

Texas A&M University – Kingsville  
Division of Student Affairs

**2001-2002 -- Executive Summary**

**2001–2002 -- Institutional Effectiveness Report**

**2003–2004 -- Institutional Effectiveness Plan**

**2004-2005 -- Resource Requests**

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Division of Enrollment Management Under Separate Cover

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## EXECUTIVE SUMMARY

### Significant Accomplishments for Academic Year 2001-03

#### Housing

1. Fire suppression system was installed in Martin Hall. Turner Hall is scheduled for Summer 2003.
2. Exterior doors for Bishop Hall were replaced.
3. A departmental review was conducted by an outside consultant (Chuck Colby) during Fall 2002.
4. Residence Life Cinema was inaugurated in Fall 2002. Movies, educational videos, and brief announcements are broadcast in the halls.
5. All hall computer labs were upgraded during Fall 2002. The number of computers and amount of memory were increased.
6. Data base (developed in-house) was enhanced for ease of making hall rosters, address labels, and sending assignment letters.
7. Housing webpage is scheduled to have additional features by February 2003 (apply for housing on line, virtual room tours, report maintenance repairs on line, complete administrative reports on line, housing calendar of events).
8. Had a Get Acquainted Meeting / Mixer with the Campus Police Department prior to the Fall RA Staff Training was done in collaboration with the Living Learning Community Program, Women's Center, and Life Services & Wellness and included the SPC's from the LLC Program.
9. In addition to presentations at Hoggie Days, Senior Days, and Non-traditional Orientation, Campus Housing staff made 17 presentations to visiting student groups and addressed a total of 892 prospective students (Spring 2001-Fall 2002).
10. 55 functions were held in the Founders Room (January 2002 to present). The hall custodial staff is responsible for set up and cleaning after each event.
11. A map illustrating room assignment locations were sent to all residents prior to their arrival for check-in. Students and parents could then determine the best place to park when unloading. Additional Campus Police Officers were hired to help with traffic control during Move-In Day in August.
12. Campus Housing sponsored an afternoon of hall activities on the first Sunday of *Welcome Week*. Students met for hall orientation meetings, were informed of available student services by mingling through information tables set up in the T/B Cafeteria, offered campus tours, and then treated to an array of outdoor games.
13. Campus Housing staff held a Halloween Carnival for the Student Family Apartment Residents in October 2002.

#### Women's Center

1. The Women's Center played a key role in the development of a new organization on campus - "WAKEUP" (Working At Keeping Everyone United Peacefully) to address the needs of the Gay, Lesbian, Bi-sexual, and Transgender population.
2. The director of the Women's Center served as the Coordinator of Volunteers for "Move-In Day 2002."
3. The Women's Center has incorporated "women's safety" into its mission statement. As part of that mission the department has acquired a number of sexual assault protocols from different universities. A committee was identified to review the protocols for the purpose of tailoring and instituting a program at A&M-Kingsville.
4. The Women's Center is taking the lead in the development of a SART (Sexual Assault Response Team) team for the university aimed at responding to any sexual assault crisis on campus.

5. A Sexual Assault Peer Educator Program is planned for the Women's Center. Interested students will undergo sexual assault training. At the completion of the training, they will be available to provide peer support as needed in sexual assault.
6. In response to the two alleged sexual assault's on campus, the Women's Center provided self-defense training in the residence halls. All sessions were well attended. Approximately 92 students attended over two nights.
7. The Women's Leadership Institute has expanded. Spring Semester will see two separate women's leadership institute programs. One junior level, and one senior level institute. This is a collaborative effort between the Women's Center and Student Activities.
8. The Women's Center in collaboration with Student Activities submitted a proposal in celebration of Martin Luther King and what he stood for. Unfortunately the proposal was not funded.

### **Life Services & Wellness**

Life Services & Wellness is one of the few progressive programs in the state of Texas that retains health leadership and manages the institution's stewardship of the community's health through balanced clinical, psychological, counseling and consumer services. This is accomplished by the multi-disciplinary approach utilizing student development practices to enhance the connection between health and learning for our students. This comprehensive and multidimensional program makes over 10,000 student contacts per academic year.

