CIE ASSESSMENT REPORT/PLAN

Report: Fall 2015 International Student Beginning of Semester Report
Date: September 21, 2015

SUMMARY:

International student orientation included the following populations: degree-seeking students (undergraduates), exchange students, law students, and Loyola Intensive English Program (LIEP) students. Each population of students was oriented separately due to their different needs. Dates were as follows:

- **F-1 Undergraduate Orientation:** Monday, August 17 from 9:00 a.m. to 4:00 p.m.
- **J-1 Exchange Orientation:** August 20 from 10 a.m. to 4:45 p.m. & August 21 from 9:00 a.m. to 3:00 p.m.
- **Loyola Intensive English Program (LIEP) Students:** August 19 from 3 to 4 p.m. (Immigration and related matters & Insurance)
- **Law Student Orientation:** Friday, August 28 from 9:30 a.m. to 11:30 a.m. (Immigration and related matters as well as anything that was not covered in their orientations (i.e. health and safety, hurricane preparedness, etc.))

Overall, the orientation received positive reviews with almost all of the categories getting a score between 3.5 and 5 (highest possible score).

Changes from previous year:

- Lunch on Day 1 of J1 Orientation was combined with Day 2 of LIEP Orientation for a large New Orleans-themed lunch catered by Sodexo. Janna Saslaw was invited to give the New Orleans Music lecture because Sanford Hinderlie was not available. Otherwise, no major changes this year as Assistant Director was conducting first orientation.

EVALUATION METHODS:

Degree-seeking undergraduates and non-degree exchange students were asked to fill out an evaluation at the end of orientation. Almost all students filled out evaluations when asked. Graduate students and LIEP students were not given surveys.

SUMMARY OF RESULTS:

### F-1 Undergraduate Orientation

F-1 undergraduate orientation was very small this year due to the small number of new international admissions. We expected 10 undergraduates, but 2 students were delayed in their arrivals, 1 student was misinformed about orientation, and 1 student showed up at the end of the day. There were 6 new undergraduate students in attendance for the full day of the F-1 orientation, along with 1 LIEP student who arrived to the U.S. early and attended voluntarily.

The F-1 orientation received very positive feedback from the students with a few areas for improvement. The session that scored the lowest (3.3/5) was the indoor computer lab scavenger hunt – the regular scavenger hunt was cancelled due to foul weather. “Adjusting to Life in the U.S.” also received a lower score (3.8/5). The sessions that scored the highest were “Getting Started at Loyola” (4.6/5) and “Immigration Info” (4.6/5). Students’ favorite part of the day was the student panel, and their least favorite part was cultural adjustment, citing that it was too long.

Evaluations (5 evaluations)

- Did the orientation help you adjust to the university? (average = 4)
- Did the orientation help you adjust to New Orleans and the U.S.? (average = 4)
- Sessions/Presentations (session average = 4.2)
  - Breakfast, welcome, student introductions (average = 4.5)
  - Getting started at Loyola: email, blackboard, meal plans, etc. (average = 4.6)
  - Scavenger Hunt (session average = 3.3)
  - Immigration, SSN, Work, Banks, Cell Phones (session average = 4.6)
  - Academic Preparedness (session average = 4.2)
  - Q&A (session average = 4.2)
  - Adjusting to Life in the U.S. (session average = 3.8)
  - Out & About in New Orleans (session average = 4.4)
  - Student Panel (session average = 4.4)
- Materials (materials average = 4)
  - Admit Packet (3.7)
  - Pre-Departure Emails (4)
  - International Student Handbook (4)
  - New Student Resource Guide (4.2)
- Comments from students on evaluations
  - If you marked something as unsatisfactory, tell us why, and what we can do to improve it.
    - N/A
  - Is there anything that you think we should add to the orientation?
    - N/S
  - Is there anything that you think we should take out of the orientation?
    - “Scavenger hunt inside”
• What was your favorite part of orientation?
  • Student Panel (2)
  • Academic Preparedness (1)
  • “The food and the LORA Stuff” (1)
  • “Learning about all the things you can do in New Orleans” (1)
• What was your least favorite part of orientation?
  • Adjusting to life in the U.S. (2)
  • Scavenger Hunt (1)
  • Too long (1) “Sometimes a bit long, and cold!”

