

**The Evergreen State College**  
**Evergreen New Student Survey 2012**  
*Olympia Campus - First-time, First-year and Transfer students*

**Was there any information about Evergreen that was hard to find?**

Slightly more than half of new students did not report having difficulty finding information about Evergreen. First-time, first-year students were more likely to report having difficulty (43%) than transfer students (35%).

***Was there any information about Evergreen that was hard to find?***

	First-time, first years*		Transfer students*	
	%	N	%	N
Yes, there was information that was hard to find	43%	68	35%	59
No/Nothing/Not applicable without additional details	51%	81	51%	86
No, Nothing with additional details	7%	11	14%	23
<b>Total</b>		<b>160</b>		<b>168</b>

\*Percentages exclude students who did not respond to the question

### Was there any information about Evergreen that was hard to find?

New students most frequently indicated having difficulty finding information related to four categories: 1) class schedules and descriptions, catalog, and registration; 2) residential and dining services; 3) financial aid information and cost information; and 4) difficulty in website navigation, other web-specific comments.

There were common difficulties indicated within two themes, class schedules and descriptions, and residential and dining services. Many students noted difficulty identifying a class schedules and course programs, i.e., "What the upcoming class schedule was going to be" and "I felt lost after I actually was enrolled, I didn't understand how to sign up for classes and had to call for help." Several students commented about the lack of photos of dorm rooms and campus, in general, i.e., "I would have liked to find more online pictures of the campus and housing" and "I wish there had been more pictures of campus on the website, seeing as I live across the country and could only visit once accepted."

Many students commented on having difficulty using the website to gather information. Examples of these comments included "To be honest, I find the Evergreen website quite confusing overall. But I manage to find what I'm looking for relatively easy after some time spent browsing" and "website is hard to navigate in general". However, some students' comments about the website were favorable, i.e., "Keep working on the website. It's a really well done site" and "I had a very difficult time navigating the website at first. Now that am [sic] more familiar with it, it is not such a problem".

### Themes among new students reporting difficulty in finding information

(Categories are not mutually exclusive)

	First-time, first years		Transfer students	
	%	N	%	N
Class schedules and descriptions, catalog, and registration	13%	12	30%	25
Difficulty in website navigation, other web-specific comments	10%	10	11%	9
Financial aid information and cost information	15%	14	5%	4
Application/Admissions/Enrollment/Before Classes Start	4%	4	2%	2
Residential and Dining Services	24%	23	11%	9
Evergreen's unique structure	2%	2	10%	8
Student activities, clubs, recreational opportunities	3%	3	0%	0
Physical campus information (directions, buildings, tours, parking, etc.)	5%	5	2%	2
Completion and life after graduation	4%	4	2%	2
Student life	0%	0	2%	2
Contacting different faculty/offices	0%	0	1%	1
Advising information	0%	0	1%	1
Dates, deadlines, and important events	3%	3	5%	4
myevergreen.edu items:				
Student ID, Login Info, etc.	1%	1	4%	3
Alternative Study Options (e.g., Study Abroad, PLE, Internships)	0%	0	0%	0
Transferring credits and Upside Down program	5%	5	2%	2
Translating Evergreen for external audiences	0%	0	0%	0
Support Services	1%	1	2%	2
Book lists and Evergreen Bookstore	0%	0	0%	0
Other things hard to find/unavailable	8%	8	6%	5
Something unspecified difficult to find	1%	1	4%	3
<b>Total</b>		96		84

*The individual comments that were included in each category are detailed below. Some students had comments that fit within multiple categories and may be listed more than once.*

### **Class schedules and descriptions, catalog, and registration**

#### **First-time, first years**

What the upcoming class schedule was going to be.

The registration requirements, web-pages, and info was a little sketchy to find online.

The number of credits needed for full time students.

Specific info about courses

It was difficult understanding the program system at first.

It was difficult to find a clear explanation of how the programs work.

It took a while to really understand what the deal with the independent studies thing was, but after the info session, checking out the website, and talking to one of those current students who calls prospective students (to make them feel comfortable and [message truncated])

I wasn't sure about how the classes worked and I was kind of nervous they wouldn't have classes for performing Arts because it was difficult to find.

I felt lost after I actually was enrolled, I didn't understand how to sign up for classes and had to call for help. Also the distance from the college is difficult.

How the credit system works I had to visit the school and talk to an academic adviser about what class I should sign up for

Financial aid, and trying to find any help with athletic scholarships, and what classes I need to take to achieve my goal

Class times

#### **Transfer students**

What exactly a program was. I was very confused by this at first.

What classes are currently open/full in the catalog. College grants/scholarships for out-of-state students.

the times of the classes

The times for classes and to know if I was a Junior or Senior.

