

## **Meeting Minutes: Assessment Highlights Meeting August 12, 2016**

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**Present:** Angela Palmer, Nicholas Campau, Joy Pufhal, Angela Roman, Emily (CLACS intern), Matthew Jones, Michele Albright, Kristen Salomonson, Kathy Lake, Mark Schuelke, Angela Garrey, Mitzi Day, Elise Gramza, Eric Simone, Kevin Carmody, Cindy Vander Sloot, Charlotte Tetsworth, Deanna Goldthwait, Matt Chaney, Michael Wade, and Jeanine Ward-Roof

**Guests:** Roberta Teahen

**Absent:** George Nagel and Lisa Ortiz

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Kristen began by welcoming everyone to our annual Student Affairs Assessment Highlights Review meeting and thanking them for their assessment efforts and the submission of their reports. The group was given an agenda that outlined the schedule of presenters, as well as a copy of the report draft so that they could follow along with each presenter. Dr. Ward-Roof thanked everyone for their hard work in making this day happen, as well as their continuous work in regards to assessment. Each presenter reflected on their assessment efforts and shared their highlights with the group.

### **University Recreation – Cindy Vander Sloot:**

Cindy focused her assessment efforts on the satisfaction levels of customer service for University Recreation. She shared the data she gathered through a survey via google docs. Positive feedback included that almost all patrons feel that the student staff is polite and knowledgeable. Feedback also shown that improvements can be made with the facility and equipment. The lobby space proved to be used very minimally, and in the future, they would like to make this space more welcoming, and possibly branding it a bit more.

### **Admissions (Process) – Charlotte Tetsworth:**

Charlotte highlighted the partnerships that we have made in the past year in regards to Veteran services. She is currently partnering with the General Education committee to discuss awarding credit(s) for veterans for life experiences they have had. Next year, she plans on continuing her work with the Veterans' services and will assess the Veterans Peer Mentorship program.

### **Admissions (Recruitment) - Angela Garrey:**

Angela Garrey highlighted her assessment efforts in regards to the First Generation Coffee Hour. She communicated that their efforts have moved beyond recruitment to retention for this underrepresented population. Students who attended the coffee hour during orientation communicated that they felt more connected to campus.

Angela shared the assessment of the telemarketing tool of Salesforce. She looked at who was using it, how they were using it, etc. The recruiters enjoy the tool as a way to communicate with each other. Salesforce is also a tool used to chronicle a lot of different information about a student, like how long the student looked at the message, if they forwarded it on to others, etc.

### **Budget Operations- Deanna Goldthwait**

Last year Deanna assessed the divisional carryover within the general and non-general funds of our division. This year, she assessed the computer replacement list and found that seven employees were not on the list for a replacement. This omission could have cost the division quite a bit of money. Next year, Deanna would like to assess the training that administrators have had in regards to budgetary responsibilities.

### **Center for Leadership, Activities and Career Services (CLACS) – Angela Roman:**

Matt Jones – Matt assessed the implementation of a new member education program for Greek Life. The program included reflections on personal values as well as the chapter’s mission, vision, and values. Approximately 90% of members went through this program voluntarily.

Mickey – Mickey assessed the alternative spring break which had 17 student participants and two TV & Digital Production Program students. She also communicated that Career Services is introducing new technology that will address some of the gaps that we have experienced in terms of career services.

### **Financial Aid – Kathy Lake:**

This year Financial Aid added a second GetReal! Event and opened it up to future students attending the MOISD. These events showed positive feedback and they will continue this successful program. Financial Aid also assessed customer service and found that feedback has become more positive.

### **Institutional Research & Testing (IR&T) - Mitzi Day:**

Mitzi communicated that there has been an increase in the number of quizzes and tests given through Blackboard, hence showing a decline in the number administered through their office. She communicated that the AP scores will now be delivered electronically and stored in Xtender.

### **Office of Multicultural Student Services (OMSS) – Michael Wade:**

The Office of Multicultural Student Services (OMSS) assessed their sponsored events, specifically their goal of promoting the understanding and appreciation of diversity, inclusion, and social justice. The assessment of these events happen continuously. Nineteen of their thirty events had enough participants where feedback could be used for assessment purposes.

### **Office of Student Conduct- Nicholas Campau:**

This year's assessment for the Office of Student Conduct included Student Appeals. Nick communicated that only about 2-3% of students who go through the conduct process appeal. Most students who appeal express their need to be heard. This year, their office included an insert in the orientation folder that communicated to students the importance of checking their Ferris email.

Nick's assessment also included the comparison of graduation rates and alcohol violations. Data showed that students who were held responsible for an alcohol violation graduated at a higher rate than their peers. This data communicates that the conduct office is successful at assisting those students in becoming successful, despite their conduct experience.

### **Registrar's Office – Elise Gramza:**

Last year the focus of assessment for the Registrar's office was e-transcripts. This year, Elise assessed staff development. She encouraged her staff to seek out professional development in a variety of ways, and this has been a positive experience.

### **Title IX – Kevin Carmody:**

Kevin assessed the StepUp training of student leaders. Training for the students consisted of how to engage and intervene when necessary and after training, a feedback survey was administered. Participants were asked for feedback of what they might do differently in the future in regards to intervention.

Kevin also assessed the campus climate survey which was sent out to all enrolled students via email. Less than half of these students opened their email. Kevin and student staff also administered the survey face-to-face in an effort to obtain more participants.

**University Center- Mark Schuelke:**

Mark assessed the number of reservation within the University Center and who the customers were. His assessment efforts looked specifically at the conference room spaces. Feedback showed that there was room for improvement in regards to AV equipment in the rooms, and he is currently addressing this issue.

In the future, the UC is implementing the “Bow-Wow” award to the UC staff who go above and beyond their duties, and will assess this initiative.

**Admissions (Events) – Eric Simone:**

Past feedback showed that students did not feel connected to campus or feel that they really met others while attending orientation, so this year, they implemented student break-out sessions. This became a fun way to meet other students coming to Ferris, utilizing games and activities to get students to interact with one another.

In conclusion of the meeting, Kristen thanked everyone once again for their yearly assessment efforts, and thanked our guest for attending. The day proved to be a successful one, with everyone highlighting the great job that they do in terms of assessment within their own departments. Robbie Teahen, the Associate Provost for Academic Affairs, thanked us for asking her to be part of the meeting, and communicated that she thoroughly enjoys hearing about the great things we do to touch the lives of our students.

Submitted by: Angela Palmer,  
Administrative Assistant to the Dean of Student Life