

Student Services, Associate Vice President
Assessment Plan Summary

Student Services, Associate Vice President

Oversight Of Administrative Support Areas

Goal Description:

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

RELATED ITEMS/ELEMENTS

RELATED ITEM LEVEL 1

Lowman Student Center (LSC)

Performance Objective Description:

Provide guests with high quality facilities, equipment and services.

RELATED ITEM LEVEL 2

Program Participation

KPI Description:

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

Results Description:

No data collected this year due to staff changes.

RELATED ITEM LEVEL 2

Quality Operations

KPI Description:

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.

Results Description:

According to the LSC Satisfaction Survey, which is sent to the event contact the day after the event, the LSC maintained an 85% or higher in all quantitative measures. Qualitatively, the responses were generally quite positive.

Attached Files

 [LSC Satisfaction Survey](#)

RELATED ITEM LEVEL 1

Recreational Sports

Performance Objective Description:

Bearkat Camp Outcomes

RELATED ITEM LEVEL 2

Developing Interpersonal Relationships

KPI Description:

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

Attached Files

 [BKC_2015](#)

Results Description:

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.

97% felt some degree of comfort establishing relationships and 89% agreed that they fostered interpersonal relationships.

How comfortable were you establishing relationships?

36% Extremely Comfortable

40% Very Comfortable

21% Moderately Comfortable

2% Not Very Comfortable

1% Not at all Comfortable

I fostered interpersonal relationships while at Bearkat Camp

67% Strongly Agree

21% Moderately Agree

8% Neither Agree or Disagree

2% Moderately Disagree

1% Strongly Disagree

1% Not Applicable

This is lower than last year's feedback however we believe that weather played a big factor. There were many times during camp that we had to shelter in place and that took away from a lot of the activities that are designed for these outcomes. We have been looking at plans for activities that would help foster these outcomes even when we have to shelter in place due to inclement weather.

2014 Bearkat Camp Results

How comfortable were you establishing relationships?

37% Extremely Comfortable

46% Very Comfortable

15% Moderately Comfortable

1% Not Very Comfortable

1% Not at all Comfortable

I fostered interpersonal relationships while at Bearkat Camp

74% Strongly Agree

22% Moderately Agree

2% Neither Agree or Disagree

1% Moderately Disagree

0% Strongly Disagree

1% Not Applicable

Feeling Connected To Sam Houston State University

KPI Description:

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.

Results Description:

This program generated a sense of pride in attending SHSU.

87% Strongly Agree

9% Moderately Agree

2% Neither Agree or Disagree

0% Moderately Disagree

1% Strongly Disagree

1% Not Applicable

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

77% Strongly Agree

20% 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.

76% Strongly Agree

18% Moderately Agree

5% Neither Agree or Disagree

0% Moderately Disagree

1% Strongly Disagree

1% Not Applicable

There was a decrease in strongly agree from last year's feedback however we believe that weather played a big factor. There were many times during camp that we had to shelter in place and that took away from a lot of the activities that are designed for these outcomes. We have been looking at plans for activities that would help foster these outcomes even when we have to shelter in place due to inclement weather.

2014 Bearkat Camp Results

This program generated a sense of pride in attending SHSU.

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

Attached Files

 [BKC_2015](#)

RELATED ITEM LEVEL 2

Graduation Rates Of Bearkat Camp Participants

KPI Description:

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.

Results Description:

We have compiled Graduation Rates since 2009 for participants’ vs non participants of Bearkat Camp and for the 2012 Bearkat Transfer Camp. The Transfer Camp participant Graduation Rates are similar after 2 years to non-participants however year 3 is a better indicator as more participants and non-participants would expect to graduate. The comparisons for First-Time Freshman graduation are most representative for the participants’ vs non participants from 2009, 2010 and 2011.

Bearkat Camp Graduation Rates from 2013-2015

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%

2010 5 year Graduation Rate

Bearkat Camp Graduation Rate: 55%

Non-Bearkat Camp Graduation Rate: 44%

Difference of +11%

2011 4 year Graduation Rate

Bearkat Camp Graduation Rate: 31%

Non-Bearkat Camp Graduation Rate: 28%

Difference of +3%

Bearkat Transfer Camp Graduation Rate from 2015

2012 3 year Graduation Rate

Transfer Bearkat Camp Graduation Rate: 55%

Non Transfer Bearkat Camp Graduation Rate: 43%

Difference of +12%

Attached Files

 [Bearkat_Camp_Report_Update_Fall_2015](#)

RELATED ITEM LEVEL 3

Bearkat Camp Improvement

Action Description:

Create a shelter in place activity plan that will enhance the experience of participants during inclement weather.

RELATED ITEM LEVEL 2

Retention Of Bearkat Camp Participants

KPI Description:

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.

Results Description:

Attached Files

 [Bearkat_Camp_Report_Update_Fall_2015](#)

RELATED ITEM LEVEL 2

Skit Observation For Traditions Knowledge

KPI Description:

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

Results Description:

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 play a factor in determining a winner of the competitions. This helps us to see whether or not they were able to retain the information received during the days events. The 3 lead staff and the Camp Director evaluated and graded each skit.