J-1 Exchange Orientation

J-1 Exchange Orientation is spread out over two days because the exchange students don’t have to attend another orientation. 40 students were expected and all of them made it by the second day.

The J-1 orientation received very positive feedback from the students with a few areas for improvement. The sessions that scored the lowest were “Student Panel” (3.7/5), “Scavenger Hunt” (3.8/5), “Health & Safety” (3.8/5) and the “Q&A Session” (3.8/5).

The sessions that scored the highest were “Welcome and Introductions” (4.3/5) and “Academic Preparedness” (4.3/5). New Orleans Music and Culture (9 students), meeting other students (8 students), BARGA (7 students), food (6 students), Academic Preparedness (5 students) and the campus tour (4 students) were cited as students’ favorite part of orientation. Students cited the scavenger hunt (4 students) and the length of the orientation (3 students) as their least favorite part.

Evaluations (35 evaluations)
• Did the orientation help you adjust to the university? (average = 4.2)
• Did the orientation help you adjust to New Orleans and the U.S.? (average = 3.9)
• Sessions/Presentations (session average = 4.2)
  • Breakfast, welcome, student introductions (average = 4.3)
  • Getting started at Loyola: classes, meal plans, etc. (average = 4.2)
  • Scavenger Hunt (session average = 3.8)
  • Immigration, SSN, Work, Banks, Cell Phones (session average = 4.2)
  • Academic Preparedness (session average = 4.3)
  • Q&A (session average = 3.8)
  • Adjusting to Life in the U.S. (session average = 3.9)
  • Out & About in New Orleans (session average = 4.2)
  • Loyola Online: email, blackboard, orgsync, etc. (session average = 3.9)
  • Health & Safety (session average = 3.8)
  • Campus Tour (session average = 4.1)
  • New Orleans Music (session average = 4.2)
  • Student Panel (session average = 3.7)
• Materials (materials average = 4.3)
  • Admit Packet (4.3)
  • Pre-Departure Emails (4.3)
  • International Student Handbook (4.4)
  • New Student Resource Guide (4.0)
• Some comments from students on evaluations
  • If you marked something as unsatisfactory, tell us why, and what we can do to improve it.
  • “Lecture about Health & Safety was too short and too fast and it was confusing”
  • “The person in charge didn’t vocalise properly; she spoke too fast” (Campus Tour)
  • “I thought the music was really interesting and Janna Saslaw was really enthusiastic but it was too long and seemed messy”
  • “Seemed quite self-explanatory and stale. Needs to be more compelling” (Academic Preparedness)
  • “Scavenger Hunt. I think this will be more fun after welcome”
  • “The campus tour wasn’t necessarily unsatisfactory but our guide didn’t even breathe. She was too fast and was hard to hear.”
  • “Scavenger hunt made us feel like lost children, not discerning adults”
  • “More time explaining this issue is needed in the orientation” (Loyola Online)
  • “More info about Loyola Online and better organization with students ID”
  • “Trim the fat. The days are long and material was repeated”
  • “About breakfast, there should be salty breads”
• Is there anything that you think we should add to the orientation?
  • “It would be nice to also go in to the city instead of two campus tours (Scavenger hunt + campus tour)”
  • “A city trip”
  • “Time in the city”
  • “Maybe an extra tour around the campus to get to know the neighborhood”
  • “More info on phone plans and where to get them”
  • “I think it will be better if we get campus tour on the first day”
  • “folk dance”
  • “An active part where the group can explore the city together with other local students”
  • “more interaction between all the international students”
“A tour around Tulane’s places shared with Loyola”
“Actually you could remove all the stuff that are on the web”
“More information before the arrival about the first steps in the city”
“Some time for ourselves to do the things you need to do when arriving at a new country; buy the essentials, bank, mobile cards”
“I think you should take into account that we have to get installed and the orientation was too long. Anyways it was okay”
“More games and activities to meet all exchange students”
“I wanted to communicate with other international students”

Is there anything that you think we should take out of the orientation?
“Campus tour → unnecessary”
“too much items in the scavenger hunt”
“scavenger hunt, because the campus tour covered basically everything, should be on day 1”
“shorten talks”
“Scavenger hunt. Campus Tour is enough”
“Maybe the part related to on-campus student set it as volunteer”
“Not focus so much on the part of the residential life”
“The scavenger hunt and the campus tour covered similar stuff”

