

UNIVERSITY OF NORTH ALABAMA
DIVISION OF STUDENT AFFAIRS

DEPARTMENTAL
ANNUAL ACTION PLAN
2009-2010

Submitted by
David P. Shields, Jr.
Vice President for Student Affairs



November 16, 2009

Departmental Annual Action Plan

Division of Student Affairs Academic Year: 2009-2010

UNIVERSITY strategic goals as identified in the University's <i>Strategic Plan</i>	UNIVERSITY action items/priority initiatives as identified in the University's <i>Annual Action Plan 09-10</i>
1.To Offer High Quality Programs	1. Implement the University's SACS process
2.To Build a Student Centered University	2. Recruitment and Retention at all levels of the University
3.To Promote and Celebrate Diversity	3. Continued scholarly and creative growth * Undergraduate involvement * Strengthen curriculum * Emphasize support offices
4.To Promote University Community	4. Full implementation of the initiatives of ODIE
5.To Strengthen Regional Development and Outreach	

VISION

The Division of Student Affairs at the University of North Alabama aspires to become a division of distinction and emulation in the state, region, and country.

MISSION

The Division of Student Affairs is dedicated to providing appropriate high quality services, programs and experiences which contribute to the total development of each student; to work cooperatively and actively with the Division of Academic Affairs and the faculty to enhance student learning both inside and outside the classroom and promote the academic mission of the University; and to prepare students to serve as leaders, problem solvers, and change agents in a global, multicultural world.

CORE VALUES

Students

Students are the center and reason for our work. We value all students and the opportunities we have to be a part of their education and personal development. We value the unique strengths, skills, life experiences, and talents each student contributes to the learning environment.

Communication

We strive to shape an environment of respect and openness, allowing for the free exchange of ideas and viewpoints. We strive for proactive and continual communication between departments and within the University.

Professionalism

We strive for highest levels of professional standards and integrity. Strong ethics and morals must serve as the foundation for our policies, procedures, services and relationships with students and one another.

Diversity

We strive to promote and support diversity in all of its forms at the University and within our Division. We value the uniqueness of each individual and we value what each individual contributes to our organization. We are committed to learning from talents and gifts offered by each member of the UNA community.

Teamwork

We strive to work together as a collective team, positively supporting, motivating, and challenging each other.

Innovation/Creativity/Adaptability

We strive to constantly seek positive and creative change to adapt to the needs and visions of students and the University that will promote a campus of vitality and purpose.

Departmental Annual Action Plans

Division of Student Affairs 2009-2010

CAREER PLANNING AND DEVELOPMENT

Department: **Career Planning and Development**

Academic Year: **2009-2010**

Cost Center Head: **Melissa T. Medlin**

Name of Person Completing this Report: **Melissa T. Medlin**

Initiative #1: Increase VISIBILITY across campus and in the local community by developing pro-active marketing tools.

Does this Initiative/Item address a specific issue raised during the department's Program Review? This initiative was developed because informal research continues to reveal that students are not aware of the resources and services available within Career Planning and Development on campus. Additionally, the local Shoals community has not been made aware of the ease in offering internships, part-time and full-time job opportunities to UNA students and graduates. We must increase our visibility so that both on campus and off campus constituents are aware of the resources and services available to them through Career Planning and Development.

Supports University Strategic Goals: To Offer High-Quality Programs; To Promote University Community; To Strengthen Regional Development and Outreach

Supports University Annual Goal/President's Initiative: Recruitment and retention at all levels of the University, Continued scholarly and creative growth.

Discussion of strategies and tactics to reach Action Item 1:

Intended Learning/Process Outcomes:

- Through the use of targeted and general poster campaign across campus and postcards to students the semester prior to graduation, students and faculty will be made aware of services and resources available on campus through CPD.
- A professional image will be associated with CPD services through mortarboard mailers with information specific to faculty, employers, students/prospective students.

Measurement/Assessment Instrument(s):

- Semester and yearly statistics of CPD usage, appointments and programs.

