

# Orientation in a *Flash*

GACRAO 2009


# Talking Points

- Who we are
- Where we began
- Why we changed
- Development process
- Cost
- Survey results
- Future direction
- Demonstration
- Questions??

# Who Are We?

- Student Enrollment of ~2,500
- Five schools
  - Allied Health (Grad and Undergrad)
  - Dentistry
  - Graduate Studies
  - Medicine
  - Nursing (Grad and Undergrad)
- 3 Admissions Offices

# Where we Began...

- Talking Heads... 
- Moved to On-Line
- PULSE Points check list and instructions





ORIENTATION CHECKLIST...

- MCG NetID & initial password?
- MCG Email or GroupWise?
- How to Login to PULSE?
- PULSE Self-Help Web Guide
- Immunizations Up-to-Date?
- Student Health Insurance?
- Student ID Photos
- Wellness Center
- Info for Non-US Citizens
- Parking
- Check Financial Aid Status
- Signup for eDeposit
- Registration
- Verify Charges, Financial Aid
- HIDAA Training for Students

**Notice: To maintain effective support of the Banner student information system as well as the TouchNet credit card and webcheck payment systems used by MCG students through PULSE to pay tuition and fees, every day from 2 am to 5 am PULSE is unavailable as a backup of the system takes place. There is regularly scheduled maintenance when PULSE will also be unavailable on each Tuesday evening from 6 pm to midnight and on the 2nd Friday of each month from 11:59 pm to 7 am Saturday.**



is MCG's student information system.  
With any Internet-ready PC, you can do the following plus so much more!

- Learn Financial Aid Status
- Register for Classes
- See your Class Schedule
- Review or Pay Your Account
- Print or Request a Transcript



Try not to skip a beat of the instructions below...

You will need to learn your MCG NetID or username and initial password before you can login to your MCG email (GroupWise) or PULSE. Please go to [MCG's eGuide](#). Your information will be available from eGuide after your admissions agreement form is received. The email address given will be your MCG GroupWise account. The first part of your MCG email address will serve as your NetID or username. So if your MCG email address is [ccolumbus@students.mcg.edu](mailto:ccolumbus@students.mcg.edu), then your NetID or username is ccolumbus.