A total of 6,698 students were seen, an increase of 16% from last year. The medical providers combined (physician and nurse practitioner) saw a total of 4,962 contracts, and increase of 29% from last year. Women's reproductive health care and family planning increased by 36% from last year, immunizations increased by 6% due to "free FLU shots" campaign, in-house laboratory increased by 38%, and nutrition counseling program saw a 14% increase. Wellness programs in areas of classroom instruction (Don't Cancel Class), Community Outreach and Peer Education program reached more than 4,250 people during 1999 – 2000, an increase of 9% over last year. Counseling Services saw an increase of 25% in clients requiring personal and career counseling from last year. Also, a marked increase was seen in the problem areas as compared to last year: depression increased by 64%, career uncertainty increased by 44%, and anxiety disorders increased by 20%. Testing Services has been approved for CLEP (College Level Program) testing via computer to begin in Summer 2001 and is actively seeking accreditation through ETS (Education Testing Services) for GRE, GMAT, and TOEFL computer based testing. Services for Students with Disabilities (SSD) have increased services by 18.3% in the tutorial services include note taking, reading services, and accessibility assistance.

### Career Services

Over 3,000 students have participated in Career Services programs or workshops in this calendar year. Some of these activities included a very successful business etiquette dinner that sold out with over 200 seats to students and guests, a successful Fall Career Fair with over 940 students and 125 recruiters representing 62 companies, and an exceptional Graduate & Professional School Fair with over 225 students and 51 recruiters representing 42 universities.

### Dean of Students and Student Affairs

Data Corrupted – Under Repair

### Special Programs

Special Programs successfully was awarded the Educational Opportunity Centers (EOC) grant. This \$1,000,000 five-year grant is one of only three on a college campus in Texas and the only one at a comprehensive university. With this grant, TAMUK now has five of the seven TRIO grants – one of the largest programs in the United States.

Special Programs recruited 215 new TAMUK freshmen and has acquired over 2.0 million in grants that fund seven programs. Nine McNair scholars are in the doctorate pipeline. Student Support Services participants have a retention rate of 82%. There are 38 CAMP participants of which 46% passed TASP, the retention rate is 75% with a 2.8 GPA. Upward Bound serves 322 students with a 94% retention rate with 89% of the students with a 3.0 GPA or greater. The UBMS grant contract ends 2003. 100% of Upward Bound Math and Science students were retained in the program and completed their research study. The CEP summer program was first implemented in 1989 and each summer up to 1998. The program was not provided in 1998. The retention rate is 94% and students transitioning to TAMUK are nearly 60%. Since 1994 HEP has served 1,300 migrant students and graduated with a high school diploma (GED): 700. 56% have enrolled at TAMUK or other colleges and universities.

## **II. Changes and Improvements for Academic Years 2001-2002 that Resulted from Assessment Outcomes from Previous Years**

### Housing

Developed a marketing plan for Campus Housing. Student apartment renovations on an annual cycle were implement. Student interest in student apartments grew. Revisions to the work order process were improved. Hall amenities were improved.

### Student Union & Activities

Orientation programs were shifted to better serve the students. Development of a four-day orientation was started. Organizational changes within the department were made to better serve the operations. Enhanced non-traditional, transfer, and international orientation programs. Improved Greek chapter advising.

### Dean of Students & Student Affairs

Added crime data and other reports online. Institutionalized holiday lights.

### Life Services & Wellness

Established additional protocols and procedures manual for health care staff.

### Special Programs

Hiring and training SSS mentors who met the GPA and related to the participants disadvantaged background proved successful. The mentors coordinated student performance follow-up by individual visits with each student and referred their academic needs to the tutors to assist their needs during the tutoring sessions. In 1999- 2000 the department provided a new innovative staff training that offered effective strategies helping to improve the outreach networking contacts and better student recruitment resulting in better student retention. The department provided monthly staff training throughout the year to learn effective skills to monitor the students by maintaining weekly documentation and accountability. The program assessments and evaluations were increased adding input from program recipients. Survey

data was used to research new programs available that could enhance the needs of the target students served.

### **III. Plans for Improvement for Academic Years 2003 - 2004 Based on Assessment Outcomes for Academic Years 2001-2002:**

#### Housing

Improve online services; marketing, and marketing to upperclass students. Improve housing requirement enforcement. Begin RFP process for student apartments. Add housing master plan to campus master plan lists.