Person Responsible for Assessment:

- Melissa Medlin

Use of evaluation results for future planning and decision making:

- Determining what publicity mechanisms most attract students will affect the types of marketing strategies to be employed in the future.

Status of Initiative #1:

Mortarboard mailers with information about UNA and Career Planning and Development have been designed, ordered and distribution has begun. The mortarboard marketing piece for employers is complete and has been given to Advancement to share with prospective employers; the Shoals Chamber of Commerce Board of Directors; and will be distributed to all employers attending the Fall 2009 Career Fair. This promotional piece is also mailed to all employers who inquire about recruiting processes at UNA.

A Career Guide was developed for students and distribution began, 9/2009. This is a professionally produced publication with timely job search tips and information.

Expenditure for Initiative #1:

2000 Mortarboards have already been purchased and paid for with 2008-2009 budget funds. Additional accessories to complete 500 mailers have also been purchased. Total costs to date: \$2188.

Career Guides were a no cost publication.

Additional publicity materials will only incur printing costs which are scheduled to be handled on campus.

Initiative #2: Develop specialized/targeted programs for campus entities including:

- Leadership UNA
- Athletics
- Registered Student Organizations
- Residence Life/RA's
- Judicial Affairs

Does this Initiative/Item address a specific issue raised during the department's Program Review? This initiative was developed as a means to develop collaborative partnerships across campus and reach out to already established student populations who could benefit from the resources and services of Career Planning and Development.

Supports University Strategic Goals: Recruitment and Retention at all levels of the University; Continued scholarly and creative growth

Discussion of Strategies and tactics to reach Initiative #2:Intended Learning/Process Outcomes:

- Students will attend programs specific to their position on campus to learn more about how their participation can positively impact career choice and job search skills.
- Students will discover their personal uniqueness and utilize useful tools for career planning to improve decision-making skills.
- Students will gain confidence in career-related choices and be prepared to present themselves professionally.
- Students will know the location of Career Planning and Development and utilize career related information and preparation tools on the website.

Measurement/Assessment Instrument(s):

- Number of tailored programs and participation numbers→each semester
- Number of follow-up emails and qualitative information
- Symplcity (career.una.edu) stats→ end of each semester
- Student evaluations→ after each program

Person Responsible for Assessment:

- Melissa Medlin

Use of evaluation results for future planning and decision-making:

- The results will assist in determining the learning from the activities and assist in modifying, increasing, or eliminating future programs.

Status of Initiative #2:

CPD Staff are collaborating with Student Engagement in the advising of Leadership UNA. This provides more opportunities to educate participants and also allows students to gain greater insight about CPD.

CPD Staff are facilitating sessions for all sections of the AAMP through the Athletic Department.

Expenditure for Initiative #2:

As part of the advising of Leadership UNA, CPD provided the MBTI free of charge to student members - \$350.

Initiative #3: Establish a presence in the community via active participation in the Shoals Area Chamber of Commerce.

Does this Initiative/Item address a specific issue raised during the department's Program Review? There exists a strong need to develop and secure internship, part-time and full-time job opportunities in the local community. By becoming an active member of the Chamber and participating in key events, CPD staff will be able to promote resources and services as well as establish networking contacts with local employers.

Supports University Strategic Goals: To strengthen regional development and outreach

Supports University Annual Goal/President's Initiative: Recruitment and retention at all levels of the University; Continued scholarly and creative growth; Full implementation of the initiatives of ODIE

Discussion of Strategies and tactics to reach Initiative #3:

Intended Learning/Process Outcomes:

- Students will see increased numbers of job/internship postings in Symplicity as well as an increase in employers to visit campus for on-campus interviews or the Career Fair.
- Opportunities for co-ops and internships with local employers will increase.
- Increased opportunities for fundraising based upon relationships developed with local businesses/organizations.

