



STUDENT LEARNING

GOAL 2: STRENGTHEN EFFORTS TO PROMOTE STUDENT SUCCESS

Objective: Support Student Transitions and Strengthen Communication

Purpose: To support student success at UBC, there is the need to ensure that students are making well-informed choices and are supported in their transitions at UBC. This includes effective communication, orientation and transition supports for students.

Definition: Three metrics have been calculated to examine our accomplishments towards this goal: *Satisfaction with Advising*, *Clear Communication*, and *Supporting Student Transitions*. Metrics were calculated based on survey items from orientation and student experience surveys. Responses for Satisfaction with Advising and Supporting Student Transitions were measured on a 6-point scale where “1” was considered a low value and “6” was considered high.

Overall Metrics:

	Okanagan		Vancouver	
	2011/12	2012/13	2011/12	2012/13
Satisfaction with Advising	4.3 (.95)	4.3 (0.93)	4.3 (1.25)	4.0 (.98)
Clear Communication (% who responded “Yes”)	73.6%	87.0%	81.5%	86.3%

**Note: the standard deviation associated with the mean of each scale is shown in parentheses*

	Okanagan		Vancouver	
	2012/13	2013/14	2012/13	2013/14
Supporting Student Transitions	4.5 (0.65)	4.4 (0.66)	not asked at this campus	

Explanation of the Results and Next Steps:

Satisfaction with Advising: This metric was comprised of three survey items on the Undergraduate Experience Survey (UES) related to student satisfaction with advising by faculty members, departmental staff, and student services/enrolment services. Student average ratings of advising were the same at our Okanagan campus and decreased slightly for our Vancouver campus.

Next Steps: We will monitor these results each year, and the programs related to these metrics in strengthening our efforts to improve academic advising at UBC. In responding to survey results our Okanagan campus is working to improve advising through enhancing integrated advising services across faculties. As well, this year Academic Advising has begun offering an Academic Success Program that includes one-on-one coaching and monthly workshops.

Clear Communication: The UES asked students to indicate if they felt that they understood their program and department requirements and policies. Overall the ratings were very high on these items and both campuses improved on this item from the 2012 UES to 2013.

Next Steps: We will continue to monitor our activities regarding communication efforts and will continue to work hard to maintain high standards.

Supporting Student Transitions: This metric was created for the Okanagan campus from student responses to the CREATE orientation survey, and combining these four sub-scales; *well-informed communication, effective orientation program, making connections/adjusting to UBC, and preparedness for university.* Overall the results were quite positive in supporting students in their transition to UBC. There were three areas where students felt less prepared for university; performing adequately in written assignments, meeting academic demands and understanding finances and banking.

UBC Vancouver supports student transitions through orientations, the JumpStart program, the implementation of Collegia, and residence life programming. While the latter three have assessment mechanisms in place, UBC Vancouver does not currently have an equivalent orientation survey to the one used at UBCV.

Next Steps: There is considerable work on both campuses with regards to student orientations, and support for transitions. UBC Vancouver is strengthening its orientation processes this year, and will continue to evaluate the Collegia and JumpStart pilot programs to inform future programming. In response to the need to support student transitions, the Okanagan campus has developed a new First Year Advising Program aimed at supporting students through their transition to UBC. We will assess the impact of that program in 2014 to determine if it meets the needs identified by students.

Summary of Survey Items to Create Metric Scales

Satisfaction with Advising

(Percentage of students who responded "Very Satisfied", "Satisfied" or "Somewhat satisfied")

Advising by faculty professors on academic matters

Advising by departmental staff on academic matters

Advising by staff in the University Centre/Enrolment Services on academic matters

O

V

%

%

85

73

82

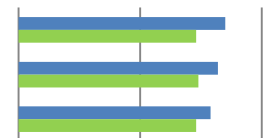
74

79

73

■ Okanagan

■ Vancouver



Clear Communication

(Percentage of students who responded "Yes")

Do you understand how the requirements of your major or option combine to produce a coherent understanding of a field of study?

Are the requirements for your program/major/option well defined?

Are department rules and policies clearly communicated?

O

V

%

%

89

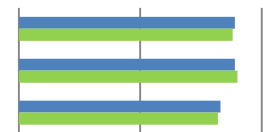
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89

90

83

82



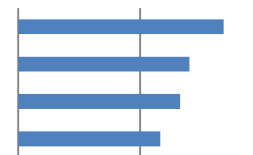
Supporting Student Transitions (Okanagan Only)

Well-informed communication

(Percentage of students who responded "A great extent" or "Mostly")

Answered your questions about your first year at UBC	84	n/a
Informed you about the academic support programs and services available to you at UBC	70	n/a
Provided you with information about on-campus resources for social/ emotional support	67	n/a
Reduced your anxiety about your first year at UBC	58	n/a

O	V
%	%
84	n/a
70	n/a
67	n/a
58	n/a

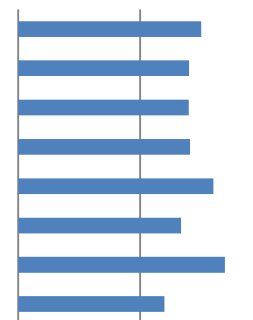


Effective Orientation Program

(Percentage of students who responded "Strongly agree" or "Agree")

Overall, the information and knowledge shared in this orientation met my expectations.	75	n/a
The Create orientation schedule was organized in a way that met my objectives.	70	n/a
Overall, the amount of time provided for each part of the orientation was sufficient.	70	n/a
The overall quality of the Create orientation was excellent.	71	n/a
The Create Leaders were knowledgeable in presenting specific university and campus information.	80	n/a
The Create campus tours were great.	67	n/a
The Create staff members were helpful.	85	n/a
The Create orientation answered all of my questions about my first year at UBC.	60	n/a

O	V
%	%
75	n/a
70	n/a
70	n/a
71	n/a
80	n/a
67	n/a
85	n/a
60	n/a

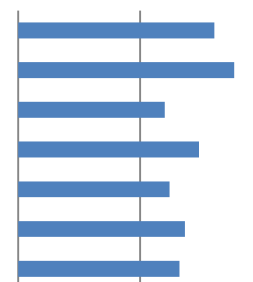


Making Connections/Adjusting to UBC

(Percentage of students who responded "I feel much better" or "I feel somewhat better")

Feeling welcomed by UBC.	81	n/a
Finding your way around campus.	89	n/a
Making friends with other students.	60	n/a
Finding help with questions or problems.	74	n/a
Adjusting to living here.	62	n/a
Getting academic advice.	69	n/a
Becoming involved in campus activities.	66	n/a

O	V
%	%
81	n/a
89	n/a
60	n/a
74	n/a
62	n/a
69	n/a
66	n/a



Preparedness for University

(Percentage of students who responded "I feel much better" or "I feel somewhat better")

Understanding content and information presented in your courses.	60	n/a
Performing adequately in written assignments.	41	n/a
Meeting academic demands.	47	n/a
Overall feeling that you're prepared for university.	64	n/a
Understanding my finances and banking.	36	n/a

O	V
%	%
60	n/a
41	n/a
47	n/a
64	n/a
36	n/a

