

Institutional Effectiveness Goals

2006 Midyear Report

Student Services

Testing Services

Colleen Sorensen

Goal 1 : We will develop new relationships with various entities to provide students with some options to review their skills prior to taking various campus placement exams, such as the Compass or ACT exam.

Progress: We have made great strides in this area. Alpine School District has an Adult Education Office at the MATC (where Mary Ivie works). At our request, that office has developed an excellent review program for those wishing to brush up on skills as they prepare to take the Compass. We do meet quarterly with them to discuss issues/concerns. The cost to students for this service is under \$20 per month for unlimited tutoring. We have also met with a few other entities to do a similar thing. Each of the other two entities we have met with have been working towards meeting these end goals as well, but are not far enough along yet to report.

Goal 2: We will improve the efficiency and accessibility surrounding the new student assessment. Currently, we do not have a means to electronically score the paper/pencil version of the DRP reading exam. It is being scored by hand by testing staff. The average time needed to take, score, and enter into Banner is 2 hours. This exam also requires a separate room with desks, since it is not a computerized exam. We also do not accept any other placement exams such as Accuplacer, which is given at several other colleges throughout the nation.

Progress: We have had some ups and downs with this goal. The bad news is that we installed an electronic version of the DRP, which we thought would be a big improvement. Turns out, it is very expensive and has several bugs, so we are back to hand scoring the DRP. The good news about overall placement is that all Math areas have agreed to look at accepting Accuplacer scores. This is a work in process, as we speak.

Goal 3: We will upgrade our technology to reduce the number of steps needed for faculty using the CTC. Currently, faculty are required to go through a 5 step process before an exam can be submitted to the center. This laborious process involves getting barcode stickers from our office, work order paperwork, having copies made in the Copy Center, scheduling with our staff, and finally submitting the exam before noon the business day before the test is to begin.

Progress: This is an exciting goal that we have made huge strides on with new technology and a move to the corner of campus. We have forged a partnership with the Copy Center, so they purchased a copy machine for our office that is far advanced above the one we had. Before the Fall 2006 semester is through, we should be able to have faculty submit a copy of their exam on-line to us, with help of the WebCenter's programming that has just been completed (Sept 14, 2006). Once we receive the exam,

we will label it with the barcode, print it, and prepare it for use in the center. Faculty will be responsible for scheduling their exam on-line and submitting their exam at the same time. We will reduce the steps from 5 to 2. We anticipate this process being complete by November 1, 2006.

Career & Academic Counseling

Paula Tibbitts

1. Research and develop the New Century Scholarship advising programs. Seek funding for position specifically designated to advise these students within the CACC.

Progress: Program has been greatly improved with two advisors assigned to work with these students. Brochures have been created, presentations made, and the number of students and their parents coming in for advising is increasingly. Funding was not given for a new position, but continued emphasis is placed on freeing up more advisors' time to work with this population.

2. Develop and implement an intrusive advising program, in conjunction with the School of General Academics, to better serve undecided students.

Progress: The Exploratory Student Program has been piloted where each advisor worked intensely with 5 undecided students to help move them towards deciding on a major. It was very successful with excellent comments and results from students. An intrusive advising program has now been started June 1, 2006 where every undecided student is assigned to a counselor in the CACC. These students are contacted within a week of applying and several other contacts are scheduled to help them get registered early and to start the career counseling process. So far, comments have been very favorable from students for this individualized approach, and this fall, our office was the most manageable it has ever been before the semester started.

3. Develop Banner reports for identifying students on warning, probation, and suspension, automate placement of holds, and provide easier access to students regarding holds and how to resolve these to diminish hold related inquiries.

Progress: Reports have been developed and the hold placement processes developed. Additional options have been implemented and are being explored for notifying and assisting students.

4. Strengthen online advising program by increasing the number of advisors who can access the program, increasing student users, and maintaining high satisfaction levels.

Progress: Funding for developing this program was acquired through Student Services budgetary realignment of funds. It is currently being used by our office and many others around campus. Student comments have been very positive in having this program available.

5. Research and develop a system to better respond to student inquiries by phone that diminishes the need for students to leave voicemail messages.

Progress: In Fall of 06, we only had 59 unanswered calls, which is significantly lower than in years past. We accomplished this by assigning various counselors as backups to the phone at different times, and by bringing back previously trained employees on an hourly basis to work during our busiest weeks.

Medical Services

Christine Renfro

Goal 1: Medical Services will obtain at least 90% "strongly agree or agree" ratings on all satisfactions surveys. The trend toward positive comments with outpace negative comments.

Report: November 2005 survey showed 182 surveys returned. Of 10 separate inquiries that were rated, regarding the care received at medical services, we received 1805 strongly agree or agree responses (out of a possible 1820 responses). Out of the 15 negative responses, 9 related to wait time.

Out of 60 comments, 49 were positive. The negative ones related to a desire for more services, longer hours or too high of a cost, and lack of insurance options.

Goal 2: A consultation and referral plan will be updated annually with the consulting MD at SHS.

Report: This has yet to be accomplished, but should be by the end of the year.

Goal 3: A survey will be sent to the entire UVSC student population via email. Institutional research will assist in distribution and recovery, along with data analysis. They will also assist in verifying reliability and validity of the data, along with a statistical report. A return rate of 4-5% is the goal. If the data supports our medical service claims, then it can be used to justify requests for a funding mandate, policy change and health fee allocation.

Report: The survey was completed as outlined above. The return rate was 19% (3114 response of 15,998 students surveyed). While the outcomes were enlightening, the results have not been widely distributed due to a lack of administrative support. Some findings include:

- 37% of students have less than adequate or no health insurance
- 34% of students are not aware of SHS or the services offered.
- 45% of students have foregone healthcare due to financial concerns

- 11% have foregone healthcare due to inability to pay SHS co-payment (\$8.00)

- 23% of students have skipped a semester or limited credit hours due to a mental or medical concern.

- Overall, students would support a dedicated health fee, rather than an increase in student fees

Intramurals

Christopher Earls

Goal #1: Expand our programming by cosponsoring events with clubs and other organizations on campus.

