

FY25 Annual Report and Assessments

Department name	Trojan Transition and Assistance Center
Mission	UA Little Rock Trojan Transition and Assistance Center seeks to introduce and connect all new undergraduate students to the campus and facilitate a spirit of success. We strive to connect parents and family with resources on campus to initiate a smooth and balanced transition for their loved ones. We focus on developing skilled and confident Orientation Leaders to assist with orientation of new students, while becoming strong and inviting campus leaders.

ANNUAL REPORT

Summary Narrative

1. Improve student recruitment and yield processes

- Go2 Orientation platform running (virtual)
- July 9- Hosted Trojan Tuesday event
- July 19- hosted New Student Orientation (286 students and guests attended)
- July 23- Hosted Trojan Tuesday event
- July 30- Hosted Trojan Tuesday event
- August 2- hosted New Student Orientation (225 students and guests attended)
- August 21- attended Trojan Engage Resource Fair
- August 28- Participated with PEAW Student Teams Event
- September 12- Orientation Leader Recruitment: CLC Classroom Visit
- September 16- Orientation Leader Recruitment : Tabling in Business Building
- September 17- Orientation Leader Recruitment: Donaghey Scholars Class Visit
- September 18- Orientation Leader Recruitment: Tabling in Trojan Cafe
- September 19- Orientation Leader Recruitment: Tabling in EIT
- September 20- Orientation Leader Recruitment: Trojan Cafe
- September 23- Orientation Leader Recruitment: Fine Arts
- September 25- Orientation Leader Recruitment: Tabling in DSC
- September 25- Orientation Leader Recruitment: SGA Meeting
- September 26- Orientation Leader Recruitment: Tabling in DSC
- September 27- Orientation Leader Recruitment: Tabling in DSC
- October 3- Orientation Leader Interest Session
- October 7- Orientation Leader Interest Session
- October 10- Hosted Counselors Luncheon (137 attended)
- October 31- Hosted Discover Day (1,158 attended)
- November 4-8- Orientation Leader Interviews

	• December 12- Interviews for TTAC Event Coordinator • January 8- Participated in Chat & Chew Campus Partner Meeting • January 10- New Student Orientation (cancelled due to campus closure) • January 22- Participated in the Registered Student Organization Fair • February 8- Hosted Explore (123 students and guests attended) • March 7- Interviews for TTAC Customer Service Specialist • March 20- Hosted Experience (187 students and guests attended) • April 4- Orientation Leader Training (1 of 4) • April 11- Orientation Leader Training (2 of 4) • April 18- Orientation Leader Training (3 of 4) • April 25- Orientation Leader Training (4 of 4) • April 24- Hosted Transformation (85 students and guests attended) • May 7- Orientation Leader End-of-Year Celebration at Top Golf • June 6- Hosted New Student Orientation (337 students and guests attended) • June 6- KARK Education Matters: New UA Little Rock students welcomed on campus for orientation • June 20- Hosted New Student Orientation (419 students and guests attended)
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ASSESSMENTS	
Department Goal 1:	Provide all students with the most current and up-to-date information delivered through our online orientation platform, Go2Orientation
Institutional Goal:	Experience Improve the student, faculty, and staff experience by cultivating an engaging campus community that promotes diversity, equity, and inclusivity.
Student Services Component Plan Goal:	Promote a culture of engagement, inclusion, wellness, and growth
Objective:	4: Enhance the development of intrapersonal and interpersonal skills for the online and the on-campus community.
Strategy:	2: Provide online and on-campus experiences and resources related to collaboration, leadership, interdependence, and meaningful relationships.
ASSESSMENT	

Team lead for this assessment	Leah Ford
Activity or experience being assessed	Go2Orientation
What you want to learn from this assessment	Is TTAC including all relevant student services areas in our online orientation? Is the information up to date that is being provided for new students?
Assessment artifact	Mini focus group(s) with each area to go over each section of Go2 Orientation that is relevant for their department.
Time period for this assessment	March 2025
Type of Assessment	Operational assessment
How data will be used to make improvements	This data will be used to assess the current information in Go2Orientation and ensure all information is up to date for the following year.

REPORT	
Results	TTAC staff met with various campus partners to update any information that was listed on the Go2Orientation website. 1) Is the contact information listed correct? 2) Are there any department/name changes? 3) Is the physical location of each office the same? 4) Go over all information listed for each department and make sure it's accurate. 5) Update photos or videos as needed
List changes that have been made in this fiscal year (ending June 30) based on assessment results (or write n/a)	• Trojan Transition and Assistance Center- updated all photos, and new employee contact information. • New Student Checklist updated to reflect Workday information, updated how to get advised. • Created a new "How to Register for Class" video using Boss for summer and Workday for Fall. • Updated Admissions video • Update Virtual Success Fest information • Updated Trojan Safety App information
List changes that will be made in the next fiscal year (beginning July 1) based on assessment results (or write n/a)	• New video footage for Care Team/Academic Affairs Retention Office • New video footage for welcome video • Update photos and graphics to refresh the site.

