

## Meeting Minutes: Assessment Highlights Meeting August 9, 2017

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**Present:** Angela Palmer, Nicholas Campau, Joy Pufhal, Angela Roman, Kristen Salomonson, Heidi Wisby, Lindsay Barber, Mark Schuelke, Angela Garrey, Mitzi Day, Elise Gramza, Eric Simone, Kevin Carmody, Cindy Vander Sloom, Charlotte Tetsworth, Deanna Goldthwait, Danyelle Gregory, and Jeanine Ward-Roof

**Guests:** Robbie Teahen and Amanda Bylczynski

**Absent:** George Nagel and Lisa Ortiz

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Nick and 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.

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

Charlotte spoke of the challenges she has been facing in regard to the process change to testing exams, and due to early monitoring, thought this would be good to assess. SAT created a new portal for students to send their scores into schools, and students had to set up their individual portal. Low test score volumes were received due to the change. Charlotte worked with College Board to improve the process. This year when meeting with SAT College Board, it was decided to go back to having students fill out “bubbles” to indicate which university they want their scores to go to.

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

OrgSync card swipe was piloted this year, which is connected to a student ID, and when students come to an event, they swipe their ID and it pulls into OrgSync. CLACS is able to pull reports from this. Data showed that not all attendees swiped in when attending and will make changes to improve this process. It was suggested to pull in “Student Type” and “FSU credits” for additional demographics. A second assessment was done on the Greek Council Retreat, and pre and post learning outcomes were highlighted.

### **CLACS & Registrar’s – Angela Roman & Elise Gramza:**

Elise and Angela looked at RSO membership and the relation it has on retention. They found that a student who became a member of a RSO was more likely to be retained than a student who does not join one. A challenge with this assessment was that there was limited years of data available, and the accuracy of the RSO rosters. Moving forward, Angela would like to improve the accuracy of rosters.

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

Elise assessed WorkFlow processes that were initiated in 2010, but had not been used since. Her office hired a consultant to look at our current processes and work to implement the process within WorkFlow to benefit and be more efficient for the students. An example of the improvements made is in Total Withdrawals, which used to be a manual multi-step process. It is now much easier and less time is consumed by everyone involved. Communication notifications are now going out to students during the process.

**Office of Multicultural Student Services (OMSS) – Danyelle Gregory:**

OMSS partnered with a student who was a senior PR major, and worked together to gauge student perception of the office. The hope is to have students view OMSS as inclusive, widen their student audience, and have students advocating to other students on their behalf. The office received 129 responses to a survey that was administered, asking for students' perceptions of the office. In the future, OMSS will seek out student advocates to promote events to other students.

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

The Admitted Student Open Houses and Dawg Days events had a good response rate of surveys. 84% of those who attended open house attended orientation.

This year there were changes in regards to Orientation to enhance the ice breaker activities, the Q&A Parent Panel, and sessions offered were reduced. Positive feedback continued on students' connectedness of campus. 53% of the current orientation leaders will return next year. Due to the expected high return rate, the format with training will change.

Another assessment was done on the Subscription Box Mailing Services that was introduced this year. This was a free mailing initiative where admitted students received gifts. 429 of the 634 (59%) students who signed up for this free subscription went on to sign up for Orientation.

**University Center- Mark Schuelke:**

The assessment efforts for the University Center this year were in regards to the student staff training. Emergency preparedness in the past was not a strong piece of training so they amped up this piece with a presentation and an interactive game.

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

Angela Garrey highlighted her assessment efforts in regards to the College Day Night Events. She looked to see if there was a shift in attendance of these events due to Prior Year (PPY). Schools were having a concern with attendance due to timing of fairs.

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

Office of Student Conduct sent surveys to only students who were held responsible, focusing on whether or not the student felt that they were heard and respected through the conduct process.

The second assessment that this office conducted was in regards to student appeals. Nick shared that 6 out of 9 Title IX-type decisions were appealed.

Next year, assessment will include tracking registration holds when students fail to complete a sanction. There was a suggestion for less severe sanctions to have a transcript or grade hold instead of a registration hold.

**Budget Operations- Deanna Goldthwait**

Deanna looked at areas in our division where we were charged automatically for things that were not pre-approved. One example of this would be utility charges, and another example is plant store uploads, which tend to be mostly custodial supplies. She found that the Birkam Health Center was being charged for custodial supplies for the entire building. Deanna also did a quick analysis of cell phone and other device inventory.

#### **Financial Aid – Heidi Wisby:**

Heidi did assessment on direct loan debt. Today's students are able to know their debt and how to monitor it. A survey was sent to all students who have student debt, and it was found that 78% of students didn't know their borrowing limit and 74% of students were unaware of repayment plans. Most students are not using our financial literacy resources available to them. Financial Aid will work to improve this and beef up the financial literacy resources available to our students.

#### **HLC- Robbie Teahen (Guest):**

Robbie communicated to the group that she thinks that Student Affairs should present on HLC. She shared that it is important to remember that everything we do has to be tied back into the University's mission, which includes the vision, values, the strategic plan, goals, etc. Institutions must now meet all core components in each criterion in order to meet sanctions, and data must be submitted for evidence that criterion is being met. An appointment of a steering committee will begin in early Fall (September) with appointments of criterion and federal compliance committees in late Fall. Robbie encourages us to have a digital measure tool in place. She communicated that if there were areas that the institution needed to be improved upon, there must be proof that there has been work done to improve. For faculty members, a digital tool must be in place that highlights their degree, their title, qualifications, and years of experience. In the future, we need to continue to gather, analyze, and use data, and think about the specific evidence we have for proof, and that we meet each of the relevant criteria.

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

Cindy focused her assessment efforts on connecting learning outcomes with their student staff's working experience. The focus was on how the students can/will articulate their skills to a future employer. A suggestion was made to have students include these in their co-curricular official record. A suggestion for future assessment was the connectedness to the building, especially with the new renovations.

#### **Title IX – Kevin Carmody:**

Kevin looked at GPA with students who disclosed by being impacted by a Title IX violation. He found that the In-take meeting appears to have a positive impact on students and effects retention. For those who did not attend an intake meeting, they are at greater risk to finish and continue through their academic career.

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

Mitzi looked at hit patterns on the IR&T website. Top pages viewed were the CLEP subject page and Fact Book pages. Going forward, staff is going through OMNI training so they can make their own webpage updates.

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

Lindsay's concentration efforts were on volume and visit utilization, both total and unique visits. More than half of the patients who came for one visit, also came in again.

A second assessment is on insurance demographics. Most of our students have Medicaid as opposed as a commercial insurance group.

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

The focus for assessment was on volume of visits and the students that they are seeing (i.e. what colleges are the students from). Arts and Sciences had the biggest population of clients. Lindsay's assessment offered a comparison in the number of clients from each college and the percentage of college enrollment. Going forward, Lindsay would like to have a check-out survey for the clients and finalize a student advisory board.

**Closing Remarks:**

Nick Campau asked that everyone submit any revisions/additions to the report to Angela Palmer by Friday, August 11, 2017.

Nick and Kristen Salomonson closed the meeting by thanking everyone for their continued efforts in regards to assessment, and gave special thanks to our guests who attended.

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