Over the past year, Intramurals have sponsored 20% more events than any year in our history. In addition to this, we now estimate that by the holiday break, to have co-sponsored more than 35% of all events. We hope to increase this percentage to over 40% during the spring semester.

Due to our co-sponsored events, the following areas have increased: number of overall events, participation rates, and prize packages offered for event winners per event.

Goal #2: Increase our risk management capabilities.

An AED for Intramural use was purchased during December of last year. This AED has been placed strategically in the ARC of the Student Center. We are currently budgeting for the purchase of an additional AED to be carried out to auxiliary events that take place at venues a great distance from the Student Center. First Aid classes/certifications are offered to all intramural employees for free.

Currently, 30% of all Intramural employees are certified in CPR and First –Aid. A certification class is schedule for the second week of December.

Goal #3: Increase our exposure on campus through multiple forms of advertising.

Over the past year, Intramurals has received close to 500 participant evaluations. The evaluations have given us new insight as to how and why students participate in our events. The most common comment in the area of advertisements was “I did not even know that intramurals existed until I saw a sign on campus.” By asking where many of our participants found out about us, we were able to ascertain the knowledge that many participants read the UVSC newspaper and look at large banners in the student center, as well as signage placed in the far reaches of campus where many other entities do not promote their events. Many more evaluations are coming in and are being analyzed in order to disseminate as much knowledge as possible from them.

Based on our findings, Intramurals decided to create an advertisement campaign that included at least 5 different forms of advertisement per event. We launche\d this at the beginning of this Fall (2006) and it as so far been a success. So far, our participation rates are up close to 20% compared to this time last year and 15% higher than our yearly average over the past 5 years.

Career Services & Student Employment

Wayne Mangelson

#1 Career Planning

Students begin their career planning six months in advance

Status – Need to find a school willing to participate in awareness study. We have discussed Science & Health and HASS as possibilities.

#2 Internships

Students have an internship or other work related experience prior to graduation

- UVSC has experienced a 14% year-over-year increase in the number of students graduating with internship credit. Note: This number does not reflect the number of students participating in some other work experience for no credit.
- Cary and CSSE staff making good progress in helping increase number of school departments offering internship credit
- Sue Stephenson assigned to work on pre-internship class

#3 Measurement Tools

Tools developed to measure objectives 1 and 2

- CSSE Track
- CSSE 30-second survey
- Dashboard
- Matriculation Report developed by Laura Busby (Banner Reports)
- Institutional Research – U.S. News & World Report data
- Bill Cobb (HASS) agrees to do a tracking pilot
- Michelle Lundell agrees to partner on possible tracking software

Registration

LuAnn Smith

Our staff have assisted in putting together a procedure manual for Admissions, Records and One Stop. Already this has been helpful for our staff and some other departments who assist students in their registration processes. One of my goals is to continue developing a training procedure for Registration/Records staff for Banner. Since we seem to have a system upgrade to Banner every six months or so, this seems to be a day-to-day process. I still need to work on a campus-wide awareness and compliance with FERPA. I will be working with J Waterrus and Clint Moser in developing a training program for FERPA.

Campus Connection

Ken Matthews

The goal of Campus Connection was to acquire a new ticketing system and ticket printer that was user friendly with the ability to produce in-depth tracking reports. A new ticket printer was purchased August of 2006. By the end of October, a programmer will be creating a ticket program using our micro system that will give us the ability to print tickets as they are sold which will cut down on customer waiting time and generate reports that will help better track the Box Office.

Off-Campus Housing Office, Sorensen Center

Ken Matthews

The goal of the Off-Campus Housing Office was to increase exposure of the housing booklet to incoming freshman and transfer students by collaborating with the High School to College Orientation Office. The collaboration has resulted in the housing booklet being utilized more by the Orientation Office at fairs and sent out to students requesting more housing information. The increased usage by the Orientation Office required the Off-Campus Housing Office to print more booklets to fill the demand. The increased cost of printing has been offset by selling an additional 8 ad spaces in the booklet, bringing the number of ads to 17 in 2006 compared to 9 in 2005.

Sorensen Student Center

Ken Matthews

The goal of the Sorensen Student Center was to enhance student participation and opportunities to showcase their musical talent at Stage America and other venues in the Sorensen Center. There are currently three piano players who play weekly at Stage America in the Valley View Room with a possibility of adding two additional players in the near future. A search to increase the number of performers will be ongoing throughout the semester. Other opportunities will come during the Sorensen Center Holiday Kickoff where various entertainers will be used during the two day event.

The goal was to improve the look and sanitation of the restrooms in the Sorensen Student Center by replacing existing stalls in the older restrooms and installing new dispensers for paper product and soap in all restrooms. We looked into the replacement of new stalls and determined that it was too costly at this time. We decided to paint the stalls for now. We installed new paper product dispensers and the soap dispensers should be installed by the end of October 2006.

The goal for expand and enhance the electrical circuits in the Student Center Ballroom, Commons, Halls, Ragan Theater and Courtyard. The electrical circuits in the halls have been installed.

INTENDED ADMINISTRATIVE OBJECTIVES:

1. Generate annual revenues exceeding \$100,000.00 in the UVSC Contract Postal Unit (CPU), reaching the milestone that would provide this unit with the certified POS system (RAMM 60) of the United States Postal Service.

Response: The sales for 2005-06 were slightly below the 2004-05 sales totals by \$179.65. The Postal Unit total sales for 2005-06 were \$84,824.76 compared to \$85,004.41 the previous year. Although the unit is performing well, marketing and advertising opportunities need to increase to enhance customer awareness for influencing increased usage and sales. Slat board has been added for better product display and merchandising. Dawn Burgess, manager, is working with the US Postal Service college and university personnel on criteria and feasibility, advantages and disadvantage of using the certified

POS system. Dawn will be attending the ARMCUMS conference this month at New Mexico State University to network with other colleges and universities concerning their post office contracts, annual sales, marketing tools, etc. In the near future, we will survey the campus community on UVSC CPU awareness, customer service, location, etc.

2. Expand by constructing two additional meeting/dressing rooms and a food service storage area on the east side of the Sorensen Center.