#### Student Union & Activities

Improvements will be made on the Recreational Sports web site such as online rosters, rules/regulations, game schedules, and updated pictures. Will increase faculty and staff participation in all sports. Installment of new lights at the Intramural Fields continues. Consider fencing the intramural fields. Develop new Recreational Sports Complex proposals. Change of sport activities could occur depending on participation, adding different sports based on student input such as indoor soccer. Create a "student environment" within the Student Union Building by relocating offices and making more effective use of the facility; adding furniture in places where students can gather, socialize and "hang out;" adding message boards throughout the Union to provide current information on activities; and utilizing an information desk/center. Implement the one-card system. Utilize the Javelina Café for programming as an alternate place for students to gather. Create a maintenance and renewal schedule for all equipment utilized in the Union. Create a Student Union Governing Board. Develop a renovation schedule for the Post Office, Bookstore, and Game Room. Complete Patio Renovation. Revamp the scheduling system by removing scheduling from the Dean of Student's office; creating a classification system for facility reservations; maintaining data collection on building utilization that includes requests for technical services; and upgrading scheduling software to enhance services and tracking of events. Conduct staffing study for Custodial Services utilizing the Association of Higher Education Facilities Officer "Custodial Staffing Guidelines for Educational Facilities." Purchase a new scanner, graphics software and a new computer for new student graphic designer position. Purchase an LCD projector for the SUB and update other equipment. Create a two day parent program to explore students first year issues. Purchase display for HOSTS program. Develop a manual for organization advisors. Expand Greek system - adding at least one national fraternity and sorority. Develop office space for student organizations. Hire a student graphic designer for office.

#### Dean of Students & Student Affairs

Continue to establish graduate and undergraduate internship programs in housing, activities, recreation sports, and counseling. Work with SGA to move to a issues/policy driven organization. Establish additional standing committees. Establish master travel plan for Palo Alto visits. Begin work on master Palo Alto plan for service introduction over the next ten years, including additional staff.

#### Career Services

Broaden scope of services beyond placement services. Establish a employment services component campus wide for the hiring of student staff. Improve the development of personnel.

#### Special Programs

A new intervention program has been designed similar to the College Exploration Program Summer program to be able to transition the CEP participants to TAMUK's fall and spring semesters of the following year. The proposals are being submitted to the Workforce Councils of south Texas to acquire funding for the 2001 summer, fall, and springs semesters.

## **STUDENT AFFAIRS MISSION STATEMENT, VISION STATEMENT, & GOALS**

### Mission for the Division of Student Affairs

The Division of Student Affairs at Texas A&M University-Kingsville is committed to the development of well-rounded students who become successful graduates and lifelong learners through collaboration and partnership with faculty, staff, parents, employers, and alumni. Our primary purposes are to promote student learning and personal development both inside and outside the classroom and to develop a strong sense of community within the university by delivering high quality programs and services.

### Tenets of TAMUK Student Affairs

1. We believe in the development of students into well-rounded persons, physical, spiritually, emotionally, occupationally, intellectually, and socially; which when coupled with practical experiences, better prepares them for life.
2. As a diverse community, all students, regardless of their ethnicity, culture, beliefs, or orientation will be recognized, respected, and represented.
3. We believe in the recruitment and retention of students to organizations and extracurricular activities, thereby motivating and empowering them to further develop their understanding of diversity issues, leadership skills, academic experiences, community service and connectedness to the A&M-Kingsville community.
4. As members of the student affairs profession, we believe in the promotion of professionalism through role modeling, teamwork membership/leadership in professional organizations, and dedication to the university's mission.
5. We believe in enhancing university spirit, traditions and pride through promotion of and participation in campus activities.
6. We believe in establishing genuine and lasting relationships with students, alumni, university departments, and the community.
7. We believe in the creation and establishment of a safe and positive environment which fosters learning and promotes a sense of community in the university population.

### Vision for Student Affairs

1. Picture TAMUK considered one of the best student affairs, student development programs in Texas, and the best in South Texas. Students, faculty and staff will be working collaboratively at providing engaging and thought provoking opportunities for students' growth. The division will initiate contact with academic departments, seeking common ground for student initiatives and efforts.
2. Student Affairs will lead the University in addressing student issues, model the way for professional involvement and professionalism, will be comfortable in adjusting to changes in the field, forward thinking in our planning, and fearless in generating ideas that serve the student body.
3. Student Affairs will be leaders in the community. This will be demonstrated by the joint community programs offered, shared committees, and general staff involvement in the community. Student Affairs will provide services for the community, volunteer freely and effortlessly, and provide a network of services as leaders in society. Student Affairs will help the University produce well-educated leaders and persons that effectively serve their communities personally, professionally, civically, socially, and honorably.
4. Student Affairs will become interconnected. The lines between departments will become blurred as departments jointly work together in serving students. Departments will challenge student ideals and interests and support students through their development.

