

Student Services Institutional Assessment 2008-2013 Department Planning and Evaluation

Location: DuPont Office Suite
Date: Revised June 29, 2010
Department positions:
Director of Student Services Scott Straw
Assistant Director of Student Services Eric Napier

Department Mission

The Office of Student Services provides co-curricular programs and essential services to support the developmental needs of students and enhance their educational experience.

Primary Services, Programs, Functions

Departmental goals

1. Provide services that builds a dynamic campus environment
2. Maintain a safe living environment
3. Provide sound advisement that represents the needs of the students
4. Promote a healthy lifestyle for resident students.

Assessment: Goal 1

1. What type of events and where to hold them.
2. How to integrate the curriculum with events and field trips
3. Is the student center being utilized effectively

Assessment: Goal 2

1. Do students feel safe
2. Are the off-site rented apartments safe
3. Are the number of resident assistants appropriate to meet the needs of the students
4. Do resident assistants need more training
5. Are security measures adequate
6. Do emergency procedures need improved

FY09 Results: Electronic lock system for the Saville in 2009
Additional RAs

Assessment: Goal 3

1. Does the College provide students with enough advisement services to meet their needs
2. Are policies and procedures clearly communicated

Assessment: Goal 4

1. Is the College effective in promoting a healthy life style
2. What other services should the College provide to promote a healthy lifestyle

Goal Planning Matrix

Strategic Goal II: Focus on students

Department Goal	Functional Area	Responsibility	Methodologies	Resources	Measures	Outcomes	Timeline for assessment
GOAL 1: Provide services that build a dynamic campus environment:	Student Life	Director of Student Services	Orientation Clubs/Organizations Student Events Field Trips	Funds for orientation, clubs, events and field trips. Direct effort	Survey (student satisfaction) Attendance at events Number of field trips	Cohesive campus community involving commuters and student housing residents Activities that are related to and support the educational program.	Annual: Year end student survey
GOAL 2: Maintain a safe living environment	Student Life	Director of Student Services	Timely response maintenance issues Appropriate off-site student housing Training resident assistants Security procedures outlined in student handbook	Funds for student housing, RA training Direct effort	Surveys Clery Crime Report statistics	Safe, accessible housing for students who want it.	Annually

Strategic Goal II: Focus on students

Department Goal	Functional Area	Responsibility	Methodologies	Resources	Measures	Outcomes	Timeline for assessment
GOAL 3: Provide sound advisement that represents the needs of all students	Student Life	Director of Student Services	<p>Mental and physical health programs</p> <p>Academic progress reports and red light/green light report</p> <p>Trips to 4-year institutions and visits to DCAD by recruiters for transfer advisement</p> <p>Disciplinary procedures</p>	<p>Funds for programs</p> <p>Funds for trips</p> <p>Funds for tutors</p> <p>Direct effort</p>	<p>Surveys</p> <p>Attendance at programs and trips</p> <p>Retention rates</p> <p>Transfer rates</p> <p>Lower withdrawal rates during the semester</p>	<p>Improved advisement based awareness of abilities and obstacles of students</p> <p>Increased retention and transfer to four-year institutions</p> <p>Increased student ability to overcome difficulties</p>	Annually
GOAL 3: Promote a healthy lifestyle for students	Student Life	Director of Student Services	<p>Wellness programs</p> <p>School-life balance programs</p>	<p>Direct effort: relationship with local gyms, campus meal programs</p> <p>Direct effort for promoting use of student health insurance</p>	<p>Attendance at wellness programs</p> <p>Surveys</p>	Healthy campus environment	Annually