

Student Affairs Assessment Highlights Review
Meeting Minutes
September 17, 2010

Present:

Dan Burcham	Mike Cairns	Nick Campau	Matt Chaney
Cindy Horn	Kristin Norton	Lisa Ortiz	Angie Roman
Kristen Salomonson	Mark Schuelke	Cindy Vandersloot	Alli Witucki
Leroy Wright			

Student Conduct – Kristin Norton

- **Student Survey** – The survey created was intended to be sent out to students on a monthly basis, who went through the conduct process, but there was a miscommunication and it was only sent out once in November and once in February. Kristin said that in the future they plan to distribute surveys through the Student Conduct office and have IR&T compile the surveys.

Dan Burcham suggested offering a prize or hold a drawing if they fill out the survey.

Leroy, Kristin and Mike discussed the idea of writing up the process of creating a survey for Student Conduct, in hopes of helping others who have struggled with the process.

- **UCD Training** – Kristin said that UCD Training for 2009-2010 was surveyed and changes were made for the 2010-2011 training session. Last year they tried touching on Student Conduct theories, which didn't go over well.
- **IFC Hazing Presentations** – Kristin presents each year to all new fraternity members to explain the dangers of hazing. Mixed reactions are received during this presentation. Leroy asked if students understand what hazing is and Kristin said they do. Older students feel that they had to go through hazing and do not see why others shouldn't have to. Kristin said that she would like to have a closer relationship with the Greek presidents to create trust, which is when change will be made.

Mike asked Kristin if the overall assessment process worked for her. Kristin said that it works well for her. It helps her to look at Student Conduct's assessment process and find ways to improve it. She also likes to hear what other areas are doing.

Multicultural Student Services – Matt Chaney

- **Imagine More Bus Tour** – Matt assessed high school students and FSU students. On the survey they also ask FSU student leaders what they have learned. Most learn leadership and communication skills.

The bus tour helps Ferris student leaders engage in outside conversations with high school students, which is good. Snippets of the bus tour are available on the OMSS web page. Matt will present on the bus tour at a national conference this year.

Dan asked Matt if he would chronicle leadership areas in the future. Matt said he would.

Leroy asked how the bus tour has impacted Ferris student leaders who participate. Are they more involved on campus after being a part of the bus tour? Matt said that he feels students are more engaged on campus after participating in the bus tour.

Mike asked Matt to look into specific leadership skills needed to participate in the bus tour and how it affects their leadership on campus. Are they more engaged on campus? Matt said that he will ask more detailed questions in the future to find out exactly what students feel they have learned.

- **T.O.W.E.R.S. Leadership and Development Program** - The T.O.W.E.R.S. program was developed to increase participation in cultural events on campus. In the past, most cultural events had low attendance from other cultures. T.O.W.E.R.S. Student Leaders encourage their protégé to attend various cultural events on campus. Matt said that he feels that cultural experiences are very important in leadership development.

Lisa Ortiz recommended tracking T.O.W.E.R.S. students to see if the program is helping Ferris in retention.

Leroy asked how this program impacted student leaders, are they learning more. Matt said that the program is teaching students to go to a variety of events.

Cindy asked if the same students participate in the bus tour as in T.O.W.E.R.S. Matt said that in the past that is how it was, but it has changed in the last year and more students seem to be getting involved.

Mike asked if there was anything the Assessment Committee could do to help with OMSS's assessment process. Matt said that he feels that process has improved over the years, which has helped him in his assessment. Matt doesn't feel that the committee can do anything to help at this point.

Orientation – Nick Campau

- **Orientation Leaders** – Nick explained the Orientation Leader training program and how Orientation Leader learning outcomes are broken down into nine areas; Student and Families in Transition, University Resources, Diversity, Communication, Professionalism, Customer Services, Ferris Pride, Campus and Community Involvement and Problem Solving.

At the end of Orientation student leaders were asked to provide feedback via three mediums, a written survey, small peer group meetings and open forum feedback. Through the above mediums the orientation staff learned that the welcome video needed to be changed – the Orientation Leaders did not like testimonials and changed the dining video to healthy choices being made at the Rock, the blue check-sheet was changed to bring students through the check-in tables in a more organized manner, and Orientation Leaders participated in a downtown tour, which helped them answer questions about the Big Rapids community.

- **Orientation Participates** (New Students) – The survey used measured student experience. A question that was added was “What did you learn?” Through this question the Orientation Team found out that new students learned about their academic requirements, major, FSU history, how to use MyFSU and campus life.

Staff learned that transfer students felt that their needs were not met with a traditional orientation session and that participants would like one-on-one advising. Nick explained that after a certain point the online registration options for transfer students is shut off and they have to go through the traditional Orientation Sessions. The Orientation Team is working with the Educational Counselors to revise the transfer process, in hopes of being able to keep the online registration for transfer students available longer. The Orientation Team will also update online orientation that transfer students participate in if they are not attending a traditional Orientation session.

Angie suggested creating separate transfer orientation meeting where transfer students can find out Ferris resources. Angie has found that transfer students do not know about Career Services and what they can do to help them find a job.

- **Family and Friends** – The family and friends survey has two open ended questions where family and friends can let orientation staff know if they were expecting information on an area that they didn't receive and one for additional comments. The two questions helped orientation staff know what they can do to improve the process.

Orientation Participants indicated they were overall satisfied with the process, the welcome presentation, college meeting and family and friend's information session were useful and that the Timme Center for Student Services is too small.

Orientation Staff learned that we are compared favorably to other colleges, family and friends want to be with their student during registration, and they would like more parking information, residence hall information and to start check-in later in the day.

Mike Cairns asked if the assessment committee can help in any way. Nick said that he thought the assessment process worked well and that he didn't need any assistance at this time.