The scheduling is hard to read for classes and understanding the programs are hard too

The orientation week obligations were very hard to get the times. Also I did not have my info on where my group met for seminar

Still having some difficulty getting all the information I'd like to have about how to navigate working with faculty and getting information about processes and standards.

Sample curriculums/schedules

Online catalog didn't adequately represent C.S. offerings.

more detailed information about how the classes are run

Mod housing info. [Break] days classes are offered

Many of the policies/details of registration are not fully explained on the website.

It was hard to find class availability and my registration date.

It was difficult to locate printed materials with more information on the interdisciplinary nature of Evergreen, and what the campus and programs were like, prior to being sent my welcome packet and talking about the school and classes with alumni and cur [message truncated]

It is hard to find out what time or even what days classes take place. I'm still not sure, I just know the class I'm signed up for is during the day at some point.

Information about summer housing and dining. Class schedule and location.

I was very frustrated with the scheduling process I felt like it took way too long for me to figure out when my class was going to

How credits are given. Such as what it means to earn upper division credit.

family housing, also last year's catalogue displays first which is very confusing and led to me having to select my classes at the last minute

Days and Times (schedule) for daytime programs

classes schedule at time of enrollment

Class schedules... which made finding a program that would work with my current employment exceedingly difficult.

Class Schedules, Financial Aid Forms

Class formats, e.g. A typical day at Evergreen

Class descriptions, Schedules and faculty was somewhat difficult as information varied from source to source.

## ***Difficulty in website navigation, other web-specific comments***

### **First-time, first years**

To be honest, I find the Evergreen website quite confusing overall. But I manage to find what I'm looking for relatively easy after some time spent browsing.

the website is always wrong and needs to be updated ASAP

The website is hard to navigate in general.

The registration requirements, web-pages, and info was a little sketchy to find online.

Navigating portal

My overall financial "readiness" on the Evergreen website made it hard to understand. Along with other ways of getting information- the website was hard for me to navigate.

Most facets of the online process/system were confusing or lacked clarity. I am not very computer-savvy but this did force me out of certain options I would have liked to pursue.

Keep working on the website. It's a really well done site.

I had trouble navigating the website sometimes, but that's also because I wasn't sure what I was looking for exactly. (But I figured everything out!)

Getting to your student web account through the main evergreen website

### **Transfer students**

Website is often hard to navigate.

Web site has broken links and "search" feature is very difficult to use

The web site was hard at first to navigate but I feel more confident now.

the web site i find is hard at first

Not Really. The schools web site.

It took a long time reading the web site, talking once or twice with advisors, and talking with Evergreen student friends for me to understand how programs work differently than typical college classes.

It can occasionally be challenging to find information I'm looking for on the website; for example, I had difficulty locating the hours of the Greenery. On the other hand, faculty have always been incredibly speedy and helpful with any questions that I've [message truncated]

I had a very difficult time navigating the website at first. Now that I am more familiar with it, it is not such a problem.

Honestly I'm just not good with snooping on websites, so everything I wanted to find took a little longer than I would have liked. I just ended up bookmarking pages I found useful and going straight to those or taking screen shots of information.

## **Financial aid information and cost information**

### **First-time, first years**

#### Tuition Rates

The miscellaneous fee's and how much they would account for in tuition.

Sometimes certain steps for admission (especially financial aid) seemed frustrating to me. Even now, I worry that some of my financial aid opportunities are now out of my reach because of a lack of information on my part.

#### Scholarships were confusing

#### Scholarship info

Financial aid was hard to understand in general but easily accessible on the Evergreen State website

#### Financial Aid Information

#### Financial Aid info

#### Financial Aid Award info

Not at all. Still worried about financial aid

My overall financial "readiness" on the Evergreen website made it hard to understand. Along with other ways of getting information- the website was hard for me to navigate.

It was a little difficult to find all the financial aid information.

I thought that finding information about financial aid was hard but maybe it is just me.

Financial aid, and trying to find any help with athletic scholarships, and what classes I need to take to achieve my goal

### **Transfer students**

What classes are currently open/full in the catalog. College grants/scholarships for out-of-state students.

I have had some trouble learning about the financial aid process. I submitted my application a bit late and because of that I missed out on most scholarship opportunities, but I am still waiting to hear about the results of my FAFSA and am unclear as to [message truncated]

Financial aid info and paperwork is hard to find and not well organized. I feel, also, navigating my.evergreen.edu a bit convoluted.

Class Schedules, Financial Aid Forms

## **Application/Admissions/Enrollment/Before Classes Start**

### **First-time, first years**

Whether or not there are any forms to fill out to transfer credit, it took me a while to figure out I only had to send a transcript and nothing else. Also, the opposite of being hard to find: there's a link on the freshman web page to a recommended class

upon getting accepted some of the deadlines or rather further details such as applying for classes were difficult to figure out on my own as I was unable to attend the academic advising weekend.

