

For Mark

Date: May 26, 2006

To: Mark Bezzant

From: Paula Tibbitts

CC: Cory Duckworth, Michelle Lundell, Shad Sorenson

RE: Institutional Effectiveness Summary for Student Affairs

Mark,

I've attached a summary sheet of Student Affairs' Institutional Effectiveness Outcomes Assessment Status. I've followed the example of K.D. in General Academics to produce a report that shows, at a glance, what all of our departments are working on and improvements that have been made from past assessment data. Feel free to share it with the new director or anyone else who may be interested.

You'll notice that Institutional Research and Athletics are not included. This is because I have not received current reports from them. All the other departments in Student Affairs should be represented.

I will be holding a follow up meeting in the Fall to check on the status of our two year cycle goals. That will be the half way point and I've learned that it's helpful to bring it to everyone's attention periodically.

Please call if you have any questions.

Paula

## Student Services Outcomes Assessment Status Summary

| Unit                                   | Last Report | Next Report Due | Major Goals   | Improvements Made From Assessment Data  |
|--|-------------|-----------------|---|---|
| Accessibility Services                 | 2005        | 2007            | 1) Provide quality service to deaf and hard-of-hearing students through utilizing interpreter/typing services. 2) Decrease number of repeatedly failed math classes for deaf students. 3) Improve quality and availability of ASD services. 4) Create brochure to make ASD students aware of technology in ASD lab. | 1) Extended ASD lab hours. 2) increased pool of certified interpreters. 3) 25 ASD presentations given to different departments.   |
| Admissions/One Stop                    | 2005        | 2007            | 1) Improve efficiency and accuracy of Admissions Web and Paper application process. 2) Provide excellent customer service in One Stop area. 3) Maintain competence in all USCIS regulations in admitting international applicants on student visas.   | 1) One-Stop has been created and fully staffed. 2) I-20's processed in a timely manner.   |
| Advisor Training                       | 2005        | 2007            | 1) Develop and implement advisor certification program. 2) Develop and implement training program for non-traditional advising population. 3) Expand Advisor training program to more holistically advise students. 4) Develop advisor trainers to more effectively develop training programs.                      | 1) An Advisor Training office is now fully staffed and functioning with formal training sessions and an online Advisor Handbook.  |
| Career and Academic Counseling Center  | 2005        | 2007            | 1) Develop a New Century Scholarship advising program. 2) Develop and implement an intrusive advising program with School of GA. 3) Use Banner to automate and identify students on academic difficulty. 4) Strengthen online advising program. 5) Develop more efficient phone answering system for student needs. | 1) Formal Academic Support office with Director and support counselor now in place. 2) Online advising program now available.   |
| Career Services and Student Employment | 2005        | 2007            | 1) Students begin career planning 6 months or sooner before graduation. 2) Students have internship or related experience prior to graduation. 3) Develop a tracking system to measure progress of above two goals.   | 1) Internship Councils established in each school. 2) Career Fairs expanded overall offerings and in attendance of both employees and students.   |
| Communication Center                   | 2005        | 2007            | 1) Improve efficiency through improved technology and work space. 2) Increase and improve upon training for staff. 3) Increase staff through acquisition of funds through the PBA process.  | This is a relatively new office at UVSC. Initial survey results indicated early success.  |
| Enrollment Marketing                   | 2005        | 2007            | 1) Maximize utilization of technological resources for student recruitment. 2) Develop and implement campus visit program, including UV You Days. 3) Create and utilize a comprehensive recruitment and marketing plan.   | 1) Increased visits to junior colleges both in and out of state. 2) Use of alumni for out-of-state recruiting. 3) Improved interaction with high-school counselors and tracking of graduates. |

