

ORIENTATION
& TRANSITION
EXPERIENCES

2018

ANNUAL REPORT



LETTER FROM THE DIRECTORS

Dear University Partners:

We are excited to share this annual report to highlight the many accomplishments of our professional and student staff. Like a new student in their transition to the University, Orientation & Transition Experiences staff members experienced the excitement of the new possibilities change brings and the shock of realizing we need to change how our work gets done in a new organizational structure. We finally have started to settle in to our new structure, and we are grateful for the support we received from our campus partners and peer institutions as we navigated this transition. We have a new appreciation for the new student experience. More details about our transition is in the Highlights section of this report.

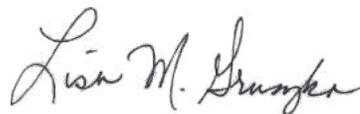
As you will read in this year's annual report, we moved through an office restructure, department name change, change in professional staff, and an office redesign. Additionally, we continued to enhance the programs we offer new students by focusing on creating a community of care in New Student Orientation, expanding Welcome Week to include the transfer student population, and developing Student Transition Experiences to continue the support for students into the academic year. Our support extends to the Class of 2022, new transfer students and now, second year students through strategic and programmatic efforts in collaboration with the Office of Undergraduate Education. We continue to support student leaders as they develop their leadership skills through training and real life experiences.

We invite you to review our work, offer feedback, and share in the accomplishments that many of you have been a part of this past year.

Sincerely,



Jennifer Porter
Director of Student Transition Experiences



Lisa Gruszka
Director of Orientation Programs

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VISION, MISSION, AND CORE VALUES

VISION

All entering students will experience a seamless transition and become engaged community members.

MISSION

The mission of OTE is to provide quality transitional experiences that maximize students' potential for personal and academic success.

GOALS

In connection with OTE's mission and the University's retention goals, OTE programs and experiences will support the student transition and sense of belonging by:

- Helping students understand and thrive in their transition
- Creating a welcoming environment
- Communicating academic expectations and pathways
- Sharing information about how to navigate resources
- Fostering community development
- Conveying the importance of student engagement
- Connecting new students with peer leaders

CORE VALUES

Student Success

Dedicated to success of each individual.

Building Community

Celebrating diversity, encouraging responsibility, and creating a sense of belonging.

Collaboration

Strengthening our work by building internal and external relationships.

Leadership

Developing the leader within us all.

Commitment to Excellence

Pursuing our work with professionalism, innovation, scholarship, and integrity.



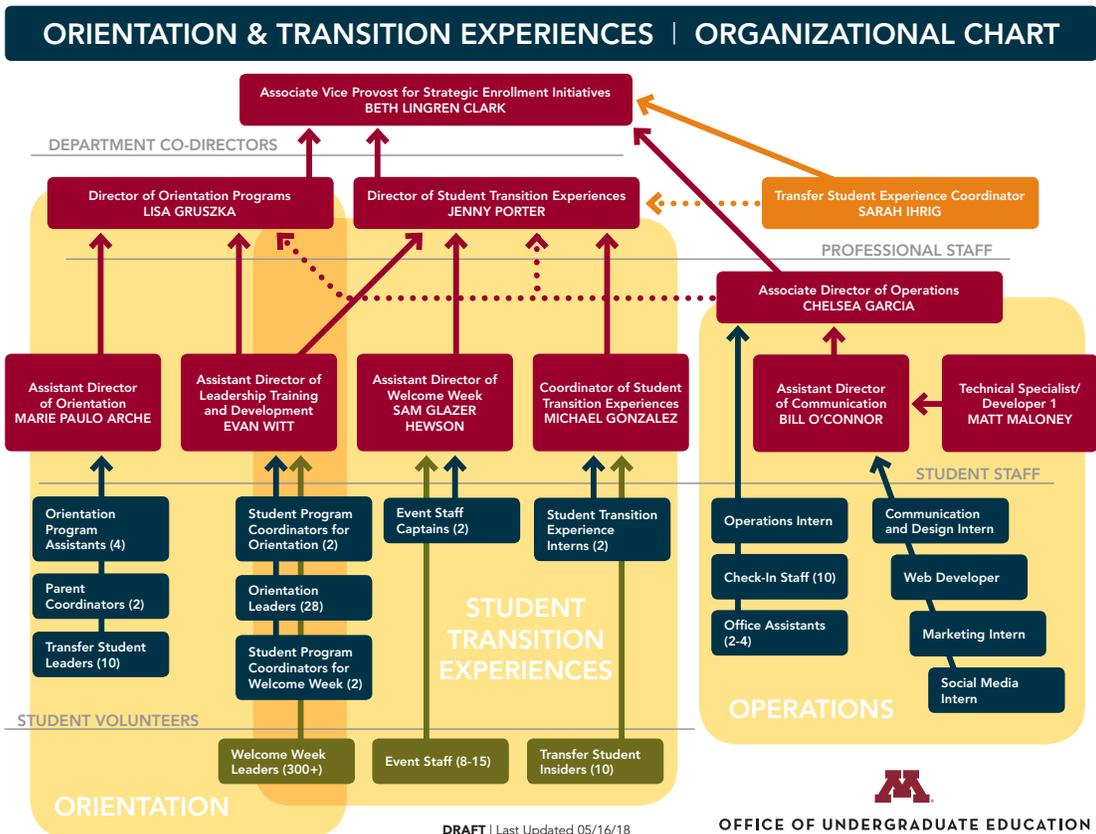
HIGHLIGHTS

REORGANIZATION

In November 2017, Beth Lingren Clark was promoted to serve as the associate vice provost for Strategic Enrollment Initiatives within the Office of Undergraduate Education (OUE). Given this role change, the scope of the work in Orientation & First-Year Programs expanded. The office name changed to Orientation & Transition Experiences (OTE) to reflect the broader scope of serving new first year, second year and transfer student experiences.

In addition to the office name change, the unit was restructured to reflect the changes in the expanded scope of supporting students. This includes two directors: one of Orientation Programs who provides leadership and oversight to all orientation programming, a process which begins at the point of student confirmation through Orientation, and one of Student Transition Experiences who provides leadership and oversight to Welcome Week, first-year experience, second year experience and transfer experience. An associate director of Operations was created to provide oversight to the operational components for the office and its programs and provide central OUE support to the International Fee committee. A Coordinator for Student Transition Experiences was hired to provide additional support for growing services for students beyond the start of the academic year.

In addition to the above changes, 2018 brought new staff to OTE. Marie Paulo Arche joined our team overseeing the Transfer and Parent Orientation programs, Sam Glazer Hewson joined to manage the Welcome Week program and Michael Gonzalez filled the new opening to work with Student Transition Experiences. In late 2018, Sarah Ihrig moved into our new designed space so that OTE can better support her central transfer student initiatives.



REDESIGN OF OTE

Due to the office reorganization, it was apparent that our office space was not going to work with two additional staff joining the space so an office redesign was planned. During the first week of fall semester, we moved to Williamson Hall while our space was freshened up. We entered our newly designed office space at the end of the fall semester. We welcome all of our campus partners to stop by and see our new space in early 2019.



ORIENTATION & TRANSITION EXPERIENCES OVER THE YEARS

2001

- Name change from New Student Programs to Orientation & First-Year Programs
- Change reporting line from Office of Admissions to Office of Undergraduate Education

2004

- Leaders in Transition Living Learning Community created for new transfer students

2006

- First-Year Assessment Plan created

2002

- First-Year Conference began

2005

- Communications & Marketing position created
- Online Orientation created for new transfer students

2007

- Final New Student Weekend program
- Next Generation Orientation Tracking Database (NGOT) was developed

GOPHER FAMILY CONNECT EVENT

In 2018, Orientation and Transition Experiences continued to grow the Gopher Family Connect Events in conjunction with Parent and Family Program and gained a new partnership with the Asian Pacific American Resource Center (APARC). Originally created in August 2016, this off-campus program was geared towards parents who did not attend the on-campus Parent Orientation program in June or July and live within the Twin Cities Metro area. Similar to 2017, two sessions were offered last summer - one at the Urban Research Outreach-Engagement Center (UROC) in Minneapolis and one on-campus at Coffman Memorial Union. The program held at UROC was held in partnership with Parent and Family Programs. The program schedule was revamped to include a brief presentation from Parent and Family Programs, a panel of professional staff (One Stop, Housing and Residential Life, Off-Campus Living, and Multicultural Student Engagement), and a student panel of Orientation Leaders (OLs) to share their student experiences and answer parent and student questions. This program yielded 10 families and dinner and language translation services were offered as requested by families.

The program held at Coffman Memorial Union was a new initiative created in partnership with APARC. This half-day event focused on the Asian American Pacific Islander (AAPI) student population to provide a culturally inclusive and representative experience for new AAPI families. The sessions offered information on ways for them to support their children's success at UMN. These included a presentation informing families about the transition process to college, a staff panel on college success and support, and a student panel on identity and community. All session presenters were AAPI staff, faculty, and students from across the campus, including keynote speaker Michael Goh, Vice President for Equity and Diversity. This program yielded 11 families. A light breakfast and language translation services were offered as requested by families, mostly in Mandarin and Hmong. We saw a slight increase in the number of families who attended from 13 families in 2016 to 19 families in 2017 and a total of 21 families in 2018.

2008

- Welcome Week began
- Information Technology Professional position created

2013

- At Home in MN Living Learning Community created for out-of-state students

2018

- Name change from Orientation & First-Year Programs to Orientation & Transition Experiences
- Student Transition Experiences position created

2011

- At Home in MN program created for out-of-state students

2014

- Leadership Development and Training position created

OTE FINANCIAL DATA

This past year, our overall budget remained essentially the same – \$2.7 million.

Program/Account	Funding Source
Welcome Week	O&M, Freshman Confirmation Fees, Sponsorships
Freshman Orientation	Freshman Confirmation Fees
Transfer Orientation/ Transfer Experience Programs	Transfer Confirmation Fees
Parent Orientation	Program Fees paid by Parents
First-Year Programming	O&M, Freshman/Confirmation Fees
Central Office	O&M, Freshman/Confirmation Fees
Gopher Guide	Advertising, Sales to Bookstore

O/M (State): 35% of budget

Confirmation Fees: 55% of budget

Freshman: New High School (NHS): Confirmation Fee \$280

- \$183 for Orientation & Transition Experiences
- \$84 for Welcome Week
- \$13 to Admissions for processing

Transfer: New Advanced Standing (NAS): Confirmation Fee \$95

- \$83 for Transfer Orientation and Transfer Initiatives
- \$12 to Admissions for processing

**Parent Orientation/
Evening Parent Program Fees:** 5% of budget

Sales/Sponsorships: 5% of budget

Internal departments and external businesses sponsor various programs in OTE. OTE receives more than \$150,000 in departmental support and more than \$120,000 in sponsorships from external businesses.

OTE FINANCIAL DATA (CONT.)

OTE SPONSORSHIPS

To be a corporate sponsor, the organization must philosophically align with the goals of OTE. Sponsors meet with departmental representatives multiple times a year to create a beneficial experience for students. Current corporate sponsors are noted below in the external sponsorship list.

In 2018, OTE received over \$120,000 from sponsors.

SPONSORSHIPS INCLUDE

External

Coca-Cola
Land O' Lakes
Metro Transit
Pavillion on Berry
TCF Bank
DoubleTree
KIND
Insomnia Cookies
Qdoba
Graduate Minneapolis
Potbelly

Internal

Army ROTC
Auxiliary Services
Housing and Residential Life
Intercollegiate Athletics
MyU Web Portal
Office for Fraternity & Sorority Life
Office for Student Affairs
Office of Sustainability
One Stop Student Services
Parent & Family Program
University Recreation and Wellness
Student Unions & Activities
U Card Office / Gopher Gold
University of Minnesota Bookstores
University Dining Services
University of Minnesota Alumni Association
MN Daily

OTE SALES

OTE offers the opportunity for campus departments and local businesses to advertise both in print through the Gopher Guide and in person at Explore U.

