



Office of Institutional Research and Assessment

Orientation Survey Results – Beirut Campus

November 6, 2013

Your suggestions and comments are welcomed. For questions or additional queries do not hesitate to contact us by email: ira@lau.edu.lb or at extensions 1232, 1384, 1783

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I. Overview

The Orientation Survey was administered to 1,071 admitted new first-time undergraduates in Beirut campus (the targeted population) in Fall 2013. Of the 1,071 students invited to participate in the web-based survey, 204 (19.4%) responded. The pool of respondents included 204 (98%) students who attended orientation and 4 (2%) who did not attend.

The respondents may be characterized as follows:

- 61.5% females and 38.5% males
- 8.7% are enrolled in the School of Architecture and Design, 48.1% in the School of Arts and Sciences, 27.9% in the School of Business, 9.1% in the School of Engineering, 1.9% in the School of Nursing, and 4.3% in the School of Pharmacy
- 88.9% in the freshman class and 11.1% in the sophomore class

The most important findings for the 204 respondents, who attended orientation, may be summarized as follows:

- 51.5% knew about orientation from the Student Life website, 50.5% through SMS, 22.5% from the Letter of Admission, 16.7% from a friend, 13.2% through LAU webmail account and 3.4% from other sources.
- Above 90% of the respondents were satisfied¹ with the dean of students' presentation, the orientation and the school/department's presentations. 88.2% were satisfied with the video campus tour while 9.3% were dissatisfied². 80.9% were satisfied with the breakfast (taste, quality, presentation) while 9.3% were dissatisfied. As for the registration presentation / training sessions in the computer centers, 72.1% were satisfied, while 25% were dissatisfied.
- More than 90% of the respondents agreed³ that orientation was informative, staff was welcoming and they left orientation with a positive impression about LAU. The majority of respondents (88.7%) agreed that student ushers were helpful, yet 8.8% disagreed. 87.7% agreed that presentations were interesting, while 10.8% disagreed. As for the video campus tour, only 68.1% of the respondents agreed that it was useful, while 27% disagreed.
- A vast majority (90.2%) believed that the information provided during orientation was enough to help them get started.

180 or 86.5% of total respondents have checked the orientation webpage for information. The 180 respondents ranked the webpage items from most to least important as follows:

¹ Satisfied includes the response option of satisfied or very satisfied

² Dissatisfied includes the response option of dissatisfied or very dissatisfied

³ Agreed includes the response option of agree or strongly agree

- 1st useful item: important dates & reminders (28.9%), first registration info (25.0%) and orientation program (19.4%).
- 2nd useful item: first registration info (22.8%), important dates & reminders (20.0%) and orientation program (18.9%).
- 3rd useful item: find your advisor (15.0%), important dates & reminders (15.0%) and first registration info (12.8%).
- 4th useful item: find your advisor (18.3%), important rules & tips (12.8%) and forms (12.2%).
- 5th useful item: important rules & tips (18.9%), checklists (13.3%) and questions & answers (12.2%).

The most recurrent response options were: important dates & reminders, first registration info, followed by find your advisor, orientation program and important rules and tips.

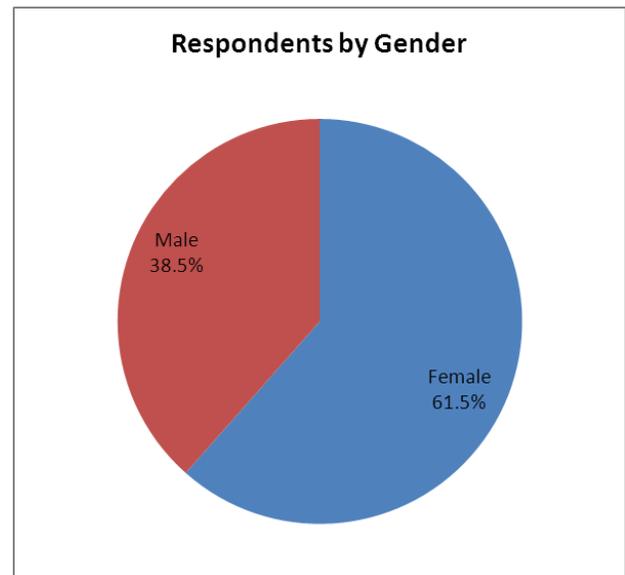
II. Respondents' characteristics

1. Response rate

Target Population	1,071
Respondents	208
Response Rate	19.4%

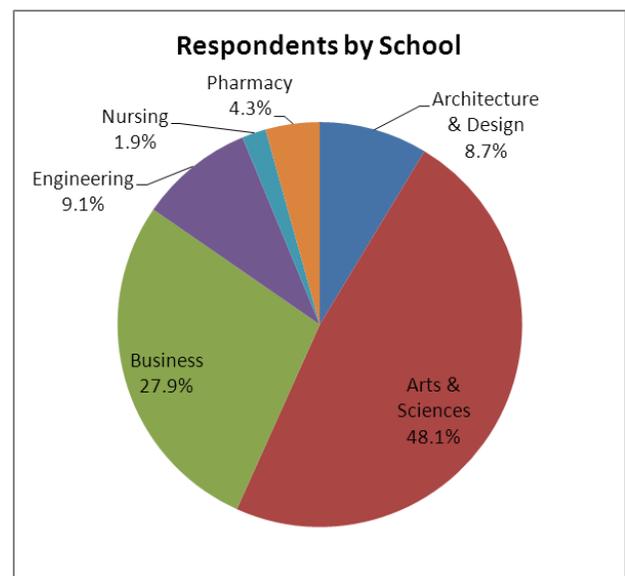
2. Respondents by Gender

	Frequency	Percent
Female	128	61.5%
Male	80	38.5%
Total	208	100%



3. Respondents by School

	Frequency	Percent
Architecture & Design	18	8.7%
Arts & Sciences	100	48.1%
Business	58	27.9%
Engineering	19	9.1%
Nursing	4	1.9%
Pharmacy	9	4.3%
Total	208	100%