What was your favorite part of orientation?
“The card game. It really helped to understand the potential difficulties.”
“The games, campus tour”
“New Orleans Music” (5)
“The lectures”
“Card games, meals together, scavenger hunt”
“Meeting everyone and being told about the university/NOLA in general”
“Getting to know student, learning about Loyola and the city. It made me excited to learn more”
“The games – meeting people”
“immigration info, campus tour”
“Lunch. New Orleans Music”
“the inside scoop student panel”
“socializing, meeting people”
“the game with the cards and the academic lecture”
“Larry Lorenz. Breakfast. All the information you got on the first day really helped.”
“Meeting new people. Academic preparedness by Dr. Larry Lorenz. Food”
“Academic Preparedness”
“Campus Tour” (2)
“The tour and card game”
“Meeting new people” (2)
“Insight into New Orleans Culture”
“Out and about in Nola. Adjusting to life in the U.S.”
“bagels”
“game with cards”

What was your least favorite part of orientation?
“The scavenger hunt”
“There was just so much information in a short amount of time”
“lecture” and “too much lecturing”
“New Orleans Music”
“Scavenger Hunt” (3)
“Immigration info” (3)
“Loyola Online” (2)
“the music lesson was too long but nice”
“The inside scoop student panel”
“how long it was”

inBUS Welcome Event
This event was for matching exchange students into small groups with Americans. Students were paired up before the event and played a matching game with international photos to find their groups. Lunch was provided (and decimated) and students were allowed some time to do a guided icebreaker in their groups. Then a calendar of proposed events was shared and students were encouraged to exchange contact information and make plans for the first inBUS activity. There was a great turnout by exchange, American and LIEP students.

In the future, a bigger room may be necessary, as well as more food.

CHANGES PROPOSED BASED ON EVALUATIONS & ASSESSMENT MEETING:

F-1 Undergraduates
• Being such a small group, it was easier to tailor the presentations to student need and be flexible with the schedule.
• The session that scored the lowest was the indoor scavenger hunt. In case of rain in the future, something else should be done to introduce students to the campus or this session should be scrapped all together.
• Meet with Co-Curricular to make sure the CIE orientation is on their radar. Students showed up to the Danna Center but were not sent over to CIE.
• Have students RSVP for orientation and respond about parent involvement. We had several parents come with
students and we did not have anything planned for them. A good idea, however, was to send them with the Res Life room shopping list so that they could get items for the students’ rooms. Maybe we could put together parent packets as well and invite them to at least the first session.

**J-1 Exchange Students**

- **Expectations/Q&A**
  - Possibly have students help set expectations for the session on the first day so that minor adjustments can be made to the schedule based on what students want to get out of it.
  - Make better use of index cards and having students submit questions as they come up so that they can be answered as we go along. Maybe make a box at the front where they can drop them?

- **FOOD:**
  - The first morning many students arrived hungry having traveled the night before and a large breakfast (fruit, yogurt and pastries) was much appreciated. One student requested cereal.
  - This year for the first day of orientation, lunch was combined with LIEP and catered by Sodexo with a New Orleans theme. Students seemed to enjoy trying some local dishes and having a little extra time to socialize and meet other students. Tables were set up banquet style so more students could sit around one table. If possible these changes should be maintained
  - Overall this group was hungry! See Office Manager’s notes about what was ordered, but in general food was very important to them and very little was left. More snacks and beverages for the afternoons.
  - If the size of the exchange group continues to grow, a bigger room may be necessary and catering for more of the meals might be a good option just to limit staff time spent cleaning up, etc.

- **Immigration Information**
  - This panel needs to take place while students are fresh, not after lunch, and needs to be more interactive somehow.

- **Health & Safety**
  - Lieutenant Honora forgot about the session and was unreachable by phone, so this was done on the fly without a lot of preparation. The students did not get what they needed out of this presentation. Next year confirm, confirm, confirm!

- **Student Panel:**
  - This was not as successful for the J’s as it was for the F’s, possibly because Camila Casaw (RA) was not on this panel but also because exchange students did not seem as interested in long-term integration into the Loyola community as they were in learning about New Orleans.

- **Campus Tour/Scavenger Hunt:**
  - Students found the inclusion of both a tour and a scavenger hunt repetitive. While some students liked the scavenger hunt, others found it childish, so it should probably be dropped in favor of the tour. BUT guides must be briefed on how to speak slowly and clearly for international students.
  - Possibly include walk to LBC to preview Tulane dining options, ATMs, Fedex, etc.
  - Maybe provide tour guides with list of places we want them to hit (rec plex, post office, OR, Res Life, Bursar’s etc.) OR have our own Orientation Leaders and staff do the tours.

