

2023 Know One be One Volunteer & Student Participant Feedback Survey Results

A Report To:



SUNY POLY

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Inspired Social Research & Program Evaluation

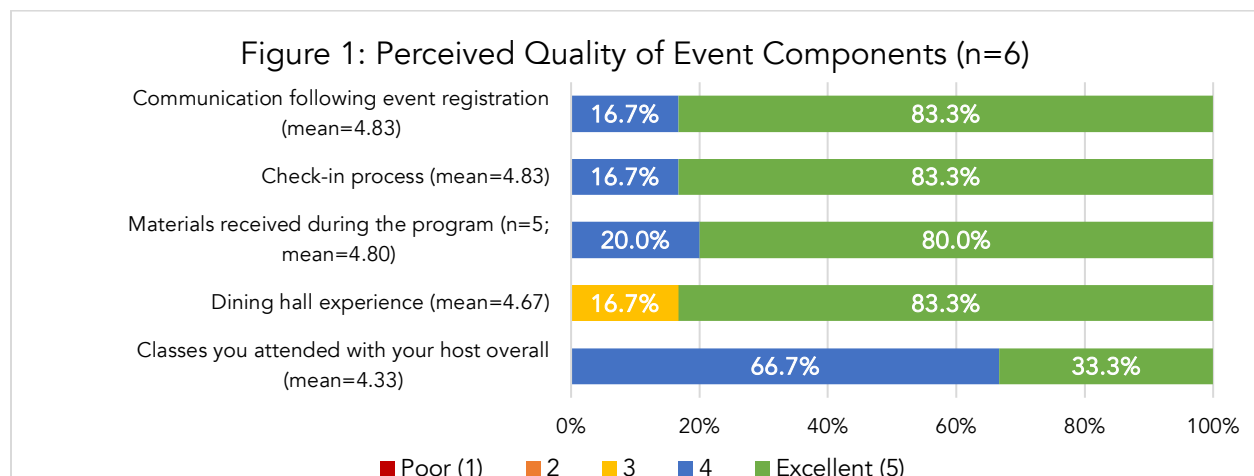
Introduction

In Fall 2022 SUNY Polytechnic Institute (SUNY Poly) contracted with Dr. Megan Mullins and her team of evaluators to conduct evaluation activities for SUNY Poly’s newly awarded National Science Foundation funded S-STEM Scholarship program titled, *“Supporting Degree Completion in Engineering and Engineering Technology Programs through Experiential Learning and Self-Directed Professional Development.”* The long-term goal of this program is to break down the barriers to degree completion within the programs of Civil Engineering, Civil Engineering Technology, Mechanical Engineering, and Mechanical Engineering Technology (CME&ET). In pursuit of this goal, SUNY Poly will provide a total of 65 one- year scholarships to 20 unique students in CME&ET. Students selected as Scholars will include those who enter as first year students as well as transfer students.

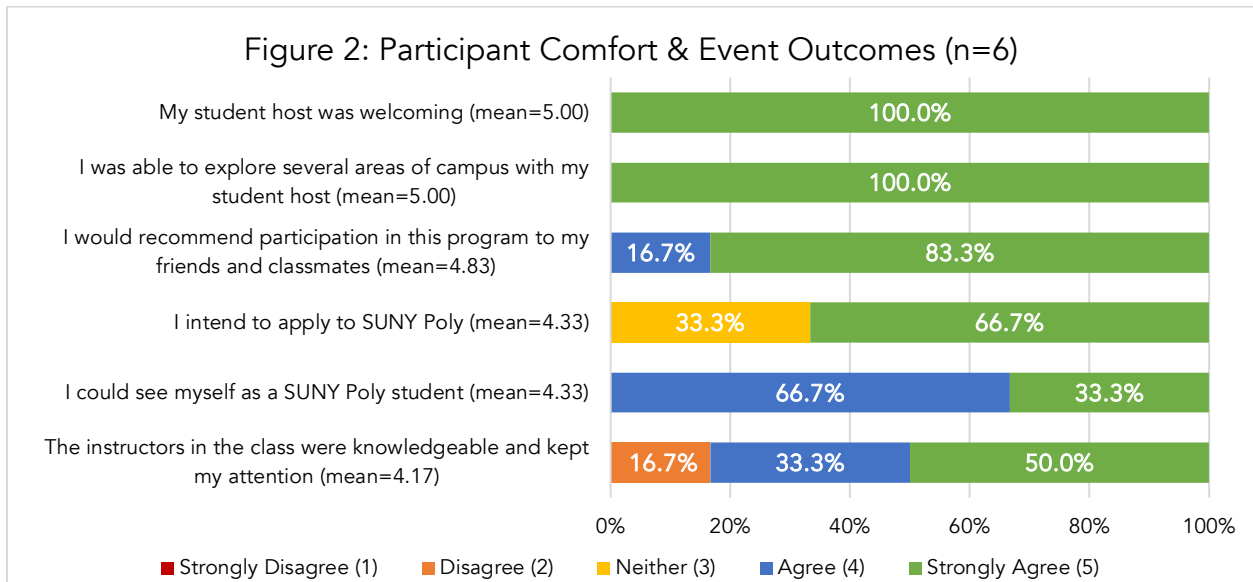
This report presents key findings from a feedback survey for the “Know One Be One” (KOBO) SUNY Poly recruitment event. This event occurs annually and brings area high school students to the Institute to shadow current institute students in order to get them interested in and applying to the CME&ET program. The grant’s overall goal is to use the KOBO event to increase enrollment in the program by students who also attended the KOBO event in high school. Both high school participants and student volunteers completed surveys in order to obtain feedback on the event.