Sometimes certain steps for admission (especially financial aid) seemed frustrating to me. Even now, I worry that some of my financial aid opportunities are now out of my reach because of a lack of information on my part.

My only problem was figuring out if I needed a high GPA to get in.

### **Transfer students**

When to register, information concerning the Evergreen email (didn't know I had one)

I was very frustrated with the scheduling process I felt like it took way too long for me to figure out when my class was going to take place.

## **Residential and Dining Services**

### **First-time, first years**

Yes, information on freshman housing, and student contacts.

There were a few things about housing and residency that I ended up a bit confused about, but a few e-mailed questions managed to clear it up.

There was little information about housing, but other than that, no.

The way your the housing section of your website is set up is convoluted.

The meal Plans for the incoming freshmen and how to apply for it also housing website.

The meal plan was difficult to locate

The housing, how programs work

Specific details about eligibility for dining options

Pictures of the dorm rooms would have helped! Just generally all was vague or scattered.

Pictures of specific parts of campus like dorms and cafeteria

No, everything was clear and organized. The only thing that I had a little trouble with was finding the time to sign up for the dorms, but thanks to the e-mails from the staff, I was able to ask my question, and I got a response.

no good pictures of the dorm rooms

It has been hard to contact the cross country coach. Your food plan is confusing also. If there are closets or not in the freshmen dorms has been hard to find out.

Is there wi-fi in the dorms. It doesn't show on the website.

Information about Dorms at Evergreen and the whole experience was very difficult because not that much information was I would have liked to find more online pictures of the campus and housing.

I wish there had been more pictures of campus on the website, seeing as I live across the country and could only visit once accepted.

i had a difficult time finding the themes of the dorms

Housing pictures, information, and application

Housing information such as pictures and descriptions of dorm rooms.

Evergreen is pretty vague when it comes to major details, like housing and when to move in. Most schools give you time frame, you guys just say a day and that's confusing for people-- especially people who do not live on the West Coast.

Checking housing status was somewhat overcomplicated.

Admissions statistics, housing information

### **Transfer students**

Some dorm information, such as some floor plans and differences between themed and non themed dorms/mods/etc.

Mod housing info. [Break] days classes are offered

It can occasionally be challenging to find information I'm looking for on the website; for example, I had difficulty locating the hours of the Greenery. On the other hand, faculty have always been incredibly speedy and helpful with any questions that I've [message truncated]

Information about summer housing and dining. Class schedule and location.

I would have liked to see more pictures of campus/facilities on the website.

I really wish I had been able to know who my roommates were. It would have been so much easier to correspond about what to bring etc.

food info,

family housing, also Isat years catalogue displays first wich is very confusing and led to me having to select my classes at the last minute

Childcare info and off campus housing info.

## ***Evergreen's unique structure***

### **First-time, first years**

How the credit system works I had to visit the school and talk to an academic adviser about what class I should sign up for

Figuring out the way Evergreen's educational system worked was slightly confusing.

### **Transfer students**

What happens when applying to grad schools are they're looking for a specific GPA? How can you translate narrative evaluations into a quantitative evaluation for someone else to look at?

What exactly a program was. I was very confused by this at first.

more detailed information about how the classes are run

It was difficult to locate printed materials with more information on the interdisciplinary nature of Evergreen, and what the campus and programs were like, prior to being sent my welcome packet and talking about the school and classes with alumni and cur [message truncated]

It was difficult at first to grasp evergreens academic structure. It would have been helpful if there were more examples of contrasts with typical universities (such as UW) through comparisons, or even a side-by-side chart.

It took a long time reading the web site, talking once or twice with advisors, and talking with Evergreen student friends for me to understand how programs work differently than typical college classes.

How credits are given. Such as what it means to earn upper division credit.

Degree information

## ***Student activities, clubs, recreational opportunities***

### **First-time, first years**

It has been hard to contact the cross country coach. Your food plan is confusing also. If there are closets or not in the freshmen dorms has been hard to find out.

Information about the choir

Financial aid, and trying to find any help with athletic scholarships, and what classes I need to take to achieve my goal

## ***Physical campus information (directions, buildings, tours, parking, etc.)***

### **First-time, first years**

I would have liked to find more online pictures of the campus and housing.

Pictures of the dorm rooms would have helped! Just generally all was vague or scattered.

Pictures of specific parts of campus like dorms and cafeteria

no good pictures of the dorm rooms

I wish there had been more pictures of campus on the website, seeing as I live across the country and could only visit once accepted.

