



LEARNING LIVES FOREVER

# Division of Student Services

---

**Assessment of  
Goals & Objectives  
2008-2009**

## **2008-2009 GOALS & OBJECTIVES**

### **Division of Student Services**

#### **Our Mission**

Southern Utah University Division of Student Services serves as a catalyst for student growth and change using dynamic relationships and quality services that foster personal discovery, life skills development, and ultimately prepares students to become engaged, responsible members of a global society.

#### **Our Vision**

Southern Utah University Student Services will serve at the heart of university life where positive, empathetic professionals, with ample resources, offer personalized student services and create successful co-curricular and residential learning environments across campus and in the community.

#### **Our Values**

Sincerity \* Empathy \* Teamwork \* Respect \* Integrity \* Leadership \*  
Life-long Learning \* Scholarship \* Service

#### **Strategic Priorities**

**Organizational Purpose:** To utilize best practices to reach organizational purposes and guide the direction of Student Services.

**Life Skills Development:** To facilitate life skills development.

**Campus Unity & Partnerships:** To promote campus unity, enhance residential learning experiences and increase cross-campus partnerships.

**Community Partnerships:** To support the community by partnering with others and serving as an instrument for community enhancement.

**Recognition & Accomplishment:** To promote campus recognition of student and staff performance and accomplishments.

## 2008-2009 Goals & Objectives

- 1. All policies under the Division will be reviewed, edited, and ready to be presented to the Board of Trustees by January 1, 2009.**

**Action Plan:** Members of the team will work with each director in the division to ensure that a comprehensive policy update can be completed. Policies will be ready for internal review by September 15, 2008, with revisions due, if necessary by October 15, 2008, and November 15, 2008.

**Assessment:**

*Completed.*

*Policy 5.1: Identification Cards – updated 02/08/08*

*Policy 5.22: Processing Requests for Campus Space – reassigned to VP-Finance*

*Policy 5.26: Residency Status – updated 12/03/08*

*Policy 5.27: Sexual Harassment – under review by AG and VPSS*

*Policy 5.38: Vending Policy – updated 05/01/09*

*Policy 10.8: Auxiliary Enterprises – updated 05/01/09*

*Policy 11.1: Constitution of SUUSA – updated 09/20/08*

*Policy 11.2: Student Responsibilities and Rights – updated 12/03/08*

*Policy 11.3: Family Education Rights and Privacy Act – updated 05/02/08*

*Policy 11.4: Student Complaints – updated 05/01/09*

*Policy 11.6: Medical Review Board – retired*

*Policy 11.7: Wellness Center – updated 07/10/08*

*Policy 11.8: Student Fee Review Committee – updated 12/03/08*

*Policy 11.9: Disability Support Office – updated 09/20/08*

*Policy 11.10: Counseling and Psychological Services – instituted 07/10/08*

*Policy 11.11: Disability Grievance Procedures – instituted 07/10/08*

*Policy 13.2: Affirmative Action Committee – under review*

*Policy 13.5: Bookstore Committee – reviewed with no changes 08/08/08*

*Policy 13.20: University Judicial System – updated 08/11/08*

- 2. A comprehensive student handbook will be written and ready for consideration and review by January 1, 2009.**

**Action Plan:** The team will work with directors to create a website outlining every office within the division. A first draft will be ready by November 1, 2008, with revisions due by December 1, 2008.

**Assessment:**

*Completed. Handbook has been published and can be reviewed at*

*[http://suu.edu/ss/vp/pdf/SUU\\_Student\\_Handbook\\_08-09.pdf](http://suu.edu/ss/vp/pdf/SUU_Student_Handbook_08-09.pdf).*

- 3. We will ensure that representation from the Vice President's Office is present, as appropriate, at 75% of the following meetings:**

**Assessment:** *On-going.*

- President's Council – 99%*
- Dean's Council – 85%*
- Faculty Senate – 20%*

- 4. Improve method of communication among Student Services staff so regular updates to the entire division occur every two weeks.**

**Assessment:**

*Completed and on-going. Updates sent January 21, February 10, March 25, and April 13*

**5. We will be intentional, through marketing, to make the campus community aware of the roles and functions of Student Services by:**

**Assessment:** *Completed. Details next to each item.*

- a. Monthly web updates: *A web overhaul was conducted during fall semester, adding sections for Students, Parents, Faculty, and VPSS Staff. It is updated as needed.*
- b. Newsletters for Fall and Spring semesters: *Newsletters have been published and can be viewed at <http://suu.edu/ss/vp/newsletter.html>.*
- c. Development of a comprehensive marketing document by April 1, 2009; this document will be included in each “New Employee” packet: *New Employee information has been updated and is ready to be submitted for publication.*

**6. Implementation of a fiscal management mechanism to assure financial soundness and accountability.**

- a. Food expenses will not exceed 5% of any budget.
- b. All accounts within the division will end the year within budget.

**7. Increase school spirit among staff.**

**Assessment:** *On-going.*

- a. Work toward 100% participation in Red Fridays

**8. Provide professional development and recognition twice per semester for individuals across the division.**

**Assessment:** *Completed and on-going.*

- a. Professional development opportunities will be provided in the following areas
  - i. Banner – *Training provided October 21 & 22, 2008*
  - ii. FERPA
  - iii. Diversity
  - iv. Groupwise – *Training provided February 18 & 19, 2009, and*
  - v. Finance – *Training provided November 11 & 12, 2008*
  - vi. Argos
  - vii. Customer service
    1. Sub goal: We will create baseline data regarding customer service throughout the division by conducting student surveys. Surveys will be written by the end of Fall semester and distributed to students via Survey Monkey during the second week of Spring semester.

*Departmental surveys were conducted in the following areas:*

- *University Housing*
- *Student Health Clinic*
- *Counseling and Psychological Services*
- *Food Services – Chartwells*

2. Student Services Excellence Award will be presented twice per year. Team will actively seek nominations from the division and reward participants.

*SSEA has been awarded. Results for each semester can be viewed at <http://suu.edu/ss/award/>.*

**2008-2009 GOALS & OBJECTIVES**  
**Bookstore**

- a. 85% of text requests turned in by deadlines of October 15 and April 15 for respective terms.** Current rate is 60%.

**Action Plan:** We will implement a Faculty campaign to have their requests in on time according to the following schedule: Fall semester requests are due by April 15<sup>th</sup>, Spring semester requests are due by October 15<sup>th</sup>, Summer semester requests are due by March 15<sup>th</sup>.

**Assessment:** *Completed and on-going. We tracked by spreadsheet the percentage increase of Faculty that meet the deadline. For Spring 2009, 87% of faculty complied with the text request deadline. Summer 2009 saw 69% of faculty turning in their text requests on time. Fall 2009 shows text requests submitted by deadline drop to 57%. Discussions with faculty reveal that uncertainty on campus about jobs and course cancellations has greatly impacted this goal.*

- b. Create awareness and draw more customers to the Bookstore.**

**Action Plan:** Install signage on both sides of the Student Center, as well as along north and south walkways and on University Blvd.

**Assessment:** *Budget constraints prohibited installation of signs. No comparison is available.*

- c. Increase internet sales by 20%.**

**Action Plan:** Advertise more SUU, USG and USF clothing on website. Add student Care Baskets to website.

**Assessment:** *Completed. Internet sales of clothing, memorabilia, and textbooks have been tracked monthly on a spreadsheet for quick monthly and yearly comparisons. The internet sales for July 2007 – June 2008 were \$107,762.63. July 2008 – April 2009 sales are \$139, 565.23, an increase of almost 30% prior to the end of the academic year.*

- d. Communicate with faculty, staff, and students about textbook purchasing policies and procedures.**

**Action Plan:** Meet with student body president and executive council with pertinent information during summer semester of each academic year. When invited, we will meet with Faculty Senate and academic departments discussing pertinent information about textbook purchasing policies and procedures.

**Assessment:** *Completed. Members of the Bookstore staff met with Student Body Executive Council during Fall 2008. Relevant policies and procedures were discussed. SUUSA leaders drafted and sent letters to faculty requesting compliance with text request deadlines. Student leaders took interest in policies affecting the student body. See <http://www.suujournal.com/news/2008/10/23/>.*

*When invited, we met with Faculty Senate and academic departments to discuss textbook policies and procedures. Email and mail notices were sent to Deans and Department Chairs. Explanations for timely submissions, due dates, and reminders for professors were included in these communications.*

- e. Improve Bookstore relations through Advisory Committee.**

**Action Plan:** Meet with Bookstore Advisory Committee once per semester. Fall semester will meet in October and spring semester will meet in February.