Response: This request has been presented in the PBA (Planning/Budgeting/Accountability) conversations the past two years. The response from the administration has been favorable, but with the budget restraints facing the institution, the comment has been, "support with plant funds when revenues stabilize." Until a donor is identified for the new baseball field complex, the unexpended plant funds are being used as collateral for the stadium. Therefore, this proposed addition can not occur. Another concern registered about this addition is that the outside light from the east would be blocked. This request will be submitted again this year during the PBA conversations because the need is even greater.

3. Provide a comprehensive plan and justification by July, 2008 for a Sorensen Center expansion.

Response: The preliminary work has begun. Programs are being evaluated for space/service requirements. One meeting has been held with the administration, discussing the interest in expansion and the addition of a recreation center component. President Sederburg and Vice President Val Peterson feel that the recreation component should be a separate building. A visit to other universities and colleges by UVSC personnel will be scheduled to study possibilities. When the Digital Learning Center is completed in 2008, Student Services will occupy the former library space. This could have an impact on the Sorensen Center expansion when it comes to certain programs, etc.

Ragan Theater, Sorensen Student Center

Ken Matthews

The goal of the Ragan Theater was to upgrade to a newer and better lighting board with more channels to give better lighting diversity for events. We found that a computer upgrade was available for the existing board and a bid for this upgrade is currently being handled by purchasing.

Administrative Assistant/Scheduler

Leslie Farnsworth

Employee training will be ongoing. I have been doing monthly mini trainings during staff meetings. Some of the topics we have done are integrity, honesty, seeking learning, having fun, and Disney customer service. We had a half day retreat this summer on team building. I have not had any additional training as of yet, but hope to do so soon. As for funding, we are still not able to come up with adequate dollars to do all that I would like to do, so this is also an ongoing goal.

Training for R25 users has not been an issue lately because the employees who use it are already trained. In the near future I expect to expand the number of users in Dining Service, Ragan Theater, and possibly Campus Connection. This will need to be discussed with, and approved by Connie Bond the R25 Administrator.

Assessment Record for Graduation and Transfer Services

Margaret Bellon

1. *BANNER TRAINING: With the implementation of a new computer system, we will set as one of our goals, to have each unit in the office cross-trained on this system as it relates to all of the functions in this office.*

Approximately 70% of the full-time staff is cross-trained on the each of the areas in the office. The other 30% have changed positions in the past few months and will be cross-trained before final due date.

2. *BANNER DOCUMENTATION: With the implementation of a new computer system, we will set as one of our goals the creation of a guide for the five areas in our office. (Transfer Credit, Articulations, Graduation, Veterans and the CAPP Degree Audit system). This guide will show how to perform all of the functions that this office does in relation to the computer. This guide will be used to train new employees in the ways to use this new computer system in our office.*

We currently have “How-To” manuals for the Transfer Credit, Articulations and Graduation areas in our office. We are working on the Veterans and CAPP areas.

3. *GRADUATION PROCESS: We will try to implement an electronic graduation application process that will work directly with our new computer system. We realize that this will take some help from outside of this office to create.*

We had a school that was willing to share their On-line Application. However, when they upgraded to Banner 7.2, there program no longer worked properly. We have still not made it to the top of the priority list, either with IT or with Web development. So, we are still researching for a school that has it available to share with us.

College Times

Brent Sumner

1. **Established Recruiting Pipeline for High School Students**

- A. Organized the first annual training workshop for high school and college students with the Deseret Morning News (Held in March over 175 students attended)
- B. In contact with Utah County high school newspaper advisers to help them with computer software, writing, layout and visit their classroom to recruit students to attend UVSC and help with The College Times
- 2. Organize retreats**
 - A. Held August retreat in Park City for staff training by the Deseret Morning News and Ed Carter, Media Attorney talked about libel and First Amendment responsibilities.
- 3. Train students for newspaper employment**
 - A. Attend national training
 - B. Talk to students and especially editors on progress of writing and managing their reporters. Improving each newspaper with constructive criticism.
- 4. Organized state wide College Newspaper Adviser Association**
 - A. Met last March and Sept. 29. Advisers attending; UVSC, BYU, Utah, SL Community College, Weber State, Utah State. Group organizing training and networking for all college newspaper staffs.

Enrollment Management

Michelle Lundell

The goal of Enrollment Management for the past year has been to implement a College Recruitment & Marketing Plan. This Strategic Enrollment Plan was developed in partnership with College Marketing, Academic Affairs, and Student Affairs. This dynamic student centered strategic enrollment plan transitions recruitment marketing efforts from a mass approach to a personal dialog quickly, to create thoughtful, meaningful, and individual conversations with potential students and their parents.

This plan has targeted the following groups of potential students: Utah Juniors, Utah Seniors, Out-of-state students with a Utah interest, Transfer, Concurrent Enrollment, & Honor students. The implementation of the plan began January 2006 and the first year of the completed plan will end on December 31, 2006.

A phone survey has been planned to determine the effectiveness of the College Recruitment & Marketing Plan to be completed in the month of February(2006) and will target students who have enrolled during Fall 2006 semester. The information learned from the survey will be used to evaluate and enhance the plan.

Advisor Training

J Waterreus

- 1. Develop, implement, and legitimize an advisor certification program for all professional academic advisors that reflects the goals of the UVS Academic Advisement Model.

Progress: Recently, the President created the Advisement Leadership Council (ALC) to oversee, direct, and coordinate advising efforts across campus. This committee, co-chaired by an Academic Dean and Assistant Vice President of Student Services, includes directors and associate deans who supervise advising in the schools and departments. The ALC is developing an advising initiative that includes the roles of the Advisor Training office and guidelines for the advisor certification program.

2. Develop and implement training programs to ensure quality advising of current and future students by targeting the following non-traditional advising populations: campus employees that meet with students, faculty mentors, peer mentors, and outreach for non UVSC employees who advise students (UCAS, high school counselors etc.).