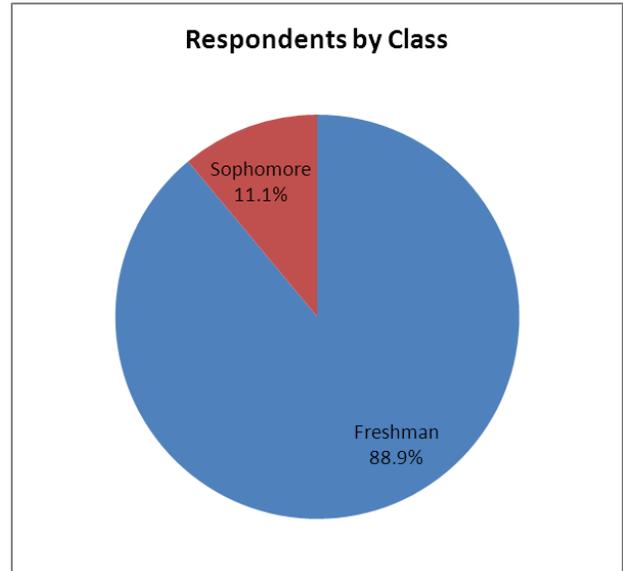


4. Respondents by Degree Program

	Frequency	Percent
B-ARC	4	1.9%
BA-COM	10	4.8%
BA-EDU	4	1.9%
BA-FNARTS	3	1.4%
BA-INTARC	6	2.9%
BA-POL	1	0.5%
BA-PSIA	1	0.5%
BA-PSYC	2	1.0%
BE-CMPENG	3	1.4%
BE-CVLENG	6	2.9%
BE-INDENG	3	1.4%
BE-MCHENG	7	3.4%
BS-BIOL	28	13.5%
BS-BUS	44	21.2%
BS-CHEM	5	2.4%
BS-COMP	17	8.2%
BS-ECON	11	5.3%
BS-GRAPH	3	1.4%
BS-HOSP	3	1.4%
BS-IDES	2	1.0%
BS-MATH	4	1.9%
BS-NURS	4	1.9%
BS-NUTR	4	1.9%
FRESH-ARTS	14	6.7%
FRESH-SCI	10	4.8%
PRE-PHARM	9	4.3%
Total	208	100%

5. Respondents by Class

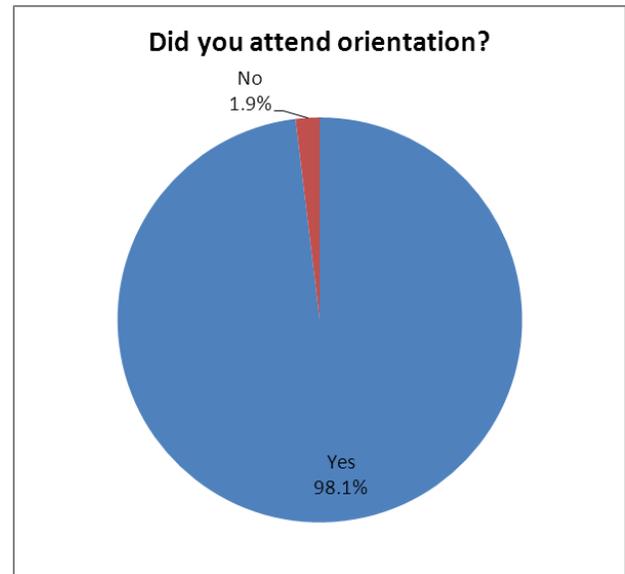
	Frequency	Percent
Freshman	185	88.9%
Sophomore	23	11.1%
Total	208	100%



III. Survey Results

1. Did you attend orientation?

	Frequency	Percent
Yes	204	98.1%
No	4	1.9%
Total	208	100%



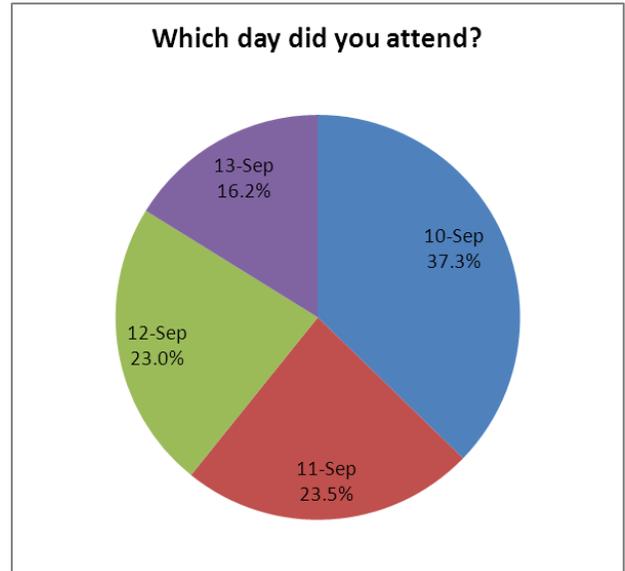
If no, please specify the reason:

- Family issue
- I were supposed to not enter LAU
- It's my second semester so it's not required
- My acceptance wasn't out yet

2. Which day did you attend?

	Frequency	Percent
10-Sep	76	37.3%
11-Sep	48	23.5%
12-Sep	47	23.0%
13-Sep	33	16.2%
Total	204	100%

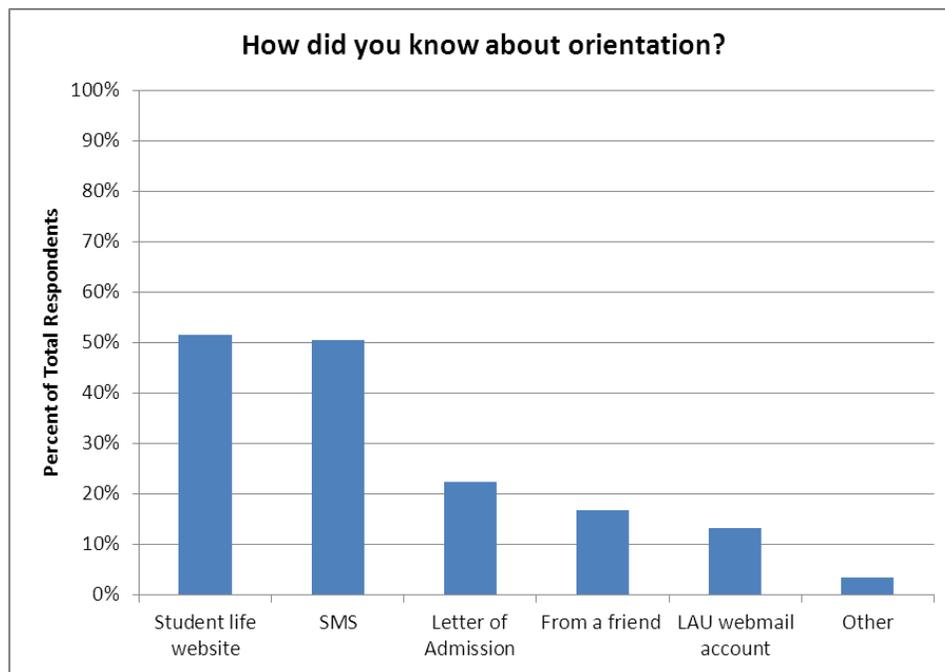
*** Percentages are calculated out of the respondents who attended orientation (204).*



3. How did you know about orientation?

	Frequency	Percent
Student life website	105	51.5%
SMS	103	50.5%
Letter of Admission	46	22.5%
From a friend	34	16.7%
LAU webmail account	27	13.2%
Other	7	3.4%