Department Goal 2:	Experience orientation as an orientation attendee; includes all new students, guests, and parents.
Institutional Goal:	Experience Improve the student, faculty, and staff experience by cultivating an engaging campus community that promotes diversity, equity, and inclusivity.
Student Services Component Plan Goal:	Promote a culture of engagement, inclusion, wellness, and growth
Objective:	1: Enhance campus life and provide fun engagement for potential, new, transfer, online, and returning students.
Strategy:	1: Expand fun and engaging opportunities that enrich students' time while at UA Little Rock.
ASSESSMENT	
Team lead for this assessment	Assistant Director/Customer Service Specialist
Activity or experience being assessed	On campus Orientation
What you want to learn from this assessment	What was the experience as an orientation attendee; includes all new students, guests, and parents; collected at the end of each orientation
Assessment artifact	Survey
Time period for this assessment	June 2024-June 2025
Type of Assessment	Learning assessment CAS domain: Knowledge acquisition/construction/integration and application Learning outcome: Students will learn about a variety of TTAC services and explain their favorite parts of Orientation.
How data will be used to make improvements	Since this assessment is completed after each orientation event, comments and other data are used to make continuous improvements. At the end of the

summer/after the last orientation event – all data will be combined & reviewed to improve orientation at UA Little Rock.

REPORT

Results

[Orientation Survey Feedback 2024](#)

Key Findings:

- Attendees: 77% new students, 22% transfer students.
- Overall Satisfaction: 67% strongly agreed and 24% agreed that new student orientation was fun and informative.
- Helpful Sessions:
 - Financial Aid, Scholarships, Work Study: 84% strongly agreed they learned about these topics.
 - Student Accounts: 56% strongly agreed and 22% agreed they learned about student accounts and payment.
 - Student Organizations: 78% strongly agreed and 14% agreed they learned about getting involved.
 - Health Services (Narcan, Counseling): 70% strongly agreed and 11% agreed they learned about these services.
- Excitement for UA Little Rock: 93% felt more excited to attend after the event.
- Academic College/Major Learning: Students learned about major requirements, transfer credits, internship opportunities, advising, scholarships, competitive majors (Nursing, STEM), major flexibility, and college locations.
- Favorite Parts: Lunch/food, small group sessions with Orientation Leaders, games/icebreakers, meeting new people, learning about student services, academic interest sessions, and campus tours.
- Least Favorite Parts: Long session duration, overcrowding/feeling rushed, lack of specific info for some majors (Nursing, Computer Science), waiting during transitions, early start time/traffic, cold and uncomfortable room temperatures.

List changes that have been made in **this fiscal year** (ending June 30) based on assessment results (or write n/a)

- Adjusted the number of interest sessions offered
- Introduced a Parent and Guest Panel
- Increased advisor participation and engagement during orientation

List changes that will be made in the **next fiscal year** (beginning July 1) based on assessment results (or write n/a)

- Enhance collaboration and involvement with Academic Advising

Department Goal 3:	Increase institutional, divisional, and departmental knowledge for the ASK Desk student workers through training.
Institutional Goal and Component Goal:	Access Increase student access to transformative educational experiences that are affordable, versatile, and relevant
Student Services Component Plan Goal:	Expand student access to services and opportunities
Objective:	1: Reduce student barriers to accessing services.
Strategy:	3: Enhance customer service training for all student services staff, including student workers.
ASSESSMENT	
Team lead for this assessment	Director
Activity or experience being assessed	Assess the perceived job performance of ASK Desk student workers, doing a pre- and post-test to assess what skills they obtained in the ASK Desk training.
What you want to learn from this assessment	Do the student workers feel more confident in answering questions about the institution, division, and department while working at the ASK Desk and answering the main University phone line?
Assessment artifact	Have students answer 5-10 questions about specific things they learned during training.
Time period for this assessment	September 2024-May 2025
Type of Assessment	Learning assessment CAS domain: Knowledge acquisition/construction/integration and application Learning outcome: Students are able to correctly answer questions about the institution, division, and department while working at the ASK Desk and in TTAC answering the main university phone line.

How data will be used to make improvements

Use feedback to revamp future training for student workers in TTAC.

REPORT

Results

[Trojan Transition and Assistance Center Post Training Survey](#)

Summary: Multiple Choice Questions

Speaking with a Frustrated Student about a Registration Hold

Best Response Chosen:

Refer them to their academic advisor and explain that you cannot lift the hold, but you can help them contact the right person.

● 100% of respondents selected this option

Best Example of Student-Centered Service

Response Chosen were majority empathy-based:

● 70% – Showing empathy while finding solutions

● 30% – Assisting students promptly and effectively

Appropriate Response if a Parent Asks for Details about their Student's Grades

Best Response Chosen:

Explain that due to FERPA, you cannot release the student's academic records without their written consent.

● 100% of respondents selected this option.

List changes that have been made in **this fiscal year** (ending June 30) based on assessment results (or write n/a)

N/A

List changes that will be made in the **next fiscal year** (beginning July 1) based on assessment results (or write n/a)

Incorporate more Workday training for our student workers.