Progress: An Advisor Training survey was conducted after the yearly conference and the first Advisor Forum monthly meeting. The results of these surveys resulted in the development of self-paced training courses in WebCT (ACADTRAIN03). This training can be accessed via UVLINK as well as the Online Advisor Handbook. In addition, seven training modules were developed and these training modules addressed procedures to “Clear Students”, conduct “Degree Evaluations” and assist in “Career and Program Planning”. One training module was developed to address student registration needs and another was developed for Student Services personnel. Numerous training modules have been developed addressing the use of the Banner Student system. In the last year, more than 200 classroom based sessions were scheduled and provided. Evaluations were given to all participants and more than 80% of the respondents considered the training useful. Recommendations and comments were used, by the Advisor Training staff, to improve subsequent trainings.

3. Expand the advisor training program to provide professional advisors and counselors with developmental skills to more holistically advise students.

Progress: Two “Brown Bag” sessions have been provided and more are planned. Participation has been excellent and evaluations have been glowing. A new Advisor Training Scheduler will be fielded shortly and this will greatly improve both the participation in the trainings and the tracking of attendance. The NACADA monograph selection committee has included the Utah Valley State New Professional Advisor Training Program in the upcoming new advisor monograph as an **Exemplary Practice**.

4. Develop advisor trainers with training and adult learning teaching methods so they are prepared to effectively develop and provide professional training.

Progress: Three presentations have been made on the UVS advisor training program; two at regional NACADA conferences and one at a national NACADA conference. Feedback was very positive. Two members, of the Advisor Training staff, attended the Power Point Live 2006 conference and collected valuable information which will be used in preparation for two presentations to given at the National NACADA conference and the SUNGARD SCT conference.

Development of our Advisor model and “Brown Bag” presentations heavily relied on research conducted in NACADA articles. Copious notes and handouts from conferences and research have been integral in developing new training modules and methods at UVS.

Accessibility Services Department (ASD)

Sherine Miller

1. Improve quality and availability of services for students utilizing services of the Accessibility Services Department.

The Assistant Director for ASD is Carolyn Johnson, this is a newly created position. ASD has decided to make hiring an additional ASD Counselor a top priority for our PBA request for 06/07.

ASD implemented Disability Awareness Week in March 2005 and will continue this tradition every October coinciding with the National Disability Awareness Month. ASD will sponsor the Utah AHEAD Conference on October 17th and 18th. This week will include a nationally recognized expert on psychiatric disabilities as the speaker for a day long training for disability providers across Utah, UVSC faculty and staff. The following day this year we have an event where students and public are invited to hear Viril Osmond speak about issues surrounding being raised as a child who is Deaf.

ASD has made numerous presentations to faculty (both adjunct and full time), new employees, and Vocational Rehabilitation to increase connections and understanding of ASD's mission.

2. Students who qualify for ASD services will be made aware of the technology available in the ASD lab. The brochure will feature benefits of using services and emphasize how these services will aid the student in achieving each student's academic goals.

ASD sent out an email to all of our students inviting them to utilize the services in the ASD Lab. A new brochure for the ASD Lab is nearing completion. The ASD Lab Manager has developed a tracking system to identify students using the lab. Students are being surveyed as they use the ASD Lab services as well as the overall services of ASD.

3. Thirty students with disabilities will be placed in full-time employment or an internship opportunity by utilizing ASD resources and direct collaboration with Career and Student Employment counselors.

UVSC obtained a federal grant (Projects With Industry, PWI) to be able to work with our students. The goal of student employment has been met. PWI works with ASD students to help with the transition from high school to college, and then college to the workforce.

4. Decrease the number of repeatedly failed courses for deaf students re-enrolled in math classes at UVSC.

In Fall 2006, ASD began offering a pilot Math class in cooperation with the Developmental Math Department taught in sign language. This class offers personal attention, small class size and most importantly, the lack of a communication barrier.

ASD hopes to have students successfully pass this class and break the cycle of Deaf and Hard of Hearing students repeating math classes numerous times.

5. Obtain accessible scholarship/grant resources to assist students with disabilities in reaching academic goals leading to career opportunities.

The Bamberger Foundation has doubled (from \$5,000 to \$10,000) the amount of funds granted to help students with disabilities. This has been a tremendous help for our students, many have taken advantage of this resource. Additionally, the ASD Office was also awarded a Utah Assistive Technology Program Grant that purchased equipment for our ASD Lab. This equipment aids students by auditory reading written text.

Admissions

Liz Childs

#1 - Improve the efficiency and accuracy of the Admissions web and paper application process

1a - The PT employee was hired and is now completing the outlined processes on the web application. Still working on the part of her working more closely with IT on improvements and new implementations.

1b - The monthly training sessions did not begin January 2006, but the first one is scheduled for November and we will hold a training each month thereafter.

#2 - Provide excellent customer service in One Stop Area

2a - We are holding these weekly training meetings and have included had representative from the departments listed train on specific issues.

2b - Still working on getting an organized plan to select departments to visit once a month. We have had a couple, but not on a regular basis.

#3 - International Student....

3a - Attended State workshop and are registered to attend Region Conference in November

3b - International Advisor is currently up-to-date on this goal. Additionally we are helping with the implementation of FSA ATLAS that should benefit both Admissions and the Office of International Understanding.

UV Clubs/Student Leadership & Activities

Julie Bagley

Goal A

Create the Training and have at least 80% of Club Advisors complete the training by Sept 07.

The Training Manual for Clubs is now on-line. A new Club Annual Charter form has been developed and is working well to assist clubs in chartering annually.

Goal B

Design Leadership Training specifically for club leaders and have the student participants complete evaluations.

A comprehensive survey is administered each Leadership Day to assess training. The survey enhanced the program. One way we are using this data is to provide a specific leadership topics in the bi-monthly ICC meetings.

Goal C

Increase Academic and Pre-Professional clubs by 10% by Sept 07.

The number of clubs has increased from 81 to 106, this is an increase of 24%. The Ambassadors are working hard to attend club meetings and provide a spotlight during each semester.

Adventure Resource Center

Kendall Jex

Goals

Objective 1

Add 20 new experiential education resources offered through the Adventure Resource Center.

Objective 2

Register 5 High Schools and 5 Elementary Schools in the Odyssey of the Mind program per year.

Objective 3

Award 1 UVSC faculty member per year with the Project Discovery Experiential Education Award.