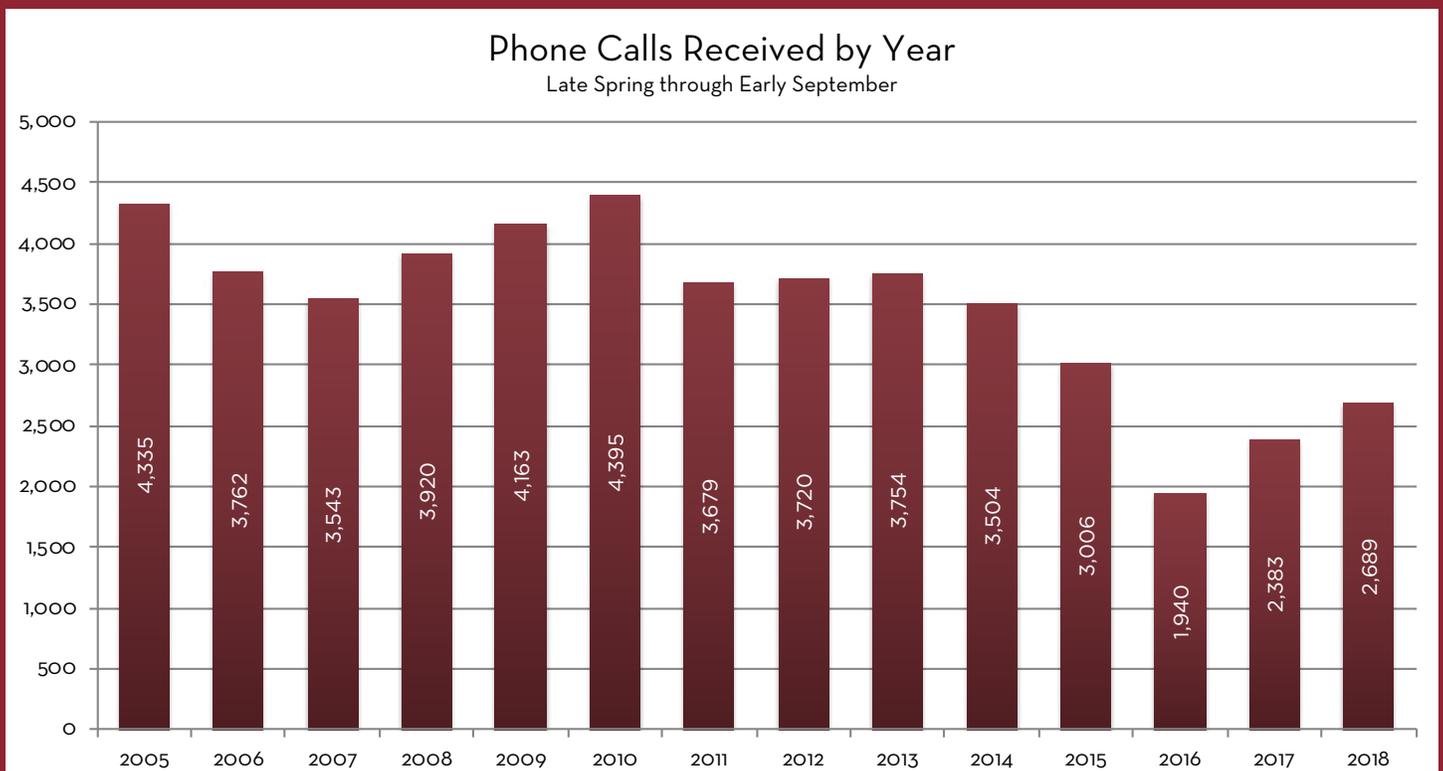
Gopher Guide: This annual publication provides the opportunity to reach incoming and continuing students through print advertisements. In 2018, OTE was able to secure \$44,425 in Gopher Guide advertisement sales. The ad sales plus the sale of guides in the University Bookstores covers the entire cost of printing nearly 16,000 Gopher Guides.

Explore U: Local businesses and large corporations have the opportunity to participate in the Explore U vendor fair during Welcome Week. This event is the only time vendors are able to access the entire first-year class. The revenue generated by Explore U is used to supplement other areas of the Welcome Week program. In 2018, Explore U registration brought in \$38,193 and an additional \$18,907 in trade.

OTE PHONE TRAFFIC

CALL VOLUME

From April 2018 through the end of summer, the office assistants answered 2,689 phone calls. Staff who answer calls look for trends in the types of questions callers ask, and share this information with communication staff. Website content is updated and social media efforts are altered to proactively provide answers to our audiences. Our hope is that reduced phone traffic is the result of improved electronic communication efforts, and that our audiences feel it is easy to have their questions answered and/or to locate the information needed.



Month	Calls
April	328
May	543
June	1,124
July	618
August	588
September	18

OTE COMMUNICATION

The communication calendar for OTE includes print, email, social media, web, and more. Following is an overview of our cycle.

JANUARY

- Welcome email to Fall semester confirmed freshmen
- “Class of 2022” Facebook Group (Fall semester confirmed freshmen only)
 - Over 2,500 members
- Get Ready for Transfer Orientation email (sent one week before a new students on-campus orientation)
- New Transfer Students First Days email
- Class of 2021 eNewsletter (sent monthly to the current freshman class)
- Six week Check-In Survey (emailed to all new students handled by OMS)

FEBRUARY

- Checklist for Admitted Students (distributed at College Commitment Events)

MARCH

- Welcome emails, Class of 2021 eNewsletter, and Commitment Events continue

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CLASS OF 2021 eNEWSLETTER
January 23, 2018

Orientation & First-Year Programs (OFYP)

Hopefully you had a refreshing break and were able to spend some time doing the things you love. Whether you spent your break traveling, relaxing, working, or studying, we hope you are ready to make the most of your next semester!

After being away from your daily routine as a student for so long, it might take some time to settle back in. As you adjust, think about challenging yourself this semester by stepping outside your comfort zone. Below are a few ideas that might inspire you! Feel free to reference the [2017-18 Gold Book](#).

THINGS TO DO/KNOW about Break

Undergraduate Roommate Finder – Gold Book p.15
Don't know who you are going to live with next year? Finding your college roommate just got a whole lot easier. Off-Campus Living has the [U-M Undergraduate Roommate Finder](#). This free service allows you to search for other UMN students looking for roommates.

Check it out! Save the Date: Major/Minor Expo – Gold Book p.81
U of M students can choose from 140+ majors and minors. So many choices can be overwhelming, so we've gathered representatives from every program to answer questions, give advice, and offer guidance. Visit the [Major/Minor Expo](#) in Coffman's Great Hall on February 21. Download the app at [z.umn.edu/expoapp](#) for more details!

May & Summer Program Expo – Gold Book p.83
Freshmen can study abroad! Come to the Learning Abroad Center's [May & Summer Program Expo](#) to learn about fantastic short-term programs open to first-year students. You can attend the expo January 24 from 11:00 a.m. to 1:00 p.m. at Walter Library 101.

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CLASS OF 2022
CHECKLIST FOR ADMITTED STUDENTS

Welcome to the University of Minnesota Class of 2022! This checklist is for first-year students admitted for fall 2018.

STEPS TO TAKE NOW

- Confirm Your Enrollment
- Apply for Financial Aid
- Apply for Housing

Details and deadlines are online at admissions.tc.umn.edu/checklist.

UNIVERSITY OF MINNESOTA
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TRANSFER STUDENTS!
Orientation & Transition Experiences

Get Ready for Transfer Orientation!

We are looking forward to seeing you at Transfer Orientation! Below you will find important information for your upcoming Orientation.

Online Orientation

Transfer students are required to complete [Online Orientation](#) prior to attending the on-campus orientation program. Students who attend Orientation without completing [Online Orientation](#) may not be able to register for classes until they do so. Be sure to print the Certificate of Completion and bring it with you when you check in for Transfer Orientation.

Arriving at Orientation

Check-In for Transfer Orientation is located on the ground floor of [Coffman Memorial Union](#). For directions and parking information, go to www.ote.umn.edu/directions. Please follow the directions listed on the above website. DO NOT USE GPS DIRECTIONS, as these routes may be incorrect. Please allow an extra 20 minutes to get to campus, as traffic congestion around campus may be significant.

After parking in the [East River Road Garage](#), take the elevator to Level 3/Plaza Level. Then follow the signs to Coffman Union's ground floor for Transfer Orientation Check-In.

Orientation Schedule

8:30-8:40 a.m.	Check-In Resource Fair Financial Aid Counseling
8:40 a.m.	University Welcome
9:35 a.m.-4:00 p.m.	College Meeting, Advising, and Registration (end times vary by college)
11:30 a.m.-2:30 p.m.	Lunch with Transfer Student Leaders (TSL)
12:30 p.m. or 2:00 p.m.	Campus Tour (optional)

Parent & Guest Program

Will a parent or guest accompany you to Orientation? If so, parents and guests should register in advance for the Parent & Guest Program. For more information and registration, [visit here!](#)

What to Bring

- University Identifier ID and memorized password
- \$5.00 per day for parking
- Photo ID for U Card ([upload your photo now](#) to save time at Orientation!)
- Notebook and pen or pencil
- Comfortable clothing and shoes
- Snow gear, if necessary

Prepare for your Advising Appointment

There are several tools available to help you prepare for course registration on the [One Stop website](#), including [How-to guides](#), which show step-by-step instructions for course registration and other student account processes.

facebook

of M Class of 2022

WELCOME CLASS OF 2022!

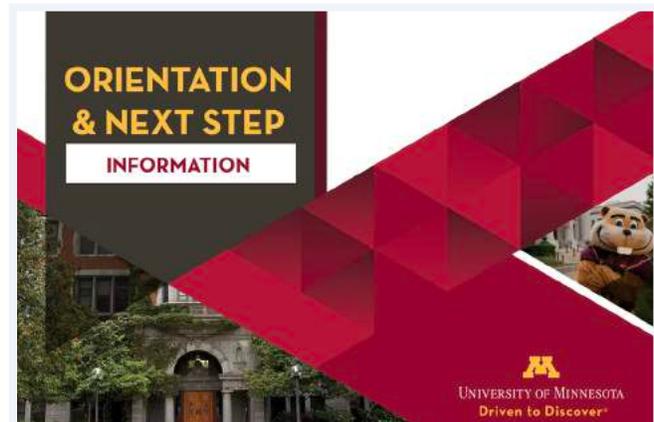
25 Members

2,850 Members

OTE COMMUNICATION (CONT.)

APRIL

- Freshman Newsletter begins mailing (mails every week to newly confirmed freshmen)
 - Over 5,000 mailed
- Select your New Student Orientation date email
 - Freshmen (mails weekly to newly confirmed freshmen)
 - Transfer (mails weekly to newly confirmed transfers)



MAY

- Prepare for your Advising Appointment email
- Class of 2021 moves under our Second Year Experience planning
- U Minnesota mobile guides launched (providing mobile content throughout orientation and welcome programs)
 - Class of 2022
 - 7,126 downloads
 - 119,068 guide sessions
 - New Transfer Students
 - 818 downloads
 - 10,896 guide sessions
 - Parents & Guests (shared with Parent Program)
 - 1,391 downloads
 - 10,816 guide sessions
- Get Ready for Orientation email (sent one week before a new student's on-campus orientation)

 A graphic with a red header containing the University of Minnesota logo and "Driven to Discover". Below is a yellow banner with "TRANSFER STUDENTS!" in colorful letters. The main content is white with red and blue text and links.