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| <b>Graduate and Transfer Credit</b>               | 2005 | 2007 | 1) Cross train staff in use of the new Banner system. 2) Create a guide to facilitate training of new personnel in the use of Banner. 3) Implement an electronic graduation process.   | 1) Improved staff training in service. 2) Contributed significantly to the Banner implementation project.  |
| <b>Instant Information</b>                        | 2005 | 2007 | 1) Improve technology by acquiring a “running” sign and through implementation of a card-swipe system. 2) Provide continuous quality customer service training. 3) Maintain an updated reference manual. 4) Increase staff to better serve students. 5) Implement online advising services.                                    | 1) Developed an employee handbook. 2) Expanded services to include summer semester.  |
| <b>Multicultural Center</b>                       | 2005 | 2007 | 1) Recruit multicultural students and distribute multicultural scholarships. 2) Improve multicultural student retention process. 3) Increase multicultural programming. 4) Explore fund-raising opportunities.   | 1) Increased number of multicultural students. 2) Developed a multicultural academic success workshop. 3) Developed a summer survival workshop. 4) increased attendance at multicultural events.   |
| <b>Prospective Student Services</b>               | 2005 | 2007 | 1) Plan for a campus senior day. 2) Develop an annual counselor retreat. 3) Work towards developing a marketing video for UVSC. 4) Develop a Transfer Day Program with regular open house dates. 5) Begin implementation of college communication plan with college marketing, enrollment marketing & student life.            | This is a new office created from the old High School/Orientation office.  |
| <b>Registration and Records</b>                   | 2005 | 2007 | 1) Continue developing training procedures for Banner. 2) Develop a Banner procedures manual. 3) Increase campus knowledge of FERPA regulations through new employee training  | 1) Began developing a training procedure for Banner. 2) Made major contributions towards the implementation and refinement of Banner. 3) Initiated “one stop”.   |
| <b>School, College and University Partnership</b> | 2005 | 2007 | 1) Staff and implement Gear-Up program. 2) Increase America Reads program participants by 25%. 3) Increase development, expansion, and engagement of ethnic councils in local high schools. 4) Involve all Golden Gate scholars in service and volunteer work. 5) Increase student participation in College Initiative by 25%. | 1) Implemented a successful pilot program to assist struggling students at West Valley High School. 2) Expanded America Reads program. 3) Increased Ethnic councils in high schools. 4) 100% of Golden Gate scholars improved GPA and/or made progress towards graduation. |

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| <b>Student Financial Assistance</b>        | <b>2005</b> | <b>2007</b> | <p>1) Monitor and assess quality and quantity of student contacts. 2) Improve document turnaround time. 3) Continue and improve staff training and development. 4) Assess need for and request additional Federal Campus Based Funding.</p> | <p>1) Remodeled office and installed one-stop. 2) Installed phone tracking system. 3) Received very high rankings from students regarding satisfaction with services. 4) Achieved 75% turnaround. 5) 100% staff participation in training. 6) Received 80% of requested federal funding.</p> |
| <b>Testing Services</b>                    | <b>2005</b> | <b>2007</b> | <p>1) Improve and expand test prep services. 2) Improve efficiency and accessibility of new student assessments. 3) Simplify process for faculty using the testing center.</p>  | <p>1) Decreased number of students needing to retake assessments. 2) Diminished office lobby congestion 3) Improved review options for assessments. 4) Expanded testing facilities.</p>  |
| <b>TRIO-Educational Opportunity Center</b> | <b>2005</b> | <b>2007</b> | <p>1) Develop a tracking database to facilitate retention. 2) Continue to provide services to students unable to enter TRIO-SSS. 3) Increase awareness among local businesses and community groups.</p>                                     | <p>1) Made UVSC the institution of choice among EOC clients. 2) Helped 80% of student receive \$500+ in Pell Grants. 3) Expanded relationships with community entities.</p>  |
| <b>TRIO-PREP Programs</b>                  | <b>2005</b> | <b>2007</b> | <p>1) Visit departments and increase faculty involvement with TRIO-PREP students. 2) Implement CAS Standards. 3) Improve tracking system.</p>   | <p>1) Developed tracking system. 2) Completed testing for all students and entered in database. 3) 90% of students progressed to the next grade level.</p>   |
| <b>TRIO-Student Support Services</b>       | <b>2005</b> | <b>2007</b> | <p>1) Meet deadline for selection of TRIO applicant and ratios based on needs. 2) Achieve retention goals. 3) Graduate 20% of students within 6 years. 4) 80% or more of students will be in good standing.</p>                             | <p>1) Met and exceeded selection goals and deadlines. 2) Achieved 75% retention excluding transfers, graduations, missionaries, and deaths. 3) High graduation rates of student between 100 and 150% of credits for degrees. 4) 91% above 2.0; 55% above 3.0.</p>                            |