Measurement/Assessment Instrument(s):

- Symplicity stats → each semester
- Career Fair stats → each semester
- Student evaluations → after events
- Employer evaluations → after events

Person Responsible for Assessment:

- Melissa Medlin

Use of evaluation results for future planning and decision making:

- Use of qualitative evaluations from students and employers will indicate what marketing efforts, programs and services employers are most interested in becoming involved with.

Status of Initiative #3:

CPD purchased two marketing opportunities directly through the Shoals Chamber of Commerce: An ad in the Chamber Directory and Sponsorship of the August Board of Directors Breakfast. We also sent out Career Fair invitations to all the entire membership of the Shoals Chamber. The CPD staff continues to participate in Chamber activities, as time and scheduling will allow.

Expenditure for Initiative #3:

Ad in Chamber Directory – \$265

Sponsorship of August Board of Directors Breakfast - \$350

Initiative #4: Enhance the role of the Academic Resource Center to include programming and services which foster academic success.

Does this Initiative/Item address a specific issue raised during the department's Program Review? It has become apparent in recent semesters that the ARC is seen only as a tutoring service and computer lab. In reality there are a variety of programs and services that already exist and can be developed to foster the academic success of students. To this end a five-year plan, to offer more comprehensive programming and services related to supporting academic success, is being developed.

Supports University Strategic Goals: To Offer High-Quality Programs; To Build a Student Centered University

Supports University Annual Goal/President's Initiative: Recruitment and retention at all levels of the University; Continued scholarly and creative growth; Full implementation of the initiatives of ODIE

Discussion of Strategies and tactics to reach Initiative #4:

Intended Learning/Process Outcomes:

- Students will discover their strengths and weaknesses with regard to study habits and utilize useful tools for academic success.
- Students will gain confidence in their academic performance.
- Students will know the location of the Academic Resource Center and be aware of programs provided to assist with academic performance.
- Additional resources will be available including a study skills tutorial on line as a link from the ARC.

Measurement/Assessment Instrument(s):

- Administer student satisfaction surveys
- Conduct pre and post GPAs evaluations of students using services

Person Responsible for Assessment:

- Angie Pickens

Use of evaluation results for future planning and decision making:

- Determine how tutors and other programming can best be scheduled to achieve the most positive results for the greatest number of students.

Status of Initiative #4:

Responsibility for Study Skills Workshops/Programs was transferred from Disability Support Services to the ARC. During the Spring 2009 and Fall 2009 semesters, the ARC Coordinator has facilitated these educational sessions. In addition, the material from the

workshops has been developed in a form accessible from the ARC website for those students unable to attend the sessions in person.

Ongoing research regarding new programs and services is being conducted.

Expenditure for Initiative #4:

N/A

Initiative #5: Engage ARC staff in professional development opportunities.

Does this Initiative/Item address a specific issue raised during the department's Program Review? With the plans to expand the offerings within the ARC, it is necessary to provide professional development opportunities for the Coordinator to gain insight and knowledge of current trends in programs supporting academic success.

Supports University Strategic Goals: To Offer High-Quality Programs; To Build a Student Centered University

Supports University Annual Goal/President's Initiative: Continued scholarly and creative growth

Discussion of Strategies and tactics to reach Initiative #5:

Intended Learning/Process Outcomes:

- Staff will gain new strategies for creating a comprehensive Academic Resource Center to foster student academic success.

Measurement/Assessment Instrument(s):

- Performance evaluations
- Student Affairs staff survey

Person Responsible for Assessment:

- Angie Pickens

Use of evaluation results for future planning and decision making:

- The strength of results from this initiative will determine future professional development activities.

Status of Initiative #5:

Due to current funding concerns, the opportunity to participate in professional development conferences, etc has been suspended. However, the coordinator is conducting a review of other academic success programs available at other regional colleges and universities.