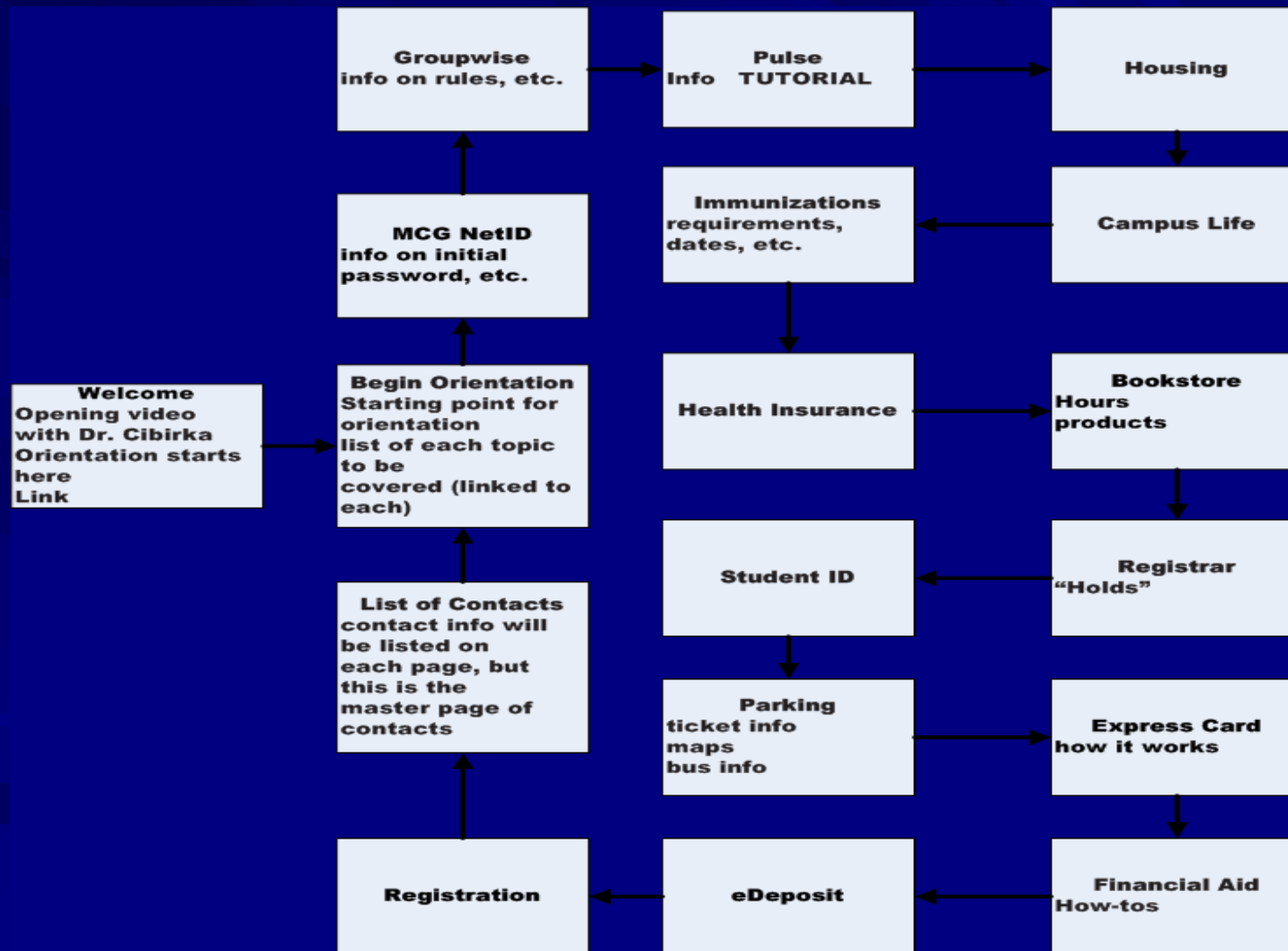
Your initial password for your MCG email (GroupWise) is the four digit year of your birth followed by the last four digits of your Social Security number without spaces or hyphens. So if you were born in 1987 and your Social Security number is 456-78-1234 then your initial password would be 19871234. If you have trouble logging into GroupWise, please contact the IT Service Desk, [ITservice@mcg.edu](mailto:ITservice@mcg.edu) or call (706) 721-4000.

International Applicants, or if you do not have a Social Security Number, you will use the first letter of your last name followed by your nine digit student ID also known as your PULSE ID. Please contact Admissions at 706-721-2725 to obtain your Student ID number. If

# Why did we change?

- More technology driven
- Leave an impression
- Comfortable about their decision
- We were looking for the “Wow” factor!

# Story Board



# Student Advisory Group

■ What do you see as most important for:

■ Video

■ Voice Over

■ Tutorial type instruction

■ What additional information would you find helpful?

# Areas selected for video

- GroupWise (auto-reply)
- Student Life
- Wellness Center
- Book Store
- Student Center
- Financial Aid
- eDeposit
- Student-to-Student testimonials

# Tutorials

- Network ID (eGuide)
- GroupWise
- PULSE - Registration

# Voice-Over

- Admissions
- Student ID
- Student Health
- Immunizations
- Health Insurance
- Express Card
- Parking
- Registrar's Office
- Financial Aid
- Cashier's Office

# Casting Call

- Willing
- Genuine (not artificial)
- Attractive
- Articulate
- Well-spoken
- Enthusiastic
- Camera-friendly
- Informed

# Script Development

- Information was gathered from web sites
- Contacted each area for their input regarding information to share
- Each area reviewed their “talking points” before production
- Students added their own touch!

# Auto Reply Email

Congratulations! The test of your new MCG email account was successful.

Welcome to the Medical College of Georgia. The Division of Enrollment Management is pleased that you have chosen MCG to further your education. You may now continue with your MCG orientation.