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

Rivalries - 9 out of 10

Day in the life of Sam 8-10

Tripod - 8-10

Benefits of attending Bearkat Camp 10-10

In 2014 the results were

Rivalries - 8 out of 10

Day in the life of Sam 9-10

Tripod - 7-10

Benefits of attending Bearkat Camp 10-10

We were able to raise Tripod up however saw a slight decrease in the Day in the life of Sam. Despite small variations from last year the results indicate that participants were able to demonstrate their knowledge of SHSU traditions.

RELATED ITEM LEVEL 2

Spirit And Traditions Knowledge

KPI Description:

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.

Results Description:

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 more involved in those traditions.

Bearkat Camp enhanced my appreciation of University traditions.

78% Strongly Agree

19% Moderately Agree

1% Neither Agree or Disagree

1% Moderately Disagree

1% Strongly Disagree

1% Not Applicable

This is lower in strongly agree than last year's feedback however we believe that weather played a big factor. There were many times during camp that we had to shelter in place and that took away from a lot of the activities that are designed for these outcomes. We have been looking at plans for activities that would help foster these outcomes even when we have to shelter in place due to inclement weather.

2014 Bearkat Camp Results

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

Attached Files

 [BKC_2015](#)

RELATED ITEM LEVEL 1

Students' Legal And Mediation Services

Performance Objective Description:

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

RELATED ITEM LEVEL 2

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

KPI Description:

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.

Results Description:

In the last academic year, 55.38% of the students showed an increase of two points on a five point Likert scale on the issue of knowing what law applied to their legal situation. Prior to the consultation, 20% of students self-identified as knowing what law applied to their situation. This means that a significant percentage of students who use our services cannot move two or more points on a five point Likert scale. Prior to their consultation, 38% of students were "undecided" and 38% self-identified as not knowing which law applied to their situation.

After the consultation, 93% of students stated that they either agreed or strongly agreed that they knew which law applied to their legal situation. Only 3% said that they did not know with 4% being undecided.

RELATED ITEM LEVEL 2

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

KPI Description:

Each student seeking initial legal consultation 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.

Results Description:

Within 10-14 days after their consultation, students are contacted by phone to determine whether any additional information is needed or additional steps are required. In the last academic year, follow-up phone calls were made to 100% of the students who had a consultation with our office. The office was successful in speaking with 100% of the students. If additional information or assistance was needed or requested, the office helped the student make another appointment with the attorney.

100% of the students informed the office that the information attained in their consultation was helpful in understanding their legal options.

96.15% of the students identified that they either strongly agreed or agreed that they were confident in the next steps to take in their legal situation. Only 3.9% of the students disagreed.

RELATED ITEM LEVEL 2

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Update to Previous Cycle's Plan for Continuous Improvement

Previous Cycle's Plan For Continuous Improvement (Do Not Modify):

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.

Update of Progress to the Previous Cycle's PCI:

4. We compared Bearkat Camp statistics from last year to this year and saw a dip in results. We believe that this was due to weather during camp. We saw below previous results when weather was poor during camp compared to nice weather. We are working on strategies for compensating for bad weather and activities during shelter in place.

Update to Previous Cycle's Plan for Continuous Improvement

Closing Summary:

Lowman Student Center, Director:

We continue to look for ways to improve our service, programs and facilities to support our mission and goals.

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. We will enhance our 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. Until we complete the expansion of the student center our greatest shortfall will be large meeting and program spaces. We have been given temporary custody of a large meeting space in a vacated building. We will upgrade and use that space to help meet our growing demand for large meeting spaces.
4. We will look for opportunities to continue to "green" the LSC using LED fixtures if feasible.

Recreational Sports:

1. We incorporated specific training sessions on Communication and Problem Solving as our part of our Fall 2015 All Staff Training.
2. We incorporated mock court cases into our Fall All Staff Training and did something similar to Code Red drills with emergency response and patron interaction during an injury/emergency workshop held as part of the Spring All Staff Training.
3. We compared statistics from last year to this year and saw a dip in results. We believe that this was due to weather during camp. We saw below previous results when weather was poor during camp compared to nice weather. We are working on strategies for compensating for bad weather and activities during shelter in place.
4. While we have implemented Fusion we are still learning the program and are working on collecting relevant information. The statistics we are able to collect are from this past year and a GPA and Retention comparison will need to be requested in the fall. We do now have the ability for certain program areas to collect unique participation information however due to the ability of many participants of the facility to circumvent the check in process through classes or multiple entry points we are having a hard time getting an accurate number of participants vs. non-participants.

Student Legal and Mediation Services:

At this time, we believe that the questions that we are asking students who consult with us 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. Our office is working at a high level of knowledge transmission and satisfaction--greater than 95%--with an significantly larger number of students using the services our 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.