

# New Student Welcome Message and Onboarding

For Enrollment Representatives, Academic Counselors, New Student Advisors, and Full-Time Faculty

## Island Hopping Experience Overview

**“Get Equipped Island”** - Clarifies actions for students to take to prepare for their first course. Includes: Identifying physical and digital items they will need to organize prior to their first class, and explains the importance of having systems in place to manage resources and work.

**“Get Motivated Island”** - Highlights behaviors and habits of successful students and provides examples of coping strategies to balance life and school. Includes: Identifying key behaviors of successful students, strategies for staying motivated (i.e. visualizing success, building habits), how to overcome barriers and setbacks, and provides a printable business card-sized “Keep Calm” card to refer to in challenging times.

**EQUIPPED**

Your Tour Guide, "Mei"

**“Achieve Your Goals Island”** - Explains the value of creating goals and breaking them down into manageable tasks. Actions from the previous four islands carry over to create an overview of goal setting with action items. Includes: the value of setting goals, breaking goals down into tasks, the difference between a goal and a task, promotes the benefit of tracking progress, identifies progress towards achieving goals, and provides a Takeaway personalized list of goals and tasks.

**MOTIVATED**

**GOALS**

**“Explore Your Classroom Island”** - A sneak peek of the online classroom, introduces actions to take to prepare for starting the first course. Includes: a basic understanding of classroom features such as posting to a discussion board, submitting an assignment, and sending messages to other students.

**“Make Time Island”** - Introduces the need to manage time to be successful. Encourages planning for time adjustments needed to accommodate studies. Includes: scheduling 15-20 hours of time per week for class work, identifying changes to work/life balance required to accommodate studying based on the experiences shared by past/existing students; defines the student’s use of time in a typical week, and provides the opportunity to print out a schedule for the first week of study to assess use of time as compared to a student’s typical week prior to enrolling in a degree program.

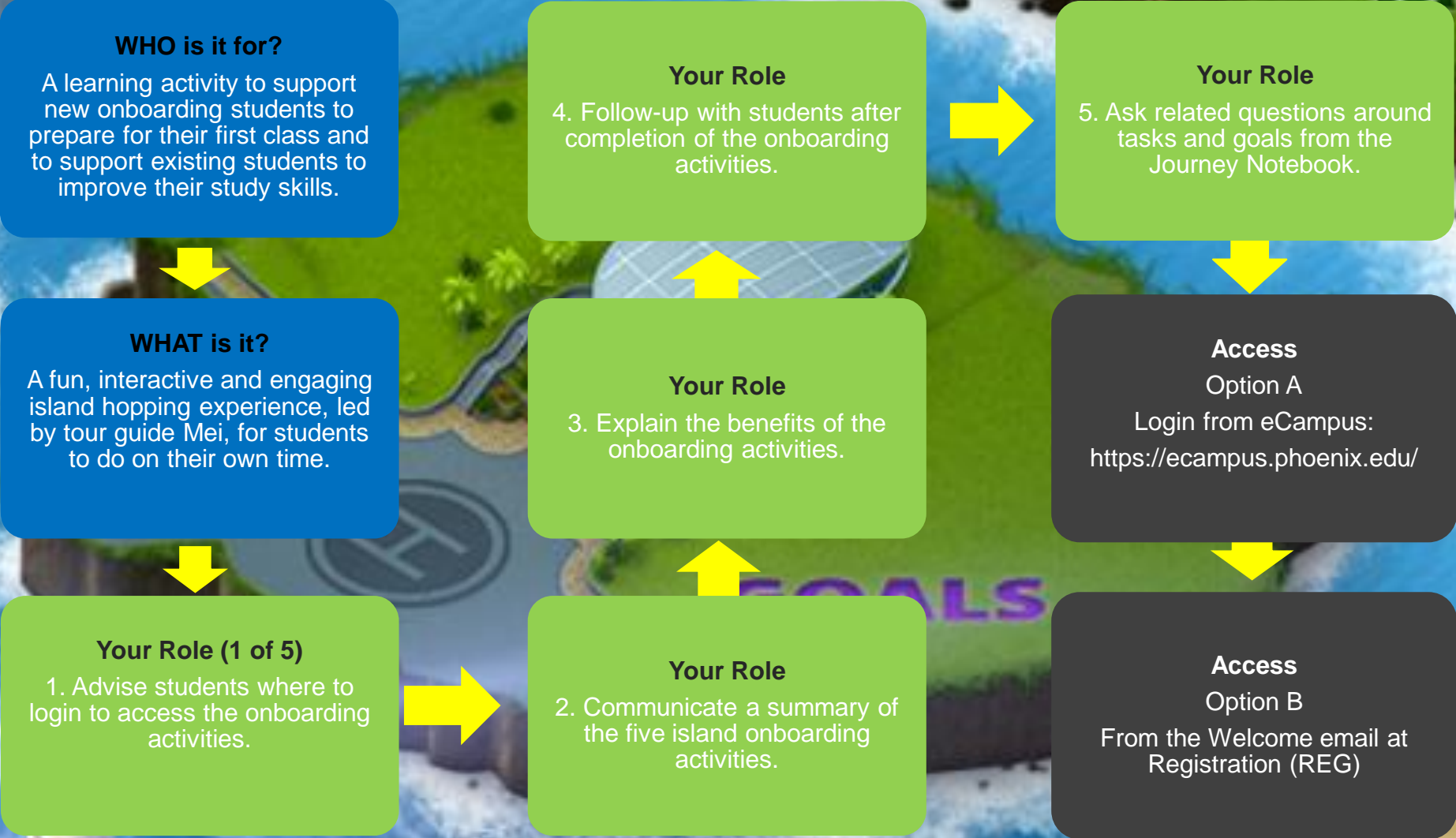
**CLASSROOM**

**TIME**



# New Student Welcome Message and Onboarding

## The Basics



# New Student Welcome Message and Onboarding Communication Tips

## General Conversation

Use the modules as an opportunity to have a conversation with students about areas where they might need improvement.

## Academic Counselor (AC)

At the Welcome Call, students should have already been introduced to the modules. You might ask if they have logged in to go through the modules or if they have checked out any of the modules.

## GoToAssist

Use GoToAssist (GTA) for students who have questions that relate to the modules and are struggling in certain areas. Use the GTA tool to walk them through the modules that align with their needs.

## Address Student Needs

Look for ways to align student needs with various island activities. For example, introduce the Make Time island (including the Scheduler Tool) to students who say they struggle with time management.

## New Student Advisor (NSA)

At the Welcome Call, students should have already been introduced to the modules. You might ask if they have logged in to go through the modules or if they have checked out any the modules.

## Follow-Up Best Practice

Try to follow-up with the student at the next contact regarding the modules. You might ask:

“What did you think about the modules?” or, “Did you like the welcome message from Meredith and Tim?”

## Enrollment Representative (ER)

Introduce students to the modules. Once students are cleared to register, let them know they can access the modules via eCampus from the welcome email.

## Full-Time Faculty (FTF)

Be aware that this activity exists for students, if they need it. If a student specifically asks about the activity, let him or her know you are familiar with it and use your judgment based on what the students needs.

## General Follow-Up

Do a follow-up call on lessons learned from the modules, provide any missing information to identify next steps. Or, include it as part of the Pre-Walk to class.

For Tech Support Call the Help Desk 602-557-4100 or 800-470-0723