# Instructions for Flash Drive

Welcome to MCG



# Cost

■ 1000 2gb drives @\$6.40 each: \$6,400.00

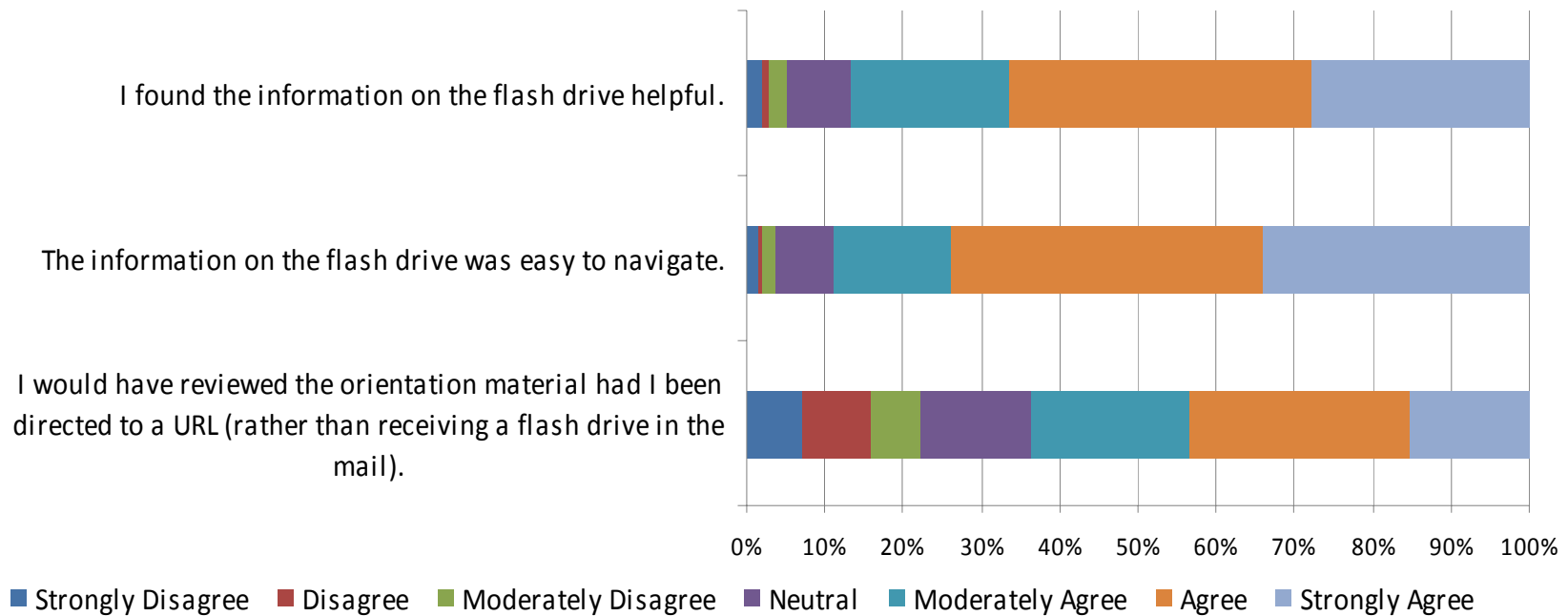
■ Production cost: 2,300.00

Total: \$8,700.00

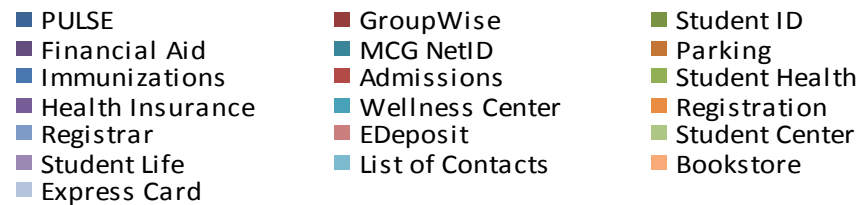
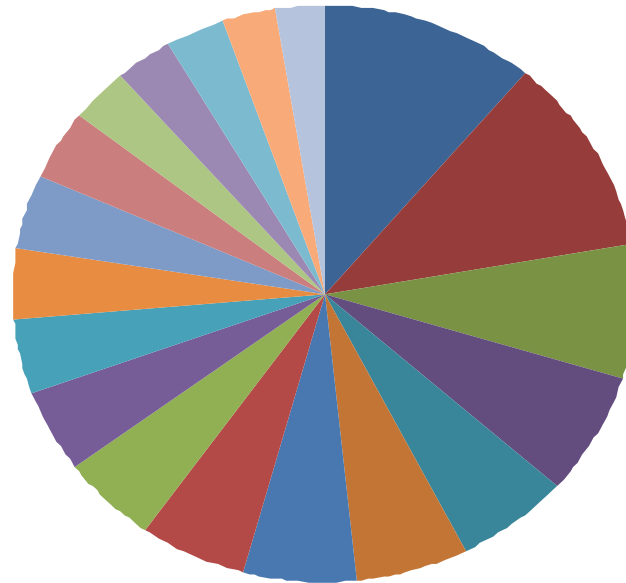
# Survey Results

- Surveyed 1,107 students
- 41.9% completion rate
- Survey sent to students that did not receive the flash drive – oops!

# Student Surveys



# Most Helpful Topics



# Student Comments

“Allow faster transitions between sections.”

“Maybe URL rather than flash drive.”

“More details and videos.”

“Put more things in written format; videos are not helpful.”

“Everything seemed to be well organized and explained.”

# More Comments

“Get them out earlier.”

“Make it more straightforward and make the video or audio presentations shorter.”

“No real need to send the flash drive. If that information can be made available online, do so.”

“More social events!”

“A guided tour. This place is like a maze.”

# Where we are now...

Division of Enrollment Management - MCG, Georgia's Health Sciences University - Windows Internet Explorer

http://www.mcg.edu/students/enrollment/welcome.html

File Edit View Favorites Tools Help

Division of Enrollment Management - MCG, G...

Medical College of Georgia A-Z Index | MCG Home | Site Search

## Division of Enrollment Management

- Enrollment Management
- Admissions
- Financial Aid
- Registrar
- Related Information**
- 2009 Professionalism Forum
- Student Health Services
- Cashier's Office
- Robert B. Greenblatt, M.D. Library
- Wellness Center
- Parking

Division of Enrollment Management  
Kelly Administration building  
1459 Laney-Walker Blvd, AA-168  