*** Total percentage does not add up to 100% as respondents may choose more than one option.*

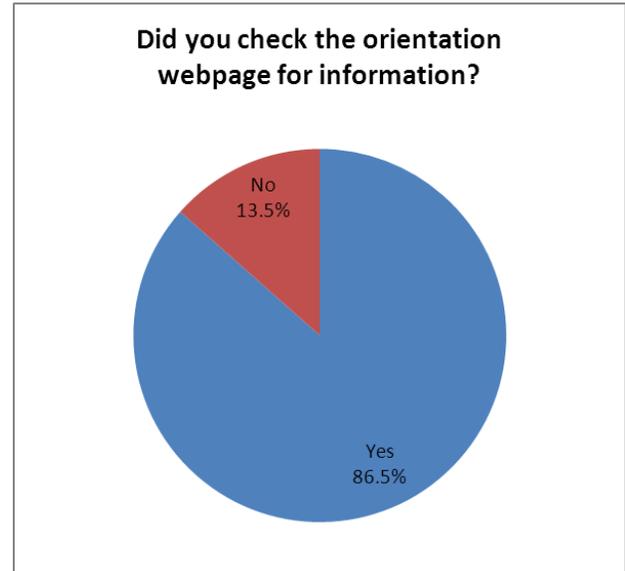


If other, please specify:

- A faculty member
- By email
- From the previous USP orientation I attended
- I checked the website
- The admission office told me
- USAID orientation
- USP

4. Did you check the orientation webpage for information?

	Frequency	Percent
Yes	180	86.5%
No	28	13.5%
Total	208	100%

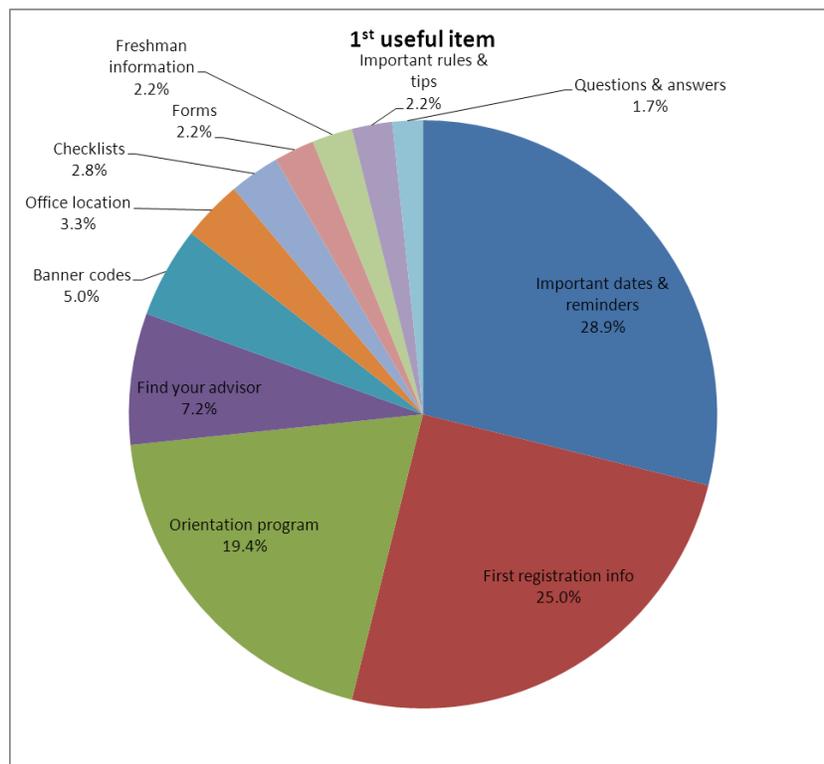


5. Select the top 5 useful items on the webpage and rank them from most to least important:

*** Percentages are calculated out of the respondents who checked the orientation webpage (180).*

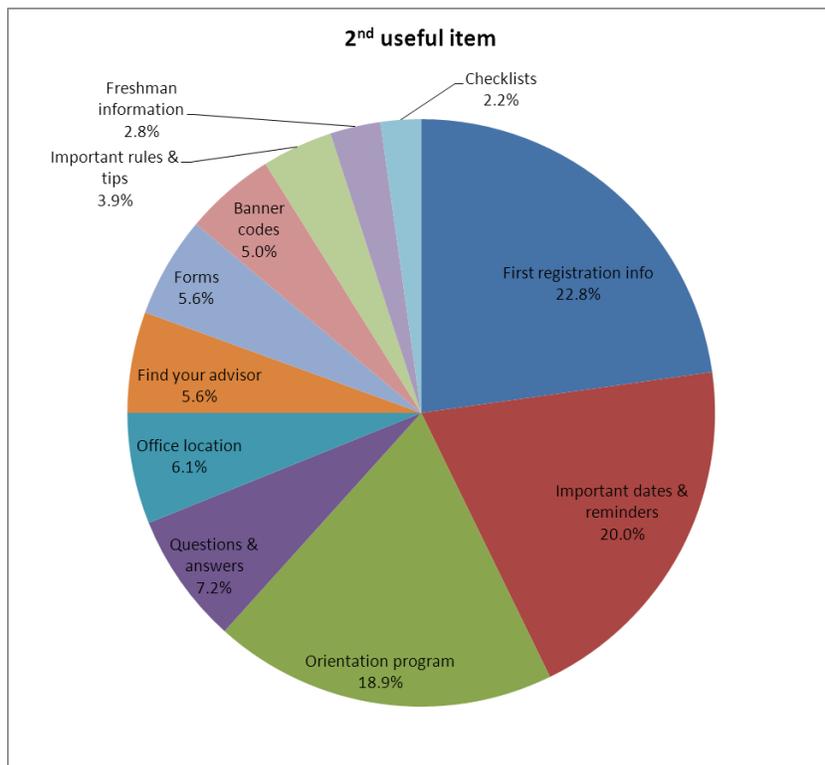
a. 1st useful item

	Frequency	Percent
Important dates & reminders	52	28.9%
First registration info	45	25.0%
Orientation program	35	19.4%
Find your advisor	13	7.2%
Banner codes	9	5.0%
Office location	6	3.3%
Checklists	5	2.8%
Forms	4	2.2%
Freshman information	4	2.2%
Important rules & tips	4	2.2%
Questions & answers	3	1.7%
Total	180	100%