Objective 4

Facilitate 10 leadership oriented workshops per year through Project Discovery.

Summary

The Project Discovery program was reduced to simply maintaining commitments to partners and Departments that were involved prior to summer of 05. This is due to a

priority shift after our previous director—Grant Flygare—left our department. The goals associated with this project have been greatly scaled down or have been abandoned completely.

Objective 1: We have brought in over 30 new experiential education resources.

Objective 2: This goal has been abandoned.

Objective 3: This goal is being re-established as an award for experiential education not associated with Project Discovery.

Objective 4: We facilitated 18 workshops in 2005 and have already facilitated 23 in 2006. (This includes 2 regional conferences student presentations)

Student Leadership and Activities

Beka Grulich

Objective 1 – Technology in event programming and publicizing.

The process for gathering the contact information has not been started. This process will begin in January 2007. As students publicize events in the hallways, a student activities e-mail sign-up list will be made available for students. Everyone who signs up will get regular e-mail updates about Student Leadership and Activities events.

Objective 2 – UV Club Programming Grant

This objective has been folded into the UV Clubs area and will be monitored through the new Club Spotlight program.

Objective 3 - Pre-selling tickets to events.

A pilot event was done with this. 630 people attended a hypnotist performance, 10% of the tickets were pre-purchased at Campus Connection in advance. The advance sales helped reduce lines, and got the crowd into the event faster. We will continue doing this with upcoming events.

Instant Info

Lori Duke

I have three goals I am currently working on for Instant Info. The first one “Improve technological means at Instant Info to increase efficiency for the customers” has been looked at. One objective is to look at providing a continuous running electronic sign at Instant Info; still looking into this one. The second is to implement a card-swipe system for students at kiosks, for tracking purposes. This one I am hoping will be combined with the new ID cards that are to be implemented in the future. I don’t know if this one will be taken care of by August 2007.

The second one, “Provide continued training in quality customer service to all Instant Info employees,” is being done. We do the training at each staff meeting. I will be doing

a survey at the end of fall and spring semester. The reference manual is currently being updated. A survey will be given for this at the same time the other one is.

The third "Work with Career and Academic Advising Office in implementing the on-line advising for students." I was approached by Clint Moser over a year ago to see if the staff at Instant Info could assist students with basic advising. I assured Clint we would be more than willing to help with this. I know there is currently on-line advising in place, so I will need to check with Clint to see if they even want Instant Info staff to assist with this, or if they have decided against it.

One Stop Call Center

Lori Duke

The three goals I have set for the One Stop Call Center are first improve efficiency in quality customer service through technological means. I have put into place at each station, two monitors which assists the specialists to be more efficient in assessing information is assisting the customer. This was completed January 2006. I also want to provide the staff with cubicles which will allow them to have a more office type of environment. Currently, we are working with Cameron Martin and Robert Loveridge (IR) to purchase furniture to meet criteria. We will be sharing our new space with IR Call Center.

The second goal is to "provide continued training in quality customer service to all employees." I have not yet set up a plan to have the specialist in the Call Center cross train with One Stop staff. I have not yet set up specific trainings for specialist on current registration, admissions, etc. I attend the One Stop Staff Meeting each week and then pass the information on to the One Stop Call Center staff for training.

The third goal is to "obtain funding for 2 full time staff members and 4 additional part time staff members. It was requested in the last PBS for the 4 part time staff members. We received funding for two additional part time staff members.

Prospective Student Services

Jill Smith

We have been successful in providing a second annual counselor retreat. October seems to be the set time of year for this event. The collaboration with College Marketing has also been very successful as we have completed the first year of implementing a percentage of the marketing plan. The marketing pieces have been well received. A third area of success has been to support the Enrollment Marketing Department with the UV You Days. These have been easy to market to students and counselors. We are also present to support the Saturday events as guides and presenters as needed. There is still work to be done in structuring a campus senior day. The pilot transfer day program was executed in fall of 2005. We are restructuring this and planning for a success future event. A short recruitment video was created for the high school tour. There is a continued desire to work with College Marketing to create a "marketing" video.

Enrollment Marketing

Michael Snapp

Objective 1, EM will maximize UVSC's technology driven recruitment methods...:

We downloaded more than 40,000 names into Goal Quest for 2005-06, and anticipate even more for 1006-07. According to a GoalQuest driven report, based on Institutional Research registration numbers, more than 1200 GoalQuest users applied to UVSC for Fall of 2005. Fall 2006 numbers are pending.

Hobsons EMT has allowed us to launch several targeted e-mail campaigns. We have trained both the Wasatch Campus and Student Life how to use this technology and they have both begun sending targeted e-mails and are pleased with the results.

Objective 2, Develop and implement a comprehensive campus visitation program for prospective students, including, but not limited to UV You Days:

In 2005-06 we held six UV You Days. We have scheduled for 2006-07 13 UV You Days. From the 05-06 UV You Days, surveys indicated that many participants were now more likely to attend UVSC than before the events took place. Additionally, of the 165 UV You Day participants, 75 of them registered for Fall '06 classes. Several brought friends with them, so the ROI seems to be solid.

Objective 3, EM will partner with Prospective Student Services (PSS) and College Marketing in providing a comprehensive...:

PSS visits high schools and bring back interest cards with each student's information. EM then inputs this information so each student can be put through the recruitment/communication plan. EM has worked closely with both departments listed above in creating mailings, phone messages, and e-mails, and also mining Hobsons database for the names and addresses so the plan can be mailed on schedule. This has been a large and successful undertaking and will continue. We are the only state institution who actually grew in budget related student for Fall of 06. Worst case scenario is that we will be flat after the purge, while other in-state institutions have dropped in budget related enrollment. We feel objective 3 is one reason our enrollment has maintained.

Objective 4, EM will partner with Concurrent Enrollment (CE) to increase the percentage of CE students continuing at UVSC after their high school graduation:

In the past year EM has met regularly with Spencer Childs (Enrollment Manager for CE) and have helped promote each others' programs. The EM Director also meets with a CE committee on a monthly basis to discuss and implement marketing strategies. The number of CE students continuing at UVSC post high school graduation has increased to better than 1/3.

