

**Student Affairs – Mid-Year Assessment Progress Review**  
**Meeting Minutes**  
**February 29, 2012**

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Present:

Dan Burcham	Mike Cairns	Nick Campau	Matt Chaney
Mitzi Day	Jason DaDay	Renee Douglas	Cindy Horn
Elise Gramza	Kathy Lake	Kristin Norton	Angie Roman
Kristen Salomonson	Mark Schuelke	Charlotte Tettsworth	Leroy Wright

**Admissions (Recruitment) – Kathy Lake presented for Angela Garrey**

*Dawg Day* - After evaluating Dawg Day it was decided that the sessions offered should be reduced from 12 to 8 sessions, eliminating some of the winter sessions that are poorly attended due to weather.

*Daily Visits* – Kathy said that they are looking at offering two daily visits on Fridays. They have found that most people like to attend daily visits on a Friday or Monday.

*Orientation Survey* – After registering for classes students are asked to fill out a survey to find out their interests outside of academics. After the results are compiled, information on the student's area of interest is sent to them via email.

*Student Ambassador Program* – Nick Campau has agreed to advise the Student Ambassadors. The program will be evaluated to determine if there is anything that needs to be changed. It has already been decided that the overnight visits will be removed from the visitation options.

- Mike Cairns suggested assessing the student ambassadors to find out what they have learned.

**Admissions (Process) – Charlotte Tetsworth**

*Clerical Retreat* - Charlotte held a retreat for the Admission's clerical staff, which was well received. A yearly retreat will be planned.

*Admission's Student Workers* - Charlotte met with her student staff to determine what they had learned while working in Admission. Charlotte found that the students wanted better written instructions that also included pictures. The students were asked to help in creating the instructions.

### **Counseling Center – Renee Douglas**

*Student Survey* - the Counseling Center surveyed students after they had completed counseling to find out if counseling helped them academically. The students didn't seem to understand the correlation between counseling and their academic success. In the future, the Counseling Center will explain what they hope to accomplish at their first counseling session and will hopefully be able to show students that they have learned something about themselves at the end of the process.

*OQ45 Survey* - Students who attended counseling were asked to complete two surveys at the end of their counseling, which the counselors thought was redundant, so they decided to eliminate the OQ45 survey.

*Resident Advisor (RA) Training* - Renee assessed RA training and found that the RAs didn't think they were learning anything new at the training. Renee is looking at creating an interactive training session to better train the RAs in the future.

### **Birkam Health Center – Renee Douglas**

*Student Survey* – Survey results received from students surveyed who used the Health Center showed that students wanted to receive education on health, nutrition, diabetes and weight. The Health Center is currently working on creating educational programming for students in the above areas. Renee is also working with Cindy Horn to create a wellness program.

The NCHA survey showed that students wanted more education on sexuality.

- Kristen Salomonson suggested sharing NCHA survey results with the campus at large.
- Kristen Salomonson suggested checking with advisory boards in the health fields (Pharmacy or Optometry for example) to see if they would be able to provide money to help support wellness education.

*Student Worker Survey* - The Health Center student workers were surveyed to determine if they had learned anything from working at the Health Center. The surveys showed that the students thought they did learn customer service and communication skills, which would help them in their future careers.

### **Career Services – Angie Roman**

*The Student Employee Initiative* is going well. There are currently five professional trainees in the program. Angie said that assessment of the students participating in the program shows that they have learned communication skills. Angie also found that students are having problems balancing work, academics, and social events.

*Workshop attendance* – Angie said that she hasn't figured out the best way to track how many student employees have participated in workshops. Students who have attended five workshops or more will receive a certificate at the Torch Bearer awards in April.

- The group discussed ways to help students determine what they want to major in prior to coming college. Determining what they want to major in prior to coming to college might help students graduate on time.

*The Career Development process* consists of 5 phases. The steps are - 1) Self-Assessment, 2) Explore the Career, 3) Gain the Skills, 4) Market Yourself, and 5) Perform Well on the Job.

