

Student Affairs, 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

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:

The LSC fell short in its goal of increasing programming at the info center location, having dropped to 27 musician programs from 33 the previous year.

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:

The LSC received a 90% or above in Good/Excellent ratings for services outlined in the LSC Satisfaction survey administered post events held in the LSC. See attached.

Too, the LSC has held meetings with the LSC Advisory Board--the minutes are listed here--as qualitative assessment.

The LSC has spent over \$125,000 in furniture, paint, and architectural lighting upgrades. The LSC staff has long held that the building's overall branding was lacking; bluntly, this building could be any building on any campus. By investing in these, the LSC has increased its visibility as the living room on campus and has had positive feedback (over 60% like it/love it responses) from students and other users per the attached.

The LSC has spent an additional \$175,000 on updating a/v in particular conferences rooms to serve as models for the coming expansion and theatrical lighting for use in current spaces in support of excellent student and visitor events.

Finally the LSC has invested in \$65,000 in portable audio for event support.

The LSC has invested \$25,000 in upgrading ballroom and hallway lighting to LED for sustainability.

The LSC invested \$27,000 in building a mother's room for nursing mothers. The Lowman Student Center at Sam Houston State University is committed providing welcoming facilities and services dedicated to fostering an inclusive, engaging, and innovative environment. As part of that commitment, the LSC is happy to announce the opening of a beautiful, relaxing new space for students, staff, and guests to

express breastmilk on campus. The Mother's Room features lockers for individual use, comfortable seating, hot and cold water, a baby changing station, cleaning supplies, dimmable lights, electrical outlets, a mini refrigerator for milk storage, wall decorations, and a secure, lockable door. Comments from visitors attached.

The LSC is investing \$25,000 in traffic counters to better understand traffic flow and event attendance. This information will assist us in determining facility experience egress and event hosting best practices.

Attached Files

- [2_09_17_Meeting_Minutes](#)
- [Advisory_Board_Meeting_1_10_6_16](#)
- [Advisory_Board_Meeting2_11_10_16](#)
- [Advisory_Board_Surveys](#)
- [Default_Report_2](#)
- [lscsatisfactionsurvey](#)
- [Meeting_Minutes_3_9_17](#)
- [Meeting_Minutes_4_6_17](#)
- [mothersroom.aspx](#)

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.

2016 Bearkat Camp: 99% felt some degree of comfort establishing relationships and 93% agreed that they fostered interpersonal relationships.

How comfortable were you establishing relationships?

36% Extremely Comfortable

39% Very Comfortable

23% Moderately Comfortable

1% Not Very Comfortable

0% Not at all Comfortable

I fostered interpersonal relationships while at Bearkat Camp

67% Strongly Agree

26% Moderately Agree

5% Neither Agree or Disagree

1% Moderately Disagree

0% Strongly Disagree

1% Not Applicable

We believe weather played a factor in lowering our results last year and a plan was put in place for when the participants have to shelter in place in order to have a better experience and attain our goals in interpersonal relationships, connections to SHSU and knowledge of traditions. The scores were more in line with previous years than last years lower ratings. The shelter in place plan did help improve our numbers but the sessions that had more shelter in place occurrences saw lower ratings than those that didn't. Weather plays a major factor in the effectiveness of Bearkat Camp and our efforts need to continue to be purposeful to combat those instances.

Next year we will alter the schedule to Bearkat Camp to be more intentional of helping students network and build a better community base. The first night social has changed from 80s night to more of a backyard picnic theme with games, initiatives, and activities with the intention of helping the small groups get to know one another faster and better. We also changed our morning rotation competition schedule to include more non competitive activities and also includes collaboration with fitness and intramural programs with the addition of a fitness demo activity like yoga and brain games trivia conducted by intramurals. This allows our other rec sports program to have marketing access to every single participants at Bearkat camp and introduce them more to other traditions of the university and get them feeling more connected to activities they will be able to participate in the fall semester.

2015 Bearkat Camp Results

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

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

Attached Files

[BKC](#)

RELATED ITEM LEVEL 2

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.

90% Strongly Agree

9% Moderately Agree

1% Neither Agree or Disagree

0% Moderately Disagree

0% Strongly Disagree

0% Not Applicable

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

83% Strongly Agree

15% Moderately Agree

5% Neither Agree or Disagree

1% Moderately Disagree

0% Strongly Disagree

1% Not Applicable

I feel better prepared to be a student at SHSU.

