

## **Meeting Minutes: Assessment Highlights Meeting August 5, 2019**

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**Present:** Angela Palmer, Joy Pufhal, Nicholas Campau, Kristen Salomonson, Angela Roman, Heide Wisby, Lindsay Barber, Mark Schuelke, Angela Garrey, Elise Gramza, Eric Simone, Charlotte Tetsworth, Liz Tomaro, Michael Wade, Kaitlin Zies, Mitzi Day, Kathy Lake, Ashley Schulte, and Jeanine Ward-Roof

**Absent:** Matt Chaney, Justin Harden, and Deanna Goldthwait

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Kristen and Nick 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.

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

This past year, CLACS has attempted to brand a late night Friday event, and will continue to do so through “Fridays at Ferris.” There was a total of 770 people who attended this late night program, with a large population of minority students attending. Most of the student population who attended these events were living on campus.

A second area of assessment highlighted by CLACS was the involvement of Student Organization Executive Board Members. CLACS wanted to review the on campus involvement of these members. When assessing their involvement, they found that the board membership was young, mostly made up of freshman and sophomores. Learning this, they will look into leadership training opportunities for the young members.

The final assessment came out of LeaderShape, where 121 people graduated this year. There is a need to recruit more males in the future for this initiative. There is a desire to build in an Academic component since data showed a slight decrease in GPA after attending LeaderShape.

Next year, CLACS will assess the satisfaction of Bulldog Connect, the redeveloping of Career appointments, and implement learning outcomes in Student Organization Diversity Training.

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

Elise assessed University Policies. Often times, the Registrar’s office is in charge of enforcing many academic policies. When reviewing many of the policies, they found outdated language and inconsistencies between the FSU campus policy and the Kendall policy. There was also missing deadlines for withdrawal processes. In the future, Elise would like to set up a continuing schedule to review the policies with Academic Affairs.

Next year, the Registrar’s Office would like to review the Athletic Registration Form, in collaboration with Athletics. They would also like to review the course scheduling process.

### **Financial Aid – Heide Wisby:**

The Financial Aid Office assessed the Title IV (T4) Regulation, which states that federal aid will only pay for courses required for a student's program. This is not a new regulation; however, we have not been able to enforce it because the technology was not available to do so. The office pulled 100 random recipients and ran a degree audit, and found that 35% of them had credits that were not toward their program. Heide reviewed the difficult situations that this regulation will have on our students (i.e. wait lists, etc.). This regulation will take a lot of work to help the students understand, and Heide is currently working with Academic Affairs to assist in getting the word out to our students.

Next year, the Financial Aid office will review Standards of Academic Progress.

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

IR&T reviewed Tableau, which can be accessed on the webpage. Her assessment presented visual examples of how the data can be displayed.

A second topic of assessment was New Faculty Load Codes. The codes are base data that is used to report to the State and Feds. There has been implementation of new codes that accommodate all scenarios and instances at Ferris.

Next year, IR&T will access data presented with Tableau, as well as assess Scantron usage.

**Greek Life - Ashley Schulte:**

Ashley assessed the Greek Lead program, where there is effort to improve the depth and breadth of the Greek experience. This year, they added goals for participation, reviewed learning outcomes for chapter presidents, and compared the learning outcomes between Sorority and Fraternity Presidents.

Next year, she will review retention/attrition of members, possibly using Bulldog Connect as a resource.

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

From last year, Dawg Days stayed essentially the same, but the schedule for The Admitted Student Open House was modified. Orientation had minor changes with time periods, transitions, etc. Participation in the Admitted Student Open House increased, and Orientation had a slight increase in attendance this year.

This year, the subscription mailing service included only one mailing as opposed to four separate ones. This allowed for lower mailing costs. The overall enjoyment of the subscription service increased with this format.

Next year, Eric would like to have a survey question that is specific to the interactions that a student has with Orientation leaders.

**University Center- Mark Schuelke:**

The University Center had 4, 441 reservations this past year. Rooms were opened up for study rooms this past year and 312 students utilized them in this fashion. Changes were

made in terms of customer service this year. A student manager or other staff member made contact with the person who reserved the event space at the day of their reservation to ensure all needs were met. A challenge found through a customer satisfaction survey was neighboring event spaces having amplified sounds. The UC will seek ways to minimize these inconveniences to our customers.

Next year, the focus will be on customer service training for our student staff.

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

Due to last year's assessment results, various changes were made, such as an increase in digital marketing efforts, an adjustment in retention-based programming, and an implementation of a series of measures to better capture the profile of the students served. This year, OMSS collected data using many formats. They learned that students mostly visited the office for advising and mentoring purposes, tangible support, and in-office programming. In the future, they would like to research technology that can chronicle interactions with students, and increase awareness about the OMSS office.

**Title IX- Kaitlin Zies:**

Kaitlin shared that there was a 29% increase in disclosures for the year, and reviewed who was making the reports. She will continue to conduct Responsible Employee training, and would like to do an employee campus climate survey.

**Commencement –Kristen Salomonson:**

A review of overall historical participation in Commencement for the past ten years was reviewed, as well as participation percentages for each college. Kristen will continue to monitor data for accuracy of counts. Next year, the focus will be on printing costs for commencement programs. There will be a social component during the ceremony, beginning in December 2019.

**Birkam Health Center (BHC) – Lindsay Barber:**

Last year, the BHC was able to administer a customer satisfaction survey for half of the year, and found that most students had an overall positive interaction with staff. They have added a question about the student's personal comfort level when visiting the BHC. The BHC also assessed the utilization of online scheduling for a complete year and found that there was an increase in this service.

Next year BHC will assess the Patient Satisfaction Survey.

**Personal Counseling Center (PCC) – Lindsay Barber:**

Last year PCC measured client retention and found more than half of the clients returned for a third, fourth, etc. session. Overall utilization increased 14%. This year, the same utilization was assessed and there was an increase of 21%. They are working to implement a stepped care model as a way of addressing the high volume of students being seen without losing quality of care. Lindsay communicated that they would like to create a Mindfulness/Wellness room.

The PCC assessed two counseling groups: a female group and an RA group. The groups were compiled as a way to reach more students at one time. The hope is to expand these groups in the future.

Next year, PCC will assess the new Stepped Care Model.

The BHC and PCC offer testing for free to students for ADD/ADHD. 54% of students who have been diagnosed with ADD/ADHD are being seen at the BHC and the PCC.

**Office of Student Conduct – Nick Campau:**

The OSC assessed registration holds and found that registration holds have a direct correlation with academic progress. They also found that over half of our students do not return after they have a registration hold on their account.

**University Recreation – Nick Campau:**

UREC assessed the outdoor programs, such as Outdoor Nation and Ferris Get Outside. They also tracked gear rental. In the future, they will explore staffing/training options for the new renovated facility.

**Admissions (Process/Recruitment) – Charlotte Tetsworth/Angela Garrey:**

Last year, the Crimson and Gold program was assessed. For the upcoming year, this program will be opened up to all high school senior students, not only those accepted to Ferris. This year, a new test-optional admittance program was implemented. This program can be utilized by freshman only, and not transfer students. Next year, the first year cohort from this program will be assessed. Angela would like to also assess the impact of the community-based organizations on recruitment efforts.

**Closing Remarks:**

Kristen and Nick closed the meeting by thanking everyone for their continued efforts in regards to assessment. Jeanine also thanked everyone for the continued efforts and hard work on this year's report. As always, please report any revisions to the report to Angela Palmer within the week.

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