- **Music Session**
  - Students overall enjoyed Janna Saslaw’s presentation very much. She got high marks and was mentioned as the favorite of many, but maybe the lecture should be cut back to 30-45 minutes instead of one hour.

- **Academic Preparedness**
  - Even though he was a bit sick, students thoroughly enjoyed Dr. Lorenz. He should be asked back as long as he is willing to come.
  - To supplement his presentation, however, more information on the U.S. academic system and academic integrity should be included somewhere during orientation (maybe with Loyola Online?) as these issues cropped up during the first few weeks of class.

- **Loyola Online**
  - More time should be allotted for this session and possibly it should take place in the computer lab so that students can log in to some systems while the information is being presented. Students have a lot of questions about these topics and it should not be rushed.

- **Based on feedback, the following information should be added:**
  - More information about the city of New Orleans, local happenings, and what is accessible to students under 21 years. Maybe a city tour of some sort could be added on Day 2 in the afternoon, weather permitting. A bike tour? A city bus tour? Or just get on the streetcar and go to the quarter?
  - Students were very eager to meet each other and be social, so more socializing time should be built in either over meals (instead of lecturing through meals) and/or as structured icebreaker activities.
  - More time spent to go over information in handbook. While reading from the handbook is not advised, presenting the information in the handbook in another form while using it as a reference might work.
  - Info on cell phones needs to be on a handout for students who want more information. Also include student schedules in their folders if possible, and meal plan information + how to change.
  - Other handouts that were included that students liked: festival dates, shuttle schedules, academic calendar (and go over holiday schedules).
  - Vouchers for meals and/or better coordination with ID office. Students need IDs early in the day (combine with campus tour?) before cards can be activated and wolfbucks can be added. Either vouchers should be provided for dinner on Thursday night, or students should be well-informed that they will have to eat out. This year most of the group walked to Dat Dog and enjoyed it.
**Law Students**

- The Law student orientation went well – students were engaged and asked a lot of questions. It took place at the Broadway campus. Maybe we could provide some small refreshments for them?
- Make sure to give surveys to graduate students.

**LIEP Students**

- Make sure to give surveys to LIEP students or get feedback from evaluations conducted by Jess.

**FOOD NOTES**

FROM COSTCO:
- 2 big boxes of grapes
- full watermelon
- 2 big boxes strawberries
- 2 bunches bananas
- 1 bag of Trailmix
- Bag carrots
- 2.5 lb bag celery
- big container of hummus
- 2 boxes of cookies
- 2 gallons of orange juice
- gallon of 1% milk
- 2 dozen pastries (for breakfast Monday & Wednesday)

**MONDAY – F-1’s – Headcount: 10**

Breakfast: from 12 pastries from Rouses, Fruit from Costco
Lunch: from Slice 2 pizzas (double cut) 1 Mesclun Salad NOTE: Not enough pizza

**THURSDAY – J-1’s – Headcount: 44 (plus 2 OLs, 3-5 staff) + LIEP – Headcount: 12 (plus 3 staff), Total: 65ish**

Breakfast: Stein’s 3 dozen assorted bagels (cut in half) plus plain and salmon cream cheeses.
- NOTE: They gave us way too much plain cream cheese last time, just 1 small container of plain will do and maybe one more small different cream cheese because the salmon flavor was popular last time.
- Leftover fruit from Costco
Lunch: from Sodexho
- 1 tray Jambalaya
- 1 tray Gumbo
- 1 tray vegetarian red beans & rice
- 2 trays salad

**FRIDAY – J-1’s – Headcount: 44 (plus 2 OLs, 3-5 staff) + LIEP – Headcount: 12 (plus 3 staff)**

Breakfast: For 65 people
- Boulangerie – 100 mini pastries (NOTE need 48 hours notice, closed Tuesdays so if you want on Thursday morning, you have to order by Monday). Students requested more savory flavors
- Extra fruit if needed
Lunch: For 45 people from Slice, 5 pizzas (double cut) and 2 large salads

**EVALUATIONS:**

Accessible in the Fall 2015 International Student Orientation file.