Student Leadership and Activities (Senate)

JP Spagnolo

1. The Academic Student Senate's first objective was to develop a recruitment and training process for the Academic Student Senate Department Representatives that will improve student/administration communications. As of October 1, 2006 we have 80 percent of the department representative positions filled. On Tuesday October 2, 2006 the Academic Student Senate provided a training session and produced a training/procedure manual for all new department representatives.
2. The second administrative objective is to develop a Wolverine Leadership Academy as an introductory program for students interested in leadership opportunities across campus. This program is currently under development as the orientation process is reviewed across campus.
3. The third administrative objective is to develop a marketing program for the Academic Student Senate Speaker Series in order to increase academic extracurricular involvement. The Academic Student Senate has already improved the speaker series marketing by developing a speaker series publicity check off list. We have also created publicity materials to market the entire series during each of the events. In order to increase campus wide interest and involvement the Senate is creating more collaborative partnerships/sponsorships with other departments across campus. Also, within the next year we will develop an interactive speaker series web site.

School, College, University Partnership

Liz Andrus

Goal #1: The Partnership program at West High School will transition and coordinate with the new Gear Up program to serve some 100 students.

The Partnership has made the full transition with Gear-Up.

a. By December 1 all counselors will be in place and working with students to meet the expected education objectives outlined in the program.

Some counselors were not in place until January, 2006, due to the length of time it took for background checks to be completed.

As we moved into implementation it became clear that the staff would be stretched too thin operating out of four locations, so we improved services by focusing on the middle schools.

Goal #2: Increase the size of our America Reads Program by 25% in order to serve more schools and students.

Last year we had twenty America Reads tutors, and served nine elementary schools throughout Alpine, Provo and Nebo School Districts. So far this year, 2006-2007, we have

sixteen tutors serving nine schools. I am working closely with the Work Study Advisor to hire more tutors for this school year to serve the needs of more elementary schools

Goal #3: Continue to improve and develop the ethnic council in every High School that utilizes the Utah Valley State College Abraham Lincoln Freedom Scholarship by having at least two council meetings at each school per year.

This past year each high school that was represented by an Abraham Lincoln Scholar had an ethnic council. At each of these schools we met at least two times, in some cases three or four times during the school year.

Goal #4: 100% of the Golden Gate scholars will participate in two service programs per year and will volunteer on a weekly basis while attending UVSC.

100% of the Golden Gate scholars have participated in two service projects within the past year and continue to volunteer on a weekly basis while attending UVSC.

Goal #5: Increase the number of students participating in the College Initiative by 25%. Bring the number of students participating in the Private initiative up to a full caseload of 100 students per school year.

Our statistics indicate that Private Initiative students K-12 totaled 107 for the 2005-2006 school year. For college students, thirty nine students were served during the first year of this two year reporting period. This number does not reflect an increased. It is approximately the same as the previous year. Our intent for the coming year is to continue to work at spreading the word about our services in an effort to increase numbers by 25%. We also will work to get tutors so the numbers can be increased. A lack of available tutors has caused steady rather than rising numbers.

Mental Health Services

Jack Jensen

Objective 1: Establish outreach activities as a part of the Mental Health Services Model.

- a. In partnership with the Behavioral Science Department, MHS has conducted a Women's issues group for 1 credit hour.
- b. MHS has re-established a close working tie with Disabilities Services. Currently we have joint staff meeting once per month.
- c. We have joined with Disabilities Services for Disability Awareness week, Oct. 17,18 of 2006. MHS is a key in promoting access to higher education for students with Mental Health disabilities.
- d. Two therapists, Jack Jensen and Cameron John teach classes for the Behavioral Science Department.
- e. John Catlett is consulting with the Red Cross two days per month..
- f. Beginning fall, 2006 each therapist has been assigned a major academic division of the college. The therapist will begin this outreach effort to

the academic departments by meeting with the Dean of that area and establishing a good working relationship.

- g. In September, MHS was notified that we were awarded a Suicide Prevention Grant funded by the federal government. The grant calls for the hiring of a project director who will conduct major outreach activities on suicide prevention for the local college community and the wider public school and surrounding communities.

Objective 2: Develop a workforce plan in conjunction with Human Resources

The workforce planning committee has completed its review of Mental Health Services. The report will be issued in December, 2006.

Objective 3: Develop and implement a burnout prevention plan for MHS therapists.

Some burnout prevention activities have been implemented. The therapist Caseload has been monitored with the goal of limiting therapeutic contact hours to 24 hours per week for full time therapists. Also, the therapists have been encouraged and have taken time together this past summer to participate in recreational activities. In addition, weekly therapy staff meetings are held where the therapists can use each other as a resource as they deal with difficult student clients.

Multicultural Center

Gwen Anderson

Regarding multicultural recruiting (our first objective), we are currently accessing numbers from Institutional Research. Our student activity numbers are considerably higher than last year, but we need the exact numbers to see whether our recruiting efforts are increasing ethnic freshmen enrollment. We have noticed more out-of-state freshmen students and hope to verify that assumption. Ethnic Club activity is increased and more new students are participating in our multicultural programs. We have awarded 40 continuing student scholarships and 35 new student scholarships. 16 of the new student scholarships are Multicultural Department Abe Lincoln scholarship recipients as we partner with School, College & University Partnerships. For the first time continuing scholarship recipients are to mentor new student scholarship recipients to enrich efforts toward retention and graduation. We are meeting with more individual schools beyond attending High School Career and College Fairs in 2005 and 2006 which should increase minority enrollment. Our high school conference numbers are increasing and we are participating in the UVSC Leadership Conference at UVSC which allows us to reach and recruit more Utah student minority leaders.

Our second objective is to improve multicultural student retention processes. We have a new retention initiative which involves continuing student scholarship recipients mentoring new student scholarship recipients. We have met with multicultural students on academic warning and on academic probation in a customized academic success

workshop and we are continually meeting with students who utilize the resources in the Multicultural Center. We invite our students to join ethnic clubs, participate in multicultural programs, join us for Open House celebrations, Academic workshops during the semester and we strive to provide a "home away from home" so students will bring their concerns to us for assistance. Our three-day multicultural orientation program in 2006 was a huge retention success as our students related better to each other and to our team with improved programming. Multicultural student retention rate has improved; Institutional Research is providing the numbers soon. Ken Sekaquaptewa, Brett Breton and Gwen Anderson teach adjunct classes, providing minority instruction for minority students who attend these classes in large numbers. This allows the multicultural team to reach more students academically, providing support and additional resources.

