



Addendum No. 3
Issued June 2, 2025
Online New Student Orientation RFP 25-006

Q. Could you describe your current orientation process? If it includes an online component, how is it currently delivered to students?

A. We offer new student orientation in several formats—both in-person and virtual. We also tailor sessions to different student groups, like first-time students, returning adults, and specific programs.

Q. Have you previously worked with or consulted any vendor for online orientation software? If so, what aspects of that experience informed the creation of this RFP?

A. We have not worked with a vendor for online orientation software before. During COVID, we built our own online orientation (called SOAR) in-house to help students get started remotely. It got the job done, but it also helped us see where an outside solution could offer more long-term value and flexibility.

Q. Are you interested in the online orientation serving as a student hub that students can reference throughout their journey at KCKCC?

A. We would like for the orientation platform to act as more than just a one-time experience. Ideally, it could serve as a hub that students can return to throughout their time at KCKCC—to revisit info, access training, or get reminders as they move through their journey at the college.

Q. Are there any particular challenges you've identified with engaging first-year or non-traditional students in online orientations?

A. We have run into a few challenges when it comes to engaging students online, especially:

- Reaching students at all our locations (Main Campus, TEC, and Pioneer)
- Meeting the needs of a very wide variety of students—high school dual-credit students, adult learners, technical program students, and more
- Supporting our large population of first-generation students—and finding ways to include their families in the onboarding process

Q. Are you interested in providing pre-college level support for your dual-enrolled students through the online orientation platform?

A. Yes, we are interested in including our dual-enrolled students in orientation efforts. They often have unique needs and benefit from some early support as they transition into college-level expectations.

Q. You've mentioned the need for multilingual support, particularly in Spanish. Are there additional languages that should be considered to ensure inclusivity for your diverse student population?

A. Currently, Spanish is our biggest priority when it comes to language support. We're not seeing major demand for other languages at this point, but we're open to expanding that in the future if needed.