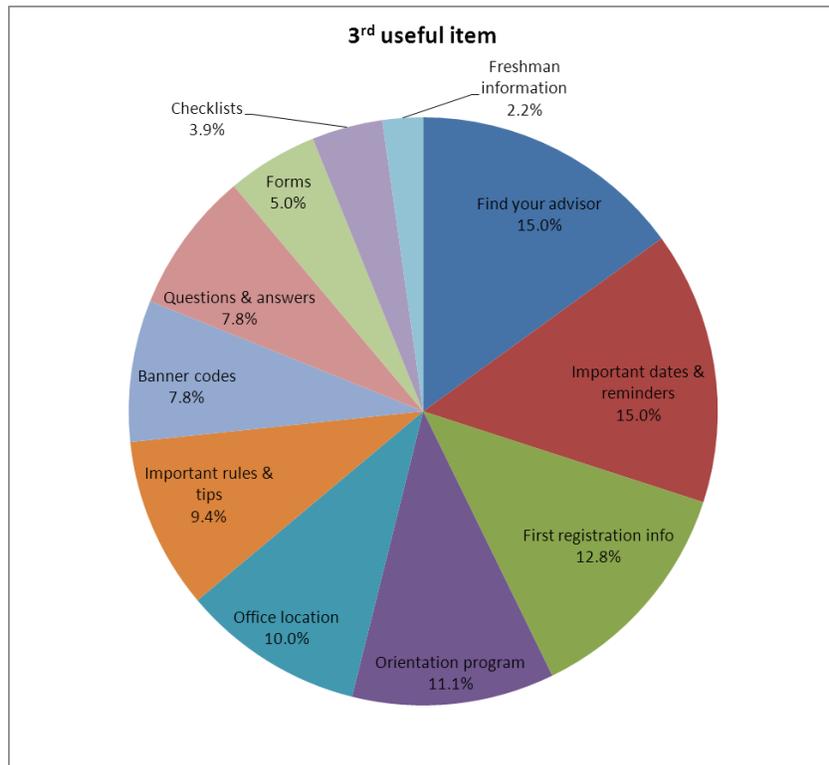
b. 2nd useful item

	Frequency	Percent
First registration info	41	22.8%
Important dates & reminders	36	20.0%
Orientation program	34	18.9%
Questions & answers	13	7.2%
Office location	11	6.1%
Find your advisor	10	5.6%
Forms	10	5.6%
Banner codes	9	5.0%
Important rules & tips	7	3.9%
Freshman information	5	2.8%
Checklists	4	2.2%
Total	180	100%



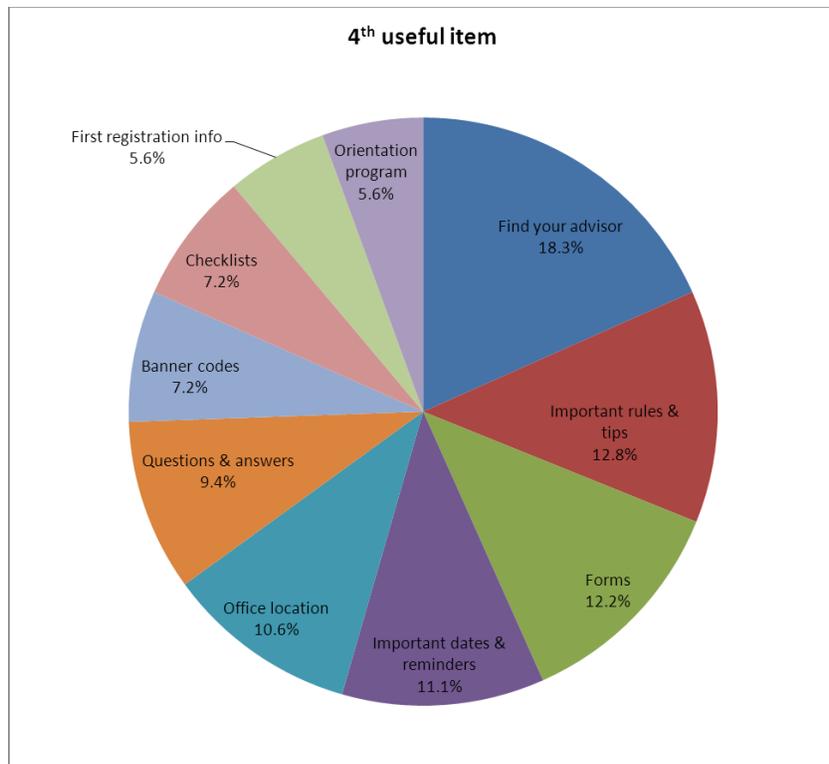
c. 3rd useful item

	Frequency	Percent
Find your advisor	27	15.0%
Important dates & reminders	27	15.0%
First registration info	23	12.8%
Orientation program	20	11.1%
Office location	18	10.0%
Important rules & tips	17	9.4%
Banner codes	14	7.8%
Questions & answers	14	7.8%
Forms	9	5.0%
Checklists	7	3.9%
Freshman information	4	2.2%
Total	180	100%



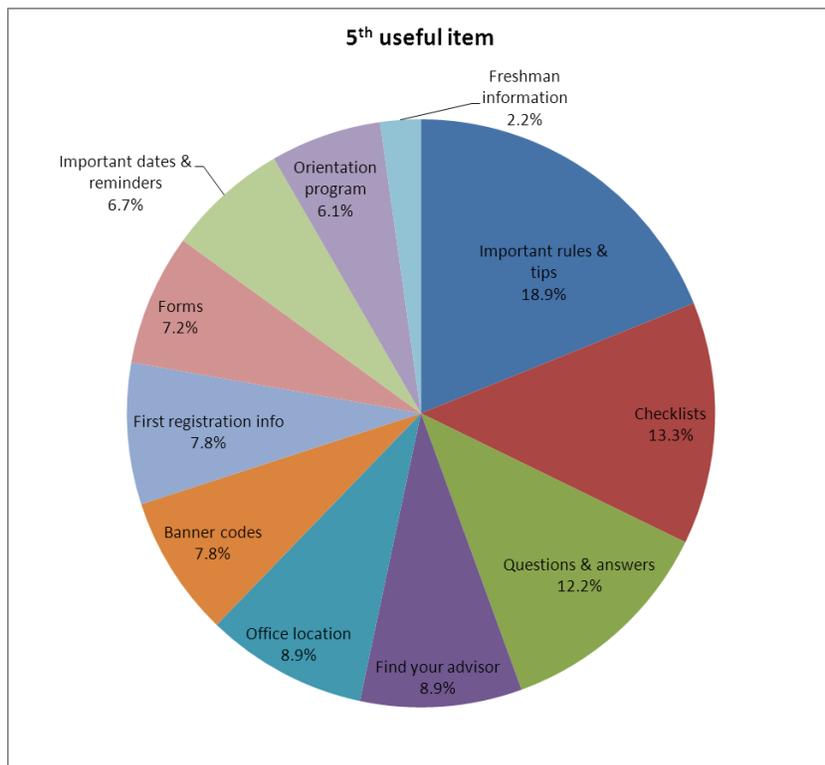
d. 4th useful item

	Frequency	Percent
Find your advisor	33	18.3%
Important rules & tips	23	12.8%
Forms	22	12.2%
Important dates & reminders	20	11.1%
Office location	19	10.6%
Questions & answers	17	9.4%
Banner codes	13	7.2%
Checklists	13	7.2%
First registration info	10	5.6%
Orientation program	10	5.6%
Total	180	100%



e. 5th useful item

	Frequency	Percent
Important rules & tips	34	18.9%
Checklists	24	13.3%
Questions & answers	22	12.2%
Find your advisor	16	8.9%
Office location	16	8.9%
Banner codes	14	7.8%
First registration info	14	7.8%
Forms	13	7.2%
Important dates & reminders	12	6.7%
Orientation program	11	6.1%
Freshman information	4	2.2%
Total	180	100%

