Online Assessment Tracking Database

Sam Houston State University (SHSU) 2014 - 2015

Student Services, Associate Vice President

Goal

Oversight Of Administrative Support Areas $\operatorname{\mathbb{Z}}$

Administrative oversight of Lowman Student Center (LSC), Recreational Sports, and Students' Legal and Mediation Services

Objective (P)

Lowman Student Center (LSC) P

Provide guests with high quality facilities, equipment and services.

KPI Performance Indicator

Quality Operations & P

Using an assessment survey, measure the quality of the operations for service and the facility. The service portion of the survey is broken into 3 areas: communication, efficiency, and courtesy. Facility issues surveyed were quality of tables, chairs, equipment and special needs. Each of the areas allowed the responder to select a rating of excellent, good, fair, or poor. The survey provided space for additional comments from the responder. A copy of the survey is attached. The goal is to maintain a 90% rating of excellent or good in the quality assessment survey.

Result

Quality Operations # P

This year we found a way to automatically send out the survey to our customers using our reservation program (Events Management System). This increased our response by 60%. Using our Campus Labs survey tool to evaluate our facility reservations and operations we received a 97.09% excellent or good response. This rating is comparable to last years rating. The reservations area received a 98.06 rating which is higher than last year. Operations scored a 96.23 which is slightly lower than last year but well above our goal.

KPI Performance Indicator

Program Participation 🎤

The programs sponsored by the LSC will increase student participation by a factor equal to the university growth.

Result

Program Participation P

The student population grew approximately 3% with a majority of the growth in the distant learning/on line students. Even though the growth in the student population was limited the participation in Kat Klub programs grew by 50%.

Action

Quality Operations P

In addition to the approval rating for our reservations process and operations we received very positive comments. The only actionable comment we received was that the projector lamp was too dim. Since the comments are not tied to our reservations we checked and replace all

projector lamps that were not up to standard. We have implemented a semi-annual projector lamp hour survey to ensure our projector lamps are replaced before degrading.

Action

Program Participation P

The staff member that supervises the Kat Klub staff started advertising his events with the orientation students. This gives them an opportunity to see what is going to happen during the fall semester when they are in the Kat Klub for their orientation evening event. We will continue to expore other opportunities to reach out to the students to grow the program participation.

Objective (P)

Students' Legal And Mediation Services P

Provide follow-up service check-up and evaluate whether students have understood their rights and taken action on one or more legal options.

KPI Performance Indicator

Students Responding To Follow-Up Calls Will Affirm That They Have An Ongoing Understanding Of Legal Options.

Each student seeking legal consulations will receive a follow-up telephone call 1-2 weeks after appointment. When calls are unanswered, the department will leave a message expressing concern/interest in legal resolution. When calls are answered or returned, the following will be asked:

- 1. Was the information you attained in your legal consultation helpful in understanding your legal options? (yes/no)
- 2. Were you able to take the next step towards resolution of your legal issue? (yes/no/na)
- 3. Invite additional consultation if no steps have been taken.

When calls are not returned after two attempts, students will receive an email requesting answers to the questions above.

Of students receiving consultation:

95% will receive a follow-up call.

75% of students will be reached by follow up efforts agree that the information attained in legal consultation was helpful in understanding legal options.

15% of students reached by telephone and will have taken the next step towards resolution of their legal issue.

Result

Results P

Within 10-14 days of their consultation, students are contacted by phone to determine whether any additional information is needed or steps are required. The office made follow-up phone calls to 100% of the students. The office was successful in speaking with 99.47% of the students. If additional assistance was needed or requested, the student was encouraged to make another appoitnement to consult with the

attorney.

95.0% of the students contacted either strongly agreed or agreed that they were confident in the next steps to take in their legal situation. No students disagreed, and only 2% strongly disagreed. 3% were neutral.

KPI Performance Indicator

Student Surveys Will Show Increase Of Understanding Of The Law As Measured On The LIKERT Scale

Students coming in for an initial consultation on a legal issue will be surveyed prior to each consultation with one question:

I know which law applies to my situation and my options to resolve my legal concerns.