**Assessment:** *Completed. The Advisory Committee met for Fall semester on October 30, 2008 and for Spring semester on February 26, 2009. No recommendations were made. Those in attendance were:*

*Fall: Dennis Ohms, Delene Small, Jianlong Han, James Loveland, Jon McNaughton, James McCoy, and Paula Parry.*

*Spring: Dennis Ohms, Delene Small, Jianlong Han, James Loveland, and Mary Pearson.*

**2008-2009 GOALS & OBJECTIVES**  
**Student Involvement & Leadership**

**1. Create a comprehensive marketing and branding campaign. The objectives of this initiative are three-fold:**

- a. Awareness of services offered
- b. Increased participation
- c. Retention of students

**Action Plan:** Develop a website, print materials, various promotional items, and a video.

**Assessment:** *Action is occurring and on-going. The comprehensive marketing and branding campaign has been developed and is now in the implementation stage. The website is nearing completion and will launch summer 2009. Print materials, banners, and clings will be designed and produced by fall semester 2009. Financial support to supplement costs has been provided by SUU Regional Services Outdoor Initiative and Campus Recreation.*

**2. Enhance and expand current leadership training to provide opportunities for more students to attend leadership workshops and retreats.**

**Action Plan:** Implement a first-year leadership development program; bring the LeaderShape Institute to campus; develop a learning-living-leadership floor in the resident halls; design a diversity leadership track and community leadership mentor program.

- a. SUU Leadership Program: Creation of a SUU Leadership program developed as a two-day leadership institute intended to involve as many student leaders from different entities across campus.

**Assessment:** *Complete and on-going.*

- i. A Leadership course will be offered Fall 2009 and Spring 2010 – see attached Curriculum Development Plan) and taught by Jake Johnson and Keri Mecham.*
- ii. Marlon Smith leadership workshop will be held August 19, 2009, from 4 – 6 pm for student leaders across campus. Leaders from SUUSA, Service-Learning, Multicultural Club Presidents, Greek Life, Leavitt Center, Student Alumni, and Presidential Ambassadors will be included with a total of 125 participants.*
- iii. Fraternity and sorority leaders attended a weekend Greek Leadership Workshop emphasizing (a) Risk Reduction, (b) Cultivating Successful Alumni Relations, (c) Alcohol Education, (d) Recruitment, and (e) Strategic Planning. Approximately 18 students attended the workshop in February 2009.*
- iv. A Leadership living-learning community in partnership with University Housing is currently under review with the aim to integrate the community Fall 2010.*
- v. A wide-ranging plan across various entities on campus is being implemented to be more intentional in designing leadership opportunities for incoming students who participated in SUU-sponsored Leadership Weekends. This will include the formation of a 1<sup>st</sup> Year Student Board which will meet bi-monthly and serve as a focus group in part to provide feedback and augment retention efforts.*
- b. LeaderShape Institute: (<http://www.leadershape.org/institute/about.asp>) The LeaderShape Institute is an intensive, energizing, six-day educational experience designed to equip young adults to become extraordinary leaders.

**Assessment:** *Incomplete. Due to the current economic climate, efforts to bring the LeaderShape Institute to campus will be delayed until funding becomes available.*

- c. External Leadership Opportunities: Many national and regional leadership conferences are available for students. We have very limited resources to provide opportunities for students to attend the conferences. Resources will be used to provide student leaders these experiences.

The outcome measure for this goal is the number of student leaders throughout campus who are able to participate in leadership programs, both on and off campus.

**Assessment:** *Complete and on-going.*

- i. *The SUUSA president, Activities VP, and Involvement VP are slated to attend the LeaderShape Institute in Champaign, IL, Summer 2009.*
- ii. *15 members of SUUSA leadership attended Utah Leadership Academy (ULA) May 18-20 at Weber State University.*
- iii. *Members of the Student Activities Board (STAB) will attend the National Association of Campus Activities (NACA) regional conference in November 2009 in Portland, OR. Members of the previous Student Activities Board attended the NACA West Regional Conference in Ontario, CA, in November 2008.*
- iv. *3 members of SUUSA leadership attended the first annual Conference for Political and Civic Engagement at the University of Utah in August 2008.*
- v. *Nick Trujillo, past SUUSA Diversity Liaison, attended Men Can Stop Rape training at the University of Utah, March 2009.*

**Additional Accomplishments:**

- i. *The Utah Leadership Academy (ULA) will be sponsored by Southern Utah University May 11 – 14, 2010.*
- ii. *325 student leaders from 11 public and private colleges and universities in Utah will be in attendance.*
- iii. *SUU student leaders will have the opportunity to participate and plan the conference.*

**3. Enhance the Greek Life program at SUU.**

**Action Plan:** Create intentional programming and policies relating to the social Greek fraternities and sororities on campus. This includes development of a relationship statement between Greek letter organizations and Southern Utah University, a standards program, judicial procedures, redesign of the United Greek Council constitution and assessment through instrument development.

**Assessment:** *On-going. The following is a review of the progress on the enhancement of Greek Life at SUU:*

- a. *Relationship Statement: A draft of the relationship statement has been completed and approved by the UGC. However, due to some additional concerns with respect to the policy, it will be revised this summer and recommended to the Board of Trustees as a University Policy on Greek-letter Social Organizations. Not only will the policy incorporate elements of the current draft, it will add policy provisions that will be a minimum threshold for University recognition. It will also serve as a foundation for a Greek Life Standards Program.*
- b. *Standards Program: At this time, no standards of excellence have been established. However, the Greek Advisor and UGC have researched and reviewed other institutional standards programs in preparation to draft one specific to SUU. This project is on-going. It will also be a component of the Phoenix Project (Greek Life 5-Year Strategic Plan).*
- c. *UGC Constitution: A completely new Constitution was written and approved by the United Greek Council, the Office of Student Involvement and Leadership, and the Vice President for Student Services. This objective is complete.*

- d. *Judicial Procedures: The UGC has completed a draft of a judicial policies and procedures manual. However, given recent developments at Utah State, we have taken another look at how we will handle violations of policy and behavior outside the expectations of the Greek community. It is proposed that the Greek community submit to the University Judicial process for all violations of University Policy and hazing infractions. However, issues that are localized to community standards and standards of excellence will be handled by the UGC Judicial Board. This board will be designed to focus on restorative justice principles and education.*
- e. *Hazing Policy: Although not originally part of our action plan and assessment, the Greek Advisor, UGC, and STIL intern have undertaken an effort to draft a comprehensive and thorough policy prohibiting hazing. We anticipate this project will be completed by July 15, 2009. The Greek Advisor and student intern will also author a white paper supporting the policy.*

*These account for our efforts during the 2008-2009 academic year. The slow nature of our progress is due to unanticipated events requiring our immediate attention and a concerted effort to ensure that each policy or action plan is congruent with the others.*

**2008-2009 GOALS & OBJECTIVES**  
**Service and Learning Center**

**1. Provide a more intentional introduction to service, service-learning, and civic engagement to first year students.**

**Action Plan:**

- a. Coordinate a large scale service-learning event for Welcome Week, as well as follow-up discussion through students' UNIV 1000 courses.

**Assessment:** *Completed and on-going. SUU's first annual Service Saturday was held on August 23, 2009. Over 1300 new students, as well as approximately 50 faculty, staff and student leaders participated. Students went to 31 community sites throughout Iron County and worked for 2-3 hours, providing just over 3,700 man-hours of community service. An evaluation of the event indicated that while grouping students by their UNIV course was an effective way to break them into manageably sized groups, it was not beneficial to have them meet with the UNIV program director prior to the service event. The grouping will be amended in the future. Feedback from community sites was overwhelmingly positive. Student feedback indicated that a portion of students were unhappy at being required to do service initially, but upon completion of the project (s) had positive feelings about the events overall.*

- b. Offer a Social Justice themed UNIV 1000 Course

**Assessment:** *Completed and on-going. A course was offered, 27 students enrolled. Based on essay feedback and student course evaluations, the class was successful. Anecdotally, two students from the class applied for and were selected as student service leaders for the 2009-10 school year.*

**2. Improve Center visibility and dissemination of accurate, timely information.**

**Action Plan:** Create two or possibly three new positions in regards to:

- a. Consolidate service-learning/civic engagement website with the Service and Learning Center's website.

**Assessment:** *On-going. Initially, I was working with Faculty Service-Learning Coordinator, Earl Mulderink, and Service-Learning Committee member Jeff Hanson to develop a new website. Some work was done, but it was a slow process. More recently, I have worked with Keri Mecham and the PR consultant that is working with Student Involvement and Leadership. Thought the October 15 deadline was not reached, forward progress is being made.*

- b. Actively participate in Student Services marketing and branding campaign.

**Assessment:** *On-going. I have met with Keri Mecham and the PR consultant as they have requested. I also identified the Service & Learning Center "ambassador" who has met regularly to participate in the PR campaign blog and photo opportunities. I will continue to work with the STIL Department to create and maintain accurate and appealing promotional pieces.*

- c. Co-sponsor a speaker series with the Leavitt Center for Politics and Public Service, and the Hispanic Center for Academic Excellence.

**Assessment:** *On-going. I met with both Doug and Elise and this is something that we see value in, but to date have not been able to devote the time to provide a speaker series. I will continue to work with Doug, Elise and others towards this goal. I do have a convocation scheduled for next school year (2009-10) that will highlight some*

*of the tremendous service efforts of students. It will also feature a student-produced documentary on SUU's involvement in Mexico.*

**3. Continue to develop learning options in conjunction with alternative breaks.**

**Action Plan:**

- a. Offer (in cooperation with Cindy Wright) a 2120 course for the alternative break water purification project.