5. Student Affairs will be technologically cutting edge, always aware of new programs, resources, and ideas available to the staff and students.
6. Student Affairs will be outrageous in generating ideas and implementing strategies to build A&M-Kingsville into a first choice university with thousands of vibrant and eager students.
7. Finally, Student Affairs will champion the free expression of ideas and will work hourly at creating and maintaining a safe environment for all students to safely express opposing points of view. Student Affairs will pride itself on the willingness to try. Mistakes will be valued as tools for learning.

### Goals

1. Recruit and retain students who have the potential to complete a college degree and compete in a global society.
2. Enhance student learning by creating and implementing programs, services, and activities that foster the intellectual, social, moral, ethical, spiritual, and physical development of students.
3. Create a campus climate that fosters a sense of community, values differences, and is responsive to individuals and their cultures.
4. Deliver high quality customer services by providing adequate fiscal resources, appropriate facilities, and well-trained, competent staff.

**Institutional Effectiveness Report**

**Goal #1**

Recruit and retain students who have the potential to complete a college degree and compete in global society.

## **Goal #1**

Recruit and retain students who have the potential to complete a college degree and compete in global society.

### **Objective 1.1**

Improve campus life by enhancing housing services and facilities to improve recruitment and retention of students; expanding counseling services to meet student demand; providing employment opportunities for students; and further developing orientation programs serving incoming students.

#### Assessment Measures

1. The housing application process will be streamlined for fall 2002 so that requests for housing information will be answered within 24 hours after the initial request is received.
2. Minor housing repairs, improvements, and mattress and chair replacement will be completed AY02. A schedule for completing deferred maintenance items will be completed by fall 2001.
3. Based on the renovation schedule, residence halls will be renovated. New services such as Residence Life Cinema will be provided by spring 2002.
4. The number of students in the halls will increase by 5% (as compared to Fall 2000).
5. 50% of the faculty surveyed will indicate awareness of and satisfaction with the center.
6. 100% of newly admitted participants each fiscal year will have their needs assessed, and an Educational Action Plan will be developed within 30 days of their acceptance into the TAMUK Upward Bound Program.
7. Employment opportunities for part-time, co-op, and summer, will increase by 20% (dependent upon funding for the job developer position).

#### Assessment Cycle

Semesterly by department.

#### Assessment Outcomes

Housing information is provided within 24-hours; the application process has not been streamlined; minor housing repairs have been accomplished; a deferred maintenance plan has not been created; halls continue to be renovated for fire safety and door access and residence life cinema has been implemented; faculty have not been surveyed; all students in Upward Bound are assessed; and data is not available on employment opportunities for PT, co-op, and summer (job developer position was not funded).

#### Narrative

None

### **Objective 1.2**

Implement new programs, improve existing workshops and programs and participate in programs that assist in the recruitment and retention of students; seek participation from all departments; institutionalize a one day program for transfer students by fall 2001; and continue the Nontraditional Student Orientation Program. Promote spirit, traditions, and participation in campus events.

### Assessment Measures

1. 95% of high school Upward Bound graduates will apply for admission to a post-secondary institution, and 90% will gain admission and enter a post-secondary institution each year.
2. 50 participants, of which 67% or 34 will be both low income and potential first generation college students and 33% or 16 will either be low income or potential first generation college students, to be selected by October 20<sup>th</sup> of each year.
3. Cheerleaders will participate in major campus wide events to promote campus pride and spirit.
4. Based on student evaluations, the advisement/registration process during Hoggie Days will be improved - 65% of the evaluations will be returned; 75% of students will rate the Hoggie Days activities and workshops as good to excellent, 70% of the student evaluations will rate from "agree to strongly agree" that the advisement/registration process was worthwhile/helpful.
5. 70% of students contacted by Info-Line will be enrolled on 12<sup>th</sup> class day that were contacted by Info-Line.
6. Upward Bound will provide 100% of the participants with tutoring, Saturday Sessions and academic counseling and guidance during the academic year and summer activities resulting in 85% of the participants completing their current grade and promoted to the next grade level each year as participant in the program.
7. At the completion of their freshmen program participation CAMP students will demonstrate knowledge of the university system, knowledge of academic resources areas, and knowledge of the registration and course selection process.
8. 75% of SSS participants will be retained as a consequent of receiving an intense comprehensive system of support service interventions.