81% Strongly Agree

17% Moderately Agree

2% Neither Agree or Disagree

0% Moderately Disagree

0% Strongly Disagree

0% Not Applicable

We believe weather played a factor in lowering our results last year and a plan was put in place for when the participants have to shelter in place in order to have a better experience and attain our goals in interpersonal relationships, connections to SHSU and knowledge of traditions. The scores were more in line with previous years than last years lower ratings. The shelter in place plan did help improve our numbers but the sessions that had more shelter in place occurrences saw lower ratings than those that didn't. Weather plays a major factor in the effectiveness of Bearkat Camp and our efforts need to continue to be purposeful to combat those instances.

Next year we will alter the schedule to Bearkat Camp to be more intentional of helping students network and build a better community base. The first night social has changed from 80s night to more of a backyard picnic theme with games, initiatives, and activities with the intention of helping the small groups get to know one another faster and better. We also changed our morning rotation competition schedule to include more non competitive activities and also includes collaboration with fitness and intramural programs with the addition of a fitness demo activity like yoga and brain games trivia conducted by intramurals. This allows our other rec sports program to have marketing access to every single participants at Bearkat camp and introduce them more to other traditions of the university and get them feeling more connected to activities they will be able to participate in the fall semester.

2015 Bearkat Camp Results

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

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](#)

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 continue to see increased graduation rates for participants in both Freshman Bearkat Camp and Transfer Bearkat Camp vs non participants. We have compiled Graduation Rates since 2009 for participants' vs non participants of Bearkat Camp and since 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 through 2012.

Bearkat Camp Graduation Rates from 2013-2016

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%

2011 5 year Graduation Rate

Bearkat Camp Graduation Rate: 52%

Non-Bearkat Camp Graduation Rate: 46%

Difference of +6%

2012 4 year Graduation Rate

Bearkat Camp Graduation Rate: 39%

Non-Bearkat Camp Graduation Rate: 28%

Difference of +11%

Bearkat Transfer Camp Graduation Rate from 2016

2012 3 year Graduation Rate

Transfer Bearkat Camp Graduation Rate: 55%

Non Transfer Bearkat Camp Graduation Rate: 43%

Difference of +12%

2012 4 year Graduation Rate

Transfer Bearkat Camp Graduation Rate: 68%

Non Transfer Bearkat Camp Graduation Rate: 58%

Difference of +10%

2013 3 year Graduation Rate

Transfer Bearkat Camp Graduation Rate: 50%

Non Transfer Bearkat Camp Graduation Rate: 43%

Difference of +7%

Attached Files

[□ Bearkat_Camp_Report_Update_Fall_2016](#)

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:

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 7.7% higher than non participants since 2009.

Transfer Camp was 8.8% higher for participants than non participants since 2012.

Second year retention rates of Undergraduate Bearkat Camp participants was an average 8.5% higher than non participants since 2009.

Transfer Camp was 10.3% higher for participants than non participants since 2012.

Third year retention rates of Undergraduate Bearkat Camp participants was an average 10.4% higher than non participants since 2009.

Transfer Camp was 2% higher for participants than non participants since 2012.

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.