**Assessment:** *Completed. This course was offered and had a handful of students participate. I would deem the academic end of the project a success. Unfortunately, research showed that the water purification training was having little long-term impact on indigenous Mexicans and has been discontinued for now.*

- b. Develop a 2120 course, themed around affordable housing issues, through the Sociology Department, for the Habitat for Humanity alternative break trip.

**Assessment:** *On-going. I have met with Shobha Gurung multiple times, and with Micahel Ostrowsky to discuss developing a course. Michael is not currently interested. Shobha does have some interest and we continue to meet to explore ways that a service-learning course for alternative break student might be developed.*

- c. Explore alternative break programs.

**Assessment:** *On-going. There is student interest to warrant additional trips. Preliminary work has been done (and is on-going) to develop spring break trips that will go to a Native American reservation in March, 2010. Work is also being done to develop a trip to Canada, possibly in the summer of 2010.*

**4. Seek alternative funding streams/co-sponsorship opportunities for the Center as well as for specific programs, including:**

- a. Apply for grant funding for the After School Sports Club through the Regional Services Office's Community Engagement Fund.

**Assessment:** *Completed. A grant proposal was submitted and approved for one-time funding of \$600 to fund the Center's after school sports program for middle school-aged children.*

- b. Partner with the Alumni Office for two Bread & Soup Nites (November and April).

**Assessment:** *Completed. The Student Alumni Association co-sponsored November and April Bread & Soup Nites. They did not provide any monetary support, but were instrumental in advertising the event and in helping to staff the event. In November, they organized a kids' craft corner for the November Nite, which was very successful. We plan to work with Alumni, as well as other campus groups in the future for Bread & Soup Nite.*

- c. Continue participation (with Earl Mulderink) in the University Capital Campaign initiative.

**Assessment:** *Completed and on-going. With Earl Mulderink, I prepared, presented, and submitted a request to the Capital Campaign Committee. While the request was included in a large Capital Campaign budget, it is not a funding priority at this point in time. I will continue my efforts in this area.*

- d. Explore other grant opportunities.

**Assessment:** *On-going. I completed the offered grant workshop and continue to look at grant opportunities with Bill O'Niell and other interested parties on campus. This is a priority for the 2009-10 year.*

**5. Improve leadership training for student service leaders, service council.**

**Action Plan:**

- a. Participate in Student Involvement and Leadership (SIL) leadership initiatives.

**Assessment:** *Completed and on-going. I attended staff meetings as well as a few applicable state-wide trainings. The book reading and presentation has not yet been completed.*

- b. Continue to develop/enhance service leader and council training, incorporating speakers and trainers from campus, the community, and professionals.

**Assessment:** *Completed, but on-going. This was done, but not to the level with which I am satisfied. I am still working on the balance of letting students be in charge of this piece, while still getting the quality of speakers/trainings that I expect. It is ongoing and will be a priority for the 2009-10 year.*

**2008-2009 GOALS & OBJECTIVES**  
**Outdoor Recreation**

**1. Create marketing plan for SUU Outdoors**

**Action Plan:**

- a. Work with Associate Vice President over Marketing to create an SUU Outdoors logo. Continue to work with Marketing team.
- b. Work with Web Services to have a functioning website which will include the new logo.

**Assessment:** *Completed. View website at: <http://suu.edu/ss/outdoors/>*

**2. Create and adhere to an approved budget.**

**Action Plan:**

- a. Meet with Budget Office as needed to set up accurate budget.
- b. Participate in Banner training to be able to use budget software.
- c. Work with director of Student Involvement and Leadership to ensure budget is approved and appropriate.
- d. Create a system of checks and balances to stay within budget.

**Assessment:** *Completed. This has been a really good experience and process. We do have a realistic budget, and many individuals have assisted us in being able to accomplish this goal. I look forward to a very rewarding 2009/2010 fiscal year.*

**3. Develop an SUU Outdoors Staff Training Manual.**

**Action Plan:**

- a. Create policies and procedures for SUU Outdoors.
- b. Evaluate needs for programs and staff of Climbing Wall, Ropes Course, Outdoor Center, and SUU Adventures.
- c. Contact other university programs and venues parallel to SUU Outdoors as well as resources that can assist.

**Assessment:** *50% Complete. We have been able to implement specific policies and procedures for SUU Outdoors which will be of great benefit to us in the future. We have contacted other universities and resources to better position our program as well. The manuals are still being developed and we will hold our mandatory staff in August of 2009.*

## 2008-2009 GOALS & OBJECTIVES

### Campus Recreation

#### 1. Create a Campus Recreation web page

**Action Plan:** Contact web services to construct a web page for Campus Recreation information.

- a. Website will be formatted to include eligibility, rules, entry form deadlines, schedules, calendar, and entry forms for better access by students.
- b. Hours of operation and services available will be listed.
- c. Photographs of events will be used to update the website frequently to enhance it and make it more personal.
- d. Fitness Center hours and access information will be posted with membership and PE1090 class instructions, including a link to MYSUU web page to check attendance.
- e. Implement online registration for Intramural events.

**Assessment:** *On-going. Material will be sent to be added to the new website (still under development). Anticipated completion by Fall semester 2009.*

#### 2. Expand aerobic programming.

**Action Plan:** Initiate a more comprehensive free aerobic program for students to achieve some fitness participation.

- a. Find multiple instructors to offer a variety of classes for students.
- b. Work with instructors to offer daily classes with various types of aerobic programming.
- c. Use publicity department to make banners and advertise the program in the Sharwan Smith Center.
- d. Purchase aerobic equipment, hand weights, bands, and steps to help the program have the equipment it needs.

**Assessment:** *Completed. Expanded the aerobic program and taught a variety of classes daily. Hand-weights and mats were purchased for classes. Classes were daily Monday-Thursday and included between 30-50 students per class.*

#### 3. Provide programming in the swimming pool during open recreation by working with the aquatics manager.

**Action Plan:** Coordinate with the aquatics director to take advantage of the pool facility during off-peak times.

- a. With the assistance of the aquatics director, advertise pool open recreation student time.
- b. Implement programming for Intramurals in the pool with water polo, innertube polo, and swimming events.

**Assessment:** *On-going. Still working with Aquatics manager to come up with ideas to help program in the evenings for student activities in the pool. Water polo and other such events are ideas that will be addressed in the fall.*

#### 4. Rotate the Student Body Fitness Center cardio equipment.

**Action Plan:** Trade in or remove the older cardio equipment for newer models.

- a. With money saved through budget expenditures, I will purchase 2-3 pieces at a time until we have rotated out all old machines.
- b. Work with commercial sales rep to negotiate trade-in of old equipment, thereby reducing the price on new models.
- c. After investigating durability issues, I will pursue purchase of state-of-the-art computer bikes for added enhancement for students.

**Assessment:** *On-going. Purchased 3 elliptical cardio machines during Spring semester and will trade the rest out before Fall semester 2009. Campus Recreation budget is set up to complete this goal in June/July.*

**2008-2009 GOALS & OBJECTIVES**  
**Student Support Center**

**Multicultural Center (MCC)**

**1. Increase the use of the MCC by a more diverse group of students.**

**Action Plan:**

- a. Improve outreach to new students by asking current users of the MCC to invite a friend. *Personal welcomes extended to new visitors, including personal introductions when current students were accompanied by new students. New décor and additional computer stations have created a welcoming environment that can be used by more people at one time.*
- b. Publicize MCC and our mission better through SUU Journal articles, clubs, and Power 99 radio spots. *Participated in freshman Orientation. All MCC clubs participated in SUUSA club fairs. Club events were well-publicized in SUU Journal and at student tables in the mall.*
- c. Use MCC for more club activities to dispel the “Navajo Hall” reputation. *Black Student Alliance meets weekly in MCC. Hispanic and Asian clubs meet less frequently, but do use MCC for their meetings.*
- d. Request the removal or change of the signage above the bulletin board outside of the MCC to draw attention to our location. Currently the sign states, “Campus Information” which is misleading. *MCC currently has sole use of the bulletin board and the area outside the MCC doors. The bulletin board is changed to reflect and advertise activities of the month, i.e., Welcome Back, Homecoming, focus weeks, etc.*

**Assessment:** *Completed and on-going. A daily log was kept noting the number and ethnicity of students using the MCC by the hour. This established a baseline for future comparisons. It was reviewed at the middle and end of each semester, and publicity and activities were adjusted accordingly.*