## Student Life Outcomes Assessment Status

| Unit                      | Last Report | Next Report | Major Goals  | Improvements Made From Assessment Data  |
|---------------------------|-------------|-------------|--|---|
| Wellness Education        | 2005        | 2007        | 1.Create and implement an outlined program on Stress Management for our population. 2. Work with Health Sciences to develop a comprehensive internship program. 3. Will be meeting with 20 different departments around campus to educate them on substance abuse programs and resources.  | 1. Behavior modification program (HealthQuest)was developed and implemented 2. Completed 151 guest presentations and 16 workshops for campus population. 3. Increased our Health Risk appraisal testing time to twice a month. 4. Developed and implemented an evaluation piece to all programs and services.                           |
| Student Life              | 2005        | 2007        | 1.Implement a year long evaluation of best practices across the nation related to Student Life. 2. Coordinate with the Deans Council to sponsor one activity per semester which more fully engages students in their areas of academic interest. 3.Develop a marketing campaign to inform campus of engagement services, activities, and opportunities available.  | 1. Created a comprehensive brochure with all student life areas represented and distribute across campus. 2. Established an office of Student Life at Wasatch Campus with a full time coordinator to implement activities and services for the population at Wasatch.   |
| Service Learning          | 2005        | 2007        | 1. Will collaborate with the faculty service-learning committee and the academic service-learning coordinator in implementing 10 new service-learning classes. 2. Will create a marketing and promotional plan to recruit and retain student leaders. 3.Will create 15 student service leadership positions 4. Will create a comprehensive policies and procedures manual in the following six areas Center operations, academic service-learning, risk management, community development, and student leadership. | 1. 48 designated classes for the Fall 2005 semester. 2. .Academic Affairs has authorized a faculty member to have release time and spend 2 days a week in the Center. 3.A leadership training manual was developed.4. 214 students enrolled in the service-learning distinction program and 42 students graduated with the distinction. |
| Student Center Scheduling | 2005        | 2007        | 1.Employee training program and customer service training for staff. 2.Obtain Funding for employee training. 3. Continue training R25 users.   | This department did not report in the 2003-2005 year.   |
| Student Center Network    | 2005        | 2006        | 1. Migrate all desktop computers in Sorensen Student Center to a level of at least 1.0 GHz processors with 512 MB RAM and encourage the replacement of all laptops 4 years of age. 2. Find a suitable replacement for the "Willy" Dine- Amics Solution system, find funding and implement in co-operation with the Business Office 3. Manager will obtain CCNA   | 1. Administered a yearly reader survey to evaluate reader likes and dislikes. 2. Developed a training manual for the all media staff. 3.An online survey system was implemented to constantly gather information on NetXNews. 4. Added a full time sales manager and produce paper twice a week.  |

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| Student Center Marketing  | 2005 | 2007 | 1. Provide marketing and design training to ALL Sorensen Student Center and Student Life departments. 2. Provide marketing tools and printed promotional materials to ALL Sorensen Student Center and Student Life departments. 3. Provide professional video promotions for ALL Sorensen Student Center and Student Life departments. | This department was not developed during the 2003-2005 reports.  |
| Student Activities        | 2005 | 2007 | 1. Increase technology in event programming and publicizing. 2. Obtain UV club programming grant. 3. Set up a pre selling of tickets for activities and events.  | 1. Created a freshman cohort group that had 12 members and each one of them facilitated a program called Wolverine Wednesday 2. Provided 3 additional dances for the assessment year.  |
| Student Center Facilities | 2005 | 2007 | 1. Improve look and sanitation of restrooms located in Sorensen Student Center. 2. Upgrade to a newer light board for events in the Ragan Theater. 3. Expand and enhance the electrical circuits in the Student Center Ballroom, Commons, Halls, Ragan Theater and the Courtyard.  | This department did not do a assessment for during the 2004-2005 time period.  |
| Sorensen Student Center   | 2005 | 2007 | 1. Generate annual revenues exceeding \$100,000.00 in the UVSC Contract Postal Unit (CPU) 2. Provide a comprehensive plan and justification by July, 2008 for a Sorensen Center expansion. 3. Expand by constructing two additional meeting/dressing rooms and a food service storage area on the east side of the Sorensen Center.    | 1. Replaced Sorensen Student Center south plaza deck system with a new roofing system 2. Hired a full-time Campus Connection Manager. 3. Researched and purchased a new scheduling program for the Sorensen Student Center.  |
| Student Senate            | 2005 | 2007 | 1. Develop a recruitment and training process for the Academic Student Senate Department Representatives. 2. Develop the Wolverine Leadership Academy as an introductory program. 3. Develop a marketing program for the Academic Student Senate Speaker Series in order to increase academic extracurricular involvement              | 1. Developed a strong event planner with evaluation criteria to use in all activities. 2. Increased the department involvement by implementing department chairs and dissolving the former senate committees. 3. In 2003-2005 we co-sponsored 116 events                   |
| Outdoor Education         | 2005 | 2007 | 1. Develop an Adventure Trip Leader training program. 2. Increase the Outdoor Education Programs offerings by 25%. 3. Work closely with the Academic Recreation Program to recruit interns to work as Adventure Trip Leaders   | 1. Tracked and increase rental and retail sales by 20% 2. Developed an Adventure Leader Program that allowed students leadership opportunities through leading outdoor adventure excursions. 3. Changed all Outdoor Education excursions to have an educational component. |
| Mental                    | 2005 | 2007 | 1. Develop a work force plan in conjunction with   | 1. Implemented research methods that track the number of   |