UNIVERSITY OF MINNESOTA
Driven to Discover™

TRANSFER STUDENTS!

ORIENTATION & TRANSITION EXPERIENCES | OFFICE OF UNDERGRADUATE EDUCATION

Confirm your Transfer Orientation date today!

It's time to start your [New Student Checklist!](#) Complete the *Tell Us About Yourself* survey, select your Orientation date, and complete any college-specific checklist requirements.

First Things First

Initiate your University of Minnesota Student Internet Account and U of M email

Email is the official method of communication at the U of M. Start checking your U of M email now for important updates from the University.

To initiate: www.umn.edu/initiate

To check email: mail.umn.edu

Apply for Federal Student Aid (FAFSA) online

If you haven't already, we encourage you to [apply for financial aid](#). Information on various [types of aid programs](#) as well the University's [financial aid timeline](#) is available at the One Stop website.

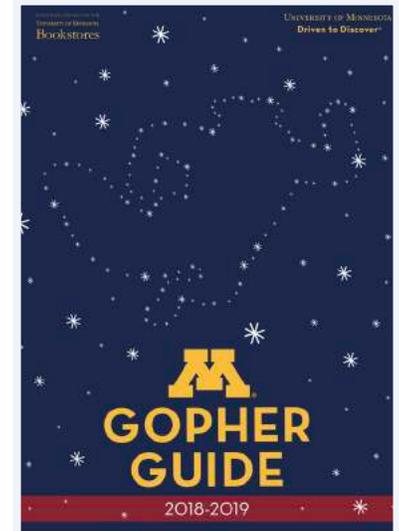
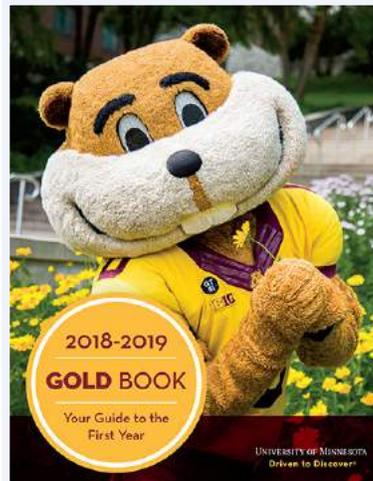
Check out the One Stop and MyU websites

Become familiar with the [One Stop](#) and [MyU](#) websites. One Stop is your source for financial aid, student account, billing, registration, and veterans' services information. MyU is the University's student information portal. [How-to guides](#) available at One Stop showcase many of the actions and tasks completed in MyU.

OTE COMMUNICATION (CONT.)

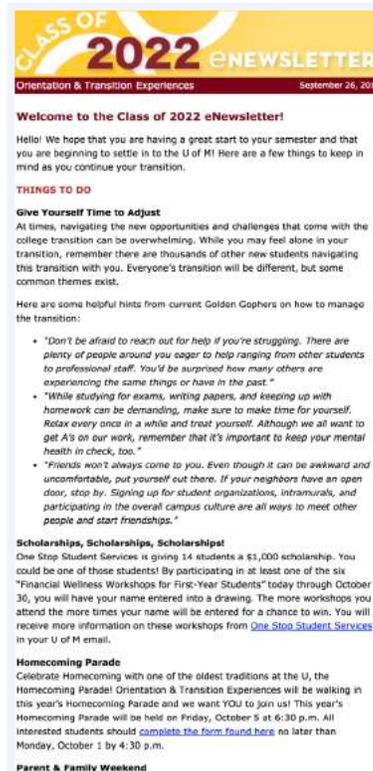
JUNE

- Gold Book
(given to all new students and parents at Orientation)
-15,000 printed
- Gopher Guide student planner
(given to all new students at Orientation)
-15,725 printed
- Freshman Seminars booklet
(given to all new freshmen at Orientation)
-7,500 printed
- Parent Calendar
(given to all parents at Orientation)
-7,700 printed



JULY

- Class of 2022 eNewsletter began
- Welcome Week Event Selection opens for the Class of 2022
- Welcome Students poster distributed around campus
-1,000 printed



AUGUST

- Class of 2022 eNewsletter (several versions sent to prepare students for WW)
- Personalized Welcome Week schedule (printed and online)
- U Minnesota mobile guides updated with welcome program info
- WW Event Selection opens for incoming transfers



OTE COMMUNICATION (CONT.)

SEPTEMBER

- Class of 2022 eNewsletter continues monthly
- Pride & Spirit poster made available (sponsored by Land O'Lakes) -4,000 printed
- Class of 2021 moves as part of SYE

OCTOBER

- Orientation Leader recruitment begins

NOVEMBER

- Select your New Student Orientation date email (transfers)

DECEMBER

- Welcome Week Leader and Transfer Student Leader recruitment planning begins

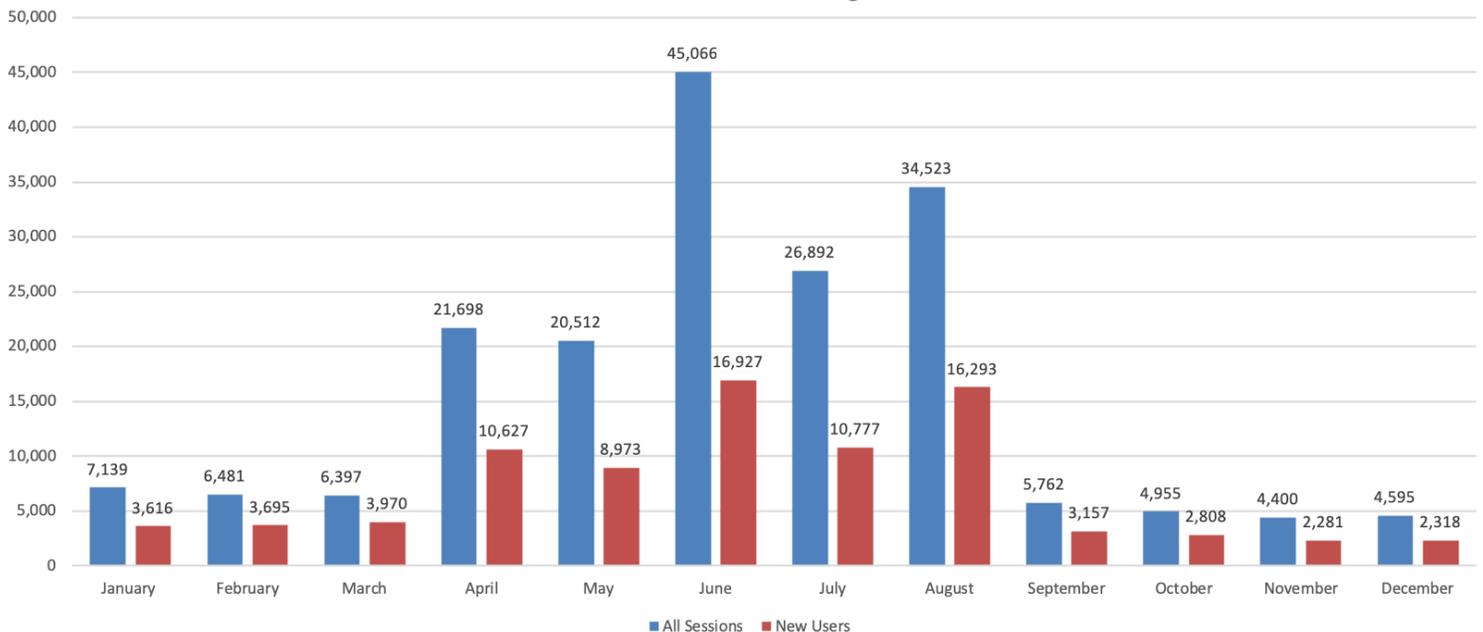
WEBSITE

The continuous decrease in page views and view time is the result of our efforts to improve the user experience by simplifying navigation and content. Our aim is to provide the essential information needed by our audiences through an intuitive and logical website interaction.

In 2018, Orientation & First-Year Programs (OFYP) changed its name to Orientation & Transition Experiences (OTE). We anticipate the launch of the new www.ote.umn.edu website sometime in early 2019.

Department Website	2018	2017	2016
Page Views	412,813	454,406	519,543
Unique Page Views	317,680	362,454	411,466
Average Time on Page	2.13	2.23	2.32

OTE Website 2018 Usage



FRESHMAN ORIENTATION

First-year students enrolling in fall semester attend a two-day, overnight orientation experience in June or July. Based on a small group model, students learn about University resources and academic expectations, meet with their college of enrollment, and register for classes. In August, three orientation dates were offered to better accommodate the number of international students who planned to attend. These additional dates provided college staff more time to better meet the needs of these students. In addition, OTE worked closely with International Student and Scholar Services (ISSS) to create a one-stop orientation program. International students completed the online International Student Preparation Course created by ISSS prior to arrival and then attended Immigration Check-In the morning of their first day of orientation. This schedule allows the international students to complete the requirements of the International Student Orientation prior to the University orientation. This also meant that the international students were able to join the domestic students and an Orientation Leader to have a small group orientation experience.



In 2018, we made significant content changes to the freshman program. During the University Welcome, we focused our message around the University Mission and role of each member of our community in creating a community of care. We included the Connections Video created as part of the International Student Services Fee to introduce the topic of care. A new session for students, called Gophers Take Care of Gophers, continued the conversation and we showed the students examples of what a community of care looks like and how they support each other. We asked students on the program evaluation to tell us what actions they can take to create a positive campus climate.

In addition to the changes above, we also reorganized the order of the scenes in Pieces of the Puzzle. Although the content of the play did not change reordering the scenes changed how the play was received. The biggest change was placing the two sexual assault monologues next to each other followed by a new video created by MSA highlighting the resources available to survivors. These changes were well received by the students.

Overall, it was a great summer for freshman orientation. The staff and the students created a welcoming environment for all new students and their families.

All confirmed freshmen pay a \$280 confirmation fee (see page 8).

Total Fall NHS Tenth Day Enrollment = 5,977

Note: Check-in list numbers include unknown small number of duplicates due to students rescheduling Orientation dates.

FRESHMAN ORIENTATION (CONT.)

SUMMER 2018 | 22 PROGRAMS

College	Check-In List (College)	Actual Check-In (OTE)	% Show of Check-In List
CLA	2,627	2,577	98%
CSE	1,143	1,127	99%
CSOM	607	601	99%
CEHD	520	504	97%
CBS	599	586	97%
CFANS	371	365	98%
CDES	266	260	98%
Total	6,134	6,020	98%

COMMENTS INCLUDED ON PROGRAM EVALUATION

"A positive campus climate is where everyone is accepting and opening to one another and to their differences. Everyone's here to achieve a common goal, so why not help each other and make long-lasting connections along the way?"

"Diverse people, fun activities, a welcoming environment, and friendly people who genuinely care about each other."

"A positive campus is a people who are welcome to new experiences and meeting new people. While everyone is united together in their support for the community and their surrounding classmates."

FRESHMAN PARENT/FAMILY ORIENTATION

Parents and families of new students are invited to attend an optional parent orientation program. This one-day program runs concurrent to freshman orientation and provides parents the opportunity to learn more about tuition, financial aid and billing, health and safety, their student's college of enrollment, housing, and typical first-year transition issues.

In 2018, we saw an increase in the percentage of students bringing a parent or family member to Parent Orientation. Although we saw a significant decrease in the number of parents attending the program, 5,454 (down from 6,035 in 2017), they represented 63.6% of new students a record number of families attending the program. Our goal has always focused on the number of students who have parents or families attend the program and not on the total number of people. We want to make sure as many families as possible have the tools necessary to support their new U of M student.