### Assessment Cycle

Semesterly by department.

### Assessment Outcomes

98% eligible for graduation actually graduate; 92% continue in post-secondary education; all students are low income and first generation; Cheerleaders have not improved participation across campus in campus events; data is not available on Hoggie Days; the info-line has not been funded and has been discontinued; all Upward Bound students receive tutoring at their target schools; 100% of the participants complete their current grade and are promoted to the next level; CAMP students are familiar with campus processes; 78% of the SSS participants are retained.

### Narrative

None

**Institutional Effectiveness Report**

**Goal #2**

**Enhance student learning by creating and implementing programs, services, and activities that foster the intellectual, social, moral, ethical, spiritual, and physical development of students.**

## **Goal #2**

Enhance student learning by creating and implementing programs, services, and activities that foster the intellectual, social, moral, ethical, spiritual, and physical development of students.

### **Objective 2.1**

Sponsor an array of hall activities that are appealing and will enable students to further their personal development; increase student participation in residence hall and campus activities; collaborate with other campus departments, including student affairs departments, on implementing programs; and provide leadership development opportunities for students.

#### Assessment Measures

1. Housing will co-sponsor at least two hall programs a semester with other campus units.
2. The number of students participating in hall activities will increase overall by 10% during 2001-2002.
3. Students will be provided information about leadership opportunities at the beginning of the fall 2001 semester.
4. Establishing appropriate hall leagues and competitions and increasing the participation in intramurals by 30% by spring 2003.
5. A new student leadership program with at least twenty participants will be implemented by fall 2001. The advanced leaders program will have at least 12 participants fall 2001. Women's Leadership and Hispanic Leadership will have at least 15 participants each and be implemented spring 2002 and 2003 respectively.
6. The campus community will log at least 7,500 volunteer hours AY 2002.
7. The number of clubs and organizations that register will increase by 5 each year for the next two years.
8. One fraternity and one sorority will be colonized by spring 2003.
9. Wellness will have collaborated at least once with each student affairs department on a wellness program each semester.

#### Assessment Cycle

Semesterly by department.

#### Assessment Outcomes

Housing was awarded department of the year for its collaboration efforts and co-sponsored more than two programs with other campus units; data is not available for hall programming activities; students were provided about leadership programs at the beginning of fall semester; hall leagues were not established; the freshmen leadership program had more than twenty participants and the Women's Leadership had less than fifteen. Advanced Leaders and Hispanic Leadership were not implemented. Data is not available for community service hours; more than five new clubs and organizations were registered; fraternity and sorority growth has tripled in the past three years and wellness has collaborated with multiple departments monthly.

#### Narrative

None

## **Objective 2.2**

The Career Services will provide assistance to students to analyze interests, abilities, aptitudes, personal traits, previous work experience, and desired lifestyle to promote awareness of the interrelationship between self-knowledge and career choices; provide assistance to students in securing employment, including experiential education programs, that provide work experience, financial resources, and an opportunity for academic credit; and assist students in their preparation for the job search or further study and will assist them in learning how to effectively present themselves as a candidates for employment or further study.

### Assessment Measures

1. The percentage of freshmen students utilizing the services will increase by 5% by spring 2002 and 75% or the users will indicate that the services were helpful in self-assessment and career planning.
2. 75% of the student utilizing FOCUS II will indicate satisfaction with the assessment.
3. Participation in Co-op and Summer Internships will increase by 5% by the fall of 2002.
4. Employment opportunities for co-op and summer jobs will increase by 20% (dependent upon funding for the position).
5. 85% of the students and employers will indicate satisfaction with the on-campus interview program.
6. 50% of the respondents to an on-line survey for alumni will indicate awareness of the services available through Career Services.
7. A career counselor will be hired by the fall of 2001 and develop and implement assessment instruments appropriate to the Palo Alto campus and its activities.

### Assessment Cycle

Semesterly by department.

### Assessment Outcomes

Data is not available. A career counselor has not been hired and remains a priority for System Center-Palo Alto.

### Narrative

None

## **Objective 2.3**

Provide and promote diversified programs that fulfill student needs and enhances the process of student development; provide a variety of cultural, entertaining and educational programs; provide and promote a variety of entertainment for welcome weekend, homecoming, family day, and the TAMUK pageants; encourage students to get involved in campus organizations and activities; create student lounge space that promotes student learning; provide intramural sports such as flag football, softball, basketball, volleyball, soccer, tennis, bowling, racquetball and others and establish alternative types of activities and intramurals using computer games and the internet; and offer new fitness programs for faculty, staff, and students.