Expenditure for Initiative #5:

HOUSING OFFICE

Department: **Housing**

Academic Year: **09-10**

Cost Center Head: **Audrey Mitchell**

Name of Person Completing this Report: **Audrey Mitchell**

Priority Initiatives/Action Items

Please list each priority initiative/action item exactly as it was worded in October, specify which UNA Strategic Goal or Goals it supports, and indicate what your department did during this academic year to advance this initiative/item.

INITIATIVE #1: Add more cameras on all elevators, and more cameras in common areas where needed.

Does this Initiative/Item address a specific issue raised during the department's Program Review? Yes, this will address the problem of vandalism in common areas and not being able to pinpoint the person(s) responsible. It will cut down on the number of man hours spent tracking down furniture and putting students through the judicial process. If students know that cameras are recording they will most likely respect the area.

Supports University Strategic Goals: High Quality Programs, Student centered University

Supports University Annual Goals: Recruitment and retention at all levels of the University

Discussion of strategies and tactics to reach Action Item 1:

- Submit proposal to CBord which included additional area that need camera to get a price quote cameras and additional hardware that maybe needed from NiceVision
- Work with IT Department and Physical Plant to discuss additional items that may be needed and request price quote
- Contact Otis (*elevator contractor*) to find out what additional work they will have to do and request price quote

The following tools/instruments will be used to assess Action Item 1:

- Vandalism/damage reports

Persons responsible for assessment:

- Audrey Mitchell, Director of Housing
- Jimmy Waddell, Housing Coordinator

Use of evaluation results for future planning and decision-making:

- Use statistical results to show continuous improvement

Initiative #2: Revamp the process of capital improvements with Facilities

Does this Initiative/Item address a specific issue raised during the department's Program Review? Yes, capital improvements were taking longer than originally discussed because areas were short staffed and projects were not contracted out where needed. There were also some items that were agreed upon by some but were not done because everyone did not know.

Supports University Strategic Goals: High Quality Programs, Student centered University

Supports University Annual Goals: Recruitment and retention at all levels of the University

Discussion of strategies and tactics to reach Action Item 2:

- Meet with Director of Facilities to discuss what things are needed from both sides to ensure that projects requested are done as requested and completed on time
- Create Capital Improvement/Renovation Project Check List form. This form will include the project requested in detail, timeline agreed upon, project cost, color board if required, contractors that will be used, and procedures to follow if project runs over, an area for persons that must know about certain projects to sign off to ensure that they are in the loop.

The following tools/instruments will be use to assess Action Item 2:

- Project timeline calendar which will include actual completion date

Persons responsible for assessment:

- Audrey Mitchell, Director of Housing
- Jimmy Waddell, Housing Coordinator

Use of evaluation results for future planning and decision-making:

- Use statistical results to show continuous improvement
- Use statistical results to identify and improve problem areas
- Use statistical results to make future decisions

Initiative #3: Revamp University Apartment turnaround procedures with Physical Plant

Does this Initiative/Item address a specific issue raised during the department's Program Review? Yes, some apartments were vacant longer than necessary, causing revenue loss. It was also difficult to let students know a projected move-in date when the information was not easily accessible to all parties. There was confusion between the offices because not everyone was getting all of the necessary information.

Supports University Strategic Goals: High Quality Programs, Student centered University

Supports University Annual Goals: Recruitment and retention at all levels of the University

Discussion of Strategies and tactics to reach Action Item 3:

- Meet with Director of Facilities to discuss what things are needed from both sides to ensure that apartments turned in a timely manner
- Housing and Facilities make sure to use website that was created in Summer 2009 to input when apartment becomes vacant, things that need to be done in the apartment, projected date items will be completed, date the apartment became occupied
- Continue to communicate through the spring and summer semesters to make sure items do not fall through
- Put in writing policies and procedures that were agreed upon

The following tools/instruments will be use to assess Action Item 3:

- Online apartment database
- Microsoft Excel
- RentRight Software
- Self-Service Banner

Persons responsible for assessment:

- Audrey Mitchell, Director of Housing
- Jimmy Waddell, Housing Coordinator
- Mike Thompson, Assistant Director; Facilities Administration and Planning

Use of evaluation results for future planning and decision-making:

- Use statistical results to show improvement
- Use statistical results to identify and improve problem areas

Initiative #4: Revamp the process of students to turn in work orders. Make it online.