In our second year of offering families the choice to attend two of three conference-style sessions, we discontinued the session 'Ask a Golden Gopher' (a student leader panel) and offered a new session 'Culture and Identity as Strength: People and Resources for Your student of Color'. This session was presented by several departments working together including the Office of Multicultural Student Engagement, CLA's MLK/PES advising community, and President's Emerging Scholars office. We plan to continue to offer this session in 2019 and a small working group has started to evaluate the session content.

SUMMER 2018

Program Costs (per person):

- Parent Orientation Day Program: \$25
- Parent Orientation Day Program - On-site: \$35
- Parent Orientation Day Program - Child: \$10
- Evening Parent Program: \$25

Day Program

- Total parents who attended in 2018: 5,454



FRESHMAN PARENT/ FAMILY ORIENTATION (CONT.)

SUMMER PARENT ATTENDANCE BY COLLEGE

College	# of Students with Parents/Family	# of Students	% of Students with Parents
CLA	1,597	2,577	62%
CSE	791	1,127	70%
CSOM	416	586	71%
CEHD	240	504	48%
CBS	401	586	68%
CFANS	218	365	60%
CDES	185	260	71%
Total	3,848	6,020	63%

"Overall I was very impressed. It was a lot to take in, but I left feeling that U of M is invested in my student and willing to work and help him succeed.

He's a great kid, incredibly smart, so you couldn't have invested your efforts more wisely."

"The orientation was upbeat, fast paced, informative and very positive. The music was great. I feel so much better about my son attending U of M. Well done! Thank you so much!"

"The orientation program appears to be a well oiled machine. I walked in like a deer in headlights and I left informed. A bit overwhelmed but informed. The university does a great job. I love that we have the book as a takeaway and point of reference."

TRANSFER STUDENT ORIENTATION

New transfer students fulfill the orientation requirement in a two-step process consisting of an online orientation and an on-campus orientation. The online orientation program provides valuable information about the student's college of enrollment, as well as University resources, services, and policies.

This year, the online orientation program was moved from Moodle to Canvas as the entire campus is transitioning to this learning management system by the end of Summer 2019. Additionally, new videos and modules highlighting campus resources were created to enhance the online orientation experience during the spring and launched for Summer 2018.

Completion of Online Orientation is required for all students and enforced by all colleges prior to attending the on-campus orientation. At Transfer Orientation, students meet with representatives from their college, register for classes, and have the opportunity to explore campus.

All confirmed transfer students pay an \$95 confirmation fee (see page 8).

ON-CAMPUS ORIENTATION: JANUARY 2018

College	Check-In List (College)	Actual Check-In (OTE)	% Show of Check-In List
CLA	671	640	95%
CEHD	62	57	91%
CFANS	58	54	93%
CDES	25	24	96%
Total	816	775	95%



ON-CAMPUS ORIENTATION: SUMMER 2018

College	Check-In List (College)	Actual Check-In (OTE)	% Show of Check-In List
CLA	1,509	1,423	94%
CSE	290	277	93%
CSOM	77	74	96%
CEHD	82	73	89%
CBS	88	86	97%
CFANS	157	151	96%
CDES	129	121	94%
Total	2,332	2,205	95%

Total Fall Transfer (NAS and IUT) 10th Day Enrollment = 2,287

Note: Check-In list counts include an unknown small number of duplicates due to students rescheduling Orientation dates.

TRANSFER STUDENT ORIENTATION (CONT.)

Transfer Student Online Orientation

TOTAL ONLINE ORIENTATION COMPLETION: JANUARY 2018

College	Total Attend Orientation	Total Complete Online Orientation	% Complete Online Orientation
CDES	24	23	96%
CEHD	57	56	98%
CFANS	54	54	100%
CLA	640	611	95%
Total	775	744	96%

TOTAL ONLINE ORIENTATION COMPLETION: SUMMER 2018

College	Total Attended On-Campus Orientation	Total Complete Online Orientation	Total % Complete Online Orientation
CSOM	74	73	98%
CBS	86	84	98%
CDES	121	117	97%
CEHD	73	68	93%
CFANS	151	146	97%
CLA	1,423	1,407	99%
CSE	277	272	98%
Total	2,205	2,167	98%

TRANSFER PARENT/FAMILY ORIENTATION

Parents and family of new transfer students are invited to attend an optional parent/guest orientation program. This half-day program runs concurrent to transfer orientation and provides parents the opportunity to learn more about tuition, financial aid and billing, health and safety, University resources, and Parent & Family Programs. It also includes Transfer Student Leader panel.

There is a \$15 cost to attend this program, which includes lunch and printed resources.

January 2018 Attendance: 177

Summer 2018 Attendance: 604

For Summer 2018, 21% of transfer students brought one or more parent to attend Parent and Family Orientation. This is an increase of 5% from Summer 2017.

Dates	Total Attended
January 4-5	63
January 8-12	114
Total	177

Dates	Total Attended
July 17-24	462
August 16-21	131
August 29	11
Total	604



WELCOME WEEK 2018



After New Student Orientation, students continue their transition to the U of M by participating in Welcome Week, a six-day, on-campus experience prior to the start of the fall semester. In 2018, Welcome Week took place August 28 - September 3. By sharing the experience of Welcome Week students will:

- Learn to connect with other new students
- Practice life skills relevant to their daily experiences
- Develop an awareness of resources available to them at the U
- Engage in a variety of campus traditions
- Develop an awareness of personal needs within the collegiate environment
- Begin to develop a sense of belonging at the U
- Understand their actions affect the campus community

The programming formerly referred to as Transfer Welcome Days in August was transformed into the Transfer Track and integrated within Welcome Week. A January Transfer Welcome Day will still take place for new transfer students who are starting in spring semester. The purpose of the Transfer Track is to welcome transfer students into the U of M community and provide opportunities for them to connect with each other, student organizations, and campus resources. As part of an ongoing effort to improve the transition experience of new transfer students, OTE launched its eighth year of August programming specifically for transfer students and streamlined the experience to include them as part of the larger student community during Welcome Week.

WELCOME WEEK HIGHLIGHTS

WELCOME WEEK CHANGES IN 2018

There were numerous changes made to the schedule in 2017 to enhance the student experience, so the overall schedule for 2018 did not change very much. The Wednesday Welcome to Welcome Week with Jermaine Davis event remained successful in its two rotations. The length of that presentation was increased by 15 minutes from 60 to 75 minutes. On Tuesday, the Gopher Gear Up in the Bookstore and the Sustainability Free Store in the CMU Whole Music Club were both extremely well utilized and will continue in 2019. The check-in process in the Great Hall worked well with the addition of transfer students checking in on Wednesday afternoon.

This year transfer students were encouraged to complete Event Selection for the first time and 614 did so. In 2018 there were 810 students who attended at least one Transfer Track event, which was up from 647 in 2017 and about equal to 800 in 2016. All new transfer students (including IUT system campus transfer students and College of Continuing and Professional Studies students) were invited to participate in these events. Transfer students living on campus had the opportunity to participate in early move-in into their residence hall.

For the first time in 2018, transfer students were invited to participate in Pride & Spirit and an Official Transfer Student Welcome held in Northrop in addition to many of the traditional Transfer Welcome Day events that existed previously. Building on some of the signature experiences during Welcome Week, including the Gopher football game and Explore U, some of the new sessions added this year offered students an opportunity to develop a sense of belonging, navigate the University, and make connections with their peers.



WELCOME WEEK HIGHLIGHTS (CONT.)

LANGUAGE UPDATES: EXEMPTIONS BECAME APPROVED ABSENCES & SOME EVENTS BECAME “REQUIRED”

In an effort to help students navigate self-care during Welcome Week and to increase attendance at the Small Group Send Off renamed from “Closing Meeting,” several events were outlined as “required” including Welcome to Welcome Week, Small Group Start-Up, Convocation, College Day, and Small Group Send Off. Welcome Week Leaders delivered this information to students during their Start-Up meetings. This increased numbers in the Small Group Send Off meeting significantly, from 42.9% in 2017 to 76.1% in 2018. Additionally, students who could not attend an event during Welcome Week were advised to complete a request for an “approved absence” which was previously known as an “exemption.” The new language is more student friendly and aligns more closely with what students are comfortable with prior to college.

RESPECT U RENAMED A BETTER U

Respect U was renamed A Better U in 2018 and was moved into the Program Board Event Showcase (PBES) hosted by Student Unions and Activities. This collaboration was successful with higher attendance rates at PBES, however there was very little foot traffic in the A Better U spaces. This is an area of focus for redevelopment going forward into Welcome Week 2019.



WELCOME WEEK COMMUNICATIONS

This year students received several email communications prior to Welcome Week that were specifically designed with need-to-know pre-arrival information and action items. In 2018, there were three emails that consolidated the pre-arrival information to new students. Each of the three emails had a specific intent; the first email focused on pre-arrival logistics, the second focused on Welcome Week event highlights, and the third shared tips for success during Welcome Week. Versions of these emails were also sent to transfer students.

Population	Mail Date	Number Sent	Unique Opens	Open Rate
Class of 2022 w/August Orientation Date	July 19, 2018	1,303	1,101	77.6%
Class of 2022 w/June or July Orientation Date	July 19, 2018	10,981	8,816	80.3%
Class of 2022	August 10, 2018	12,166	9,635	79.2%
Class of 2022 with housing assignments	August 22, 2018	10,685	8,454	79.1%
Class of 2022 without housing assignments	August 22, 2018	1,500	1,143	76.2%

U Minnesota continued to be utilized to share the schedule of events with students and communicate updates. Check-in was a central point to confirm all students had the app downloaded with access to the Class of 2022 guide. During August 2018, the Class of 2022 guide was downloaded 5,052 times with iPhone users downloading 80% and Android 20% of the total. Additionally, the guide was used the most on Wednesday, August 29 with 3,278 unique users. The average user was utilizing the guide for just under a minute.



WELCOME WEEK TRANSFER TRACK COMMUNICATIONS

Mail Date	Number Sent	Unique Opens	Open Rate
August 1, 2018	4,408	3,034	68.8%
August 10, 2018*	4,604	169	1.69%
August 22, 2018	4,963	3,134	63.1%

*There was an error in the email delivery system showing lower numbers than anticipated

WELCOME WEEK EVALUATION SUMMARY

The Welcome Week Evaluation was not changed significantly in 2018 compared to 2017. The driving question was changed to one where students could report the amount of time they spent struggling, surviving, and thriving. The Orientation & Transition Experiences partnership with the Office of Measurement Services (OMS) continued and at their suggestion, the Qualtrics administered survey was delivered to students with open response randomization. About a third of students saw each of the open-ended responses, which cut down the length of time it took them to complete the assessment. The evaluation went to 6,258 students and 3,693 students completed it for a response rate of 59.4%. After reviewing the demographics of the students who completed the evaluation, it is comparable to the makeup of the Class of 2022 with slight overrepresentation of CLA students, female students, and students of color.

KEY FINDINGS

	Strongly agree/ Agree	Neutral
After attending Welcome Week, I am looking forward to the coming year at the U of M	94.9%	none
How much Gopher Pride do you feel after attending Welcome Week?	68.0%	24.5%
I feel connected to the U of M	86.6%	none
I feel connected to the Class of 2022	83.0%	none
I feel connected to the Twin Cities	86.9%	none
Welcome Week helped me understand what is expected of me academically	74.7%	none
Welcome Week introduced me to resources I will find helpful in adjusting to life at the U of M	93.2%	none
Welcome Week helped me identify what I need to do to take care of myself as I start college	85.4%	none
I feel empowered to be a contributing member of the campus community	88.7%	none
The top skills students learned were navigating campus (15%), following a schedule (13%), how to find resources (13%), understanding expectations (9%), practicing self-care (9%)		
The top resources students anticipate using in their transition include academic resources (60%), physical & mental wellbeing resources (22%), social resources (34%), financial resources (11%), transportation resources (13%)		

WELCOME WEEK ATTENDANCE

In collaboration with the U Card Office, Welcome Week tracks attendance at many events by scanning students' U Cards. This allows for accurate data (+/- 3% margin) to be collected during Welcome Week programming. Attendance was also tracked through the use of small group rosters (completed by Welcome Week Leaders). The chart below outlines participation of students who are still enrolled after 10th Day counts.