Our third objective is to **increase multicultural programming to enrich the lives of students and the community.** We have raised the bar and standards of our programs. In 2006 the evaluations for our "Summer Survivor" were far superior to previous years. The Multicultural Center's Legacy Latino was born; our Pow Wow was doubled in attendance. The event was so effective the dancers have been invited to perform in Arizona and Wyoming, providing cultural enrichment to those communities and recruiting opportunities for our MC Center. Our Native American, Polynesian, Black and Latino high school conferences were more heavily attended than previously. Our Mr and Ms UVSC International pageant included 7 couples and was very well attended. The Polynesian Legacy Dance company was "born again" as 90% of the dancers were new students, many learning cultural performing for the first time. In 2007 we plan a new spring "Multicultural Week" involving high school talent competition and Gear-Up partnering with scholarship awards. Gwen Anderson is giving more community and state-wide customized diversity workshops including a major workshop on customer service and diversity at UVSC called "Safe to Relate" which was attended by everyone in Student Affairs.

Our fourth objective is to **explore fund-raising opportunities.** We are trying to connect with Ira Fulton in a creative way to obtain a match for student-generated fund-raising through Legacy. We were unable to secure a \$50,000 contribution even though it was offered to UVSC because of political complications in the spring of 2005. We are hosting a golf tournament in the spring of '07, attempting to take Legacy to outside communities to fund-raise, and we are hoping to attract donors through offering cultural programs, investigating the possibility of a billboard advertisement and have helped with the Ssejinja Children's Foundation fund-raising efforts to assist in international charities.

EOC

Barney Nye

With regard to the TRIO EOC Institutional Effectiveness goals, we are still working toward the goals of servicing students from under-represented populations including: non-traditional, at-risk, and minority, however we will be scaling back our work with community agencies over the next year as funding for this grant program will not continue after August 31, 2007. We will continue to work with our colleagues in the other TRIO programs to ensure services to this specific population throughout the coming year.

TRIO

Maraia Weingarten

Goal 1- All 2005-06 new participants have been assessed to determine their academic needs through the EPAS System.

New participants for 2006-07 are now being assessed.

Goal 2 - Retention Data from grade to grade have been updated for last year and database is currently being updated for new participants.

Goal 3 - Alumni Tracking System are expanding every month as the tracker accesses new local, regional, and national databases.

The Center for the Advancement of Leadership

Bruce Jackson

Since the inception of the new structure for The Center for the Advancement of Leadership, there have been more than 50 key goals and objectives that have been at the center of our attention. Let me review briefly these objectives and provide a short summary of our accomplishments to date:

Nov. 2003 to Nov. 2004

During the first year of our operation, we completely re-designed the CAL. More specifically we benchmarked "best in class" leadership programs from around the country and re-designed the Leadership Certification Program (LCP) such that it now includes a comprehensive 10-step process.

During this time we also achieved the following:

- Re-designed the mission and vision of the CAL
- Re-conceptualized its core focus to include four major pillars: Personal, Interpersonal, Organizational, and Civic/Service engagement.
- A review was done on all other programs supported by the CAL. These include:
- Review of Concurrent Enrollment course (MGMT. 1250)
- Review of Annual Leadership Conference
 - Review of Why Try program
 - Review of Know Greater Heroes Program
 - Built a new Advisory Board—with more than 40 members
- Wrote 7 or so grants
- Successfully received earmark for \$149,000
- Drafted and produced all of our marketing materials, including a promotional DVD

- Produced the 5th Annual Leadership Conference, with more than 2,500 in attendance.
- Taught two new classes for the School of Business
- Published one professional article

Nov. 2004 to Nov. 2005

This year was spent tweaking and tuning the new LCP process to meet the needs of all students on campus. To accomplish this, we began a review of all leadership classes on campus. This culminated in a conceptual matrix of all courses and their content. We then customized the 10-step LCP process for all 46 degrees offered by UVSC. We then focused on building the materials necessary to distribute to all advisors on campus.

During this time, we continued to organize and add to our Advisory Board, making functional changes to our meetings, and generally developing a more sound process for raising monies.

Another major project during this year was the re-write and formatting of the MGMT. 1250 course (Principles of Leadership).

During this time we also achieved the following:

- Produced the 6th Annual Leadership Conference
- Raised more than \$50,000 in cash and kind
- Began to execute the Why Try program in Jr. High Schools. This included certifying 8 CAL students who taught this program for free within 4 schools.
- Added two new staff members
- Began building the Policy and Procedure manuals for the center
- Build an extensive file of mailing lists
- Organized a Leadership Lecture and Training Series for the local business & civic community
- Published two academic articles

Nov. 2005 to Nov. 2006

This year was spent in the process of finalizing our internal marketing plan while building our CAL Tour. This tour is a series of strategies to assist the CAL in marketing our services campus-wide. During our 2006-07 academic year, we will be putting these many marketing processes in place. This internal marketing plan includes:

- Having a presence at all orientation meetings
- Speaking in targeted classes
- Having customized materials for all advisors on campus
- Producing and playing a customized commercial which showcases the 10-step cert process
- Monthly communications with all VP's, Deans, Dept. Chairs
- Beginning a professor and advisory referral system

In addition to our focus on internal marketing, we continued to work on our external relations, adding additional members to our Advisory Board and building alliances with local organizations that may wish to contribute to the CAL in one or more ways (financially as well as through service)

One of the largest projects of the year was setting up and organizing the new Presidential Leadership Program. This program was initiated through President Sederberg, where the CAL was tasked to produce the first “learning community” on campus. With this goal in mind, the following was accomplished:

- Built the structure of the PLP program, drafted its contents, and marketed it state-wide
- Recruited 36 incoming freshmen throughout the state
- Organized housing and all contracts (Ventana)
- Build the orientation phase of the program

During this time we also achieved the following:

- Produced the 7th Annual Leadership Conference. The largest conference of its kind in the United States (3,500 in attendance with more than 90 schools)
- Re-built our Mentor Program (adding more than 15 new mentors)
- Build a new Advisory Committee to oversee the Mentoring Program
- Started a new “Leadership Projects” program. Through this program we are working with dozens of for profit, not for profit, and internal departments so that they can compete for our students to be part of meaningful leadership projects.
- Built a new Leadership Projects Committee to help facilitate the new program
- Built a comprehensive Outcome Measurement System to help manage the outcomes of each of the CAL’s programming efforts.
- Raised more than \$70,000 in cash and kind
- Published two professional articles
- Rated as one of the top 15 leadership centers within the U.S.