Does this Initiative/Item address a specific issue raised during the department's Program Review? Yes, this will cut down on the time it takes for the Housing Office to be informed about items that need to be repaired or replaced. It will also allow students to track the progress of their request. It will alleviate the issue of items reported but already repaired or replaced.

Supports University Strategic Goals: High Quality Programs, Student centered University

Supports University Annual Goals: Recruitment and retention at all levels of the University; Continued scholarly and creative growth

Discussion of strategies and tactics to reach Action Item 4:

- Contact CBord to receive price quote and additional hardware that will be needed as price quote for hardware that may be needed
- Contact IT Department to see what other items may be needed and request price quote

The following tools/instruments will be use to assess Action Item 4:

- Microsoft Excel
- UNA Portal
- Maintenance Request forms

Persons responsible for assessment:

- Audrey Mitchell, Director of Housing
- Jimmy Waddell, Housing Coordinator

Use of evaluation results for future planning and decision-making:

- Use statistical results to show continuous improvement
- Use statistical results to identify and improve problem areas
- Use statistical results to show areas where most of the maintenance issues occur so that monies can be budgeted appropriately
-

Expenditure for Priority Initiative/Action Item 4 (to be completed in June):

- | | |
|-------------------------------------|---------|
| • System Software | \$4,500 |
| • Client Services (Training) | \$3,585 |
| • Annual Fees (License/Maintenance) | \$1,125 |

Total \$9,210

JUDICIAL AFFAIRS AND STUDENT AFFAIRS ASSESSMENT

Department: **Judicial Affairs and Student Affairs Assessment**

Academic Year: **2009-2010**

Cost Center Head: **Dr. Kimberly A. Greenway**

Name of Person Completing this Report: **Dr. Kimberly A. Greenway**

Initiative #1: Reduce the number of alcohol violations through collaborative proactive educational programming with the University Counseling Center and residence hall staff.

Does this Initiative/Item address a specific issue raised during the department's Program Review? Yes, this initiative was determined based on increased numbers of alcohol and drug violations in the student discipline system, and as a result of current trends in higher education. Additionally, it supports the Student Affairs overarching initiatives as set forth during the annual strategic planning process and advances collaborative efforts among Student Affairs departments.

Supports University Strategic Goals: High Quality Programs and Student Centered University

Supports University Annual Goals: Recruitment and retention at all levels of the University; Continued scholarly and creative growth

Discussion of strategies and tactics to reach Action Item 1:

The following strategies and tactics are planned to accomplish Action Item 1:

- Draft an annual plan for programs and events related to alcohol and other drug education
- Decrease the number of alcohol and other drug violations by increasing students' knowledge regarding alcohol and other drugs
- Decrease the number of alcohol and other drug violations by implementing a marketing campaign to educate students about the Student Code of Conduct
- Facilitate alcohol and other drug programs for specified target groups including, but not limited to, resident students, Greek Life, and freshmen
- Facilitate at least two alcohol and other drug programs targeting all UNA students.
- Implement a continual passive program related to alcohol and other drugs
- Facilitate a social norms program

The following tools/instruments will be used to assess Action Item 1:

- Actual data indicating frequency of alcohol and drug violations
- Comparison with previous year's alcohol and drug violations
- Judicial Affairs survey completed by student violators who are sanctioned through the student discipline system
- Data collected from students who attend program and events
- Social norms survey
- Focus group data

Person responsible for assessment:

Dr. Kimberly A. Greenway, Director of Judicial Affairs and Student Affairs Assessment

Use of evaluation results for future planning and decision-making:

- Use statistical results for continuous improvement of programs and services
- Use statistical results to enhance priority of target groups
- Publicize social norm results for continual education regarding true perceptions of alcohol and other drug use on campus
- Establish data justification for new programs and services, human resource, and/or budget requests

