

Student Affairs Assessment Highlights Review
Meeting Minutes
August 18, 2011

Present:

Dan Burcham	Mike Cairns	Jason DaDay	Sara Dew
Renee Douglas	Elise Gramza	Cindy Horn	Kathy Lake
George Nagel	Angie Roman	Kristen Salomonson	Mark Schuelke
Paul Sullivan	Linda Telfer	Charlotte Tetsworth	Troy Tissue
Mike Wade	Leroy Wright		

Mike thanked the Student Affairs Assessment Committee for all of the work they have done on assessment.

Dan welcomed everyone and said that he felt that the 2010-2011 Assessment Highlights report was the best to date.

Mike reminded everyone to answer the following three questions.

1. Tell us about one item from your 2010-2011 Assessment Highlights that you think is most interesting, revealing, etc.
2. What assessment targets will you focus on for this coming academic year (2011-2012)?
3. How can the Student Affairs Assessment Committee help you in your assessment endeavors?

University Recreation – Cindy Horn

2010-2011 Assessment Highlight that is the most revealing or interesting

Cindy Horn said that University Recreation's most revealing Assessment Highlight for 2010-2011 came from working with three of her student leaders to create an efficient way to train University Recreation staff. Cindy asked her student leaders to create a plan that would not only train their staff but also save money in their budget. The student leaders determined that they could save 20% to 30% in costs just by shortening the number of days used for training from 4 to 3 days. The leaders submitted a proposal to Cindy, who determined that the proposal would work and decided to try it for Fall 2011-2012. The training will take place the week of August 22. Cindy will report on the results of training at the next Assessment Highlights review session.

University Recreation Review - continued

Assessment Targets for 2011-2012

1. Student Staff Learning Outcomes.
2. Intramural Staff – captains will be required to attend a training session where they will be quizzed on what they have learned.
3. Memberships, student, faculty and staff.

How can the Assessment Committee help with your assessment endeavors?

Cindy would like to see more assessment information shared throughout the year, both formally and informally.

George Nagel encouraged Student Affairs to share the Student Affairs Assessment Highlight Report and information about OrgSync with Academic Senate.

Student Leadership & Activities – Mike Cairns (Alli Witucki)

2010-2011 Assessment Highlight that is the most revealing or interesting

Mike Cairns reported on Student Leadership and Activities on behalf of Alli Witucki who was out of town at the time of the meeting.

Mike said that the most interesting Assessment Highlight for 2010-2011 was a 17% increase in volunteer hours reported. The Honors Program participated in a test pilot program to report their volunteer hours on OrgSync. In addition to the increase in student volunteer hours there was also an increase in staff volunteer hours.

Assessment Targets for 2011-2012

1. Student Staff – encourage them to set goals.
2. Student Organizations.

Mike Cairns said that students do not realize what a co-curricular transcript can do for them. Leroy Wright said that he ran into a lot of parents at Orientation who seemed to be excited about a co-curricular transcript and what it can do for their son or daughter. Angie Roman said that she realizes that students do not always understand what a co-curricular transcript is and what it can do for them. Angie is working with Alli Witucki to educate students about co-curricular transcripts and OrgSync.

Cindy Horn said that she would like to work with Alli on Club Sports and RSO assessment.

Career Services – Angie Roman

2010-2011 Assessment Highlight that is the most revealing or interesting.

Angie Roman said that the most interesting thing that she learned from Career Services' 2010-2011 Assessment Highlights was from assessing her student employees. Angie meets with and evaluates her students at the end of the school year. After meeting with her students she found that her students thought that working in Career Services would only help them to gain contacts when looking for a job, but they also learned how to write a resume, communication skills, and more. For example, one of her employees realized that she really liked to teach, so she is now planning on being a nurse educator.

Assessment Targets for 2011-2012

1. Will assess the students participating in the Student Employee Initiative to find out what they learned and if the program met its goals.
2. Career Development Process – what skills did they learn that will help them in their career?
3. Workshop attendance – ways to improve the attendance at workshops offered.

Records Office – Elise Gramza

2010-2011 Assessment Highlight that is the most revealing or interesting.

Elise Gramza said that the most revealing item she found when working on the Graduation Process was that she was able to convince the college Commencement coordinators to submit graduation information using the same format. Elise said that with the information being submitted in the same format they were able to get information entered with fewer errors.

Elise said that currently she is working on an online application for graduation. The College of Allied Health is the pilot college for December 2011. Elise feels that adding the information to Banner will speed up the process. Currently, the whole process is very manually intensive and they have found that staff is spending 10 minutes per student entering information in. They are hoping to cut down the process considerably.

Assessment Targets for 2011-2012

1. Online Graduation Application.
2. Electronic Program Change Process.
3. Retention – the Records office is hiring a student to communicate with students who withdraw or are transferring from Ferris in hopes that they might find out why they are leaving.

Records Office - continued

How can the Assessment Committee help with your assessment endeavors?