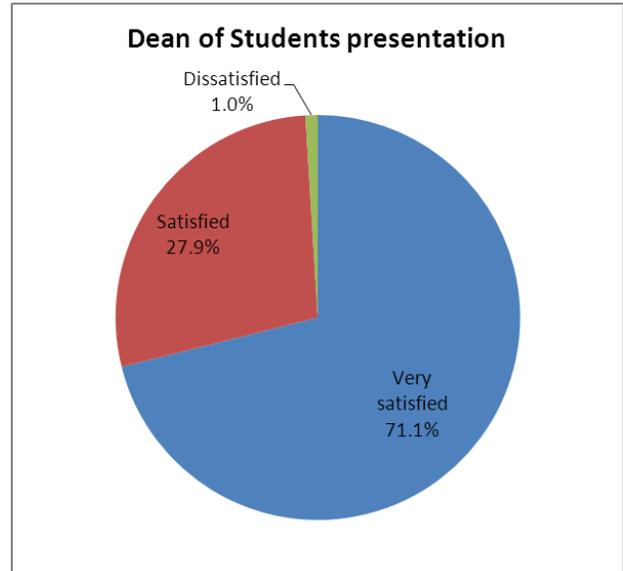


6. Please rate the following orientation items:

*** Percentages are calculated out of the respondents who attended orientation (204).*

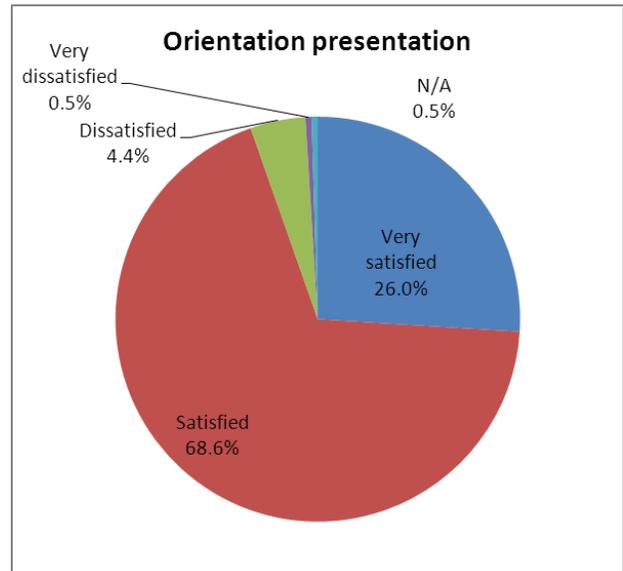
a. Dean of Students presentation

	Frequency	Percent
Very satisfied	145	71.1%
Satisfied	57	27.9%
Dissatisfied	2	1.0%
Total	204	100%



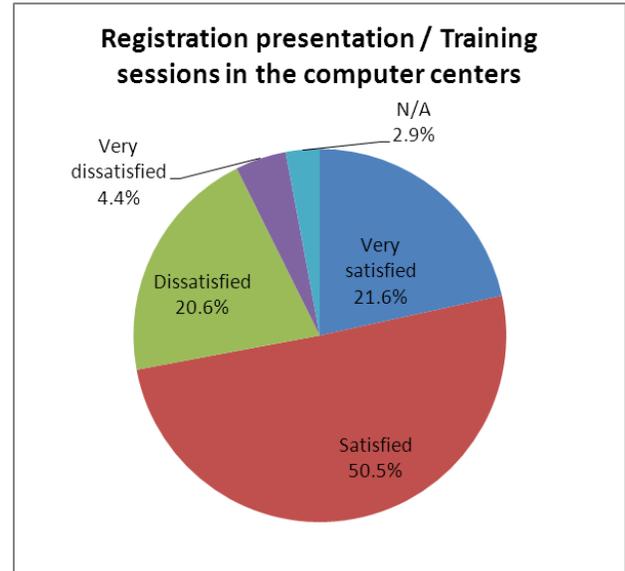
b. Orientation presentation

	Frequency	Percent
Very satisfied	53	26.0%
Satisfied	140	68.6%
Dissatisfied	9	4.4%
Very dissatisfied	1	0.5%
N/A	1	0.5%
Total	204	100%



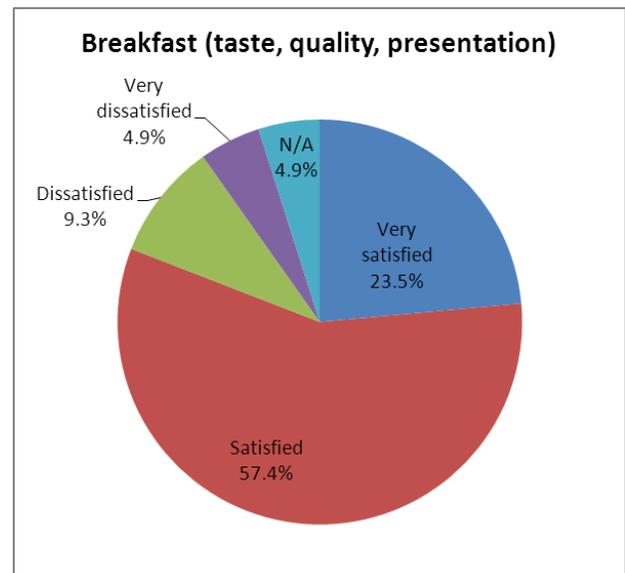
c. Registration presentation / Training sessions in the computer centers

	Frequency	Percent
Very satisfied	44	21.6%
Satisfied	103	50.5%
Dissatisfied	42	20.6%
Very dissatisfied	9	4.4%
N/A	6	2.9%
Total	204	100%