2009 1st year Retention Rate

Bearkat Camp Retention Rate: 82%

Non-Bearkat Camp Retention Rate: 70%

Difference of +12%

2009 2nd year Retention Rate

Bearkat Camp Retention Rate: 70%

Non-Bearkat Camp Retention Rate: 60%

Difference of +10%

2009 3rd year Retention Rate

Bearkat Camp Retention Rate: 66%

Non-Bearkat Camp Retention Rate: 55%

Difference of +11%

2010 1st year Retention Rate

Bearkat Camp Retention Rate: 82%

Non-Bearkat Camp Retention Rate: 71%

Difference of +11%

2010 2nd year Retention Rate

Bearkat Camp Retention Rate: 70%

Non-Bearkat Camp Retention Rate: 61%

Difference of +9%

2010 3rd year Retention Rate

Bearkat Camp Retention Rate: 64%

Non-Bearkat Camp Retention Rate: 55%

Difference of +9%

2011 1st year Retention Rate

Bearkat Camp Retention Rate: 79%

Non-Bearkat Camp Retention Rate: 74%

Difference of +5%

2011 2nd year Retention Rate

Bearkat Camp Retention Rate: 71%

Non-Bearkat Camp Retention Rate: 64%

Difference of +7%

2011 3rd year Retention Rate

Bearkat Camp Retention Rate: 64%

Non-Bearkat Camp Retention Rate: 57%

Difference of +7%

2012 1st year Retention Rate

Bearkat Camp Retention Rate: 80%

Non-Bearkat Camp Retention Rate: 77%

Difference of +3%

2012 2nd year Retention Rate

Bearkat Camp Retention Rate: 71%

Non-Bearkat Camp Retention Rate: 65%

Difference of +6%

2012 3rd year Retention Rate

Bearkat Camp Retention Rate: 68%

Non-Bearkat Camp Retention Rate: 57%

Difference of +11%

2013 1st year Retention Rate

Bearkat Camp Retention Rate: 85%

Non-Bearkat Camp Retention Rate: 77%

Difference of +8%

2013 2nd year Retention Rate

Bearkat Camp Retention Rate: 75%

Non-Bearkat Camp Retention Rate: 65%

Difference of +10%

2013 3rd year Retention Rate

Bearkat Camp Retention Rate: 69%

Non-Bearkat Camp Retention Rate: 55%

Difference of +14%

2014 1st year Retention Rate

Bearkat Camp Retention Rate: 86%

Non-Bearkat Camp Retention Rate: 79%

Difference of +7%

2014 2nd year Retention Rate

Bearkat Camp Retention Rate: 77%

Non-Bearkat Camp Retention Rate: 68%

Difference of +9%

2015 1st year Retention Rate

Bearkat Camp Retention Rate: 84%

Non-Bearkat Camp Retention Rate: 76%

Difference of +8%

Attached Files

[Bearkat_Camp_Report_Update_Fall_2016](#)

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.

Saw a slight increase this year. This combined with the post camp survey results indicate that the scavenger hunt has been a good way to introduce participants to some of the traditions of the university.

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 9 -10

Tripod - 8 -10

Benefits of attending Bearkat Camp 10-10

In 2015 the results were

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

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.

83% Strongly Agree

15% Moderately Agree

2% Neither Agree or Disagree

0% Moderately Disagree

0% Strongly Disagree

0% Not Applicable

We believe weather played a factor in lowering our results last year and a plan was put in place for when the participants have to shelter in place in order to have a better experience and attain our goals in interpersonal relationships, connections to SHSU and knowledge of traditions. The scores were more in line with previous years than last years lower ratings. The shelter in place plan did help improve our numbers but the sessions that had more shelter in place occurrences saw lower ratings than those that didn't. Weather plays a major factor in the effectiveness of Bearkat Camp and our efforts need to continue to be purposeful to combat those instances.

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2015 Bearkat Camp Results

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

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](#)

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:

For the relevant period:

- 94% of students report that they are knowledgeable about the law after their consultation; and
- 93% of students report that they are confident in the next steps they need to take to resolve their concerns.
- On legal knowledge, 53.57% of students moved at least two points upward; 27.78% of students were at 4 or 5 at the beginning of the consultation, so they could not move up 2 points on the LIKERT scale.
- On confidence in next steps, 65.08% of students moved at least two points upward; 25.4% of students were at 4 or 5 at the beginning of the consultation, so they could not move up 2 points on the LIKERT scale.

Prior to their consultation, only 24% of the students identified as “agreeing” that they knew which law applied to their situation, with 5% stating that they “strongly agreed” that they knew which law applied to their situation. 40% were “undecided”, and 32% identified as not knowing which law applied to their situation.

After their consultation, 95% of students stated that they either agreed (37%) or strongly agreed (58%) that they knew which law applied to their legal situation. Only 2% said that they did not know, and 3% were undecided.

53.57% of students experienced an increase of two or more digits on the Likert scale. However, 27.78% were not eligible to move two or more digits on the scale because they already reported “Agree” or “Strongly Agree”. Accordingly, only 19% did not result in an increase of two or more digits.

94% of the students contacted agreed that they were confident in the next steps to take in their legal situation. Only 4% of the students disagreed with this.

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:

In the past reporting period:

- 100% of students received a follow-up telephone call from our office;
- 84.38% of students reported that they were able to take the next steps toward a resolution of the matter; and
- 98.18% of students said the information attained in the consultation was helpful in understanding their options.

RELATED ITEM LEVEL 2

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