

Student Affairs Assessment Highlights Review
Meeting Minutes
September 8, 2010

Present:

Dan Burcham	Mike Cairns	Elise Gramza	Cindy Horn
Kristin Norton	Kristen Salomonson	Paul Sullivan	Charlotte Tetsworth
Troy Tissue	Rob Wirt	Leroy Wright	

Mike Cairns and Dan Burcham thanked everyone for attending.

Dan would like to share the final version of the Student Affairs Assessment Highlights with the President and the President's Council.

Admissions (Recruitment) – Troy Tissue

- **Orientation Student Interest Survey** – Troy presented the highlights for Admissions Recruitment. Enrollment Services worked in collaboration with Orientation, and the Educational Counselors to create the survey.

The survey was sent to students participating in Fall Orientation (June-July 2010). The survey asked if students received information that they needed or wanted before coming to school in the fall. The response rate for the survey was over 50%. **Troy will update to his assessment highlights and send them to Sherry by Friday, September 17.**

Leroy Wright asked Troy if he had shared the information received from the survey with Housing. Troy had not, but will.

Kristen Salomonson suggested that next year Troy choose a highlight that is related to student learning.

- **Out of State Recruitment**

Admissions has increased programming for out-state recruitment by offering scholarships, created internet based college search vendor partnerships, recruitment personnel are recruiting outside the state and are sending electronic and print communications to prospective students. An increase in enrollment has been realized due to these efforts.

- **Daily Campus Visit Program**

Through surveying campus visitors it was realized that visitors were experiencing frustration with finding a parking spot. To alleviate this problem 12 visitor parking signs were posted for Monday-Friday from 8am-noon, in lot 37. Another concern revealed by the survey was that guests had a low perception of on-campus housing. In the future, Enrollment Services will work with Housing to explore possible improvements to on-campus housing.

Admissions (Process) – Charlotte Tetsworth

- **Career Days – Michigan Career Pathways Daily Visit**

Michigan Career Pathways is a program set up for students from local high schools (Reed City, Big Rapids, Morley Stanwood, Charter, Evart, Fremont, and Lakeview) to visit Ferris as part of their career counseling class. When surveyed most students said that they felt that Ferris had more to offer than they thought.

Mike Cairns asked Charlotte if the results of the survey could be added to the Admissions web page. **Charlotte said that the survey results would be added.**

Cindy Horn asked Charlotte if she knew what the students learned. **Charlotte will add a question to the survey to find out what they learned about Ferris.**

Cindy asked if we follow up with the students after the visit. Charlotte said that the Michigan Career Pathways program is only the first contact with the students to get them interested in Ferris.

- **Transfer Articulation Process**

A committee was created containing members from the transfer office and various Dean's offices which meets three times a year. The committee reviews the transfer process and creates ways to improve it.

Leroy Wright asked how the process impacts the students. Charlotte said that the student's information is entered quickly and more efficiently due to the changes that were made.

Mike Cairns asked that next year Charlotte keep track of the changes that the committee made and determine what they learned to make the process better.

- **Staff Exploration**

Charlotte said that they surveyed staff on their duties and the time that it took them to do each task. After receiving the results they looked over the tasks to determine more efficient ways to do things and used the results to determine what jobs could be delegated or changed when they lost staff due to retirements.

Kristin Norton asked if other departments could use the survey. Kristin Salomonson said yes, it could be adapted for other areas.

Registrar's Office – Elise Gramza

- **Grade Change Process**

The grade change process will be changed from a paper process to an electronic process; making the process faster and more efficient. In the past, the paper process was cumbersome and had to be approved by several people, which took a long time with a paper process. The electronic process should increase the speed of the process and making it more efficient.

Mike Cairns asked if there other problems with the paper process. Elise said that the grades were not always entered in correctly with the paper process, so the grades had to be verified. The new electronic process should alleviate most of these problems. They also determined that they did not need one of the signatures required in the past, so a step was removed from the process.

Elise said that she appreciates the assessment process and seeing what other areas are doing. **Elise plans to evaluate the program change process next year.** It is a very time consuming process now. She would also like to evaluate the graduation process, currently it takes approximately 10 minutes per student to complete. She is hoping that the process can be sped up with an electronic process rather than a paper process.

- **Incoming Registrar's Office Phone traffic and Service**

An automated answering system has been added to the Registrar's phone providing the customer with options. For example, if a student calls wanting a copy of their transcript they choose that number and it will tell them what they need to do to receive a copy of their transcript. The new system alleviates some of the phone calls that the Registrar's office receives and allows them more time for processing.