Assessment Measures

1. 75% of students in focus group who respond to evaluation will rate the activities as good to excellent.
2. 85% of parents responding will rate family day as good to excellent.
3. Newsletters will be sent twice a year.
4. Number of new members joining Greek organizations in comparison to last year will increase by at least 10% each year for the next two years.
5. Participation in intramurals will increase by 20% over all sports for AY 2002.

Assessment Cycle

Semesterly by department.

Assessment Outcomes

Focus groups were not used for data collection purposes, 76% of the parents believed family day events were good to excellent, newsletters have been discontinued as cost saving measures. Information is now provided directly to Public Affairs for distribution through Hog e-weekly; data is not available for Greek membership, and participation in intramurals continues to increase (13%) for all sports.

Narrative

None

**Objective 2.4**

Enhance student learning by creating and implementing programs, services, and activities that advocate responsibly the needs of disabled students to the campus community by providing information and consultation about specific disabilities in order to gain a general awareness of and sensitivity to disabled students circumstances.

Assessment Measures

1. Disability committee formed by Spring of 2002.
2. 65% of the faculty surveyed will show an awareness of student services, SSD location and what disabilities are covered under Section 504 of the Rehabilitation Act of 1973.
3. Newsletter will be distributed semiannually.
4. 100% of new faculty will receive Handbook.

Assessment Cycle

Semesterly by department.

Assessment Outcomes

Disability committee is a standing committee of the Vice President for Student Affairs, data is not available for faculty awareness of disability student services, newsletter was discontinued as a cost saving measure in place of electronic media, all faculty receive a handbook, if requested.

Narrative

None

**Objective 2.5**

Collaboratively work with the staff of TAMUK-System Center in developing a student involvement program for Palo Alto students. Develop and institutionalize a process that provides Palo Alto students access to TAMUK student publications and information (such as Student Handbooks and South Texans).

Assessment Measures

1. Based on survey data, 10% TAMUK-SC students will become involved in outside of classroom activities.
2. Each TAMUK-SC student will receive a student handbook and have access to electronic emails promoting campus events.

Assessment Cycle

Semesterly by department.

Assessment Outcomes

Survey is not available regarding involvement outside of the classroom. All TAMUK-SC students receive a student handbook and other publications either by request, SC campus availability, or online.

Narrative

None

**Institutional Effectiveness Report**

**Goal #3**

**Create a campus climate that fosters a sense of community, values differences, and is responsive to individuals and their cultures.**

### **Goal #3**

Create a campus climate that fosters a sense of community, values differences, and is responsive to individuals and their cultures.

#### **Objective 3.1**

Provide a campus environment that is comfortable and contributes to developing a sense of community. Establish a welcome environment for all residents during the first two weeks of the semester. Develop campus wide programs that challenge students personally and promote campus pride and community.

#### Assessment Measures

1. 60% of students surveyed in the Quality of Life survey will express student issues are positively addressed on campus by spring 2002.
2. 35% of the undergraduate student population will belong to a student club, organization, or team by fall 2001.
3. Audience participation in UnPolitically Correct will average at least 75 students, faculty and staff by the end of fall semester 2001.
4. Spirit and Traditions committees will be appointed by the Associate Vice President for Student Development and host at least three activities each semester.
5. The Inaugural Student Recognition Ceremony will be held spring 2002.
6. Service hours by faculty, staff, and students will total at least 7,500 AY02.

#### Assessment Cycle

Semesterly by department.

#### Assessment Outcomes

The QOL was not distributed this academic year; 26% of the student body is in a club, team, or organization; participation in UnPolitically correct peaked at 36 students and has been discontinued by student government; a spirit and traditions standing committee exists under the Vice president for Student Affairs, the student recognition ceremony has been implement 2002, and community service hour data is not available.

#### Narrative

None

#### **Objective 3.2**

Provide information about the student code of conduct and other campus policies to the campus community and ensure timely, substantive, and procedural due process to students. Develop standards/expectations of the TAMUK student.

#### Assessment Measures

1. Parents will receive a copy of student standards/expectations during parent orientations; standards/expectations will be displayed on the web.