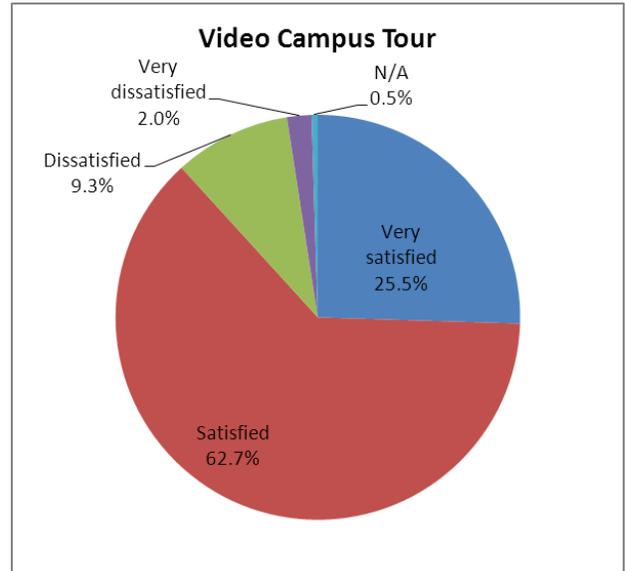
d. Breakfast (taste, quality, presentation)

	Frequency	Percent
Very satisfied	48	23.5%
Satisfied	117	57.4%
Dissatisfied	19	9.3%
Very dissatisfied	10	4.9%
N/A	10	4.9%
Total	204	100%



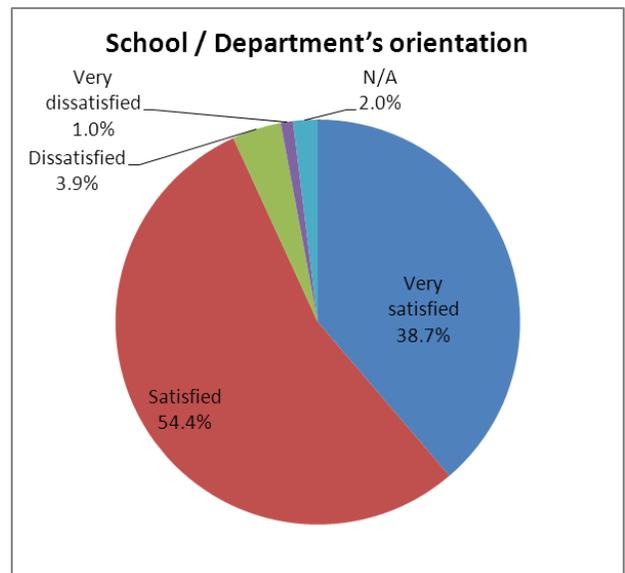
e. Video Campus Tour

	Frequency	Percent
Very satisfied	52	25.5%
Satisfied	128	62.7%
Dissatisfied	19	9.3%
Very dissatisfied	4	2.0%
N/A	1	0.5%
Total	204	100%



f. School / Department's orientation

	Frequency	Percent
Very satisfied	79	38.7%
Satisfied	111	54.4%
Dissatisfied	8	3.9%
Very dissatisfied	2	1.0%
N/A	4	2.0%
Total	204	100%

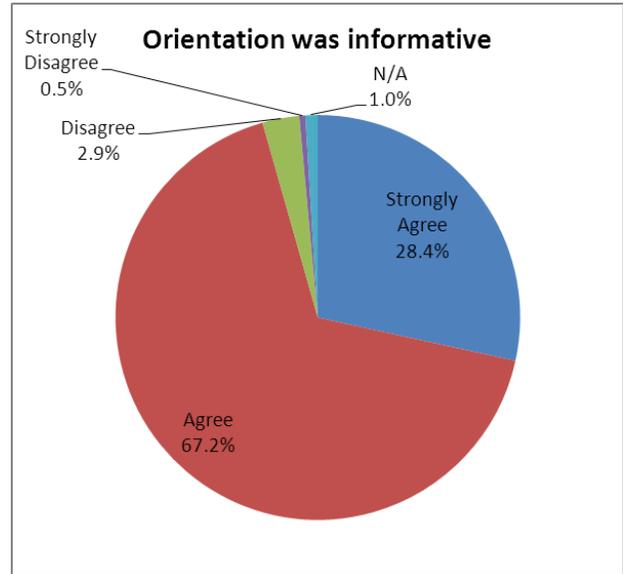


7. Please rate the following:

*** Percentages are calculated out of the respondents who attended orientation (204).*

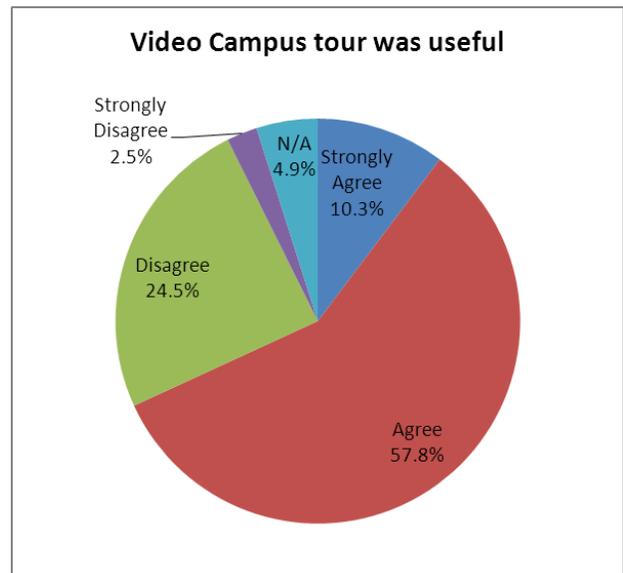
a. Orientation was informative

	Frequency	Percent
Strongly Agree	58	28.4%
Agree	137	67.2%
Disagree	6	2.9%
Strongly Disagree	1	0.5%
N/A	2	1.0%
Total	204	100%



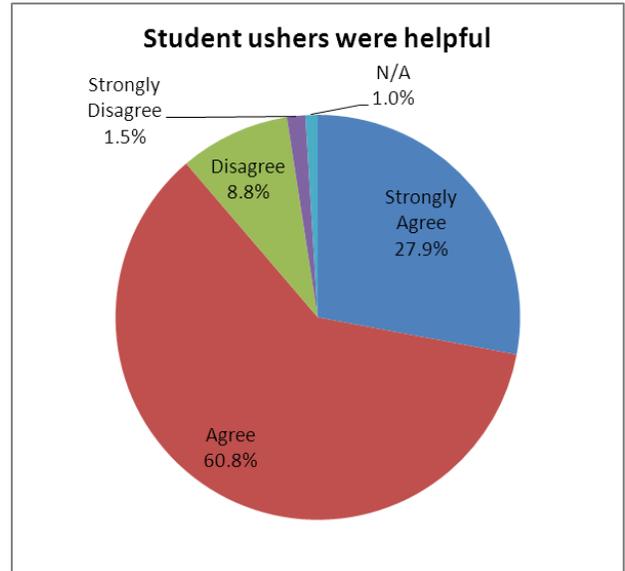
b. Video Campus tour was useful

	Frequency	Percent
Strongly Agree	21	10.3%
Agree	118	57.8%
Disagree	50	24.5%
Strongly Disagree	5	2.5%
N/A	10	4.9%
Total	204	100%