Welcome Week Attendance 2018			
Event	Tracking System	# Attended	% of Class of 2022 (based on 10th Day Attendance, n=5977)
WW Event Selection	OTE Database	5,447	91.13%
Exemptions*	OTE Database	185	3.10%

*Exemptions include both partial days and full days and include scheduled exemptions for student athletes and marching band members. Additionally, exemptions were recorded directly into the Orientation Tracking Database during WW.

**Total Football attendance was 4,844: 4,284 Freshmen, 347 Transfers, 213 WWL/OL/Other staff.

Welcome Week Attendance Summary		
Schedule Notes	2018*	
	Wed-Welcome & Pride & Spirit Thurs-Football Game 6pm Fri-Respect U	
Event	Total 10 th Day Attendance	10 th Day % Attended
10 th Day Enrollment	5977	NA
WW Check In	5795	97.0%
RecWell Open House	2271	38.0%
<i>Jermaine Davis/Welcome to WW</i>	4695	78.6%
<i>Kickoff Meeting</i>	5239	87.7%
<i>Pride and Spirit</i>	4753	79.5%
Convocation	5403	90.4%
College Day	5219	87.3%
Football Game	4284	71.6%
Respect U	NA	NA
Live Like a Student	2506	41.9%
Cookout/Earth, U & Barbecue	2648	44.3%
Community Engagement/Closing Meeting	4545	76.1%
Explore U	3709	62.1%
MOA	3027	50.6%
WW Participated (includes attendance to at least one of the italicized events above)	5781	96.7%

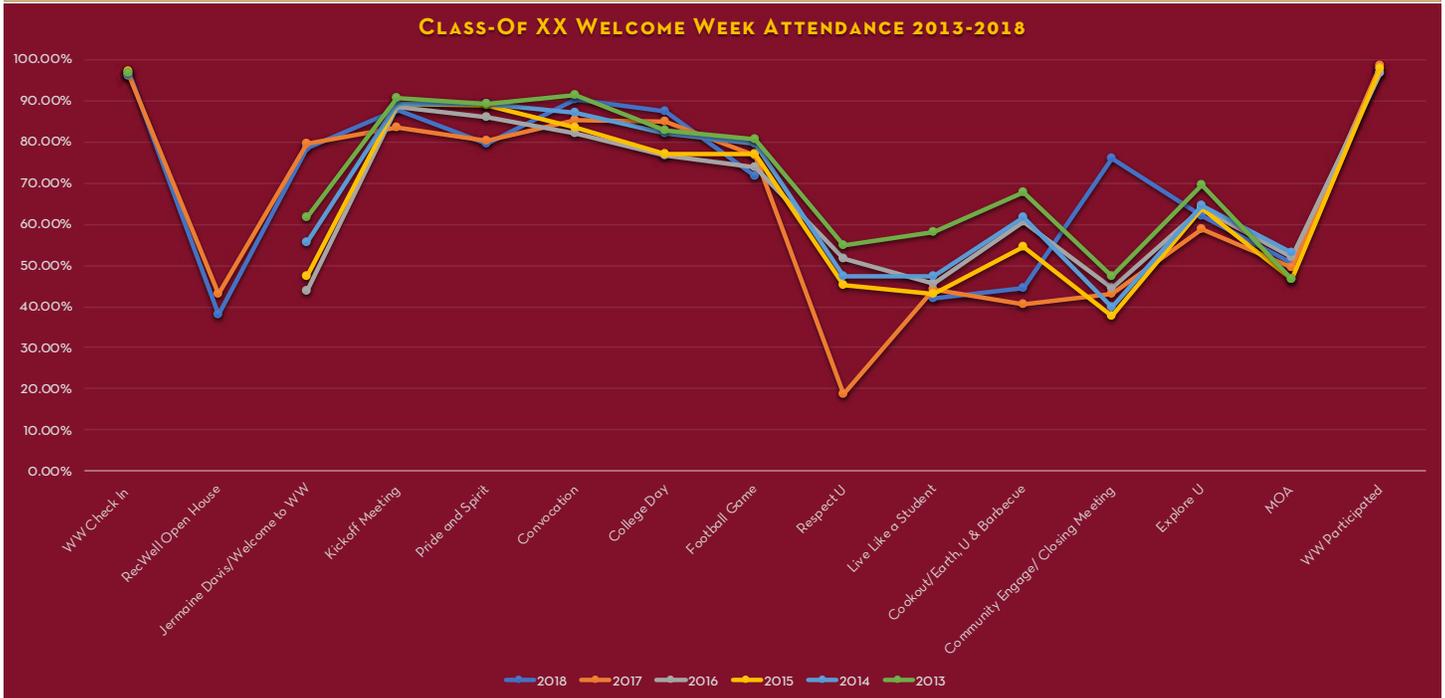
*2018 Missing rosters indicates attendance likely lower than actual for Kickoff Meeting (1 roster), LLAS (5 rosters), Closing Meeting (6 rosters)

"Total 10th Day Attendance" = total number of NHS students that attended each event that were still in 10th Day enrollment counts

"10th DAY % ATTENDED" = total number from Total 10th Day Attendance/10th Day enrollment

WELCOME WEEK ATTENDANCE (CONT.)

Welcome Week Attendance Summary & Comparison



TRANSFER TRACK

WEDNESDAY, AUGUST 29

Transfer students were encouraged to check in to the program and assigned to a transfer-specific check-in time. This was followed by a Transfer Touch Point hosted by Transfer Student Leaders, allowing students an opportunity to start connecting with one another. The Transfer Touchpoint featured Potbellys sandwiches sponsored by the Transfer Student Network and a visit and photo opp with Goldy the Gopher. This was followed by Pride & Spirit, open to transfer students for the first time ever, giving them an opportunity to participate in an annual tradition for new students learning cheers, building pride in the athletic department, and participating in the “M” photo.

THURSDAY, AUGUST 30

Transfer Track continued with a Transfer Tailgate experience in Coffman Plaza. Students attending this event enjoyed a Qdoba dinner, participated in lawn activities, and connected with other new students and the Transfer Student Leaders (TSLs). Attendance numbers for the tailgate were down in 2018 likely due to cross-programming from the colleges such as the CEHD BBQ and the CLA Food Truck Festival which transfer students were invited to participate in. TSLs led students to TCF Bank Stadium where they attended a free football game to see the Gophers play against New Mexico State.

FRIDAY, AUGUST 31

Transfer Track programming was opened to the colleges this year to offer a “college day” opportunity to transfer students. Students were seated by college in Northrop Auditorium for the Official Transfer Student Welcome featuring an introduction to the Transfer Student Leaders, a welcome from Vice Provost Robert McMaster, and information about transfer-specific organizations and resources. From there they were dismissed and led to college activities by a TSL in various locations around campus. After participating in college-specific activities, students could rejoin the Welcome Week programming taking place for first year students, including the Earth, U & Barbecue and campus rotations. That evening, students participating in Tour de TSL were broken into small groups and paired with a TSL for a tour of campus through a transfer student’s perspective and dinner. The Transfer Hangout in Goldy’s Gameroom focused on connecting with other new transfer students and allowed students to bowl and play pool. Wrapping up the night, students were invited to the Program Board Event Showcase where a variety of events were offered including life-sized foosball, student group performances, A Better U, Pride & Spirit poster pick-up, and free food.



TRANSFER TRACK (CONT.)

SATURDAY, SEPTEMBER 1

Saturday the Transfer Student Network hosted a Coffee Chat program hosted by the Transfer Student Network. This event offered students the opportunity to enjoy a cup of coffee and have a conversation with a Transfer Insider or Transfer Student Leader. Students were invited to participate in Community Engagement sessions that were hosted by campus and community partners. Students attended Explore U and had the opportunity to learn more about fraternity and sorority life on campus.

SUNDAY, SEPTEMBER 2

On the final day of Transfer Track, we offered two additional programming opportunities. We partnered with the University YMCA to host relaxation time before courses started. Students were also invited to participate in self-guided tours to venture out and explore the Twin Cities using the Metro Transit Green and Blue line trains. Highlighted tours included Nicollet Mall, Minnehaha Park, Mall of America, and downtown St. Paul. Attendance was not tracked during these events.

WELCOME WEEK TRANSFER TRACK ATTENDANCE

Event	Number of Transfer Students who Attended
Welcome Week Event Selection	614
Welcome Week Check-In	696
Pride & Spirit	324
Transfer Tailgate	151
Football Game	347
Official Transfer Student Welcome	334
Earth, U & Barbecue	196
Mall of America	217

STUDENT TRANSITION EXPERIENCES



A primary function of Orientation & Transition Experiences is to implement welcome and transition experiences for new and continuing students. Student Transition Experiences (STE) is the handoff from our welcome programs into the academic year. STE implements experiences, programs, and communications for first-year students, transfer students, and second-year students. These efforts include the At Home in MN program, eNewsletters, Living Learning Communities, the Transfer Student Network, among others. Student Transition Experiences is supported by the Coordinator of STE and the two STE Interns (formerly, First-Year Intern and Transfer Intern).

FIRST YEAR EXPERIENCE

CLASS OF 2021/2022 ENEWSLETTERS

UNIVERSITY OF MINNESOTA
Driven to Discover™

CLASS OF 2022 eNEWSLETTER

Orientation & Transition Experiences October 24, 2018

Welcome to the Class of 2022 eNewsletter!

Hello! Are you keeping busy with your classes? Not sure how to begin to prepare for midterms or exams? Feeling the pressure of needing to declare a major but aren't sure where to start? Here are a few helpful academic tips for you to look into. Reference the 2018-19 [Gold Book](#) for more information.

THINGS TO DO

Meet with Your Advisor – *Gold Book p.78*
No matter what question you may have about your first-year experience, your advisor is always a good place to start. Whether you have a question about graduation, your major prospects, or about your transition, in general, your advisor can help! Visit [One Stop's website](#) for information on where your college advising office is and how you can set up an appointment with your advisor.

Take Your Professor to Lunch – *Gold Book p.79*
The [Take Your Professor to Lunch Program \(TYPL\)](#) allows undergraduate students enrolled in a class of 30 or more students to connect further with their instructors over lunch-and it's free! TYPL will pay up to \$10 per person for lunch as long as it is at a participating campus restaurant. Faculty-student interactions are a great way to help your academic success, and these connections can be helpful down the road for your post-graduation planning.

Professor Office Hours – *Gold Book p.85*
Taking your professor to lunch is not the only way to connect more with your professors. Office hours are another great way to get to know your professors-and these hours don't have to be used just for questions about class. Take advantage of office hours (found on your syllabus) to ask a professor for career advice, study tips, or other academic/career input. Your professors are more than instructors; they are great resources for you beyond

UNIVERSITY OF MINNESOTA
Driven to Discover™

CLASS OF 2022 eNEWSLETTER

Orientation & Transition Experiences November 14, 2018

Hello Gophers!

You've made it through your first mid-terms! Congrats! As you register for spring courses and work to finish the semester strong, here are a few things to keep in mind.

THINGS TO DO

Spring Semester Registration
It's registration time! [ScheduleBuilder](#) is an excellent tool to help you create multiple schedule options. Be sure to check your registration time on [MyU](#) (under the "Academics" tab) and verify that you don't have any holds on your account. You can meet with your academic advisor or visit [One Stop](#) for additional registration support.

