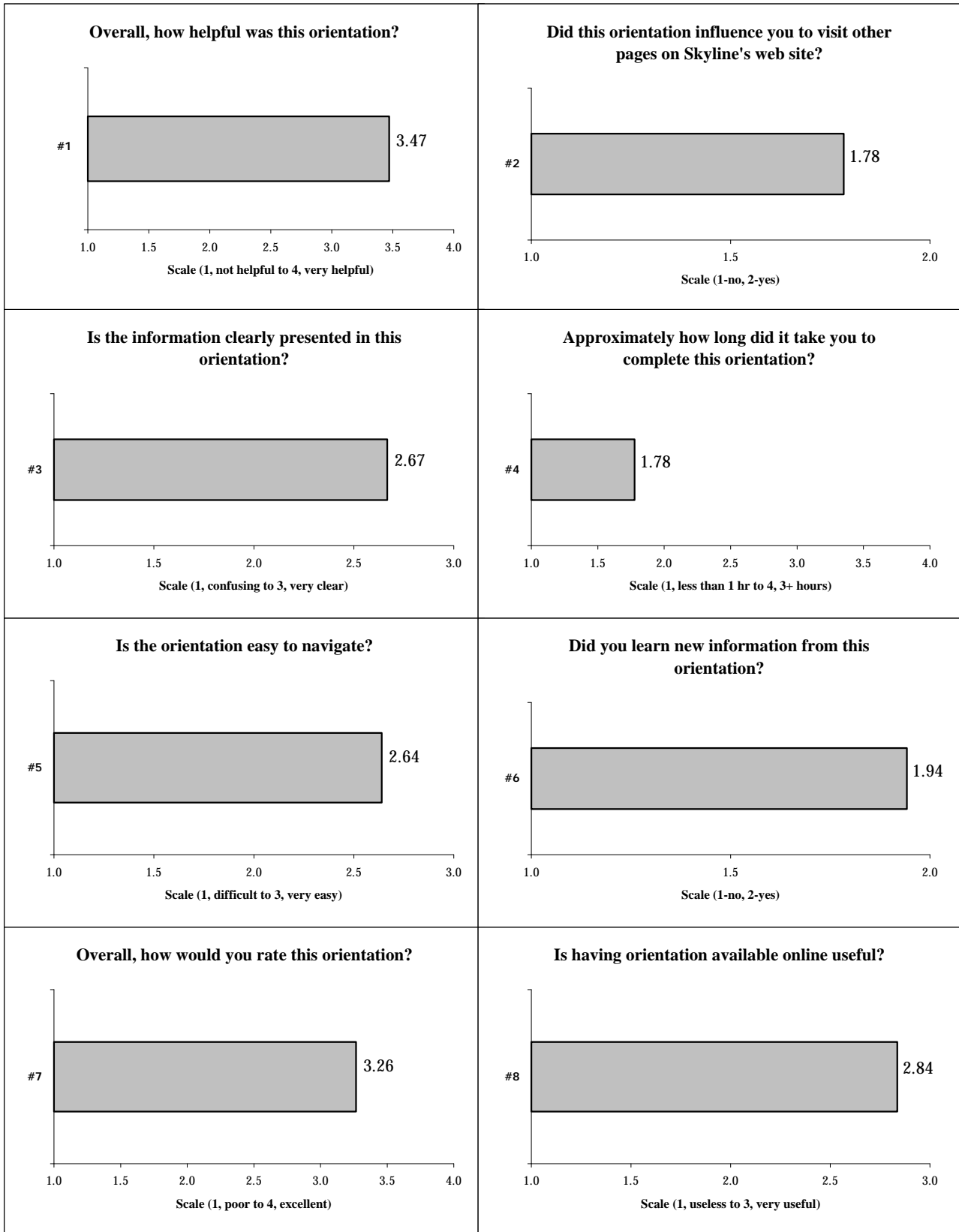
The revised online orientation was accessible for the spring 2001 registration cycle. At the completion of registration, records indicated that 177 new matriculating students chose to complete online orientation. The added online orientation evaluation feature allowed students to respond to nine questions about their experiences with online orientation. The webmaster captured evaluation responses via e-mail. A summary report of the student's responses and specific comments is provided (see attached). These responses and comments have been valuable as we continue to update and refine this online approach.

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Orientation Evaluation

N=193



Online Orientation - Student Comments

1. I think online orientation is so convenient!
2. Having example math tests is great. Allows you to see which areas you are strong in and which areas you have forgotten.
3. The online orientation has made it easy for me, since I was unable to attend the orientation at the time I had taken my placement tests.
4. How do I sign up, and also make an appointment with a counselor?
5. It's a great idea to have this information online for people who are not able to actually go to the orientation...you can spend as much time as you like.
6. Need info for students transferring TO Skyline. Orientation should be suggested sooner because it would have more helpful to have known a lot of this information before now.
7. It was quick and easy.
8. It is a good idea having an online orientation. It saves time.
9. This orientation helped me to understand more about Skyline and the academic future.
10. Thank you for making it useful for students on line.
11. This online orientation was very helpful to me. I wasn't able to attend any of the live orientation at skyline due to personal problems. Therefore, this online orientation worked like a charm.
12. This is very interesting since in some ways it presents the aspects that a student questions when he/she enters at this stage of his/her life. (In Spanish)
13. It was a different and fun experience.
14. I know a lot more about classes and Skyline from this orientation.
15. It is EXTREMELY useful for me to use online orientation. I live far from Skyline at this point and didn't have a chance to get over there. This is very convenient for those who work days or are just plain busy!
16. Student club info?????
17. Outstanding idea to put orientation online!
18. Outstanding online orientation!!
19. Online orientation was very convenient for me because I am in lab registration and currently live in Fremont.
20. Online orientation is very useful to many people who are very busy and who can't always attend scheduled meetings. I think there should also be online tests.