Career Services is focusing this year on how much students are learning about the third phase of the process. They chose to work on the third phase since it is a number one area students are lacking in and Ferris has a large initiative on our campus with regard to leadership, internships, and community service.

For every classroom presentation Career Services offers, no matter what academic level or degree, they assess each student participant on a 1-5 rating scale how much did they learn about developing their skills. Career Services also asks an open-ended "what did you learn?" question. Career Services is highlighting the results in their assessment initiative this year.

### **Financial Aid – Sara Dew**

*Student Survey* - Sara said that after surveying students they found that students wanted to know more about credit history and ways to save money. The National Association of Financial Aid Administrators offers a [cash course](#) on ways to help students with financial management – credit cards, needs vs. wants, etc., which is available on the Financial Aid website.

### **Institutional Research & Testing – Mitzi Day / Kristen Salomonson**

*FSUS Class* – Kristen asked her FSUS class to review the Fact Book. After reviewing the Fact Book they were quizzed to see what they had learned. The students were very interested in the information provided in the Fact Book and appreciated the exercise. Kristen plans to contact Shelly VandePanne to see if she would be interested in adding this practice to FSUS classes.

Kristen plans to contact staff who receives the Fact Book to find out what they feel is the most important part of the Fact Book, what they learned, and if there is anything that they would like to see in future Fact Books.

*FERPA Presentation and Quiz Survey Results* – Kristen presents information on FERPA to various groups on campus, which has been very beneficial to many areas.

### **Multicultural Student Services – Matt Chaney**

*Student Survey* – OMSS is planning on surveying students who attend various monthly events – Hispanic Heritage Month, Black History Month, Women’s History Month, etc. to see what they learned after attending the event.

*Student Worker Binder* - OMSS student workers each have a binder where they answer questions such as what did you learn this week, and what did you do this week (completed tasks for the week) to help OMSS know what student workers are doing or what they have concerns about. Students are also being asked to articulate what they learned. Mike Wade reviews the binders regularly to see what can be done to improve their processes.

### **Dean of Student Life – Leroy Wright**

*Ferris Youth Initiative (FYI)* is in its 2<sup>nd</sup> year. The program was created to help students with a difficult background, loss of parents, etc. to get an education. The students are assigned mentors, who are asked to advise mentees in transitioning to college, academic support, personal wellness, etc. Leroy said that they plan events for FYI students but he doesn’t get the attendance he would like, even though the students ask for the events to be planned. Motivational email messages are sent out every month to encourage and support the students.

Dean of Student Life - continued

- Kristen Salomonson suggested adding “participating in events” to the expectations a student must meet in order receive money from the program.
- Nick Campau said that money isn’t a concern for FYI students since they receive quite a bit of financial help, so he doesn’t think requiring attendance would work.

### **Student Conduct – Kristin Norton**

*Measure Learning Outcomes* – One month after a student has completed their sanction they’re asked to fill out a survey about the OSC process. Kristen has received 37 surveys back this year. Some of the results received included comments such as they felt they were treated fairly, they received all information needed to understand the process, that OSC staff was helpful, and that they felt they were treated with respect.

*Assess the learning that occurs during FSUS presentation* – The data has been collected, but Kristin hasn’t had time to go through the results yet.

*Assess faculty to find out their reasons for using or not using the OSC for misconduct issues* – Kristin said the survey has been created and is ready to be sent out after spring break.

*Assessing victims of sexual harassment to see if the OSC has fulfilled their responsibilities* – Kristin said the OSC has had three cases of sexual assault this year, with only one case going all the way through the system.

### **Orientation – Nick Campau**

*Transfer and summer semester online process* – Jason DaDay said that students are asked to include comments after they have completed the online process. So far the comments have been positive. Sherry said that she is planning on creating an interactive online orientation which will be created using Adobe Captivate.