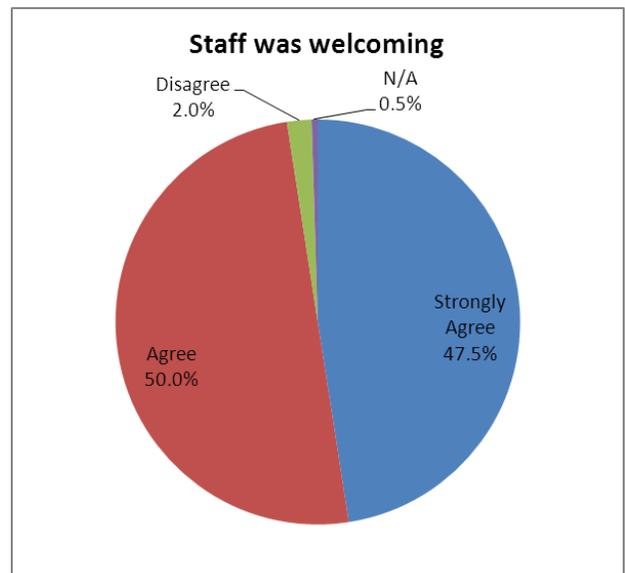
c. Student ushers were helpful

	Frequency	Percent
Strongly Agree	57	27.9%
Agree	124	60.8%
Disagree	18	8.8%
Strongly Disagree	3	1.5%
N/A	2	1.0%
Total	204	100%



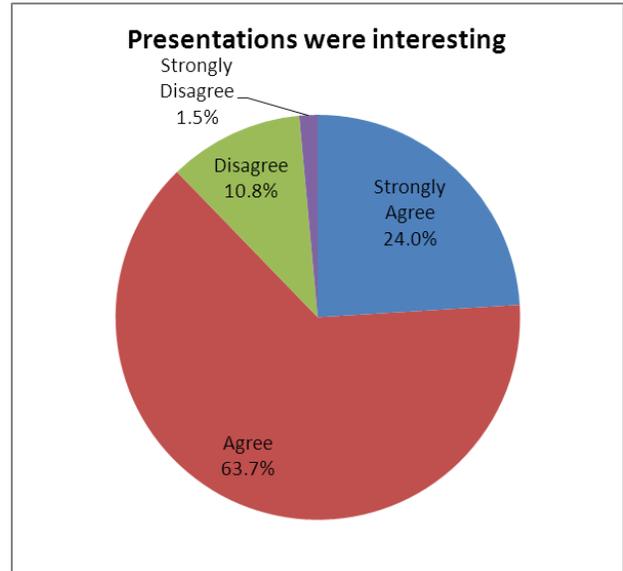
d. Staff was welcoming

	Frequency	Percent
Strongly Agree	97	47.5%
Agree	102	50.0%
Disagree	4	2.0%
N/A	1	0.5%
Total	204	100%



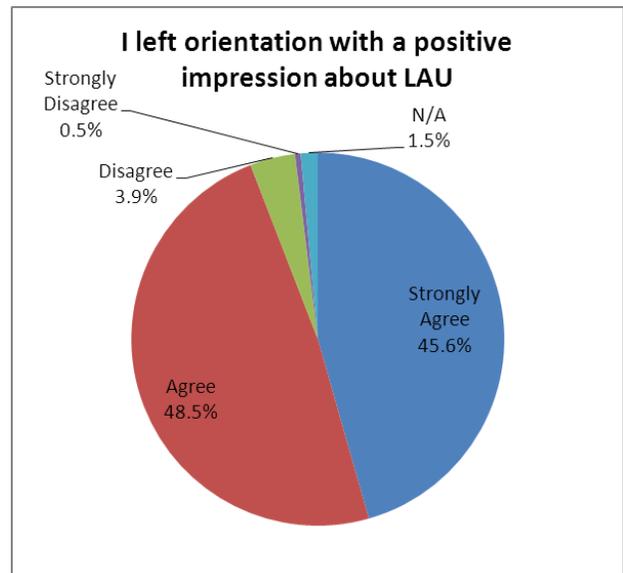
e. Presentations were interesting

	Frequency	Percent
Strongly Agree	49	24.0%
Agree	130	63.7%
Disagree	22	10.8%
Strongly Disagree	3	1.5%
Total	204	100%



f. I left orientation with a positive impression about LAU

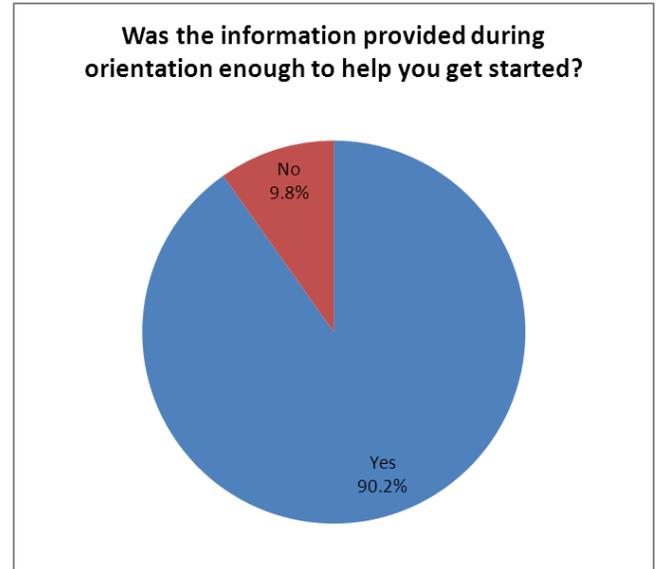
	Frequency	Percent
Strongly Agree	93	45.6%
Agree	99	48.5%
Disagree	8	3.9%
Strongly Disagree	1	0.5%
N/A	3	1.5%
Total	204	100%



8. Was the information provided during orientation enough to help you get started?

	Frequency	Percent
Yes	184	90.2%
No	20	9.8%
Total	204	100%

** Percentages are calculated out of the respondents who attended orientation (204).



If No, please specify:

- everybody just wants to rush through it
- Registration presentation
- registration
- process of registering for courses
- registration information was not enough
- registration process
- holds weren't mentioned
- Information about courses registration
- More info should be given to students
- registration and department presentation were vague
- there's weren't so clear
- Check additional comments
- Registration
- My portal did not work when I tried it at home
- Almost nobody understood how to register-I asked
- Advising and registration
- Needed to tell us about LAU (halls, classes...)
- Orientation provided shallow information
- I didn't understand the registration process
- Advising and registration wasn't very well