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| Health Therapy          |      |      | Human Resources Develop 2. Implement a burnout prevention plan for SHS Mental Health Therapists Research 3. Adopt a clinical model for the Mental Health Therapy Unit  | and type of client that utilizes SHC therapy.2. Implemented two new assessment tools (CAARS and the Brown) to identify ADHD. 3. Purchased and incorporated Biofeedback equipment into services offered at MHS.  |
| Medical Services        | 2005 | 2007 | 1. Basic medical care for acute and chronic conditions will be provided, in addition to health maintenance exams and preventative health screenings. 2. Will assure that current state mandates are met as related to Nurse Practitioner independent practice 3. Obtain funding through a line item health fee that would be assessed with tuition and other student fees.         | 1. Medical services administered surveys and obtained 100% of excellent or above average ratings in the areas of reception, care and respect. 99% in cost of services and 96% satisfaction in regards to waiting time. 2. All OSHA guidelines were met 3. All international students have received proper TB testing, with appropriate CXR referral if necessary. |
| Intramurals             | 2005 | 2007 | 1. Purchase an A.E.D. to be housed in the Intramural office. Purchase an additional A.E.D. in the future to be used at events. Require all staff to be CPR certified by the end of first semester of employment. 2. Expand our programming by cosponsoring events with clubs and other organizations on campus 3. Increase exposure on campus through advertising through UV link. | 1. Increased participation from 2200 to 3500 over the assessment period. 2. Implemented 16 new events.3. All referees and officials were evaluated and now have to go through a First Aid/AED training and go through a week training and probationary period. .  |
| Dispute Resolution      | 2005 | 2007 | 1. Raise the academic credentials of the Office of Dispute Resolution and Judicial Affairs 2. Raise employee awareness of actions that can be taken in student to employee disputes 3. Refine and update the Judicial affairs and the student Ombuds Website.  | 1. Refined and updated the Ombuds brochure, created a Mediation brochure, and distributed it across campus. 2. Met with 12 campus departments to educate them on our services. 3. Updated Student Rights and Responsibility Code.   |
| Inter Club Council      | 2005 | 2007 | 1. Develop & Implement on-line Club Advisor Training. Create an on-line training for advisors. 2. Extend Annual Leadership Day and devote one UV Clubs – ICC Meeting a month to a specific leadership topic. 3. Work with Academic Department Chairs and Deans to increase Academic and Pre-Professional Clubs.  | 1. Surveyed students on satisfaction on programs offered, 2003 on a 5 point scale the overall day received a 4.2, and in 2004 on a 5 point scale the overall day received a 4.1. 2. Revised ICC Manual - Update current manual, add new policies, create checklists for clubs and advisors to follow and add a programming section                                |
| College Times Newspaper | 2005 | 2007 | 1. Establish a professional newspaper atmosphere with the development of in house training, education. 2. Establish a recruiting pipeline for students attending Utah Valley State College 3. Increase the frequency of The College Times to twice a week  | 1. Created a semester reader survey to evaluate and garner reader likes and 2. Created a training manual for the all media staff which is regularly updated; 3. Implement a Staff Orientation Program for all staff as they are brought onto staff.   |

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| Center for Student Excellence | 2005 | 2007 | 1. Assist, advise, and create a public awareness and positive image for the Independent Branch 2. Direct, develop, implement, and administer a National Student Exchange program 3. Increase overall program outreach and effectiveness through academic advisement   | This is a new department that was not organized in the previous assessment period |
| Campus Connection             | 2005 | 2007 | 1. Research and acquire a new ticketing system and ticket printer for Campus Connection 2. Increase the exposure of the Off-Campus Housing Booklet to incoming freshman and transfer students 3. Enhance student participation and opportunities to showcase their musical talent at Stage America and other venues in the Sorensen Student Center. | This department was not a separate area in the previous assessment period.        |