Career Services – Angie Roman

- **Implications of Resume Critique Service/Increase in Awareness of Career Services Office/Increase in student knowledge of importance of leadership and community activities on future career options** – Angie reviewed her highlights and discussed plans for future assessment.

In the future Angie is planning on assessing the mock interview process to find out what students are learning and how the mock interviews have impacted them. Angie plans to survey students before and after their interview. She hopes to find out if the students feel their skills have improved at the end of the process and if they had better success in their interview after participating in a mock interview. A pre-test will be added to an email note that is sent out to students who plan to participate in a mock interview.

Angie also plans to survey student employees prior to working in Career Services and survey them again at the end of the semester to determine what they have learned. Angie has eleven student learning goals set up for the students working in the Career Services office. At the end of the year Angie will meet with the students to review their student learning outcomes.

Angie is looking forward to partnering with Alli Witucki, from Student Leadership and Activities, on career paths and how to prepare. Angie and Alli are currently working on a cognitive map that shows how a co-curricular transcript will help students when they are looking for a job. Angie has found in the past that freshman do not realize that they need social as well as academic background so Alli and Angie are teaming up to show them how important it is to have both when going out into the job market.

Rankin Student Center – Mark Schuelke

- **Meetings and Events** – a customer service survey was distributed to individuals using conference services last year. Through the survey they found that most feel that the Rankin Student Center office is helpful and have great attitudes. They also received feedback that some of the tables and chairs within the Rankin Student Center needed to be replaced. Mark said that he has waited to purchase new tables and chairs in hopes that the Rankin Center will be renovated soon, but he will need to replace the tables and chairs soon.

Mark added learning outcomes for the student managers last fall. At first the student managers did not realize that they had learned anything from being a student manager, but as they discussed it, they were surprised to find out that they had learned skills that will help them in the future.

During training Student Managers are given a list of learning outcomes they are expected to meet. The Mark and the Night Manager will meet with them again at the end of the semester to discuss and determine what they have learned.

Cindy asked if Mark had a count of declined reservations and where the client went when their reservation was declined. Mark said that he didn't have a way to keep track of that information.

Student Leadership & Activities – Alli Witucki

- **Office Student Staff** - students within the Student Leadership and Activities office were surveyed three different times throughout the year, with the seniors receiving an exit interview. Responses revealed that 25% of students felt they acquired Leadership Development, 42% Communication & Collaboration, 17% Self-Management, 17% Program Solving and Critical Thinking, 0% Civic Engagement/Responsibility and 17% Event/Program Management. Alli said that they were surprised to receive 0% for Civic Engagement. Students do have knowledge of and learn civic engagement, but they didn't realize that in part they had learned it through their job in SL&A.

Mike suggested breaking down the learning outcomes to show students what they are learning by working in the Student Leadership and Activities office. Mike also encouraged collaboration of Career Services and Student Leadership and Activities.

- **Volunteer Center** – after completing volunteer hours students were asked to fill out a survey. The survey showed that 63 RSOs participated with 24,548 hours reported, 597 individual students reported 11,887 hours, and 8 faculty/staff reported 418 hours.

Volunteers were somewhat satisfied with the volunteer opportunities. Volunteers learned appreciation of cultural and human differences, a sense of civic responsibility and gained personal development.

The Volunteer Center found that 35% of RSOs are reporting volunteer hours. Most were satisfied with the overall process. Alli said that they increased the students processing Volunteer Center reports from 2 students to 5 students to improve the process, which has helped.

Alli said that last year they experienced a problem with the software used to track volunteer hours, but the problem has been fixed.

Currently, honor's students are using Org Sync, as a pilot program, to report their volunteer hours, which seems to be working well.

- **Org Sync** – Org Sync is a program used for co-curricular transcripts, to help students build career as well as personal skills while in college. Last year Org Sync had 710 members. At the end of the semester the members of Org Sync were surveyed to find out what they thought of the software and if they were satisfied with the customer service. The survey showed that most liked the software and were satisfied with the customer service.

Alli said that she has been busy training groups as well as individuals on how to use Org Sync.

University Recreation – Cindy Vandersloot

- **Student Staff Training** – Cindy said that last year they asked staff who participated in training to assess the training sessions. The survey results were used to streamline training for fall 2010.

Last year's survey results showed that students did not like being talked to for several hours and that a reference manual for the front desk staff would be helpful.

The following changes were made for fall 2010.

- A reference manual was created to help front desk staff when full-time staff were not available.
- Head supervisors led small breakout groups, instead of having someone talk to the students for several hours. This helped break things up but also helped the head supervisors to get to know their staff better.
- Food (pizza and snacks) were available, which everyone loved.

After fall 2010 training the students were surveyed to find out how they thought the training went and most were satisfied.

- **Plans for the Future** – Cindy said that they are working on fixing a communication breakdown that they seem to experience at the beginning of each year. Cindy's vision for student staff would be that they are better communicators when they leave Ferris.

Wrap-up

Mike suggested that Student Affairs hold an assessment fair where departments share best practices with each other. Another suggestion was that Student Affairs as a whole come up with some learning outcomes that all departments expect their students to learn while working in Student Affairs.

The committee discussed offering a student leadership class. Angie said that the Leadership conference is trying to teach leadership skills to students. The Professional Career and Leadership Conference was held on September 29 from noon through 8pm.

Mike said that the Student Affairs Assessment Committee is looking for two new faculty representatives.

Mike and Dan thanked the committee for their participation in the Student Affairs Assessment review process.

Leroy thanked co-chairs, Kristen Salomonson and Mike Cairns for being in the forefront of Student Affairs assessment.

Respectfully submitted by,

Sherry Hayes
Administrative Assistant to the
Associate VP for Student Affairs