9. What did you like most about orientation day?

Training sessions in the computer centers
Activities
It was very informative and the presentations were interesting
The Dean Of Students and the way he was welcoming us students. He really made us feel like family.
How welcoming the dean of students was, moreover I loved the little comic scene they put in for us.
Staff was welcoming, Student ushers were helpful.
Ted X LAU
Being divided into groups to meet people.
Orientation day covered all my questions, it gave me all the information i wanted and needed to know.
The staff was so helpful and they explained much.
Hands on training regarding registration
we get to meet new people , and i liked the campus
That we didn't have to do any childish ice breaking games
Making new friends and the new student package is really useful.
school/department orientation
Students
School / Department's orientation
Employees, instructors, staff, ushers all welcomed us wholeheartedly. And that was nice. Made me look forward for 1st day. It really felt that the student is indeed at the center of your care. Thank you.
Welcoming staff , first registration info
The corners that were made in the campus
Being introduced to the campus
the welcoming for the new students
School orientation
presentations in general
The information I gained
Everything
The interaction between students and their professors, the organized plans and the cooperation.
Department's orientation
The videos
How to register
Help desks
The dean of admission Mr. Raed made our entrance to university very comfortable
I liked how everyone was very welcoming and doing their best to help us. So thank you for everything

Everyone was friendly and welcoming. The orientation was useful
Food
Meeting other students
videos, advisors, tour
The tour during which we were led to all the offices, buildings, and halls around campus
Ushers were very welcoming and entertaining.
they let us know everything about LAU (the rules , buildings ...)
I liked at most the part where the students were all together practicing the different activities that were done after breakfast.
meeting new people
It was informative
The atmosphere that calmed me
Registration info
SArD orientation
Besides the awesome looking girl that I stalked, almost every presenter mentioned that at LAU we're a family and for me that was very profound, thank you for that
video campus tour`
Nothing
Politeness and enthusiasm of staff members and doctors
The welcoming atmosphere.
The interaction with former students who introduced us to LAU.
department's orientation
The informality of the student dean presentation. It was simple and efficient.
Registration presentation
The program of the day
Nothing it wasn't helpful at all if it weren't for the little book you gave us about how to register and tips on the website i would have probably been not registered for classes this fall
Getting to know people
The presentations, the interaction with everybody (teachers, staff, students ...)
The starting video about LAU's history
All the day was very useful. Made me feel welcomed at LAU.
interaction with student
Socializing with others, getting familiar with the campus
everything
The information provided and the presentations about my computer science major.
Being at LAU is quite an amazing day with or without an orientation day!

Everything, but the dean of students made us more excited about starting LAU even though I was already excited!
cooperation with the faculty
writing on the black thing
The representation
A clear idea about the campus
I liked the interaction between all members of LAU as if they are a family.
The campus itself
The LAU bags.
The interaction between new students
Breakfast
The booklet, very useful!
meeting new students of the same major, knowing the location of each building, and realizing that LAU is one of the top universities in Lebanon, in addition to the generous breakfast reserved to students
Dr. Raed Mohsen's speech and Ms. Aya el Mir's speech
the tour in the halls, the registration in the computer room, the idea of the board, TEDx and the architects, doctor, nurses..
it was friendly
Organization

10. What did you like the least about orientation?

breakfast, the time for breakfast was very long
The crowd in the computer lab
The hands-on registration, because our group had to share computers, i.e. every 2-3 on one computer.
Orientation day was great, it's just that the video Campus tour made me a little confused and couldn't keep up where are the buildings or halls located and eventually when we got out i got a little lost and had to ask for help.
The fact that we didn't meet our advisors at the orientation.
Smoking Areas
I was satisfied, everything was perfect
The last session
I didn't like the registration presentation/training sessions in the computer centers at all; I didn't understand a lot there.
All was really great. Would have appreciated a tour on the campus... to inform us on the access to the buildings, their locations and whatnot.
The orientation was very crowded (12 September)
It was too long and repetitive
The Rooms were cold.
the hand on training
Breakfast
The registration process part
The lack of useful information
Registration presentation
Registrar office
Everything was important
I didn't like the computer training session no one could concentrate the trainer was talking to her self
the training session (the crew wasn't so helpful)
not specific
Campus tour
Too many presentations :(
not being guided into the different buildings and areas of the university
It was too slow
The computer explanation part
Some student usher was taking it as a joke and making fun of the new students but the other ushers were great!
the interaction and the campus tour

Registration wasn't helpful
I'm very satisfied with the whole orientation, but If I had to pick something it would be the food.
There was barely any interaction between new students (unless they previously knew each other)
Computer session was somehow unhelpful
Requirements were not really well explained for each major, for example, Free Elective was not mentioned.
The unreadiness of some presentations.
The advisors are not very well informed i didn't really understand
Presentations
The orientation presentation we had in the business school.
A bit long
People teaching us how to register in the computer lab (check additional comments please)
Registration presentation
The registration training was very bad
It was all very useful.
it was well organized and informative. nothing to dislike
the date of paying fees
That we had long breaks meanwhile we could have had a live tour around LAU
everything was good
Not showing all the places like library
how to register
How people help us
The teaching about the advising and registration
I think the "wajdi and majdi" "show" was not a good way to touch new students at an orientation. It could have been offensive to many gay people.
Registration presentation
There are some ideas that I heard before in the previous orientation, so the least I liked is repetition of these ideas(repetition is important for many)
That they did not show us a video tour of LAU
I already said it was chill
Walking
No food left :(((
Ushers did not tell us the names of the buildings, we just had a tour
It was short time
the video presentation
Nothing

11. Additional comments:

A little bit more registration information would have been helpful...
More food should have been presented.
I think LAU is a great university even though AUB gets all the credits.
Increase Smoking Areas
thank you for this wonderful orientation day and the trip was awesome
It was an interesting and beneficial experience. Thank you
i really appreciated your hard work, it was really interesting
We were not told that we would not be able to access banner from home till a specific date, so when I went home I spent three days freaking out and checking my holds till I finally called the IT department and figured out what was happening.
We should meet the advisers on the orientation day.
We were clearly too many students during the training session in the computer center, and i personally found myself sitting in the back so I couldn't hear the explanation
The last sentence in the dean of student's presentation was awesome.
great orientation
i guess some editing to the orientation program would be useful. I suggest having a tour around the campus with guidance about each building, being clearer concerning registration and the tuition fees payments details.
There's an expression in French: "sauter du coq à l'âne" it was really applicable on the people who were teaching us how to register for courses online. For example they would talk about something then move on to something else then return to the first thing because they forgot to say a detail. (I asked many on my way out nobody knew anything or even had an idea about how to register) they should practice more on their presentation or simply be replaced
You have to specify certain things like: you cannot register in bio 201 without registering for the lab
For next year, you should be more specific, slower and clearer in explaining the online registration process because I am pretty sure that the majority of students registered with external help such as siblings, family, and friends or consulted a member of staff privately later to understand how to register. But other than that the day was pleasant.
Need to put more signs as for a welcome to new students