**Student Support Services (SSS)**

**1. Retain 80% of the 2008-09 cohort of SSS students.**

**Action Plan:**

- a. Continue to offer intensive advisement and support to the students selected to be served by the SSS program. *Each participant with SSS is required to meet with an SSS advisor at least twice per semester. Math support and advisement are offered to students through tutoring and individual meetings with math instructors.*
- b. Increase awareness of opportunities for financial aid support through the SSS Grant Aid and Ed Disadvantaged Fund. *Applications for SSS Grant Aid are offered to all freshman and sophomore participants. Junior and senior SSS students may receive financial assistance through the Ed Disadvantaged Fund or other scholarships. A total of \$34,000 was awarded in SSS Grant Aid to students in 2008-2009. Over \$50,000 was awarded from the Ed Disadvantaged Fund.*
- c. Review 5<sup>th</sup> week report from Student Success Center and implement mid-term grade checks as needed on all new freshmen SSS students and other students who are at risk for falling below a 2.0 GPA. *All SSS and MCC student were reviewed through 5<sup>th</sup> Week Reports. Those with academic or other difficulties were discussed at weekly staff meetings. Interventions were planned and implemented.*

**Assessment:** *On target for completion. As of May 11, 2009, 71 of 98 (72.4%) cohort students were pre-registered. This is on target for meeting the 80% goal by August 25, 2009. Non-*

*registered SSS students will be contacted by phone or email to offer registration assistance over the summer.*

### **Office for Students with Disabilities (OSD)**

- 1. Fifty percent (50%) of new freshmen students receiving accommodations through the OSD will receive a 2.0 GPA or higher at the end of the academic year. Eighty percent (80%) of returning students with disabilities will receive a 2.0 or higher.**

#### **Action Plan:**

- a. Freshman students with disabilities will receive more intensive advisement and support. Spring ADA Orientation for area high school juniors and seniors has proven effective in the past as a method of connecting student to SUU OSD. It was used again this year to reach out to the incoming freshmen, as well as meet with their high school advisors to determine each student's needs. Advisement through SSS is provided to assist with scheduling, academic needs, and/or financial aid. Close contact is maintained with the Office of Vocational Rehabilitation.*
- b. OSD staff will ensure that new students are familiar with the process of accommodations and are using their specific accommodations correctly to receive the most benefit. Upon first contact, students are given an orientation regarding services and introduced to staff. Students are advised about accommodations available and provided with the required documentation guidelines to establish services. Staff spends at least 30 minutes talking to students regarding support and services to ensure understanding.*
- c. Review 5<sup>th</sup> week report from Student Success Center and implement mid-term grade checks as needed on all new freshmen SSS students and other students who are at risk for falling below a 2.0 GPA. After a review of the 5<sup>th</sup> Week Report, at-risk students are called for a meeting. Of the 5 at-risk students for fall and 4 for spring, 3 are committed to raising their GPAs. While improvements have been made from semester to semester, it has not yet been enough to reach a 2.0. An assessment of University expectations and student abilities must be done with each student to determine whether this is the best fit. Three freshmen are on both semester lists with a GPA lower than 2.0.*
- d. Meet individually with students who have not made the 2.0 GPA in fall to advise them for increased success in spring semester including modifying course load and activities. Interviews with students revealed that a common obstacle for these students is having to work to pay for living expenses. Putting in too many hours at work leaves not enough time to study. SSS works to connect these students with Career Services for on-campus jobs. Support is provided for students who choose to take fewer credits.*

#### **Overall Assessment:**

*Complete. Freshmen (fall and spring): 34 students total; 6 (18%) below 2.0, 28 (82%) above 2.0.*

*All others (fall): 77 students; 100% at or above 2.0.*

*All others (spring): 64 students; 99+% at or above 2.0 (only one student below).*

#### **Other Accomplishments:**

*ETS has had on-going success with low income and first generation students despite on-going serious health problems of Director. The ETS staff is superb. In summary,*

- ETS served 650 students across three counties (Iron, Beaver, Kane) in 14 middle and high schools*
- ETS offered programs in the schools as well as 3 Leadership Retreats and 4 College Tours*
- Twenty two of 92 (24%) of the seniors were Sterling Scholars in their high schools and 2 ETS seniors were Regional Sterling Scholar runners-up!*

- *Eighty (80%) of ETS seniors are already enrolled in postsecondary educational institutions including many who are planning to attend SUU.*

### ***Upward Bound 2008-09 Accomplishments***

- *SUU Upward Bound served 100 students this year. These students were from nine southern Utah high schools and two northern Arizona high schools.*
- *Twenty-eight of the participants were seniors and all twenty-eight (100%) graduated high school. Twenty-three of the twenty-eight (82%) have been accepted to post-secondary education. (Thirteen plan to attend SUU.) One student graduated second in a class of 750.*
- *Thirteen of the twenty-three seniors have been awarded at least one scholarship. One of these earned the Gates Millennium Scholarship. Two were given leadership scholarships for their high school service as student body presidents. Two others attended the Governor's Honor Academy and received scholarships for their participation. An additional student worked to receive his Associate's Degree along with his high school diploma, and qualified for the New Century Scholarship.*
- *Juniors this year were awarded monthly Principal's Awards (4), Academic All-State in football (1), Second Place in State Forensics (1), and TOP 5 (1).*
- *A record number of sixty-eight students were accepted to attend the UB Summer Component.*

**2008-2009 GOALS & OBJECTIVES**  
**Housing**

**1. Foster professional development by having staff members attend regional and national conferences.**

**Action Plan:**

- a. Encourage staff to attend as many conferences as possible.
- b. Ask staff to report on conferences in weekly staff meetings.
- c. Celebrate the learning that one receives in attending conferences.
- d. Help staff who do not sign up to attend a conference find one that they would enjoy and help them in their professional careers.

**Assessment:** *Complete and on-going. Three members of our professional staff and four student staff members attended conferences this year. This is a list staff members and conferences attended:*

*Steve Harrison Association of College & University Housing Officers – International, June 2008*  
*Association of Intermountain Housing Officers (AIMHO), November 2008*  
*AIMHO Senior Housing Officer Institute, November 2008*  
*AIMHO Summer Business Meeting, May 2009*

*Lee Chamberlain Association of Intermountain Housing Officers, November 2008*

*Craig Langston Association of Intermountain Housing Officer, November 2008*

*Genna Goodwin RAppin' (AIMHO Resident Assistant Conference), October 2008*  
*Krisina Lewis*  
*Tina Swadley*  
*Cameron Shaw*

*Steve Harrison, Executive Director of University Housing, also served during the 2008-2009 academic year as the Research and Information Committee Chair until November 2008 and has served since that time as a member of the Senior Housing Officer Institute Planning Committee.*

**2. Complete Phase II new student housing on time and on budget**

**Action Plan:**

- a. Work closely with Jacobsen Construction (Contractor) and MHTN (Architect) to keep project from falling behind its July 23, 2009 completion date.
- b. Avoid as many add-ons as possible to keep the project on budget.

**Assessment:** *On target for completion. The Phase II housing project remains on schedule and on budget. Phase II is currently on schedule to receive it's Certificate of Occupancy on July 23, 2009, and to date less than 25 percent of the budgeted change order monies have been used. Additionally, the Furniture, Fixtures and Equipment process has gone quite smoothly and is on target to spend approximately \$525,000 of the budgeted \$719,000.*

**3. Implement new housing software by Spring 2009**

**Action Plan:**

- a. Work closely with Adirondack Solutions and campus IT staff to ensure that tables are built and people are trained so that the Judicial Officer is up and running by Fall 2008
- b. Train staff and residents in online maintenance requisitions so that this function of “Housing Director” will be functionally for Fall 2008 as well.
- c. Implement the rest of “Housing Director” by Spring 2009.

**Assessment:** *On-going. Adirondack Solutions software modules “The Housing Director” and “The Judicial Officer” are currently being implemented. “The Judicial Officer” has been used extensively by the Assistant Dean of Students for student judicial cases throughout the late fall and spring semester. Tyrell Jewkes, who will serve as the Coordinator of Marketing, Operations and Technology in the coming year, has been assigned to oversee the continued implementation process in collaboration with Adirondack Solutions representatives and SUU Information Technology staff members.*

#### **4. Improve occupancy rates in Eccles Living Learning Center, Juniper Hall and Ponderosa Terrace**

**Action Plan:**

- a. Call all students with an application on file before August 1<sup>st</sup> to determine if they are still planning on attending SUU.
- b. Fill all potential no-shows with students who want to live on campus by August 1<sup>st</sup>.
- c. Report after 1<sup>st</sup> week of occupancy that rates are 98% or better for Eccles, Juniper and Ponderosa.

**Assessment:** *Eccles Living Learning Center and Juniper Hall began the year with almost 100 percent occupancy in 2008-2009. Occupancy levels remained constant throughout the year never going below 90 percent.*

## 2008-2009 GOALS & OBJECTIVES

### Residence Life

**In 2008-2009, Residence Life will establish baseline data regarding:**

**1. Student satisfaction with the environment in our residence halls and apartments.**

**Action Plan:** Clearly explain and provide access to our complete inventory of available amenities and services through the publication for the SUU Resident Handbook 2008-2009, First Floor Meetings, and various advertisements.

**Assessment:** *Completed and on-going. Results from a nationally benchmarked survey indicate that our students report an overall satisfaction levels (4.88) that are below the national goal (5.5 on a 7.0 scale) as determined by Educational Benchmarking, Inc. (EBI) who administered the survey on our behalf. Our students report satisfaction levels above the national goal with regard to “hall and apartment staff” (5.70) and “safety and security” (5.52). We were significantly below the national goal in the areas of “facilities” (4.68) and “dining services” (4.33).*

**2. The self-reported ability to learn community living behaviors and personal skills.**

**Action Plan:** Develop and execute programs that highlight University and departmental resources for aiding personal development and learning community living behaviors. These programs and tools will include active and passive programs by individual Resident Assistants and the completion of Roommate Agreements.