*Assess Orientation Team Leaders* to find out what they have learned – Nick said that the team leaders are surveyed after they have completed Orientation. From the results they found that the team leaders wanted more responsibility, as a result, more responsibilities have been added to the team leader position. Nick and Leroy are hoping to tie the general outcomes for orientation leaders to the university-wide learning outcomes in the future.

Orientation - continued

*Continue to assess and enhance the Orientation process for students, family, friends and orientation leaders* – Guests are surveyed, but the orientation staff are not the only areas influencing the results, making it tough to control.

**Rankin Student Center – Mark Schuelke**

*Student Managers Survey* – Mark is still work on.

*Survey results from Rankin Center remodel project* – Mark said that the [Rankin Student / University Center Visioning and Market Analysis report](#) is available on the Student Affairs website. The demographics of the analysis received are - 3% Community Members, 18% Faculty/Staff and 79% Students. Survey results showed that students see the addition of a coffee house, weight and fitness area, grab and go/convenience store, food court and the bookstore area as first priority items for the University Center. Other areas important to students included a lounge area with comfortable chairs, commuter student lounge, dining and social options, better parking, a less confusing layout, and a larger auditorium style room (seating for 500).

**Records Office – Elise Gramza**

*Online Graduation Application* – The College of Allied Health agreed to pilot the new application process. The pilot for fall went well, but Elise is looking forward to seeing how spring semester goes. The goal is to save time, which it has, but Elise will not know how much time has been saved until spring semester is complete. In the past, it took 2 to 3 minutes per student to award a degree; Elise was able to award 118 degrees in a total of 20 seconds this fall.

*Student Staff Learning Outcomes* - Elise provided a list of customer service skills to the students which helped the students learn how to better serve their customers. Elise met with the students to see if the list was helpful. Some of the things students felt they learned from working in the Registrar's office were listening skills (understanding what the customer needed), and note taking skills (they found that if they took good notes and asked the right questions they were able to help the customer more efficiently). The students said that they would like to learn more about the Registrar's office so they could answer the questions and not bother staff to help them.

### **Student Leadership and Activities – Cindy Horn presented for Alli Witucki**

*Encourage student staff to set goals* – Alli created a timeline showing when events were planned and what needed to be done to get ready for the event. Early in the fall semester Alli found that there were too many target dates so they decided to combine activities.

*Student Organizations* – Alli is assessing Registered Student Organizations (RSOs), asking for number of members, number of service hours, donations collected and workshop attendance. Alli doesn't have the results of the survey at this time.

- Mike suggested encouraging RSO members to pass what they have learned on to new members.
- Kristen said she would be interested in seeing OrgSync feedback and how it helps students and student organizations. Also, are students using OrgSync to create co-curricular transcripts?

### **University Recreation Center – Cindy Horn**

*Student Staff Learning Outcomes* – learned that student staff members are learning time management skills.

*Intramural Staff* – Intramural referees are asked to evaluate their supervisor each month. UREC staff has learned that most of their supervisors are doing a wonderful job. UREC staff also learned that they need to purchase smaller uniforms for female referees. Female referees have also complained about not getting respect from males when they are officiating.

*Memberships for Faculty and Staff* – Cindy said that the cost of a membership for faculty and staff hasn't increased for 10 to 12 years. When faculty and staff are assessed they complain about things like the Recreation Center hours do not work for them, they would like to pay less for a membership, etc. Faculty and staff members forget that the Student Recreation Center is for students and the hours are geared toward the students.

- Cindy was encouraged submit an increase for the membership fee for faculty and staff.

Currently, Cindy is assessing the use of the facility during the day. Early morning lap swim is not used much. Cindy would like to discontinue the morning lap swim, but is afraid of upsetting community members if she does.

**Important Dates**

- Student Affairs Assessment Highlights are due to Sherry Hayes by Friday, *August 3, 2012*.
- The Student Affairs Assessment Highlights Review will be held on *Friday, August 17* from 8:30 am-1:00 pm.

Respectfully submitted by,

Sherry Hayes

Administrative Assistant to the Associate VP for Student Affairs