Students will also be surveyed at the conclusion of each consultation with one question:

After my legal consultation, I know which law applies to my situation and my options to resolve my legal concerns.

The answer options for both questions are scale of 1-5 (LIKERT Scale); 1 being strongly disagree and 5 being strongly agree.

Result

Findings 🎤

Prior to their consultation, only 26% of the students identified as "agreeing" that they knew which law applied to their situation with 4% stating that they "strongly agreed" that they knew which law applied to their situation. 37% were "undecided" and 35% identified as not knowing which law applied to their situation.

After their consultation, 91% of students stated that they either agreed (31%) or strongly agreed (60%) that they knew which law applies to their legal situation. Only 3% said that they did not know, and 7% were undecided.

Accordingly, only 1% of students did not result in an increase of two or more digits on the Likert scale. Conversely, 99% of students did more two or more digits (positively and consistent with the Objective) on the Likert scale.

KPI Performance Indicator

Students Responding To Follow-Up Calls Will Affirm That They Have An Ongoing Understanding Of Legal Options

Each student seeking initial legal consulation will receive a follow-up telephone call 1-2 weeks after appointment. When calls are unanswered, the department will leave a message expressing concern/interest in legal resolution. When calls are answered or returned, the following will be asked:

- 1. Was the information you attained in your legal consultation helpful in understanding your legal options? (yes/no)
- 2. Were you able to take the next step towards resolution of your legal issue? (yes/no/na)
- 3. Invite additional consultation if no steps have been taken.

When calls are not returned after two attempts, students will receive an email requesting answers to the questions above.

Of students receiving consultation:

95% will receive follow-up calls and if necessary an email.

75% of students will be reached by follow up efforts agree that the information attained in legal consultation was helpful in understanding legal options.

15% of students reached by telephone and will have taken the next step towards resolution of their legal issue.

Result

Results- Students Responding To Follow-up Calls

Within 10-14 days of their consultation, students are contacted by phone to determine whether any additional information is needed or steps are required. The office made follow-up phone calls to 100% of the students. The office was successful in speaking with 99.47% of the students. If additional assistance was needed or requested, the student was encouraged to make another appoitnement to consult with the attorney.

95.0% of the students contacted either strongly agreed or agreed that they were confident in the next steps to take in their legal situation. No students disagreed, and only 2% strongly disagreed. 3% were neutral.

Action

Students Responding To Follow-Up Calls P

Currently, 100% of the students who have a consulation with our office recievie a follow-up phone call within 10-14 days after their consultation to determine if there are additional needs, including scheduling another appointment. On the initial phone call, if our office is unable to speak with someone, the office leaves a message asking the student to return the call if they need further assistance.

Action

Student Surveys Will Show Increase Of Understanding Of The Law

As a result of our telephone follow-up, and increased usage of email between the attorney and the student, if students need additional information about their case, they can schedule an appointment or discuss their matter with the attorney by electronic means. The office will continue to follow-up with students by phone and if necessary, inperson or email consultations.

Action

Student Surveys Will Show Increase Of Understanding Of The Law As Measured On The LIKERT Scale

As a result of our telephone follow-up, and increased usage of email between the attorney and the student, if students need additional information about their case, they can schedule an appointment or discuss their matter with the attorney by electronic means. The office will continue to follow-up with students by phone and if necessary, inperson or email consultations.

Objective (P)

Recreational Sports P

Bearkat Camp Outcomes

KPI Performance Indicator

Developing Interpersonal Relationships P

Students who participate in spirit camps for freshman or transfer students will develop interpersonal relationships and a sense of community with other students before the start of the academic year.

Outcome will be measured through a survey with the following questions:

- How comfortable were you establishing relationships?
 Not at all comfortable to Extremely Comfortable.
- Please indicate your level of agreement with the following statements: - I fostered interpersonal relationships while at Bearkat Camp

Result

Survey Results - Interpersonal Relationships &



Result Survey Result - Interpersonal Relationships
The survey results show that participants of Bearkat
Camp were able to establish some relationship with
other participants before attending their first semester
at SHSU. While interaction is sometimes forced at
camp due to the activities designed to have
participants interact most felt comfortable doing so.