**Assessment:** *Complete and on-going. On the same survey, results indicate that we are again below the national goal with regard to learning outcomes (5.21), or the students’ self-reported overall learning experience. Students did report, however, that their “sense of community” (5.63) and “diverse interactions” (5.59) are above the national goal. “Personal growth” (5.01) and the ability to “manage time, study and solve problems” (4.74) were areas where we can improve.*

**3. Our performance as a Residence Life operation as compared to peer and aspirant institutions.**

**Action Plan:** The evaluation and development of current and future policy will be conducted with the practices and successes of peer institutions in mind. Understanding of our peers successes and shortcomings as compared to our own will inform our decisions, while taking into consideration our unique mission, community, and the needs and expectations of our various stakeholders.

**Assessment:** *On-going. EBI has not published comparison results. When published our performance will be compared to that of:*

- *University of Northern Iowa*
- *University of Wisconsin – Whitewater*
- *Western Carolina University*
- *Youngstown State University*
- *Weber State University*
- *University of Utah*

**2007-2008 GOALS & OBJECTIVES**  
**Student Health Services**

- 1. Remain current in health care advancements, and maintain national certification. Certification for a Family Nurse Practitioner by the American Nurses Credentialing Center requires at least 25 hours of continuing education a year.**

**Action Plan:** Attend continuing education offerings as available and affordable.

**Assessment:** *Completed and on-going. Attended Snowbird Annual Conference for Nurse Practitioners and Physician Assistants in August 2008. Also attended Pacific Coast College Health Association conference in Salt Lake City in October 2008. This conference provided a unique opportunity to network with other college health professionals, improve the functioning of the SUU Student Health Clinic, and learn about specific health concerns for higher education students.*

*30 hours remain to be completed for the five-year recertification, which requires 150 hours and is due in January 2011.*

- 2. Maintain and improve campus and community partnerships.**

**Action Plan:**

- a. Continue family planning program with Southwest Utah Health Department to provide low-cost birth control options to students who do not have health insurance. *Completed and on-going. The local health department has cut funding for new family-planning patients. Women's health exams, including pap smears and STD testing are offered at the SUU Student Health Clinic for a relatively low cost. Low-cost prescriptions are available at local pharmacies.*
- b. Continue relationship with Utah Department of Health to provide free hepatitis B and HPV vaccines to SUU students who qualify. *Completed and on-going. The SUU Student Health Clinic has provided 117 free vaccines to SUU students so far this year.*
- c. Continue and strengthen relationships with Southwest Utah Health Department, Iron County Emergency Preparedness, and Valley View Medical Center regarding new information and training for a possible pandemic flu outbreak.
- d. Encourage and support cooperative research and health promotion activities by the nursing department, peer health educators, and other student groups on campus.

**Overall Assessment:** *On-going.*

- 3. Improve presence and awareness of student health clinic on campus.**

**Action Plan:**

- a. Review types of majors seen in student health clinic and send flyers/emails to colleges and departments with information about the student health clinic to pass on to students.
- b. Participate in freshman orientation.
- c. Have at least one story in the University Journal regarding the student health clinic each fall and spring semester.

**Assessment:** *Completed and on-going. Data have been collected and reviewed. mySUU portal is being used to communicate messages to targeted students based on information collected.*

4. Implement of tuberculosis risk screening and testing; and documentation of Measles, Mumps, and Rubella (MMR) vaccine.

**Action Plan:** This will depend on other key players on this project, most notably the Vice President's Office, Admissions, and Orientation.

**Assessment:** *On-going. Data are being collected, but at this point, it is for information only.*

## 2008-2009 GOALS & OBJECTIVES

### Counseling and Psychological Services (CAPS)

The following reflect the 4 areas of service in CAPS mission statement.

3. **Direct Clinical Service:** Offer more options more frequently to a greater number of students.

**Action Plan:**

- a. Improve variety and access to group counseling options (i.e., skills, non-traditional, body image, grief, men's issues, etc.).

**Assessment:** *Completed and on-going. We have been very successful with this. We offered an average of 7 groups a semester at various times so most students could attend if they were motivated to do so. Our group program is so successful in fact, that we are unaware of any group programs in the country, at a university our size, with anything better.*

- b. Create more open clinical hours each day, for consultation, walk-in, and crises.

**Assessment:** *Completed and on-going. With support for 2 interns this year, we have been able to provide more hours of direct clinical service than ever before.*

- c. Reduce amount of wait-time for a student to see a counselor.

**Assessment:** *Completed and on-going. CAPS was able to keep waiting times to about 10 days on average this year. Again, interns helped a great deal. We also were able to provide one hour each day for walk-in/crisis appointments.*

- d. In conjunction with Career Services, develop a comprehensive career development program for SUU students (CAPS contribution can include career assessment and interpretation, in-depth career counseling, and the development and teaching of career courses).

**Assessment:** *Completed and on-going. CAPS staff have been working closely with the future ACDC center to move toward this comprehensive model. We completed training with Blaine Edwards around offering in-depth career personality assessment.*

- e. Assess the feasibility of offering learning disability assessment. If feasible this year, begin to provide the service on a limited basis.

**Assessment:** *Incomplete. This proved to not be feasible after offering these assessments the 1<sup>st</sup> month of the academic year. Clinical case loads and other prevention efforts did not allow sufficient time for staff to complete these assessments. There is significant demand for these. The University will retain most individuals who need and receive accommodation for LD or ADHD concerns. We hope to offer these when we obtain pre-doctoral interns.*

- f. Gain support to address critical student needs such as psychiatric and nutritional consultation.

**Assessment:** *Incomplete. We have had no success with creating resources for these services.*

2. **Consultation Services:** Create awareness through campus liaisons and website

**Action Plan:**

- a. Increase campus and community willingness to use or recommend our services by:

- i. Working closely with PEER counselors;

**Assessment:** *Complete and on-going. CAPS has actively worked as a consultant with PEER projects this year. We could improve in this area however and hope to provide more student-based mental health prevention programs.*

- ii. Improve relationships with Student Services offices which rarely refer students in need to CAPS (possibly through collaboration);

**Assessment:** *Complete and on-going. CAPS staff have each taken interest in a specific area of student services, offering consultation services. This has significantly increased the number of referrals and helped Student Services offices understand how we can help. Efforts have also led to a significant increase in the number of phone and email consultations from Student Services offices.*

- iii. Develop more effective promotional/educational materials;

**Assessment:** *Complete and on-going. We developed a more user friendly brochure this year but now we need to make it more appealing- using higher quality paper, graphics, and printing. We have also developed a more effective website this year.*

- iv. Meet with each department across campus and establish “liaisons” where a counselor serves as the primary contact when consultation services are requested.

**Assessment:** *On-going. CAPS has failed to establish these. We plan to do this next year with our OPR suicide prevention program.*

- b. Continue to develop and update website for CAPS.

**Assessment:** *We have done a good job with this this year and hope to continue with development for several years to come.*

- c. Develop a website specifically designed for staff and faculty working with distressed students. Work with students from the psychology department to complete this project.

**Assessment:** *On-going. We did not find students who could help in a meaningful way this year. We hope to do this next year with the students in the psychology department.*

- 3. **Outreach and Prevention Services:** Create more avenues by which students can utilize services and broaden our mission through earlier intervention.

**Action Plan:**

- a. Work closely with the PEER counselors and the Center for Women and Families to create a “web” where students in need are identified and referred to the office where their needs are best met.

**Assessment:** *Complete and on-going. We have enjoyed success in both areas and need to continue developing the CWF mission and methods. We hope to receive a grant for child-care services that will be administered by the CWF. We see this as an effective way to serve students and identify students in need.*

- b. Continue with weekly outreach activities in housing, including:

- i. Wednesday “open door” visits;

**Assessment:** *Incomplete. We lost our office in housing so we discontinued this service.*

- ii. Coordination with RA’s around monthly presentations/workshops;

**Assessment:** *Complete and on-going. CAPS staff provided a handful of timely presentations for RA’s and other students in housing.*

- iii. Frequent consults with staff concerning student behavior.

**Assessment:** *Complete and on-going. CAPS staff provided weekly consultations with staff and faculty concerning student behavior. We also consulted from time to time about staff behavior which was creating problems for individual offices. Referrals were often given in those cases.*

- c. Be more involved with RA training, as needed.

**Assessment:** *On-going. Our amount of training remained similar to past levels. We will increase our presence through QPR training this coming year.*

- d. Offer workshops or presentations as a community service when asked and when possible.

**Assessment:** *Complete and on-going. We were able to do approximately 3 of these a month. That is similar to past levels.*

- e. Develop service opportunities for future interns in offices such as Disability Services, Multicultural Center, Career Center, Athletics, etc.