Student Life Office – Leroy Wright

- **Commuter Students**

Dan Burcham asked Leroy Wright and Jason Cronkrite to assess commuter students to determine their needs, interests and ways that Ferris might be able to better help them.

- A commuter Student Work Group was formed to look over the results and to determine what could be done to help commuter students.
- Leroy plans to work with Karen GreenBay who has set-up a program for students with children.
- The Commuter/Non Traditional Student Virtual Resource Center web page received positive feedback from faculty and staff. A quick link was added to the Ferris home page so that commuter students can easily find the link.

- Leroy will attend a Student Government meeting to share his findings on commuter students.
- A newsletter, called “The Traveler”, was created.

Cindy Horn suggested creating a Facebook page for commuter students.

In the future, Leroy would like to explore more opportunities with programming such as assessing men’s issues, behavior issues, etc.

Leroy said that he would like everyone to be part of the assessment process to share best practices and learn more about other departments.

Mike suggested creating an Assessment Fair where all divisions of Ferris could attend and learn what is being done across campus.

Financial Aid – Rob Wirt

- **Student/Parent Understanding of Financial Aid**

Rob said that the Financial Aid office is working on ways to simplify the financial aid process, by making it easier for students and their families to understand.

- The Financial Aid website has been updated and improved. Making it easier to navigate and find information.
- The Financial Aid office is working on ways to educate students and their families on what they need to do to make sure that they keep their financial aid. Rob said that a lot of students and families do not know the rules of the federal government and that they will lose their financial aid if they do not follow them.

Mike Cairns asked how we can help students understand that each case and situation is different. Rob said that it is a challenge, but they are doing their best to educate the students. They sometimes have problems with faculty who advise students to withdraw from a class and do not understand that it might affect the student’s financial aid.

Leroy asked if they offered assistance programs to prepare for FASFA. Rob said that they send out email notes reminding students, but they do not offer programming.

Leroy suggested using students who have had a good experience with the financial aid process to share their experience with others.

Rob said that in the future they will be doing a customer service report and looking at the percentage of students with financial aid who are meeting the academic satisfaction process. Rob also said that he would like to work with Academic Affairs to help students who are receiving academic warnings and are at risk of losing their financial aid.

It was suggested that the Financial Aid office be invited to FSUS classes to explain what happens if you drop a class or receive an academic warning.

Rob will write an article on Financial Aid Special Considerations for the next Student Affairs Assessment Newsletter.

Institutional Research and Testing – Kristen Salomonson

- **Student Engagement Responses Via the NSSE – Freshman & Seniors**

Kristen explained the NSSE and what it can provide to administrators. In the past, it has shown that students rated their learning experiences as better than previous groups. One area that was shown as needing improvement was the length and frequency of papers required in classes.

- Kristen is working with Academic Affairs to create a university-wide group who will review the NSSE results and look for ways to improve.

Leroy asked how the NSSE results are being used. Kristen said in the past we haven't been doing well with using the results, but she hopes that the group that was created to look over the NSSE results will make the process better.

Birkam Health Center – Paul Sullivan

- **Medical Chart Compliance Program**

The medical chart compliance program assess or audits medical charts that are pulled at random to evaluate coding and billing practices, to make sure appropriate documentation is provided, to evaluate management practices, and to make sure that they are in compliance with Federal (DHHS) laws.

- **Patient Satisfaction Survey**

The survey is completed by patients after using Birkam Health Center. The survey contains approximately 15 questions. Paul said that they have a hard time getting students to fill out the survey. Kristen Salomonson said that perhaps they are asking too many questions; maybe they should make the survey shorter. Mike suggested a give-a-way or a drawing for a prize if they fill out the survey.

Mike asked if the survey results were available on the Birkam web page. Paul said that they are not available on the web page, but would be able to add them. Mike asked that Paul add the results to the web page.

Counseling Center (PCC) – Paul Sullivan

- **Counseling Therapy – Therapeutic Outcomes/Student Satisfaction and Learning Outcomes**

Therapeutic Outcomes are measured by surveying students when they come into the office for the first time and again when they have completed their counseling sessions.

Mike asked if counselors can assess themselves. Paul said that they do assess the counselors verbally, but not with a survey.

Mike asked are there any questions to show what students are learning through the process. Paul said that he is not sure, he would need to check the survey.

Leroy asked if there was a question asking students of color if we are meeting their needs. Paul said that he feels that they are not completely meeting students of color needs right now. The PCC office is not as diverse as it should probably be.

Paul will provide updates for the Assessment Highlights. Sherry asked that they be sent to her by next Friday (September 17).

Paul will provide an article on Therapeutic Outcomes for the next Student Affairs Assessment Newsletter.

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