Center for Academic Planning & Exploration's CAPE Express
Do you have 15 minutes, an appetite for cookies and cider, and a major to decide on? Stop by the [Center for Academic Planning & Exploration's CAPE Express](#) Thursday, November 15 from 1:00 - 4:00 p.m. Meet with a CAPE coach to begin the process of finding a major that fits your interests, strengths, and goals. Check out [CAPE's website](#) for more information on their resources.

A Healthier U
Whether you are looking for guidance on time management, physical activity, sexuality, nutrition, stress management, or how to manage your social life, consider adding a one-credit, [online PUBH course](#) to your spring schedule. Earn academic credit, gain additional experience with innovative learning technology, and access tools and strategies to put you on the path to success in college and beyond.

Plan Your Study Abroad

UNIVERSITY OF MINNESOTA
Driven to Discover™

CLASS OF 2022 eNEWSLETTER

Orientation & Transition Experiences December 5, 2018

Congratulations Gophers!

You have almost completed your first semester at the UI. We know you may be experiencing a number of emotions, so to help you through these last few weeks we have compiled some advice from recent U graduates:

"College is supposed to challenge you, and this may mean that you won't get the grades you were hoping for. That's okay. Remember that while A's are nice, B's and C's do not by any circumstances mean that you didn't sufficiently understand the material."

"Try not to sacrifice your health for your academics. While focusing on getting your degree is important, your physical, emotional, and mental health is too. Make time for study breaks and activities that will put a smile on your face in the midst of everything you may have to do."

"Start studying now, or as soon as you can, to not only make things easier on you during finals week, but also so you can get a feel of how you study best. It's never too late to change your study habits if your current ones aren't producing the results you want."

THINGS TO DO

'Tis the Season to Study for Finals!
Prepare for your finals like a pro with these cool resources!

- SMART Peer Tutoring - now [available online!](#)
- [Exam Jam](#) - Dec. 8-12
- Study 24/7 at [Bio-Medical & Walter Library](#)
- [Study Space Finder](#)

Spring Semester Registration

The Class of eNewsletter is a monthly publication that is distributed via email to first year students at the U. The content focuses on announcements and events that are specifically for freshmen.

Student Class	Mail Date	Number Sent	Unique Opens	Open Rate
2021	January 23, 2018	6,169	4,402	71.36%
2021	February 15, 2018	6,167	3,955	64.13%
2021	March 21, 2018	6,166	3,895	63.18%
2021	April 24, 2018	6,165	3,985	64.64%
2022	September 26, 2018	5,950	4,054	68.02%
2022	October 24, 2018	5,959	3,874	65.01%
2022	November 14, 2018	5,955	3,657	61.41%
2022	December 5, 2018	5,960	3,816	64.03%

FIRST YEAR EXPERIENCE (CONT.)

CLASS OF 2021

Theme of most clicked links: Career-building, leadership opportunities

Summary of clicks: Summer Internship Resources and UMN employment were top selections amongst the January-April content suggesting freshmen were anticipating future on-campus and off-campus opportunities. In addition, freshmen expressed interest in OTE leadership opportunity content, such as becoming a Welcome Week Leader.

CLASS OF 2022

Theme of most clicked links: Finances and Academic Success, Parent and Family Weekend, One Stop finances (scholarships), Take a Professor to Lunch, Nutritious U Food Pantry, and Academic Planning

Summary of clicks: One Stop Student Services had the most frequently clicked links from August - December, from Finances/Scholarships to Academic Planning, suggesting the class prioritization of campus resources and educational productivity. One Stop Student Services was followed by other campus resources and opportunities such as the Nutritious U Food Pantry, Schedule Builder, Take a Professor to Lunch Program, and Off-Campus Living.



CATCH YOUR BREATH WITH GOLDY AND GRUB

Catch your Breath with Goldy & Grub was an event created in the fall of 2017 as an event that would bring together first-year students through normalizing shared experiences. This event took place for the second year on Thursday, November 8th and hosted over 150 first year (freshman and transfer) students. The event was intended to connect students around the following shared experiences;

- Positive/negative experiences of their first semester at the U
- The need to de-stress during their first mid-terms at the U
- The opportunity to take a picture with Goldy
- The learning curve of navigating a new campus
- Connecting to other Class of 2022 or transfer students

At the event, students were asked to share “sweet” and “not-so-hot” moments from their experience at the U. A variety of stories were shared and many common themes emerged. Below are the number of student stories that aligned with the main themes presented as well as some quotes from the stories.

“SWEET” MOMENTS

Theme of Comments	n=	Theme quotes from event attendees
Community and Connection	70	“Meeting lots of great new people through classes and my LLC” “Weekly coffee dates with my friends from Welcome Week”
Personal Experiences	32	“Getting picked for the Dean’s first year scholar research program for Spring 2019!” “Attending Gopher Athletic events”
Academic Success	29	“Doing really well on a few midterms that I didn’t think went well.”
Campus Engagement	7	“Joining student organizations”
Campus Resources	7	“Having the campus connectors!! (especially in the cold weather)” “PAWS”

“NOT-SO-HOT” MOMENTS

Theme of Comments	n=	Theme quotes from event attendees
Academic Challenges	64	“One week I had 4 tests and a lab report due. They were all on Thursday and Friday.”
Navigating Campus	21	“Accidentally riding the campus connector to St. Paul.”
Personal/Academic Balance	16	“Procrastinating my homework and not getting sleep the night before a midterm.”
Social Transition	11	“Overcommitting myself to everything for fear of missing out.”

AT HOME IN MN

From our evaluations, we know that out-of-state students have different concerns entering college as compared to Minnesota residents. At Home in MN is a program designed to provide additional support to students who are from out-of-state in an effort to connect them to local resources to increase their sense of belonging on campus. This program provides these students with the opportunity to explore Minnesota events and culture while connecting with other out-of-state students. Attendees are welcome to bring an in-state guest, if they desire.

DATES AND EVENTS FOR THE 2018 AT HOME IN MN PROGRAM

Date	Event	Total Attendance	Out-of-State Residents	Minnesota Residents
January 29-February 2, 2018	Super Bowl Live	130	75	55
April 28, 2018	Minnesota United FC	63	43	20
September 2, 2018	Minnesota State Fair	550	502	48
October 30, 2018	Minnetonka Orchard	112	79	33

AT HOME IN MN BREAKFAST - PARENT & FAMILY WEEKEND

OTE hosted an At Home in MN Breakfast during Parent & Family Weekend, October 27. This breakfast hosted the 42 out-of-state parents, families, and students totaling 127 people. This is the first year OTE has hosted this event and included a short presentation about the out-of-state student experience and a panel of out-of-state students.



AT HOME IN MN LIVING LEARNING COMMUNITY (LLC)

First-year, out-of-state students at the U have an opportunity to live in a community with their peers through the At Home in MN LLC. Students live on the same floor in Territorial Hall and have the opportunity to engage in the At Home in MN programming as a community.

Programming for the Fall 2018 LLC Residents

- Minnesota State Fair
- LLC Bucket List
- Pizza & Parkas: Preparing for MN Winter
- Minnetonka Orchards
- Chat & Chew

Academic Year	Number of Residents	Number of CAs
2017-2018	63	3
2018-2019	34	2

SENIOR STORIES

Orientation & Transition Experiences partnered with Student Unions & Activities (SUA) on “Senior Stories”: “We’ve Been There” held April 24. After interviewing many incredible individuals with inspiring stories, three seniors were chosen to share their college journey story with an audience of undergraduate students. These stories showcase the brave, courageous, and inspiring individuals and their challenges they faced and how they navigated their way to their senior year.

<https://www.ote.umn.edu/current-students/all-students>



TRANSFER STUDENT EXPERIENCE

TRANSFER.UMN.EDU

The Transfer Student Experience (TSE) is a campus-wide initiative coordinated by the Office of Undergraduate Education in partnership with the Office of Admissions and Orientation & Transition Experiences. The initiative is guided by the work of a Transfer Student Advisory Board comprised of university staff and administrators from across the Twin Cities campus, as well as the student members of the University Transfer Student Board. Additionally, programmatic initiatives are coordinated through OTE and OUE to support transfer students in their transition to campus.



STRATEGIC INITIATIVES

TRANSFER STUDENT ADVISORY COMMITTEE

Comprised of university staff and administrators from across the Twin Cities campus, as well as the student members of the University Transfer Student Board. This committee meets quarterly to discuss current trends and issues related to U of M transfer students and guides the work of the Transfer Student Experience initiative. In 2017 the group formed three subcommittees and developed recommendations related to Communications, Student Engagement, and Curriculum & Transfer Credit.

TRANSFER STUDENT ADVOCATE TRAINING

This initiative provides training to staff and faculty and a visible marker of transfer student support in offices across campus. Sixty staff and faculty participated in the first transfer advocate training in the Fall of 2018.

TRANSFER STUDENT SUMMIT

In March of 2018 the second annual campus-wide Transfer Student Summit was held. It was a productive day of sharing best practices, updates, and celebrating the collective work the campus is doing to support transfer students.

PROGRAMMATIC INITIATIVES

AT HOME IN MN*

At Home in MN is a program designed to provide additional support to students who are from out-of-state. All first semester out-of-state transfer students are included in communications and events. This program provides these students with the opportunity to explore Minnesota events and culture while connecting with other out-of-state students. Attendees are welcome to bring an in-state guest, if they desire.

*See At Home in MN (Pg 40) for 2018 Academic Year programming and metrics

TRANSFER STUDENT NETWORK (TSN)

The Transfer Student Network (TSN) is a program designed to help first-semester transfer students feel comfortable at the U. Through one-on-one Coffee-Chats and large group events, new transfer students are able to connect with other transfer students and find community at the U. These events are supported by our Transfer Insiders – transfer students who have made a successful transition to the University of Minnesota and are dedicated to enhancing the transfer student experience.

Programming for 2018 Academic Year:

- National Transfer Student Week, October 15-19, 2018
- TSN Hangout - Bowling and Billiards in Goldy's Gameroom, Coffman Memorial Union
- Transfer Appreciation Breakfast: Coffee and Doughnuts in the Front Lawn of Coffman Memorial Union in partnership with OUE
- Coffee Chats: Coffee Chats connect first semester transfer students with a Transfer Insider (transfer students who has successfully transitioned at the U). These sessions provide an opportunity to ask questions, receive advice, exposure transfer students to campus resources, and normalize the transfer student experience.



Spring 2018

Transfer Insiders: 9

Coffee Chats Completed: 39

Leaders Fall 2018

Transfer Insiders: 13

Coffee Chats Completed: 34

LEADERS IN TRANSITION LIVING LEARNING COMMUNITY (LLC)

First-year, transfer students at the U have an opportunity to live in community with their peers through the Leaders in Transition LLC. Students live on the same floor in Yudof Hall and have the opportunity to engage in LLC programming as a community.

Programming for the Fall 2018 LLC Residents

- Minnesota State Fair
- LLC Bucket List
- Welcome BBQ in partnership with College of Science and Engineering LLCs
- Off-Campus Learning in partnership with National Student Exchange
- Finals care packages

Academic Year	Number of Residents	Number of CAs
2017-2018	14	1
2018-2019	26	1

TRANSFER STUDENT WORKSHOPS SERIES

A series of workshops designed exclusively for first semester transfer students to get them connected to University resources early in their transition. Five workshops were held in fall 2018 and four in the spring of 2018. Students gave positive reviews of the workshops and the workshops met the stated outcomes of introducing students to U of M resources and building community.

TAU SIGMA HONOR SOCIETY

A national honor society to acknowledge the academic achievements of our transfer students. Students are invited to join the U of M chapter if they achieve a GPA of 3.5 or higher during their first semester on campus. This year, we held an induction ceremony for 166 new members. The U of M chapter had inducted over 750 members since it was founded in 2013.