Elise asked that if anyone saw something within the Records Office that needs to be improved or assessed to let her know.

Admissions (Recruitment) – Troy Tissue

2010-2011 Assessment Highlight that is the most revealing or interesting.

The most interesting thing that Troy learned from the 2010-2011 Admissions (Recruitment) Assessment Highlights was the learning that occurred between the interns that were hired to update the electronic communications. The five interns hired came in with different backgrounds from Television and Digital Media Production to Graphic Design. In order to update the electronic communication streams a team of five interns were hired to develop a new look for the Admissions' electronic communication streams. Along with updating the communications the team was asked to tie them to the University core values. The interns learned that their different (specialties) backgrounds helped them complete the project.

Assessment Targets for 2011-2012

1. Assess feedback received from Orientation survey.
2. Recruitment Visitation Program.

How can the Assessment Committee help with your assessment endeavors?

Would like to see what other areas on campus are doing in assessment.

Orientation – Leroy Wright

2010-2011 Assessment Highlight that is the most revealing or interesting.

Prior to Orientation the student leaders were surveyed using a Likert scale to see how well they knew the information. After Orientation they were surveyed to find out what they learned during Orientation. 100% of the respondents stated that they could teach others about FSU spirit and pride, which was up by 40% on the pre-test. 92% of respondents stated that they could teach others about ways to be engaged on campus, which was up from 55%.

Leroy said that the Orientation Leaders suggested having someone stationed at The Rock to talk with families during Orientation. Kristen Salomonson said that she could help provide meal tickets for the Orientation Leaders.

Orientation - continued

Results from new students participating in Orientation included having a small get to know you session between the college meeting and registration, provide information on the community (such as haircuts, post office etc.), and having a check sheet available at each station showing what they need to have ready for that particular station (immunization records, etc.).

Mike Cairns suggested trying to eliminate duplicate information between the welcome presentation and college meetings.

Assessment Targets for 2011-2012

1. Transfer and summer semester online process.
2. Orientation Team Leaders to find out what they have learned.
3. Continue to assess and enhance Orientation process for students, family, friends and Orientation Leaders.

How can the Assessment Committee help with your assessment endeavors?

- Would like to see what other areas (outside of division) are doing for assessment.
- Would like to see tips and techniques of assessment throughout the year.
- Continue to have forums to hear what other areas are doing.

Office of Multicultural Student Services – Mike Wade

2010-2011 Assessment Highlight that is the most revealing or interesting.

The Transition to Success program started small and has grown larger and more diverse each year. The Transition to Success program helps students make connections with peers, faculty, staff, and provides information for academic resources available on campus. In the past, this program has been held the first day of classes, but in order to get more minority students to attend it was decided to move the program to the third week of classes. The event will be advertised at the OMSS Open House and Get Acquainted Day.

Assessment Targets for 2011-2012

1. To be more intentional in inviting students to Transition to Success.
2. Working with other groups on campus to hold discussion forums throughout the year.

Office of Multicultural Student Services - continued

How can the Assessment Committee help with your assessment endeavors?

Mike Wade would like to receive feedback from the committee to help them with ideas on how to get more minority students to participate in Transition to Success.

Leroy Wright suggested having students provide tips to success and to break out into small groups where new students might feel more comfortable asking questions, instead of holding a panel discussion.

Kristen Salomonson suggested students make study skills videos and place them on YouTube. She also suggested Tweeting tips to students.

Office of Student Conduct – Kristin Norton

2010-2011 Assessment Highlight that is the most revealing or interesting.

Kristin said that in the past the training on conduct provided to resident advisors (RAs) was okay, but it needed to be refreshed. Kristin refreshed this year's training by breaking returning RAs into small groups to present short presentations/skits on five policies. Kristin then met with the new RAs to train them on Ferris' conduct procedures. The returning RAs did a wonderful job presenting the information and even produced YouTube videos. Kristin felt that this year's training was a huge success.

Assessment Targets for 2011-2012

1. Measure learning outcomes for students who participate in conduct process.
2. Assess the learning that occurs during FSUS presentations.
3. Assess faculty to find out their reasons for using or not using the Office of Student Conduct for misconduct issues.
4. Assess victims (students) of sexual harassment to see if the Office of Student Conduct has fulfilled their responsibilities.

How can the Assessment Committee help with your assessment endeavors?

Kristin asked for the committee's patience and support as she learns the best way to evaluate students about the conduct process.

Financial Aid – Sara Dew

2010-2011 Assessment Highlight that is the most revealing or interesting.

The Financial Aid office provides an approximate cost to attend Ferris. In looking at the data they found that students can purchase e-books, which would save them money. When Financial Aid surveyed students they said that they didn't spend as much on books as the Financial Aid office had anticipated since they were able to purchase e-books.

