University Registrar’s Office
Video Tutorials for New First-Time-Freshmen

Context
The mission of the Registrar's Office is to provide the most efficient and effective academic services to students, faculty, staff, administrators and alumni without compromising institutional, professional or legal standards and to provide timely and accurate information while maintaining the security and confidentiality of the data. To that end, the Registrar's Office maintains the academic records of all CSLA students and will issue official transcripts and other reports of those records; will instruct students on how to register for classes, and track and certify

Learning Outcomes
GET Video Tutorials will prepare new 2010 Fall First-Time Freshmen:
• To learn how to navigate GET
• To learn how to prepare for registration in the GET system.
• Will feel prepared to register for classes by learning how to add, drop, and swap classes using GET

Methods
• Collect and utilize comments submitted by students who use the tutorials
• Compare the number of Help Line phone calls from September 1 – 23, 2009 for the Fall 2009 term with those received September 1-24, 2010 for the Fall 2010 term to determine whether the video tutorials have had any impact on the volume of calls received.
• Develop and disseminate a survey to all new Fall 2010 First-time Freshmen to determine how many actually viewed the tutorials and what impact they had on their confidence and ability to use GET during the registration process.

Next Steps
• Complete and distribute a survey to all new and enrolled Fall 2010 First-Time-Freshmen approximately one week prior to the beginning of the Winter 2111 Registration cycle (week of October 11, 2010).
• From these results we will be able to determine whether anything needs to be improved in the video tutorials and if they were an aid during the registration process.

Results
Use and value of GET Tutorials during registration:
Sample Survey Questions:
• Did you view any of the Video Tutorials regarding GET?
  If yes, which tutorials did you view?
• Of those that you viewed, how helpful were they in assisting you to log on and navigate GET? (Scale 1 – 5)
• After reviewing one or more of the tutorials how prepared did you feel to begin the registration process in GET? (Scale 1 – 5)

Student Feedback
“These tutorials are great! After watching them I was ready to register for my classes on my own.”

“Just wanted to thank you for putting these video tutorials on GET. I like having them there for use any time of day or night”.