TSE NEWSLETTER

A monthly eNewsletter is sent to all transfer students during their first semester on campus. These newsletters ease the transition to campus by highlighting resources and opportunities for involvement. In 2017-2018, these newsletters had open rates 68%-72%.

FIRST SIX WEEKS INITIATIVE

New for fall of 2018. This calendar of events is designed to help transfer students get off to a strong start at the U of M. Thirty-five U of M offices contributed over 50 events and resources aimed at transfer students.

SECOND YEAR EXPERIENCE

The scope of Orientation & Transition Experiences expanded as part of the reorganization to include serving students in their second year on campus. The Second Year Experience is a campus-wide effort coordinated by the Office of Undergraduate Education and Orientation & Transition Experiences. The Second Year Advisory Committee, comprised of college and department representatives from across the Twin Cities campus, works collectively to improve the retention of and opportunities for second-year students. A number of different initiatives support second year students in their transition and can be found online.

SYE THEME ENEWSLETTERS

The SYE Theme eNewsletters are sent in the first four weeks of the semester and are designed to provide second year students at the U with continued support and guidance that directs them toward existing campus programming and tips for succeeding in their second year. The four themes are: Engagement (study abroad, research, volunteer, involvement, etc.), Major & Career, Daily Life, and Academics.

Class of ____	Mail Date	Number Sent	Unique Opens	Open Rate
2021	September 11, 2018	5,594	2663	65.48%
2021	September 17, 2018	5,952	3,535	63.22%
2021	September 24, 2018	5,590	3,409	60.98%
2021	October 1, 2018	5,677	3,286	57.88%

Themes of Most Clicked Links: Second Year Website and Engagement

Summary of Clicks: The Second Year Experience (SYE) website links were top selections for the SYE theme newsletters. These links included the second year road map which serves as a compilation of on campus events and dates prevalent to the second year transition (career fairs, internships, etc.) Following the SYE website were links regarding scholarships and personal budgeting, offered by One Stop Student Services, and academic success and engagement, offered by the Offices of Undergraduate Research and Student Affairs.

SYE LIVING LEARNING COMMUNITY (LLC)

Second-year students at the U have an opportunity to live in community with their peers through the Second Year Experiences LLC. Students live on two floors in Yudof Hall and have the opportunity to engage in LLC programming as a community.

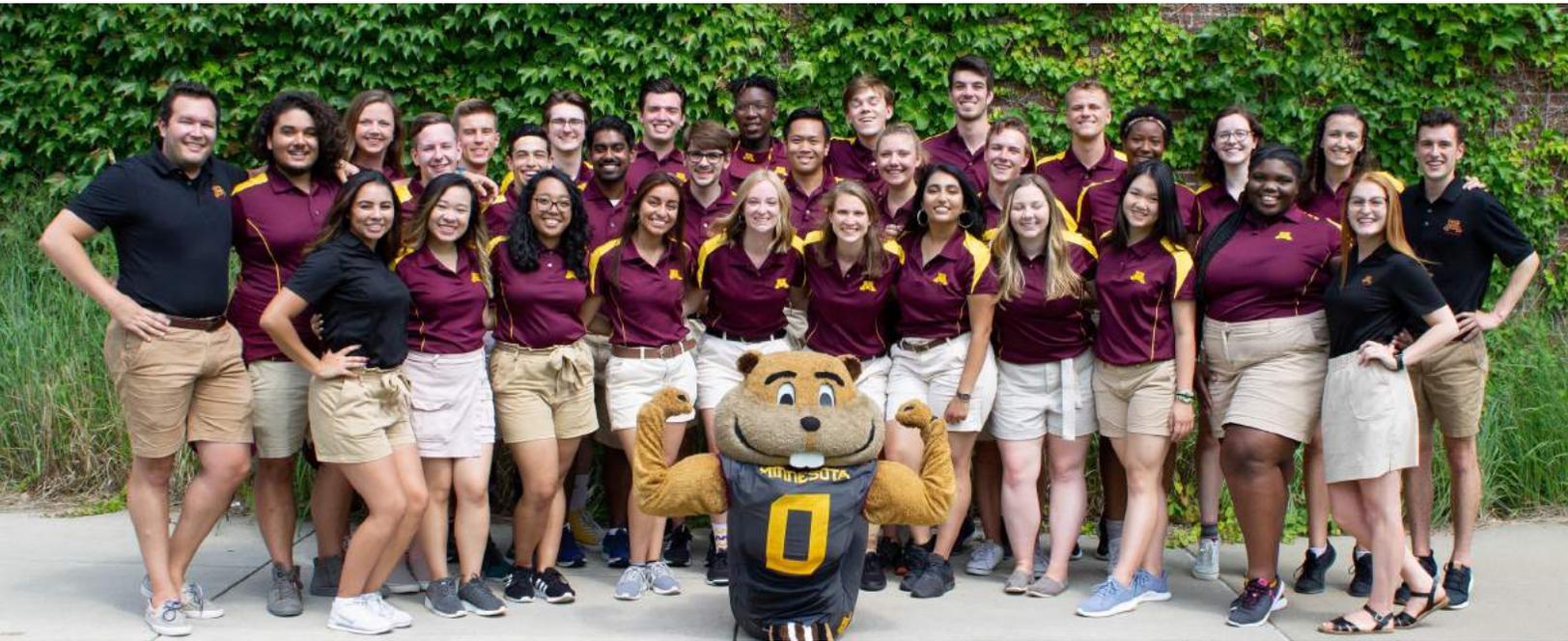
Programming for the Fall 2018 LLC Residents

- Minnesota State Fair
- LLC Bucket List
- Welcome BBQ in partnership with College of Science and Engineering LLCs
- Off-Campus Learning in partnership with National Student Exchange
- Finals care packages

Academic Year	Number of Residents	Number of CAs
2017-2018	55	2
2018-2019	65	2

LEADERSHIP DEVELOPMENT PROGRAMS

Student leaders play a critical role in OTE's programming. While leadership opportunities vary, they are all grounded in a commitment to promoting student development and advancing OTE's vision and mission.



ORIENTATION LEADERS

Orientation Leaders (OLs) are responsible for administering a successful New Student Orientation and Welcome Week. Prospective OLs participated in a competitive, four-tiered selection process that included an initial application, group interview, individual interview, and a college interview. In 2018, OTE received 78 applications for the 28 available spots. The students selected for the 2018 OL team represented nearly all of the freshmen-admitting colleges, had an average GPA of 3.41, and had participated in numerous other leadership and involvement opportunities on campus.

The OLS participated in an extensive training program to prepare for the responsibilities associated with their role. Spring training included a three-day retreat in January and a weekly class on Wednesday night for four hours. Training topics included diversity and social justice,

student development theory, strengths, campus climate, and identity development. During the spring, OLS were also responsible for recruiting and training Welcome Week Leaders and Transfer Student Leaders.

Training intensified in May with a daily session starting two weeks prior to Orientation. Summer training covered the content and logistics of New Student Orientation. OLs practiced facilitating small groups and studied techniques for ensuring all students would feel welcomed and included. The OLs also learned to perform Pieces of the Puzzle, a theatrical representation of college life issues, during summer training.

The last component of training occurred in August, just prior to Welcome Week. During this time, OLs learned how to supervise and train their Welcome Week Leaders as well as the logistics of Welcome Week.

WHAT STUDENTS HAD TO SAY ABOUT THEIR OL...

Strongly Agree and Agree Responses	
Helped me feel welcome at the University	97.9%
Was an effective presenter	97%
Was approachable	97.7%
Was respectful	97.9%
Assisted with my transition to the University of Minnesota	97.5%

(Strongly agree and agree responses noted. Findings based on the responses to the program evaluation that is available to new freshman students during their orientation experience. 4,595 students completed the evaluation out of 6,020 students who attended for a 76% response rate)

“She connected our group through activities that were very effective, and our group became very close because of her. I felt a sense of belonging by the end of the night and I felt a million times more excited about coming to the U and meeting new people because of orientation, and because of the way she brought us through it.”

“I want to say thank you for showing me the campus and giving me time to talk with you, learn about you, but most of all have fun and become friends with you. For what you have done for me and everyone else in the group, you have given us a sense of courage and hope, for you have shown us the path to the life of the Golden Gopher and we are now starting to walk through. Again, thank you for everything.”

“My orientation leader made me so excited and comfortable to be on campus, especially because I was so nervous coming into orientation. As soon as my group met up he created a comfortable and supportive environment for all of us.”

LEADERSHIP DEVELOPMENT PROGRAMS (CONT.)

TRANSFER STUDENT LEADERS

Transfer Student Leaders (TSLs) are responsible for administering a successful orientation and Welcome Week Transfer Track program for our transfer student population.

Prospective TSLs participated in a competitive selection process that included an initial application and group interview. In 2018, OTE received 37 applications for the 13 available spots.

The TSLs kicked off their training with a Saturday retreat focused on understanding the transfer student profile while reflecting on their own transfer student experience, team building, a synopsis of transfer shock theory, and learning about the OTE mission, vision, and core values. They also participated in a spring training program to prepare for the responsibilities associated with their role. Spring training included four meetings on Tuesday nights for three hours. Training topics included diversity, identity, strengths, storytelling, university resources, transfer specific resources, and leadership.

Training intensified in July with four days of training sessions prior to the start of summer orientation programs, totaling nearly 40 hours of summer

training. These four days covered the content and logistics of the program, an overview of campus resources, networking, customer service, orientation role play scenarios, and public speaking. TSLs practiced their introductions, prepared elevators speeches, and rehearsed the East Bank campus tours in addition to learning how to respond to the needs of students and families during the time of transition.

This summer, four TSL team members were selected to serve as Welcome Hosts and were responsible for delivering a keynote address to the new students and their guests at Orientation. This session covered topics such as involvement, academic rigor, commuting, finances, and engaging with your major outside of the classroom. This session allowed for more engagement from the audience and promoted building connections with those around them.

TSLs also hosted our newly revamped Welcome Week Transfer Track where they guided and helped students throughout the program. For the “Tour de TSL” session, each TSL designed and facilitated their own dynamic tour of campus that allowed them to share stories of their first-year experience on campus as a transfer student.



WHAT STUDENTS SAID ABOUT THEIR TSL...

Strongly agree and agree responses	
Helped me feel welcome at the University	91.73%
Was approachable	91.73%
Was respectful	91.87%
Was knowledgeable about the University	92.23%
Assisted with my transition to the University	91.23%

(Strongly Agree and Agree responses noted. Findings are based on the responses to the program evaluation that is available to new transfer students during their orientation experience. 1,225 students completed the evaluation out of the 2,204 students who attended for a 56% response rate)

“They were very knowledgeable and explained everything in detail regarding my questions. They were amazing.”

“All the TSL staff were supportive, informed, and helpful.”

“Really had the experience to know what advice to give to make the process easier.”

LEADERSHIP DEVELOPMENT PROGRAMS (CONT.)



WELCOME WEEK LEADERS

Welcome Week Leaders (WWLs) are responsible for guiding new first-year students through the Welcome Week Programs. There were 450 students who applied to be a WWL in 2018, which was consistent with application numbers from the previous year. Of those who applied, 258 completed the training process and served in the role resulting in a 57% retention rate.

Historically, Welcome Week Leaders were required to complete three spring training sessions to remain eligible for the role. This year we combined the topics for those training sessions into a one-day Welcome Week Leader Conference. This decision was made based on feedback we received from leaders about the length of the time commitment for the role and in the interest in increasing our retention rate of student leaders in the role. Over the past several years about 55% of students who applied to the role actually served in August. Of the 450 students who applied, 350 attended the conference

leaving us with a significantly higher pool of eligible leaders going into the summer. Unfortunately, as the August Welcome Week program approached we saw a significant decline in leader retention and delivered the program with 258 leaders, resulting in a 57% overall retention rate.