How comfortable were you establishing relationships? 37% Extremely Comfortable 46% Very Comfortable 15% Moderately Comfortable 1% Not Very Comfortable 1% No at all Comfortable

I fostered interpersonal relationships while at Bearkat Camp

74% Strongly Agree22% Moderately Agree2% Neither Agree or Disagree

1% Moderately Disagree

0% Strongly Disagree

1% Not Applicable

KPI Performance Indicator

Feeling Connected To Sam Houston State University

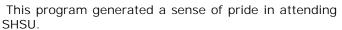
Students who participate in spirit camps for freshman or transfer students will be able to recognize a connection to the university.

Outcome will be measured through a survey with the following questions:

- Please indicate your level of agreement with the following statements: - This program generated a sense of pride in attending SHSU.
- Please indicate your level of agreement with the following statements: - I know more about SHSU as a result of this program.
- Please indicate your level of agreement with the following statements: - I feel better prepared to be a student at SHSU.

Result

Feeling Connected To SHSU # P



92% Strongly Agree

6% Moderately Agree

2% Neither Agree or Disagree

0% Moderately Disagree

0% Strongly Disagree

1% Not Applicable

I know more about SHSU as a result of this program.

84% Strongly Agree

13% Moderately Agree

2% Neither Agree or Disagree

0% Moderately Disagree

1% Strongly Disagree

1% Not Applicable

I feel better prepared to be a student at SHSU.

85% Strongly Agree

12% Moderately Agree

2% Neither Agree or Disagree

0% Moderately Disagree

0% Strongly Disagree

1% Not Applicable

KPI Performance Indicator

Spirit And Traditions Knowledge P

Students who participate in spirit camps for freshman or transfer students will be able to recall spirit and traditions of Sam Houston State

Outcome 3 will be measured through a survey with the following question:

 Please indicate your level of agreement with the following statements: - Bearkat Camp enhanced my appreciation of University traditions.

As well as: Direct observation through skits performed as part of Bearkat Camp that display participants' knowledge of SHSU traditions.

Result

Survey Results # P



Survey results indicate that participants in Bearkat Camp believe that they have a better understanding of the traditions of SHSU and thus hopefully feel more connected to the university as well as be more involved in those traditions.

Bearkat Camp enhanced my appreciation of University traditions.

88% Strongly Agree 9% Modertly Agree

2% Neither Agree or Disagree

0% Modertly Disagree 0% Strongly Disagree 1% Not Applicable

KPI Performance Indicator

Skit Observation For Traditions Knowledge P



Direct observation through skits performed as part of Bearkat Camp that display participants' knowledge of SHSU traditions.

Result

Skit Observation Results # P



After campers go through a scavenger hunt that gives them information about the history and traditions of SHSU they do skits that express those concepts in a competition between camp "tribes". The skits were graded on content and a play a factor in determining a winner of the competions. This helps us to see whether or not they were able to retain the information received during the days events.

4 different skits covering 4 traditions were evaluated on a scale of 0-10 with 10 being the highest that protrayed everything that was discussed during the day.

Rivalries - 8 out of 10 Day in the life of Sam 9-10 Tripod - 7-10 Benefits of attending Bearkat Camp 10-10

KPI Performance Indicator

Retention Of Bearkat Camp Participants | P



Students who participate in spirit camps for freshman or transfer students will be retained at a higher rate than students who do not attend.

Outcome will be measured through comparing retention rates of participants' vs non participants. The attached information is based on previous participants' retention rates. In October of every year the participants will be compared. This allows for an accurate account of which students matriculate or graduate.

Result

Retention Results # P

We have compiled retention rates since 2009 for participants vs non participants of Bearkat Camp and Transfer Camp.

First year retention rates of Undergraduate Bearkat Camp participants was an average 8% higher than non participants since it started in 2009. Transfer Camp

was 8% higher for participants than non participants since 2012.

The Retention rates varied from year to year with a low of 3% higher to a high of 12% higher.

Second and third year retention rates remained strong with an average of 9% higher for participants vs non participants.