Survey Results – High School Participants

KOBO participants were first asked to rate their experience with five components of the event using a scale from “Poor” (1) to “Excellent” (5). On average, all five components received ratings approaching “Excellent,” with the check-in process and communication following event registration receiving the highest ratings (mean=4.83, respectively) and classes attended with the student host receiving the lowest (mean=4.33).



Next, using a 5-point scale, participants were asked to rate their agreement with six statements regarding their comfort during the event and outcomes of the experience. All respondents “Strongly Agree” (5) that their student host was welcoming and that they were able to explore several areas of campus, and all agree to some extent that can see themselves as a SUNY Poly student and that they would recommend the program to others. However, several students express neutrality when asked whether they plan to apply to the university, and one disagrees that they found course instructors to be knowledgeable and engaging.



In the second section of the survey, participants were asked a series of open-ended questions regarding interactions with their student host, program highlights, and recommendations for improvement.

When asked to relay any comments regarding their student host, respondents describe their hosts as knowledgeable, informative, and friendly.

Verbatim Comments:

“Arianna was excellent, very knowledgeable and listened to my questions.”

“Gabriel was a great host, very informative and friendly.”

“Sara and the other students were fantastic.”

“They were amazing to talk to.”

Respondents were also asked to describe what they consider to be highlights of the event. In response, two participants explain that they enjoyed discussing and asking questions about the college experience, two others underscore the campus tour and student shadowing, and one describes the staff they encountered as friendly.

Verbatim Comments:

"Getting to ask students at the college questions about the school."

"Getting to chat about and observe classes was really cool."

"The campus tour was excellent."

"Walking around the campus, attending classes and checking out dining hall."

"The friendly staff."

When asked whether they have any recommendations for improving the KOBO program for future participants, one respondent suggests more hands-on courses for the student shadowing activity, and another recommends providing opportunities to tour the freshman dorms.

Verbatim Comments:

"Maybe a more hands on class to attend."

"Would have liked to check out a freshman dorm room."

Finally, respondents were asked to share any final thoughts, with one thanking program organizers for the opportunity and another explaining that the event gave them an idea of what to expect when beginning their college experience.

Verbatim Comments:

"Thank you for the opportunity."

"The class that I attended was a little over my head but gave me an idea of what to expect."

Survey Results – Volunteer Student Hosts

Survey feedback from Student Hosts was provided by their briefly providing comment to their experience with the KOBO event as hosts. Five individuals responded, all positive in direction, although four students also had different recommendations for program improvement. One student recommends conducting some activities as a group, including first and second year Institute students as potential hosts and improving the general organization and scheduling for the day overall.

Verbatim Comments:

"Although checking in and getting my student was pretty straightforward, the end of the day was a bit more confusing. It wasn't clear where in the student center we should wait, so my student and I ended up talking upstairs. Their parent found us pretty easily, but I had still been a bit anxious about it."

"I had a really good time with my student, but I definitely think there could be a little more in terms of activities to do as a pair. I, along with a lot of my friends, did not have classes until 2 pm, so I found it hard to fill the time, even with the tour and CSTEP presentation in the morning. If there were things to perhaps do as a group, it might have been a little easier. Usually my schedule ends up where I spend a majority of my day in my room studying or just hanging out, and it's not really showing my normal schedule when this is basically making me sit in the student center for hours, or the library for hours."

"I think the students got a lot out of this experience. The event ran smoothly, at least for the two days that I had a student, and they were engaged and asking lots of questions. Personally, I think this should be aimed more towards SUNY Poly students who are in their first or second year, as the students are more curious about the courses that they would be taking upon enrolling. The upper level courses can be intimidating to high school students in their junior year, so it might be more of a deterrent rather than an incentive for the programs."

"All good."

Summary & Reflections

Overall, survey results demonstrate that both student host and student participants were satisfied with their KOBO program experience and found the opportunity to be valuable and informative. All event components – including the registration process, informational materials, and activities – received favorable ratings, with respondents underscoring insight into the college experience from their student host, the campus tour, and friendly staff as highlights of the experience. Additionally, responses indicate that all participants felt welcomed during the event, were able to see themselves as SUNY Poly students, and are likely to recommend the program to others, though several express uncertainty regarding their plans to apply to the university. Given the overwhelmingly positive feedback, evaluators recommend that organizers continue to implement the KOBO program in its current format while considering the minor recommendations for improvement offered by respondents, i.e., allowing participants to choose campus tour locations and courses attended with their student hosts, providing more structure for the “down times” that students may experience, such as group activities, and including more first and second year student hosts in the event.