Judicial Affairs

Bob Rasmussen

1. Raise the academic credentials of the Office of Judicial Affairs and Dispute Resolution (Should read: Raise the credibility of the Office of Judicial Affairs with Academic Affairs departments).

With the creation of the new Student Code Due Process Policy created in partnership with Academic Affairs, credibility of the JA department has increased. Each day as more faculty take advantage of the Judicial Affairs services, credibility and appreciation of Judicial Affairs improves.

2. Raise employee awareness of actions that can be taken in student to employee disputes.

A new marketing campaign is under development to increase awareness to both faculty, staff and students.

Frequent articles in the Student Newspaper will continue to increase awareness.

Setting up information tables at events and in hallways during class-breaks improves awareness.

3. Refine and up-date the Judicial Affairs and Student Ombuds Website.

The current Web-site has improved. Name of new Ombuds needs to be updated.

Waiting for opportunity to present new look and feel along with new marketing campaign

Athletics

Megan Kennedy

1. Diligently monitor NCAA academic continuing eligibility requirements each semester.

Update: We are certifying our student-athletes each semester as the NCAA requires. The next step is to involve people outside of athletics such as the registrar to maintain integrity of the certification. We are waiting for computer generated reports to be created by IT before this can take place. Once we have the reports available, we will involve the registrar and then work with IR to manage data and produce statistical information that will be valuable in assisting department decisions.

2. Work closely with the Intercollegiate Athletics Committee to address specific issues student-athletes may face concerning academics.

a. Create and implement a Student-Athlete Travel & Attendance Policy through the institutional policy process.

Update: This has been completed and should be available online. The athletic department has fully implemented this on a semester by semester basis. Working well.

3. Maintain NCAA guidelines for time limits for athletic activities both during and outside the playing season to ensure an appropriate balance between academics and athletics for student-athletes.

Update: System for collecting data from coaches is in place. Hours are reviewed by the Compliance Director and any discrepancies are addressed. The issue of getting coaches to turn in the hours and turn them in on time is getting better, but still needs improvement. This should be a regular weekly or monthly routine item for all coaches.

4. Hold exit interviews in each sport with a sample of student-athletes whose eligibility has expired and /or are leaving the program and review findings to discover and improve the quality of the individual student-athlete experience.

Update: We held in person exit interviews Spring 2006 with a random sampling of student-athletes and gathered additional information via paper surveys. The upcoming exit interviews will include an online survey for all student-athletes leaving the program for any reason, with selected student-athletes also participating in an in person interview as well. IR has been instrumental in implementing this program. There are a few more details to work out but we feel good about the progress of the process.

TRIO – SSS

Keith Jensen

UVSC's TRiO Student Success (SSS) Department has a project year (PY) that runs from September 1st to August 31st each year. PY 2005-2006 was an outstanding year. According to our objectives, 20% of each entering cohort will graduate with their bachelor's degrees within six years of entering into the SSS project. The PY 2001-2002 cohort consisted of 40 students. August 31, 2006, was the end of the sixth year for this cohort. As of this date, 12 (30%) of these students had graduated with their bachelor's degrees. Another important objective we have is a cumulative GPA goal of 2.0 or higher for at least 80% of the participants during any given year. For PY 2005-2006, we served 164 students. We are authorized to serve 150 students each year. Of these 164 students, 138 (84%) maintained a cumulative GPA of 2.0 or higher. Of further interest is the fact that 84 (51%) maintained a cumulative GPA of 3.0 or higher. Overall, we have been very pleased with the outcomes for our students this past year, and we look forward to and anticipate an even better year for PY 2006-2007.

Financial Aid and Scholarships

Joanna McCormick

Goal One:

To maintain and improve efficiency in processing student financial aid.

Our goal has been to have no more than a two-business-day turn around time for processing paper work and data loads every day of the academic year except during the fall semester start which begins two weeks before the first day of school and carries for one month. Our turn around time during this month is one week.

This year for fall semester start up we were able to get "caught up" to the two day time frame by September 1st---which is two weeks ahead of our goal.

Goal Two:

We have an ongoing goal to track the number of student contacts we work with in advising, on the phone, and applications received. We have enhanced this goal further to include identification of the number of student appeals received and identify the time frame for gathering student documentation through completion of the process for the student.

We have continued to track our student contacts with existing reports created from former goals. This data helps us better manage our limited human resource during peak periods of student contacting. For example, we have data to show a 307% increase in total students awards from 1999-2000 to 2005-2006 (see attached chart). This increase in productivity was accomplished without any new staff members.

We have made progress on this goal by hiring and training two student peer advisors [new positions created] to work on tracking this information and implementing our new process for students.

Goal Three:

We have an ongoing goal to accomplish staff training on a weekly, monthly and annual basis for all staff members.

We continue to hold weekly staff training. We have not met our goal of monthly staff training but we have a plan of action to improve by changing a job description for a staff member to include responsibility for this monthly staff training to take place. We have met our goal of annual staff training.

Goal Four:

We have an ongoing goal to increase student funding available to students from the federal, state and institutional level.

We have again received supplemental federal funding for students in 2005-2006 of approximately \$50,000 which went to students who were hurricane victims. For 2006-2007 we have received supplemental federal and state funding for student awards of approximately \$300,000. In addition, we have implemented two new grant programs from the federal level which will bring approximately \$2 million or more in new funding for students 2006-2007.