The attached document shows each year retention rates for all first time freshman, Bearkat Camp or Transfer Camp participants and Non Bearkat Camp or Transfer Camp students.

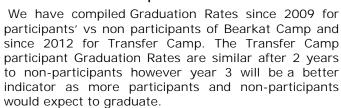
KPI Performance Indicator

Graduation Rates Of Bearkat Camp Participants P

Outcome will be measured through comparing graduation rates of participants' vs non participants. In October of every year the participants will be compared. This allows for an accurate account of which students matriculate or graduate.

Result

Graduation Rate Comparison # P



The comparisons for First-Time Freshman graduation are most representative for the participants' vs non participants from 2009 and 2010.

2009 4 year Graduation Rate Bearkat Camp Graduation Rate: 35% Non-Bearkat Camp Graduation Rate: 21% Difference of +14%

2009 5 year Graduation Rate Bearkat Camp Graduation Rate: 57% Non-Bearkat Camp Graduation Rate: 43% Difference of +14%

2010 4 year Graduation Rate Bearkat Camp Graduation Rate: 36% Non-Bearkat Camp Graduation Rate: 24% Difference of +12%

Action

Bearkat Camp Improvements P

These survey questions yielded positive results. We will continue to evaluate these questions on a yearly basis to see if changes to the program make an impact on these results. There will be a number of format changes for next year's Bearkat Camp that should allow for more opportunities for team building and should enhance the student's experience. These include an additional team building exercise separate from ropes course activities, changes to the scavenger hunt to reduce travel time between activities and allow for more time at individual stations that touch on traditions of SHSU and the addition of

free time activities to enhance the experience of the

students.

We will also improve the skit matrix to include specific

criteria.

Action Retention Rates P

We will continue to montior retention rates of Bearkat Camp

participants vs. Non Participants.

Action Graduation Rates P

We will continue to montior graduation rates of Bearkat

Camp participants vs. Non Participants.

Previous Cycle's "Plan for Continuous Improvement"

Outdoor Recreation will switch from self-reported improvement to more skill based assessment. They will move away from self-esteem and focus on LNT and other skills used during adventure trips. These assessments will fall in 2015-2016 assessment cycle of Recreational Sports.

Please detail the elements of your previous "Plan for Continuous Improvement" that were implemented. If elements were not implemented please explain why, along with any contextual challenges you may have faced that prevented their implementation.

Outdoor Recreation trips will be assessed during the 2015-2016 assessment cycle for Recreational Sports.

Plan for Continuous Improvement - Please detail your plan for improvement that you have developed based on what you learned from your 2014 - 2015 Cycle Findings.

- 1. We will start the year long planning process to expand the Lowman Student Center to meet the needs of our growing campus. That will place a heavy demand on the staff so we will have to stay focused on customers during this time.
- 2. The LSC will enhance customer feedback using a grant we received. Using the grant funding we purchased two IPads that will be used for real time assessment of our facility, equipment and programs. This will provide for a more diverse survey pool by adding more respondents.
- 3. At this time, we believe that the questions that we are asking students who consult with Students' Legal and Mediation Services are (1) consistent with peer organizations and (2) provide our office with information to determine whether or not we are meeting the Objectives and KPIs. The data collected shows this to be accurate. The office is working at a high level of knowledge transmission and satisfaction--greater than 95%--with a significantly larger number of students using the services the office provides. Thus, we are meeting the stated objectives (ultimately demonstrating individualized attention to each student's issue) despite growing pressures on the office to meet student's needs. Assessment numbers show that the office is operating at peak levels of performance and satisfaction.
- 4. We will continue to evaluate Bearkat Camp effectiveness on relationship building, sense of community/belonging and spirit and traditions knowledge on a yearly basis to see if changes to the program make an impact on these results. There will be a number of format changes for next year's Bearkat Camp that should allow for more opportunities for team building and should enhance the student's experience. These include an additional team building exercise separate from ropes course activities, changes to the scavenger hunt to reduce travel time between activities and allow for more time at individual stations that touch on traditions of SHSU and the addition of free time activities to enhance the experience of the students.