Our Welcome Week Leader training continues to move toward focusing on topics around diversity and social justice in an effort to support improvements in campus climate. Training topics at the spring conference included allyship, identity development, bystander intervention, and personal leadership. During summer training we held a half day training on building campus community including discussions on campus climate, sexual assault reporting, and accessibility. We will continue this focus as we try to impact sense of belonging on campus.

WHAT WWLS SAID ABOUT THEIR EXPERIENCE...

Strongly Agree and Agree Responses	
Serving as a WWL helped me improve my leadership skills	97%
Spring training helped me feel more connected in the WWL community	64%
I feel a great sense of belonging at the U since becoming a WWL	92%
I would recommend being a WWL to others	83%

(Strongly Agree and Agree responses noted. Findings are based on the responses to the program evaluation that is available to WWLs after their Welcome Week experience. 201 WWLs completed the evaluation out of the 271 students who served for a 74% response rate)

WHAT STUDENTS SAID ABOUT THEIR WWL...



of students felt supported by their WWL

“I think they did a really good job about being real with us, and giving us structure and support this week but still allowed us to experience the freedom that actually accompanies college.”

“They were all AMAZING! Relatable, inquisitive, energetic, friendly. They seemed like the kind of people that the U would be proud to call their own for years to come.”

OTE STAFF



PRESENTATIONS

Being on stage when your kid's school calls: Parents of OTR", Lisa Gruszka, Zach Manning, David Duvall, Lizette Robolledo, NODA Annual conference October, 2018, San Diego, CA

"Sponsorships and Support OTR initiative", Jenny Porter, Zach Manning, NODA IV/V Region Conference April, 2018 Kansas City, KS

LEADERSHIP

Evan Witt, NODA Region V Education Specialist, NODA-Orientation, Transition & Retention Professionals in Higher Education

Jennifer Porter, co-chair of Coalition for a Respectful U and representative to the Bias Response & Referral Network

Beth Lingren Clark, Consultant and Core Competency Committee Member, NODA-Orientation, Transition and Retention Professionals in Higher Education

OTE STAFF (CONT.)

FULL-TIME STAFF

Beth Lingren Clark, Ph.D., Associate Vice Provost for Strategic Enrollment Initiatives

Orientation:

Lisa Gruszka, Director of Orientation Programs

Marie Paulo Arche, Assistant Director, Orientation

Welcome Week/Student Transition Experience:

Jenny Porter, Director of Student Transition Experiences

Sam Glazer Hewson, Assistant Director (Started April)

Michael Gonzalez, Coordinator of Student Transition Experience (Started June)

Student Leadership Training and Development

Evan Witt, Assistant Director

Operations:

Chelsea Garcia, Associate Director for Operations (started November 2017)

Bill O'Connor, Assistant Director, Communications

Matt Maloney, Information Technology Professional



OTE STUDENT STAFF

Orientation Leaders (OLs)

Tina Bui
Ryan Burger
Max Chu
Sam Cronin
Emily Dahl
Fanta Diallo
Chad Faust
Lily French
Josh Goetz
Gabby Gonzalez

Allie Guidish
Eric Hendricks
Brady James
Lucas Kauzlarich
Tom Koch
Rachel Larson
Devin Mays
Stephen Mohabir
Joyce Nguenkam
Andrew Parker
Ronnie Peterson
Kelly Pocian

Sam Portinga
Sai Powar
Monica Punzalan
Catherine Retica
Jake Schaper
Amanda Wang

Orientation Program Assistants (OPAs)

Phillip Tran
Jack Utzman
Jake Holley

Operations Intern

Emma Hintz

Parent Coordinators (PCs)

Dobbs DeCorsey
Hannah Benck

OTE STUDENT STAFF (CONT.)

Transfer Student Leaders (TSLs)

Alissa Clancy
 Elisabeth Hollembaek Parr
 Cody Johannsen
 Archie Mackinnon
 Sydney Mayer
 Brittney McLaughlin
 Emily Richardson
 Michael Rodolfo Corda
 Diah Swenson
 Andrew Wright
 Tianyu Zhai
 Helene Zheng
 Abby Zellman

Student Program Coordinators (SPCs)

2017 - 2018
 Sara Daily
 Bri Sheffel
 Steven Wallace
 Shamus Zenk
 2018-2019
 Thi Bui
 Devin Mays
 Diah Swenson
 Allie Guidish

Design Intern

Allison Long
 (May 2017-May 2018)
 Jensine Beyer
 (Started May 2018)

First-Year Intern

Sam Portinga

Marketing Intern

Lynh Nguyen

Social Media Intern

Schuyler McKinley

Student Transition Experiences Intern

Shannon Thao
 Ali Winslow

Student Web Developer

Brittany Blazer

Transfer Intern

Callie Barnette

Office Assistants (OAs)

Dobbs Decorsey
 Emma Newton
 Justine Perez
 Alex Dang
 Nicholas Wilson
 Seun Abolade

Check-In Staff

Saman Adnan
 Nabila Syed
 Gabriella Sonnenschein
 Molly Malecha
 Kyle Manske
 Val Chrepta
 Lauren Tehan
 JeongHoon Han
 Denis Kornberg

Event Staff

Margaret Maruggi
 (Captain)
 Mai-Linh Nguyen
 (Captain)
 Shae Kessler
 Cameron Hardecopf
 Tucker Nowack
 Michael Butterfield
 Erica Ellingson
 Tina Nguyen
 Jessica Halverson

Welcome Week Leaders (WWLs)

Nick Aarsvold
 Rose Adams
 Sword Al-Zadjali
 Nicholas Albers
 Anna Allevan
 Rebekka Alm
 Mady Anderson
 Isaac Anderson
 Naveen Arukgoda
 Jonah Bacon
 Emma Baldry
 Logan Banks
 Firye Bediye
 Sarah Bengtson
 JP Benson
 Kalley Berg
 Brooke Berge
 Shelby Bergstrom
 Katie Bergstrom
 Emma Bersie
 Jason Berthe
 Rohan Bhagchandani
 Arunima Bhattacharya
 Megan Bird
 Josie Bjorklund
 Kimball Blake
 Nicole Blatchford
 Daphne Blount
 Mackenzie Boivin
 Nick Bottois
 Lucas Bowerman
 Bailey Brandel
 Joe Broomhead
 Minh Bui
 Christina Busche
 Jasmine Caldero
 Maddie Caldis

Ian Cameron
 Louis Carlson
 Ella Carlson
 Parc Chamernick
 Tiyu Cheng
 Sarah Cholewinski
 Atharva Choudhary
 Sabrina Chu
 Mariella Ciccarelli
 Lydia Clinton
 Kevin Clothier
 Annika Clouse
 Josh Condon
 Miranda Copa
 Alisha D'Souza
 Haley Dahl
 Weijia Dai
 Emily DeChaine
 Giulia DeLuca
 Shale Demuth
 Tyler Deng
 Paige Dispirito
 Evan Ditter
 Carina Dorr
 Kyra Doyle
 Kaija Eckholm
 Alyssa Eggert
 Grace Elmudesi
 Justin Elton
 Carter Erdman
 Rachel Eversole
 Sarah Eyer
 Lauren Farina
 Mikayla Feil
 Maeve Fitzgerald
 Leah Flodin
 Vanessa Flores-Ortiz
 Elias Freberg
 Hansong Fu

WELCOME WEEK LEADERS (CONT.)

Bryan Geenen	Morgan Johnston	Alexa Mathis	Elizabeth Renz	Thompson-Eja
Sara Gilbert	Connie Jolly	Devin McMurray	John Retzlaff	Becca Timo
Kaylyn Gillespie	Isabelle Jones	Greta Mertes	Carter Ridl	Allie Trask
Molly Gjerde	TaylorKarjala	Lauren Meyers	Maggie Ringler	Jamie Traynor
Sarah Gonwa	Olivia Kaus	Larissa Milles	Brendan Ritchie	Alex Tupper
Val Gooden	Grace Keller	Madelyn Mitchell	Colin Robinson	Maria Valentin
Luke Gulbranson	Anna Keltner	Kennedy	Assia Rodriguez	Anna Valenty
Amy Halbmaier	Morgan Kerfeld	Mommaerts	Dan Rohde	Brian Van Eyll
Rachelle Hallberg	Lexi Ketcham	Bailey Morgan	Nils Rykken	Will Van Syoc
Lily Hamel	Julia Ketola	Matt Moskal	Kaitlyn	Nitin Venkatesh
Sierra Hamernick	Shawdy Kiani	Fiza Mungani	Saionzkowski	Matt Viesselman
Katherine Hammitt	Katie Kilinski	Sydney Murray	Rachel Scalf	Sarina Vinjamuri
Christina Harisiadis	Su Young Kim	Susan Mwai	Amber Schaaf	Jake Vitt
Allison Harvey	Emily Koetting	Susan Mwai	John Schocker	Michael Waller
Rachel Hatcher	Erica Koina	Sam Nelson	Makayla Schultz	Uzo Wamuo
Hannah Hayward	Leah Koltz	Jacob Nelson	Patricia Seader	Sara Weingartner
Alisha Hebl	Bethany Koziolk	Reagan Nelson	Erin Seichter	Savannah Wery
Sydney Heger	Kendra Krosch	Xander Nelson	Sydney Senne	Hailey Weymann
Jacob Heinz	Kira Krug	Jason Nowotny	Sulagna Sensarma	Jack Wieberdink
Sydney Higgins	Sarah Kruse	Kelly O'Neil	Kahyeon Seo	Matt Wiege
Amanda Hilmes	Khue Lai	Joey Obeidzinski	Erik Shirley	Kate Wiitala
Nick Holleran	Andrew Larson	Nicole Oblon	Noah Siem	Sam Wittwer
Parker Holum	Damon Leach	Taylor Olson	Hannah Simerly	Abby Wolfe
Ryan Hostager	Allison LeMinh	Cham Omot	Nicolette Smerillo	Yidan Xu
Kerry Houlihan	Nolan Levoir	Tracy Onchwari	Danielle Sorensen	Jane Yap
Jason Howard	Nathan Lezon	Mateusz Oskarbcki	Natalie Starr	Anjyu Yee
Marissa Huberty	Emma Lindman	Maryan Osman	Liza Stougaard	Alex Yee
Caileen Hughes	Yiyi Liu	Alexa Carol	Evan Super	Srivats
Liv Hultgren	Parker Lovinger	Oswald	Saurav	Yerraguntala
Gillian Innes	Ellie Lu	Adi Pathak	Suryawanshi	Haokun You
Olivia Jacobs	Amy Ma	Jess Paull	Sam Swedzinski	Kaiyue Yu
Andrew Jacobson	Emily Mace	Caroline Pavlecic	Thomas Tang	Connor Zamzow
Pallavi Janiani	Sam Mader	Sabel Peterson	Greg Taushani	Moyan Zhou
Cole Jensen	Ben Mai	Linnea Peterson	Lauren Tehan	Kami Ziebarth
Audrey Johannes	Molly Malecha	Caden Potapenko	Jack Thalhuber	Jessica Zmuda
Austin Johnes	Thalia Marcella	Amogh Potlapalli	Marlowe Thomas	John Zofkie
Adam Johnson	Max Marciniak	Miguel Pratas	Hannah Thompson	Hunter Zogg
Tyler Johnson	Amy Marrah	Fernandes	Emame	

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This publication is available in alternative formats upon request. Please contact Orientation & Transition Experience at oteinfo@umn.edu or 1-800-234-1979.

For more information regarding our programs at the University of Minnesota, Twin Cities, visit ote.umn.edu.