**Assessment:** *On-going. In talking with department heads, there is a lot of support for this idea. Now we just need the interns.*

- f. Develop our website to be more accessible and informative.

**Assessment:** *Complete and on-going. It will remain a work in progress.*

- g. Develop a long-term, sustainable plan for providing service in Housing and perhaps with other University entities such as Athletics.

**Assessment:** *On-going. This depends very much on our ability to expand and have two new counselors (could be pre-doc interns). We hope to explore ways where housing and other entities help support the cost of the interns.*

- h. Develop resources, both financial and professional, to further our prevention efforts. For example, continued development of the University Studies curriculum may be a very effective way of reaching more students, students who would normally not seek services.

**Assessment:** *On-going. Susan and Nikki will both complete QPR suicide prevention training this summer and become certified trainers. Much of our effort will be focused on getting students, faculty, and staff trained.*

- 4. **Research and Development:** Determine the needs of SUU students through surveys and research and design services around our discoveries.

**Action Plan:**

- a. Administer the OQ45 as a measure of symptom recovery.

**Assessment:** *Complete and on-going. This has gone very well this year. The system has been successfully implemented providing immediate feedback about symptom reduction which both clients and counselors were able to use. We use the data to inform our current practice and future needs.*

- b. Develop and administer a simple satisfaction survey.

**Assessment:** *On-going. This year we opted to take time to adjust to the OQ45 and asked the psychology department to help us assess student perceptions of CAPS. The highlights of the assessment are found in appendix A.*

- c. Complete the development of initial stages of a training program for future interns.

**Assessment:** *Complete and on-going. CAPS training director was able to develop a rough outline of the weekly seminar and training needs of interns. We refined this with our current master's level interns by providing these seminars. We also were able to provide a stipend or wage for our interns this year. Finally, we have a long way to go to complete the process of having an effective pre-doctoral internship program, but we have made significant progress this year.*

- d. Develop and implement strategies to improve the retention job satisfaction of CAPS staff members:

- i. Bringing staff salaries in line with national figures plus merit pay increases as professional staff mature.

**Assessment:** *On-going. We are not too far off (for now) with most of our staff. However, the director's salary, which is less than 80% of the national average according to our research, needs some attention.*

- ii. Continued support for the professional development of CAPS staff members.

**Assessment:** *Complete and on-going. This has been outstanding with staff being able to attend relevant training programs and retain or achieve full licensure.*

- iii. A move to a rank of "clinical faculty" and the ability to seek tenure will undoubtedly help staff feel a stronger connection with the overall mission of the University. Perhaps more

importantly, such a move would undoubtedly help SUU compete in retaining staff with other institutions in more desirable locations (for psychologists).

**Assessment:** *On-going. In discussions with the psychology department concerning the development of their masters program, this goal is still quite feasible.*

e. Establish program of scholarly research, in conjunction with academic departments, to assess various perceptions and needs across campus.

**Assessment:** *Complete and on-going. See appendix A*

f. IACS accreditation for the Counseling Center.

**Assessment:** *On-going. We did not have time or energy to pursue this during the past year. We hope to in the future.*

## Appendix A

### CAPS Spring 2009 Student Awareness Survey

The following represent significant findings from a survey conducted with SUU students during spring semester 2008. 151 participants were asked a number of questions about their views and perceptions of CAPS services. Participants were randomly selected.

#### Results

- 58% of participants were aware of CAPS. However, only 30% knew where CAPS was located. (No significant difference between gender and awareness of CAPS was found.)
- Female participants were significantly more likely to seek services than men.
- Participants were more likely to encourage a friend to go, than to go themselves.
- 21.6% of participants were aware that career counseling was offered.
- 20% knew group counseling was offered.
- 54.2% were not aware CAPS services are free for registered students.
- 71.9% were aware that counseling services were confidential.
- After knowing that CAPS services were free and confidential, 70% of participants were more likely to seek services.
- 82% of participants were likely to encourage a friend to go to CAPS if they were having a problem.
- 30% of participants indicated they felt they could have benefited from CAPS but did not go.

## Participant Perceived Barriers to Seeking Services

- unaware (40 mentions)
- stigma (35 mentions)
- embarrassment (31 mentions)
- fear (25 mentions)
- location (16 mentions) - **Of the 30% who knew where CAPS is located, a full 35% indicated the office's current location is a reason they would not seek services.**

## Participant Suggestions

Participants offered the following suggestions:

CAPS needs to do a better job advertising in places like: orientation, SUU homepage, on campus flyers and posters. Some creative suggestions that were offered on how to get the word out about CAPS were: syllabus, having CAPS do presentations in the student center, e-mail, newspaper, radio, and at registration.

Seeking CAPS services should be more discrete.

## Conclusion

39% of participants were unaware of CAPS services and only 30% knew where the center was located. We believe this is due, in part, to being located in the same office as Health Services as well as a strong need for more effective publicity outlining our services. While most participants were aware that psychological counseling is available on campus, they were unaware of the details of services or location. Most participants would be willing to recommend a friend to CAPS. Finally, a significant percentage of participants cited stigma, embarrassment and CAPS office location as barriers to seeking service.

**2008-2009 GOALS & OBJECTIVES**  
**Public Safety**

**1. Campus Emergency Response Plan:**

**Action Plan:**

- a. Manage and coordinate the Emergency Response Plan to include on-scene incident management
- b. Secure a communication system which disseminates emergency information to all the campus community

**Assessment:** *Completed and on-going. Currently participating with campus Emergency Management Team to revise and update the current Campus Emergency Preparedness Plan. Participated in NIMS training. We have been continually working with IT to enhance the current system. Conducted test of all systems currently in place on 1/09.*

**2. Obtain an additional full-time officer to meet the requirements of a growing university.**

**Action Plan:** Request additional funding to obtain this position.

**Assessment:** *On target for completion. Received funding from second tier tuition to hire an additional Officer. Moving toward goal of 7 full-time Officers.*

**3. Review and prioritize recommendations from Commonwealth Consulting Firm.**

**Action Plan:** The staff will prioritize the recommendations of CCF. At each staff meeting we will discuss one of them and ways that we may be able to implement it. By the end of the meeting we will have either an action plan for implementing the change or for re-evaluating it when time/funding permits.

**Assessment:** *Completed and on-going. Reviewed the action plan and implemented many recommendations from CCF.*

***Police and Community Interaction***

- *Safety Program: Continue to offer property id program to students, faculty and staff*
- *Emergency Plan: EMT established. Chaired by VP Eddlemen*
- *Theft Prevention: Part of safety presentations when requested. Safety tips given to print in SUU Journal*
- *Safety Presentations: See list below of departments requesting safety presentations*
- *Seminars: Twice a year- Crunch and Munch*

***Management, Staffing, Organizations***

- *Approval for additional Officer through second tier tuition*
- *Approval of Lt. position*
- *Report to Vice President*

***Complaint Processing and Internal Discipline***

- *Separate files*
- *Inspections*

***Operations and Enforcement***

- *Increase Staff*
- *SUU PS Policy*
- *Emergency Calls –dispatch now has calls routed to them*
- *Protocol – Daily emails sent to VP on all current student arrests*
- *FTO – Two Officers have completed FTO program.*
- *IACLEA – membership renewed yearly*

### ***Equipment***

- *More emergency phones – ongoing*
- *Purchased more bike racks*
- *Communication equipment – more funding*

### ***Space and Facilities***

- *Establish a secure storage – submitted request*
- *Establish an interview room – submitted request*

### ***Compliance with Cleary Act***

- *Document requests – retain documentation on file each year*
- *Annual report – submit yearly*

*As a department we have prioritized remaining suggestions from CCF.*

#### **4. Continue to enhance department image. Maintain the positive working relationship we have established with all student clubs and organizations.**

**Action Plan:** We will continue to promote lectures and safety presentation opportunities to all campus departments and organizations. We will produce a department video to use in educating other departments of the services we provide.