Augusta, GA 30912  
706-721-3096 office  
706-721-1367 fax  
Gwyn R. Toole, gtoole@mcg.edu

### Orientation and Welcome Information

*Welcome to the Medical College of Georgia. We have prepared an interactive presentation to assist you in your transition as a new student. Follow the directions below to download and view the presentation.*

#### Prerequisites:

To view this content, you must have the latest version of the **Adobe Flash Player** which is available as a free download.

#### Directions:

Step #1: Download the Welcome zip file by clicking on this link: [\[Download file\]](#)  
*Note that this file is 77MB and may require significant time to download based on your Internet speed.*

Step #2: Choose to save the file (and *not* to open the file).

Step #3: Extract the zipped file. Note the folder you are extracting to so you will be able to find the unzipped file. If you are using Windows, right-click on the folder and select Extract All. If you are using Macintosh, the files should automatically extract.

Step #4: Open the extracted Welcome folder.

Step #5: Double-click on the Welcome flash file which is the grey circle with the white letter f on it.

Revised March 24, 2009 . Please send comments, suggestions or questions about this page to Gwyn R. Toole, gtoole@mcg.edu.

Internet 100%

# Lessons Learned

- Need to send it out earlier
- Add information for off campus students
- Don't download 77MB of material
- Add information that is program specific
- Costly
- Can't make everyone happy!

# Where we are going?

- No download will be necessary
- Students will view on line
- Add links to specific schools for more program related material

# Demonstration



# Questions