### **Transfer students**

It can occasionally be challenging to find information I'm looking for on the website; for example, I had difficulty locating the hours of the Greenery. On the other hand, faculty have always been incredibly speedy and helpful with any questions that I've [message truncated]

I would have liked to see more pictures of campus/facilities on the website.

## ***Completion and life after graduation***

### **First-time, first years**

Yes, job/ education opportunities for evergreen alumni were difficult to find.

The number of alumni that found jobs in the first year after graduation from Evergreen.

percent of students that get jobs after graduating

No, but through my decision making process I have gotten constant mixed messages as to whether it will be easy to transfer from and /or get a job after graduation from Evergreen. Many people have negative views.

### **Transfer students**

What happens when applying to grad schools are they're looking for a specific GPA? How can you translate narrative evaluations into a quantitative evaluation for someone else to look at?

I'm planning to apply to graduate schools in the UK after Evergreen, and there's no information on how that process would work, esp. w/r/t to narrative evaluations instead of grades. All I managed to ascertain is that the process should be begun early and

## ***Student life***

### **Transfer students**

Information on the student population regarding diversity. I am Latino and was concerned that Evergreen may not be diverse enough.

I really wish I had been able to know who my roommates were. It would have been so much easier to correspond about what to bring etc.

## ***Contacting different faculty/offices***

### **First-time, first years**

No responses

### **Transfer students**

How to get in contact with registrars office, admissions office, or specific departments e-mails and phone numbers.

## ***Advising information***

### **First-time, first years**

No responses

### **Transfer students**

All the new student orientation info and info for orientation week.

## ***Dates, deadlines, and important events***

### **First-time, first years**

upon getting accepted some of the deadlines or rather further details such as applying for classes were difficult to figure out on my own as i was unable to attend th accedmic advising weekend.

Just specific dates and times of the classes and Quarters.

Evergreen is pretty vague when it comes to major details, like housing and when to move in. Most schools give you time frame, you guys just say a day and that's confusing for people-- especially people who do not live on the West Coast.

### **Transfer students**

When to register, information concerning the Evergreen email (didn't know I had one)

The orientation week obligations were very hard to get the times. Also I did not have my info on where my group met for seminar either.

It was hard to find class availability and my registration date.

Information about summer housing and dining. Class schedule and location.

## ***myevergreen.edu items: Student ID, Login Info, etc.***

### **First-time, first years**

Getting to your student web account through the main evergreen website

### **Transfer students**

When to register, information concerning the Evergreen email (didn't know I had one)

The my.evergreen.edu website is a little hard to navigate

Financial aid info and paperwork is hard to find and not well organized. I feel, also, navigating my.evergreen.edu a bit convoluted.

## ***Transferring credits and Upside Down program***

First-time, first years

Whether or not there are any forms to fill out to transfer credit, it took me a while to figure out I only had to send a transcript and nothing else. Also, the opposite of being hard to find: there's a link on the freshman web page to a recommended class

Process of obtaining college credit for prior military training.

Previous course materials. E.g. Open Educational Resources <http://oercommons.org>

No, but through my decision making process I have gotten constant mixed messages as to whether it will be easy to transfer from and /or get a job after graduation from Evergreen. Many people have negative views.

How AP scores/credits were acknowledged.

Transfer students

Which grades transfer and which don't.

I wasn't sure how my credits from previous classes/AP tests would carry over. At first I thought it was enough to qualify me as a transfer student, but it wasn't.

## ***Support Services***

First-time, first years

Orienting new students to the new school year...

Transfer students

Student health plan - if it exists at all. [Break] What it covers/doesn't cover.

Childcare info and off campus housing info.

## ***Other things hard to find/unavailable***

First-time, first years

Pictures of the dorm rooms would have helped! Just generally all was vague or scattered.

Yes, information on freshman housing, and student contacts.

More pictures of the campus would be nice.

I would have liked to find more online pictures of the campus and housing.

I wish there had been more pictures of campus on the website, seeing as I live across the country and could only visit once accepted.

Housing pictures, information, and application

Housing information such as pictures and descriptions of dorm rooms.

Admissions statistics, housing information

Transfer students

Marketing and Advertising Program schedules.

Many of the professor bios are not available, and some that are give very limited information. I found that sometimes frustrating.

Degree Audit

camera lenses that are available for checkout from the media checkout place. Not listed at all.

All the new student orientation info and info for orientation week.

## ***Something unspecified difficult to find***

First-time, first years

The only issue's I've had are due to the long distance that I am from the school.

Transfer students

Yes! Information for people who are applying that don't fit into a standard box. I would have thought that Evergreen would be more open and understanding as the students it produces are not "in the box" themselves. There is not good information for people

Some Information!

Probably, but I'm not able to think of anything at the moment. I'm 60 years old planning to move across the country to attend Evergreen.