**Assessment:** *Completed and on-going. Gave safety presentations/lectures to the following campus departments:*

##### **1. Deans Council**

##### **2. Financial Aid**

##### **3. Facilities Management**

- *Custodial*
- *Grounds*
- *Maintenance*
- *FM Management*

##### **4. Head Start**

##### **5. Book Store**

##### **6. School of Business**

- *Accounting*
- *Economics/Finance*
- *Marketing*
- *Military Science*
- *Small Business Development*

##### **7. CIET**

- *Computer Science & Information Systems*
- *Integrated Engineering and Technology*
- *Mathematics*

##### **8. College of Humanities**

- *Communication*
- *English*
- *Foreign Languages and Humanities*
- *History and Sociology*
- *Political Science and Criminal Justice*
- *Psychology*

##### **9. Library**

##### **10. College of Science**

- *Agricultural & Nutrition*
- *Nursing*

- *Physical Science*

*A student intern was initially going to produce the safety video, which fell through due to scheduling conflicts. As a result the safety video was not produced or distributed.*

## 2008-2009 GOALS & OBJECTIVES

### Career Services

#### 1. Implement SUU CareerNet

##### Action Plan:

- a. Transfer all current and relevant data from Access employer database (maintained from 1997 to present) to CareerNet with CSO assistance. Complete by July 31, 2008 – Completed.
- b. Go live with CareerNet. Complete by first week of August 2008 – Completed.
- c. Design marketing plan to promote CareerNet to students, employers, and alumni. Complete by August 8, 2008 – Completed.
- d. Work with SUU Publications to design CareerNet logo and publicity pieces; mail CareerNet postcards to all juniors and seniors; prepare publicity releases for the SUU Journal and local newspapers; contact alumni mentors in old system and advise them of how to participate in CareerNet; update Career Services website to accommodate and promote CareerNet; create shortcut to Part-Time Jobs and promote same at Student Job Expo. Complete by start of school year – Completed.
- e. Throughout the school year continue to promote CareerNet to faculty/staff, students, employers, and alumni and use CareerNet to facilitate Career Fairs, Job Postings, Employer Contacts, On-Campus Interviews, and Alumni Mentoring Network. Monitor CareerNet usage monthly and assess need for additional promotions and trainings.
- f. Create end-of-year reports with CareerNet and use first year results to set future goals. Complete by July 31, 2009

**Assessment:** *Items a, b, c, d, & f of the Action Plan. Item e is on-going. Item f is on track for completion by July 31, 2009. Career Services promoted CareerNet to students, faculty, staff, alumni, mentors, and employers throughout the school year. CareerNet facilitated the registration of 143 employers who participated in the year's career fairs, the posting of 879 internships, part-time and full-time jobs both on and off campus, as well as full-time career opportunities and easy access to 161 alumni and employer mentors. As of May 1, 2009, 1851 students and alumni, 1229 employers, and 74 faculty/staff were registered with CareerNet. Additionally, 81 Rocky Mountain Consortium employers have posted 258 positions. MonsterTRAK job postings were available 24/7 on CareerNet with 9000+ postings at any given time.*

#### 2. Expand employer recruitment initiative.

##### Action Plan:

- a. Participate in the NACE National Conference, June 9-12, 2009, Las Vegas, NV, to network with regional and national employers and explore opportunities for site visits with employers in those areas with end result of increasing number of employer contacts maintained in CareerNet by 150.
- b. Attend UNLV Career Fair on October 8, 2008. If time and money allow, send a representative to career fairs at Weber State and the U of U.

**Assessment:** *Complete. Michael Carmine attended the June NACE Conference. He also attended the UNLV Career Fair in October, 2008. Contact information for 63 employers was added to CareerNet (see attached). Due to budget constraints, no representative was sent to WSU or U of U Career Fairs, however, the lists of*

*employers participating in those fairs were shared with SUU and added to CareerNet.*

**3. Improve professional development of staff.**

**Action Plan:** Participate in the NACE National Conference and the UACE annual meeting to stay abreast of trends in the Career Services area, and network with colleagues. Participate in on-campus trainings, hold weekly staff meetings, and participate in training opportunities as they arise.

**Assessment:** *Completed. Michael attended NACE; Susan Linder and Stacia Thomas attended UACE. All participated in the NACE video conference on Strategies for Delivering Career Services in a Down Economy, 02/12/09. All staff participated in GroupWise training. Staff meetings were held as needed and when possible (due to a two month absence of Stacia and Marla) regarding the Student Success Center July 1 merger.*

**4. Enhance career development initiatives which will contribute to the recruitment and retention of students.**

**Action Plan:**

- a. Continue to serve on the steering committee of the Intergovernmental Internship Cooperative, IIC, (soon to be renamed and reside under SUU Regional Services) to develop volunteer, part-time job, and career employment opportunities with public land agencies throughout the area.
- b. Collaborate with Advancement and the Michael O. Leavitt Center for Politics and Public Service to support Washington D.C. internships for all majors and to develop an expanded Internship Orientation for students interning in Washington, D.C.
- c. Work closely with Alumni Relations to increase the number of alumni mentors and encourage alumni to post jobs on *CareerNet* and hire SUU students and recent grads.

**Assessment:**

- a. *Completed and on-going. Susan participated in IIC meetings throughout the year and trained IIC employers on CareerNet. Michael participated in the April meeting and will be the ACDC representative to the IIC. A report will be pulled from CareerNet after 06/30/09 which will reflect the employment and internship opportunities the IIC posted during the 2008-2009 fiscal year.*
- b. *Completed and on-going. Fall 2008 & Spring 2009 internships have been documented in the SUU Internship Report, including Washington DC internships. Expanded Internship Orientations for students interning in Washington DC were discussed informally. Douglas Larson, Executive Director of the Michael O. Leavitt Center for Politics Advancement, will work with students individually on issues pertaining to Washington DC until such a time as a more structured orientation can be developed.*
- c. *On-going. Sustained efforts are needed if the SUU Alumni Mentoring Network is going to become a viable resource for SUU students. The creation of the ACDC should afford more opportunities to encourage students to connect with alumni. Greater efforts in promoting the Alumni Mentoring Network to students, alumni, and employers are needed. A report will be pulled from CareerNet after 06/30/09 that will reflect the number of alumni mentors and employer alumni in CareerNet added during the 2008-2009 fiscal year.*

**5. Create and secure funding for an additional Assistant Director position to serve the career development needs of a growing student and graduate student population.**

**Action Plan:** Investigate new funding possibilities and new revenue sources by March 31, 2009. Petition President's Council between April 1 and June 30, 2009.

**Assessment:** *Deferred due to budget cuts and the merger of Career Services and the Student Success Center. The need for an additional position to serve the career development needs of a growing student and graduate population has not diminished.*

<b>Michael Carmine Employer Recruitment</b>	
<b>Trip to Austin, July 2008 - 3</b>	Kiewit New Mexico Division
Austin Lyric Opera	KOR
Horseshoe Bay Resort	Kraft Foods
White Lodging (Hilton)	Limited Brands
	Madison Metropolitan School District
<b>UNLV Career Fair, October 8, 2008 - 63</b>	Marketstar
1st Defense Security	Marriott International
Abercrombie	MGM Mirage
Aero Automatic Sprinkler Company	Micros
Aramark - Las Vegas NV	Nevada Hand
AXA Advisors, LLC	Nevada Power/Sierra Pacific
Bandon Dunes	Oakwood Worldwide
Bechtel Infrastructure Corp.	Panda Restaurant Group
Becker Professional Review	Patina Restaurant Group
Braid Group - TGI Friday's	Sage Hospitality Resources, LLC
Capital Group Companies	Securitas
City of North Las Vegas	Sodexo @ UNLV
Clark County Human Resources	Starwood Hotels & Resorts
Clark County School District	Target
Clarke County Water Reclamation District	The Gant
Compass Group	The Peninsula
Country Financial	The Venetian Resort-Hotel-Casino
Cox Communications	The Wealth Consulting Group
CreditOne Bank	U.S. Bureau of Reclamation Lower Colorado Region
ECOLAB	Union Pacific Railroad
Edward Jones Las Vegas	US Army Health Care
Enterprise	Varian Medical Systems
Frito Lay North America	White Lodging Corp.
Gallo Wine Co.	Wolseley's North American Division
Gaming Laboratories International	Wyndam Vacation Ownership, Inc.
Greenspun Interactive	Wynn
Greenspun Media Group	
Harrah's Entertainment	<b>Park City UT, Sch of Business Trip, Nov 13, 2008 - 3</b>
Hill International	BYU Aspen Grove Family Camp & Conference Ctr
International Game Technology	DDRM Companies
J. Alexander's Restaurant	St. Regis
Japan Information Center	
Johnson Controls	

## 2008-2009 GOALS & ACCOMPLISHMENTS

### Enrollment Management - Recruitment

Continue to improve customer satisfaction from beginning to end of the campus tour process.

Accomplishments:

- *Improved focus on the individual student via review of their schedule and personalized welcome*
- *Updated tour presentation to reflect new publication style*

1) Enhance campus event programs by increasing attendance by 10% and improve yield rates by 2% at the Senior Expos and Overnight events. Maintain attendance and yield rates from Distinguished Scholars Day and Leadership Weekends.

Accomplishments:

- *Actual numbers of yield rates won't be known until 3<sup>rd</sup> week*
- *Incorporated a 20% discount from bookstore for students that attended a campus event*
- *Continued to use tele-counselors to promote campus events*
- *Posted a photo slideshow of participants on the web shortly after events*
- *Incorporated more staff during closings of each event*

2) Continue and Improve Graduate Recruitment Plan and efforts to increase graduate enrollment.

Accomplishments:

- *Created graduate testing information on the website*
- *Cross trained office personnel in regards to graduate information*
- *Encouraged programs, who don't already, to organize departmental orientations*
- *Created poster with tear offs for each grad program*
- *Looked in to advertising in industry specific publications*
- *Enhanced the graduate communication plan by adding a prospect section*
- *Created a graduate postcard*
- *Finished program booklets for each graduate program*

3) Continue to improve transfer day attendance and overall effectiveness.