Assessment Targets for 2011-2012

1. Evaluate the addition of a third drop date for Fall 2011 to see if it was effective.
2. Survey students to see if they feel Financial Aid is meeting their needs
 - a. Find out the best way to contact students
 - b. Where they are taking classes – Big Rapids, Grand Rapids, etc.
3. Determine effectiveness of need based aid – if a student leaves, find out why they are leaving - grades, misconduct issues, etc.

Counseling Center – Renee Douglas

2010-2011 Assessment Highlight that is the most revealing or interesting.

The majority of students believed that their academic performance improved after attending counseling, but actually statistics shows that students attending counseling do not normally show improvement in their academic performance. The counselors have discussed the possibility of doing treatment planning with students to create goals, which would include academics in hopes to improve the student's academic performance as well.

Assessment Targets for 2011-2012

1. Would like to know how many students graduate after receiving counseling.
2. Would like to develop an action plan to help students succeed.

How can the Assessment Committee help with your assessment endeavors?

Renee would like to know how to restructure assessment and combined results to find a new way to look at information. Renee would also like to work more with other areas on campus like the Educational and Career Counseling Center.

Institutional Research and Testing – Kristen Salomonson

2010-2011 Assessment Highlight that is the most revealing or interesting.

The University seems to be struggling with what to do with the NSSE results received. Currently, no one is responsible for working through the data and disseminating it to various areas on campus. Kristen will pull out information important to Student Affairs and share the information with everyone at Administrative Council.

Assessment Targets for 2011-2012

1. Assess Fact Book Use.
2. Evaluate FERPA Training.

How can the Assessment Committee help with your assessment endeavors?

Kristen would like to see more assessment information sessions.

Birkam Health Center – Paul Sullivan

2010-2011 Assessment Highlight that is the most revealing or interesting.

Quality healthcare drives Birkam Health Center's assessment. The health center's Assessment revolves around measuring and approving healthcare for the students by monitoring their medical encounter, from the time they set an appointment to the time that they walk out the door.

Assessment Targets for 2011-2012

1. Survey the general population of students on their perception of the health center and what their needs are.
2. Look at NCHA survey and benchmark to compare to other schools.
3. Would like to work with the Counseling Center and University Recreation to create a wellness program.

How can the Assessment Committee help with your assessment endeavors?

Paul would like assistance with assessing the health center.

Cindy Horn said that she would like to know what students are learning from their interaction with the health center. Paul said in the past they haven't drilled down far enough to find out what students are learning by visiting the health center.

Admissions (Process) – Charlotte Tetsworth

2010-2011 Assessment Highlight that is the most revealing or interesting.

After meeting with some of the colleges, Charlotte found that the transfer and articulation process wasn't working well. Three key areas have been identified as areas that need improved

1. Fundamentally change the way transfer course equivalents are entered,
2. Web display of courses and length of time for equivalency evaluation,
3. Better communication and a clearer more defined process.

Charlotte is currently working on redistributing staff duties to utilize their strengths and improve customer service.

Assessment Targets for 2011-2012

1. Pre-survey the Clerical Retreat to see what their expectations are. After the retreat pool participants to find out if their expectations were met.
2. Create student learning outcomes for student staff.

Rankin Student Center – Mark Schuelke

2010-2011 Assessment Highlight that is the most revealing or interesting.

After evaluating the student manager learning outcomes it was discovered that a checklist was needed to show the date and name of the person who trained new student managers on certain areas. The checklist shows who trained the new manger, what they trained them on, and the date. The checklist will help determine who trained the new manager. If they are trained incorrectly the person training them might not understand the correct procedure and perhaps, should be retrained in that area as well.

It was also determined that it is helpful to have the student custodian work with the set-up coordinator to learn how to properly set-up a room

Assessment Targets for 2011-2012

1. Mark said that he plans to meet monthly with the student managers and go through highs and lows to improve the process.
2. A survey will be distributed soon and will be used to determine what needs to be done to the Rankin Center prior to the remodel.

Rankin Student Center - continued

How can the Assessment Committee help with your assessment endeavors?

Mark said that the checks and balances from the Assessment Highlight meetings are helpful.

2011-2012 Assessment Highlights Instruction Packet

Kristen Salomonson distributed the Student Affairs Assessment Highlights Instruction Packet. The packet was updated by the Student Affairs Assessment Committee in hopes to make the process easier to understand.

The Student Affairs Assessment Timeline for 2011-2012 was also revised. The committee decided to add one-on-one meetings with each department where members of the Student Affairs Assessment Committee team up with others to provide guidance, encouragement, and support. The one-on-one meetings will take place in May and October. An assessment planning session was also added, which will take place in July to provide help with putting information together for the Student Affairs Assessment Highlight Report.

2011-2012 Assessment Highlights will be due to Sherry Hayes on August 3, 2012. The Student Affairs Assessment Highlights Review meeting will take place on August 17, 2012.

A copy of the Assessment Highlights Instruction Packet will be sent out electronically and will be placed on the Student Affairs Assessment website.

Respectfully submitted by,

Sherry Hayes,
Administrative Assistant to the Associate VP for Student Affairs