

# 2024 PARENT & FAMILY FEEDBACK

**141** family members of incoming students share their experience with the university this summer

100% Identified as a parent/guardian of the student



## SUMMER WEBINAR SERIES



**93%** of respondents agreed webinars provided useful information

**86%** agreed the timing of the sessions were appropriate

**83%** agreed the day and time of the sessions were appropriate



## MOVE-IN

**94%** agreed the move-in process went smoothly and efficiently

**96%** felt welcomed to campus

**93%** felt the volunteers and staff were knowledgeable

## FAMILY ORIENTATION

**91%** agreed family orientation sessions were helpful and informative

**91%** agreed they are aware of resources for families as they support their student

**86%** agreed they met individuals on campus who will support their student

## COMMUNICATION

**93%** agreed the emails from the OFYE were informative and helpful.

**93%** agreed the emails from the OFYE were timely

**87%** of respondents were satisfied with the amount of information that was provided over the summer

**89%** of respondents were satisfied with the level of support they received to assist their student

## MOVING FORWARD...

- Explore sending a postcard to gather more accurate parent/family email addresses and better share information
- Send out additional summer webinar reminders and follow up with recordings after the webinar is hosted
- Create and display better directional signage for Family Orientation