Accomplishments:

- *Provided easier web access*
- *Developed an articulation website*
- *Increased advisor collaboration for on campus advisement*
- *Increased marketing efforts for transfer days through mailings, emails, and personal invites*
- *Developed an effective, timely, and detailed communication plan*

4) Increase the pool of transfer student prospects and inquiries.

Accomplishments

- *Purchased names through Phi Theta Kappa [Fall 2008 & Spring 2009]*
- *Requested that all 2-year colleges in Utah and the College of Southern Nevada to provide the names, addresses, emails (if applicable), and phone numbers of their respective students*
- *Targeted students in their freshman year at the junior college level*
- *Increased marketing and advertising efforts targeting international students*
- *Increased marketing and advertising efforts regarding Utah residency for prospective American Indian students living in New Mexico, Arizona, and other corresponding Native American (Navajo) reservations*
- *Continued to increase articulations and relations with College of Southern Nevada*
- *Changed freshman info in SRAQUIK when they indicate they are attending a junior college*
- *Explored recruiting trips to Eastern Arizona College & Mesa Community College*
- *Broadened the transfer prospective database by getting contact information for the following schools: Mohave Community College, SLCC, CSN, Snow, CEU, Great Basin Community College.*

5) Continue to be innovative with the Admissions Website/Technology.

Accomplishments:

- *Started the creation of Major pages on the web*
- *Increased our usage of YouTube by posting recruiting videos and other SUU videos*
- *Put Admission Counselors travel schedule on the web*

6) Improve yield rate of ACT #1's by 3%. Improve ACT #2's by 2%.

Accomplishments:

- *Sent targeted communication to 1's and 2's*
- *Territory managers worked specifically with these students*

7) Continue efforts to increase the proportion of men enrolling at SUU.

Accomplishments:

- *Used market research in the design of recruitment communication to increase the appeal to prospective male students*

8) Continue to increase the number of ethnic minority students who enroll at SUU.

Accomplishments:

- *Explored hiring someone of color to join admission counselors on the Utah High School Tour at schools with high percentage of students-of-color*
- *Added an Open House in West Valley*

9) Increase the number of out-of-state students.

Accomplishments:

- *Put an article in the alumni magazine about "cottage meetings"*
- *Added more training on residency, SB20, & WUE during Dean's Days*
- *Completed early phone calls in the fall to out-of-state students*
- *Suggested advertising in LDS Living magazine to Dean O'Driscoll*

- *Targeted students from outside Utah who come on a tour for Ambassadors*
- *Pushed the Las Vegas College Fair Plus*

10) Increase enrollment of International Students.

Accomplishments:

- *Worked with International advisors [specifically from SLCC] to arrange campus visits with international students needing to transfer*
- *Continued to strengthen relationships with Korean contacts*
- *Developed agent relationships in key markets around the world*

**2008-2009 GOALS & ACCOMPLISHMENTS**  
**Enrollment Management – Admissions & Processing**

1) Use resources to empower all staff in providing improved customer service.

Action:

1. *Training listed below and individual suggestions has resulted in more confidence for individual staff members in dealing with the community.*
2. *Allowing each part-time staff member to have set responsibilities and cross-training in all areas has increased their ability to work successfully with customers.*

2) Improve interaction with customers through training and ownership.

Action:

1. *Prepared training materials for full and part-time staff to better meet the needs of the community.*
2. *Held formal training sessions for all staff in August, December, and informally as needed throughout the year.*
3. *Achieved improved customer contact by fostering a caring attitude with all staff.*
4. *Implemented a white board for insuring that all staff is notified of ongoing changes, updates, reminders, etc. The information is then transferred to the appropriate manual.*

3) Improve reporting and technical support.

Action:

1. *Reinstituted the use of the Report Request Form to insure accurate data supplied to Admissions Counselors and Recruitment Staff.*
2. *Better organized electronic report files for quicker reference.*
3. *Attempted to work with Argos to enable staff to pull reports on demand; but found that there are difficulties with the complexities of our reports.*
4. *Amy Chrisman & Chris Proctor attended the Utah Banner User Conference & Training.*
5. *Amy Chrisman attended Oracle SQL training in California.*
6. *IT staff provided training as requested*

4) Expand services offered to other departments.

Action:

Successfully enhanced services offered to departments on campus by:

1. *Providing ongoing prospect and applicant lists and reports to Music and Art Departments.*
2. *Providing ongoing lists of admitted students and reports to Housing.*
3. *Referred random requests to IT for immediate assistance.*

**2008-2009 GOALS & ACCOMPLISHMENTS**  
**Enrollment Management – Financial Aid & Scholarships**

**1. Streamline responsibilities of the office through cross-training.**

**Action Plan:** We will ensure that each position in the office can be covered by at least two people, thereby creating a continuous flow of work if one person is absent, and also providing two expert resources for students, parents, and campus colleagues.

**Assessment:** *Completed and on-going. We have been successful in cross-training many of the program areas in our office this year. This is an ongoing process, and as such will continue into next year when we plan to hire another person to share the responsibilities of the Work-Study and Scholarship programs. Banner training continues to be a priority.*

**2. Enhance our “Clean Office Policy” to protect student privacy.**

**Action Plan:** We will continue to improve our current Clean Office Policy by providing additional storage spaces for documents in transition (between scanning and shredding, awaiting back-up) as well as shred additional years from our storage area.

**Assessment:** *On-going. As we continue to ensure that all personally identifiable information is secured at the end of the day. No documents with T Numbers of other personally identifiable information is to be left in open view at the end of the day. In addition, documents that come in via mail or fax are placed in the cabinet next to the fax machine so they are out of view to students or other visitors in the office. Next year we plan to take additional steps to protect student privacy by moving the fax machine and document storage into the back room.*

**3. Surpass current Early Awareness efforts about financial aid and scholarships and offer additional resources.**

**Action Plan:** We will evaluate the number of contacts we made during the 07-08 academic year and make additional contacts to both new students and current students during 08-09. Goals will be established for each month using prior year data and we will combine our efforts with the recruitment team to reach those goals. Additionally, we will work to train our TRIO and high school guidance counselors about the policies, procedures, and benefits of financial aid, establishing ourselves as experts with the expectation that all questions and concerns of students and parents will be referred to us.

**Assessment:** *On-going. We continue to take an active role in early awareness outreach efforts. We did not focus on the numbers as planned, mostly due to the change in staffing in the office. However, we did outreach to high school counselors and participated in many outreach efforts to high school students and counselors on a regular basis.*

- 4. Target freshmen in our loan processing efforts.**  
**Action Plan:** Target freshmen at each Orientation event to encourage early completion of the loan counseling process. This will be in addition to our postcard/e-mail reminders. We will also reserve a computer lab during the Week of Welcome to invited freshmen to come in and complete any portion of the aid process that has not yet been completed.  
**Assessment:** *Completed and on-goin. This will continue to be an ongoing effort in upcoming years.*
- 5. Encourage students to be involved in the legislative process.**  
**Action Plan:** As students express concern over financial aid processes we will inform them of the legislation behind the regulations. We will invite them to contact their representatives and provide cards with the contact information for Utah and Nevada representatives, and a link where they can find addresses for any other representatives.  
**Assessment:** *Completed. We made this information available to students on our bulletin board, and also on handouts containing the links containing the URL, phone numbers and addresses to contact the various representatives.*
- 6. Better utilize Argos to facilitate financial aid and scholarships processes.**  
**Action Plan:** As Banner becomes more familiar to us, we will continue to use what we can of that system. We will also, however, add Argos to our processes to facilitate reporting and awarding.  
**Assessment:** *Completed. We have many reports available in Argos that make gathering information much easier. This year, the IPEDS reporting feature was added to Argos, which will be a significant time saver next year and upcoming years. This will continue to be an ongoing effort in upcoming years.*

**2008-2009 GOALS & ACCOMPLISHMENTS**  
**Food Services - Chartwells**

- *Remodeled T-Bird Circle serving area giving it a more modern look which helped with the presentation of the food and customer flow. Painted the dining room and purchased new chairs. We also remodeled the front area where guests come in and added a flat screen menu board.*
- *Totally remodeled the old country store and transitioned it into an Outtakes retail store.*
- *Chartwells became active in the community and adopted a stretch of road to keep clean.*
- *Two managers accomplished manager orientation classes.*
- *Two managers graduated from Compass College I & 2 classes.*
- *Chef Tiny received further culinary training at the Culinary Institute of America.*

***Meal Plan Sales***

*Fall meal plan sales were 450 up 64 plans from the previous year of 386.  
Spring meal plans were 362 up 70 plans from previous year of 292.*

***Retail Sales Year to Date***

***Hogi Yogi/Teriyaki Stix***

*\$160,701.33 up \$15,573.42 from prior year of \$145,127.91*

***Outtakes***

*\$255,924.80 up \$1,350.94 from prior year of \$254,573.86*

***Starbucks***

*\$26,120.18 up \$9,404.63 from prior year of \$16,715.55*

***T-Bird Circle***

*\$92,526.73 up \$53,662.11 from prior year of \$38,864.62*

***T-Bird Grill***

*\$68,909.03 up \$8,279.11 from prior year of \$60,629.92*