2. Of the students surveyed, at least 50% will believe their student rights were protected and due process provided in the student conduct system.

Assessment Cycle

Semesterly by department.

Assessment Outcomes

Student conduct is discussed at parents orientation and parents are directed to the web for information as a cost saving measure. SGA believes their student rights are protected and respected and the student conduct system is fair. Additional student data is not available.

Narrative

None

**Institutional Effectiveness Report**

**Goal #4**

**Deliver high quality customer services by providing adequate fiscal resources, appropriate facilities, and well-trained, competent staff.**

#### **Goal #4**

Deliver high quality customer services by providing adequate fiscal resources, appropriate facilities, and well-trained, competent staff.

#### **Objective 4.1**

Initiate process to obtain, design, and construct major auxiliary facility buildings and renovations; obtain funding for construction of a new recreational sports complex and lights; oversee construction of the new student services building; design and seek funding for housing renovations and upperclass apartments; and design and seek funding for SUB renovations to the front entry and student lounge areas. Improve the quality of equipment used to operate in activities, the Union, housing and recreational sports.

#### Assessment Measures

1. Funding will be received for construction of the new student services building in this biennium with construction completed by 2004.
2. Proposal for recreational sports complex will be forwarded for funding from the state and receive a favorable rating.
3. Proposal for SUB and Housing renovations and new constructions will be completed by spring 2002.
4. Conduct survey to determine needs audiovisual needs of current and future users. New equipment for activities/union and biofeedback equipment will be purchased by September 2001.
5. One custodian position will be upgraded to lead custodian fall 2001.

#### Assessment Cycle

Semesterly by department.

#### Assessment Outcomes

Funding was received for a student services building and redirected to the School of Pharmacy and Kleberg Engineering projects; the rec. center is part of the campus master plan and awaits student approval via referendum in the upcoming years; SUB proposals to establish new eateries and housing proposals for fire safety, apartments, and staff apartments have been generated; Union Services conducted a survey on technology needs of Union users and is using that feedback to acquire additional hardware and provide additional event management services; a lead custodian was established.

#### Narrative

None

#### **Objective 4.2**

Develop and implement a systematic program review process for support units in Student Affairs utilizing the Council for the Advancement of Standards in Higher Education (CAS).

#### Assessment Measures

Reviews of departments will be completed according to the schedule below.

Review departments per year based on the schedule below. Use analysis to justify recommended improvements to the department.

Housing	Spring 2001
Life Services & Wellness	Spring 2001
Dean of Students	Fall 2001
Women=s Center	Fall 2001
Student Activities & Union	Spring 2002
Student Affairs	Spring 2002

Form a task force to recommend review process and review team composition.

#### Assessment Cycle

By the above schedule.

#### Assessment Outcomes

Task forces, consultants, and internal committees have been used to conduct the program reviews. The data is available in the Vice President for Student Affairs office.

#### Narrative

None

### **Objective 4.3**

Implement the one-card system. Develop POS (point of sale) technology with the one-card. Develop online services provided by the bookstore. Students should be able to simply order their supplies and books online, supply a card or pin number and be debited.

#### Assessment Measures

1. Phase I, implementation of one-card system, will be online by fall 2001 and, based on survey data, primarily used by housing students and Sodexo Marriott.
2. Point of Sale technology will be developed and purchased for implementation by 2004.

#### Assessment Cycle

Annually

#### Assessment Outcomes

Phase I has been implemented and consists of meal cards, ID services, and door access (P2) for the residence halls. Point of Sale is delayed pending the completion of banner and availability of Business Office personnel.

Narrative

None

**Objective 4.4**

Raise the entry-level standards for all professional staff to masters-level. Strongly encourage all staff to enroll in the graduate preparation program. Promote and support regional professional development and skill training as well as national involvement in functional areas by department heads.

Assessment Measures

1. 85% of the professional staff will have at least a masters degree by fall 2004.
2. 60% of the professional staff will have attended and/or obtained a position within a regional/national association conference by fall 2003.
3. 85% of on-campus recruiters will indicate satisfaction with the quality of services received and the quality of students interviewed.
4. 100% of the division's staff will attend a customer service training session, which includes handling complaints, at least once per academic year.

Assessment Cycle

Annually

Assessment Outcomes

67% of the professional staff have completed a master degree; 83% have attended and/or obtained a regional/national conference; data is not available for on-campus recruiters; less than 100% have attended customer service training – the data is not available.

Narrative

None