Expenditure for Priority Initiative/Action Item 1: (to be completed in June)

Approximately \$2500

Initiative #2: Develop a plan to conduct an internal and/or external review of programs, policies, and services within the department

Does this Initiative/Item address a specific issue raised during the department's Program Review? Yes, this initiative was determined based on interviews with all department heads within the Division of Student Affairs as well as a review of assessment practices and evaluation tools used by the Division during the last year. The initiative is also consistent with the cycle of the Southern Association of Colleges and Schools reaccreditation process for the University.

Supports University Strategic Goals: High Quality Programs, Student Centered University,

Supports University Annual Goals: Continued scholarly and creative growth; Implementation of the SACS process

Discussion of strategies and tactics to reach Action Item 1:

The following strategies and tactics are planned to accomplish Action Item 1:

- Interview all Student Affairs department heads to gain personal input on desired process for review
- Facilitate focus group discussions to gain departmental input on desired process for review
- Obtain cost estimates for internal and external reviews
- Select the review process and draft the review plan
- Implement the selected review process during the fall 2009 semester
- Complete the selected review process during the spring and summer 2010 semesters

The following tools/instruments will be used to assess Action Item 1:

- Actual data collected in Student Affairs departments
- Actual data from event/program surveys
- Qualitative data from focus groups
- Student Affairs Directors' survey
- Student Affairs staff survey
- Campus-wide Student Affairs surveys
- Internal and/or external benchmarking data
- Progress toward Student Affairs Strategic plan

Person responsible for assessment:

Dr. Kimberly A. Greenway, Director of Judicial Affairs and Student Affairs Assessment

Use of evaluation results for future planning and decision-making:

- Use of report recommendations for improvement of programs, services, facilities, and staffing, and/or other areas indicated
- Establish areas needing improvement to meet SACS requirements
- Use statistical results for continuous improvement of programs and services
- Use statistical results to establish priorities within Student Affairs
- Establish data justification for new programs and services, human resource, and/or budget requests

Expenditure for Priority Initiative/Action Item 1: (to be completed in June)

Internal Review – approximately \$500

External Review – approximately \$8500

RESIDENCE LIFE

Department: **Residence Life**

Academic Year: **2009-2010**

Cost Center Head: **Kevin Jacques**

Name of Person Completing this Report: **Kevin Jacques**

Initiative #1: Develop and hire a third Area Coordinator Position that divides the duties of the current Lafayette/LaGrange/Hawthorne/Covington Area Coordinator to better serve the needs of the residential students.

Does this Initiative/Item address a specific issue raised during the department's Program Review? With the transformation of LaGrange Hall into a fully themed living environment and Lafayette Hall serving as the Honors Hall, the current Area Coordinator position has doubled in its workload. Currently that position is responsible for the day-to-day management of the above-mentioned buildings plus the four Cluster buildings. This year's assessment of the area showed double the amount of judicial cases compared to the Area Coordinator of Rice and Rivers, roughly three times as many programs compared to the counterpart and three times as many physical buildings. What was discovered was that the Theme Residence Halls, due to their unique make-up require more attention, which takes away from the time that can be devoted to the Cluster Style Halls.

Supports University Strategic Goals: High Quality Programs, Diversity and Student Centered University

Supports University Annual Goals: Recruitment and retention at all levels of the University

Discussion of strategies and tactics to reach Action Item 1:

Intended Learning/Process Outcomes:

- Increased visibility within the Residence Halls.
- Better utilization of available human resources creating more balanced and focused workloads.
- Provide educational opportunities for students outside the classroom.

- Engage faculty and staff in the residential experience.
- Partner with other departments on campus for programming opportunities.
- Higher level of oversight of Theme Housing Program for the Theme Housing Area Coordinator.
- Higher level of oversight of Cluster Residence Halls for the Cluster Area Coordinator.
- Increased efficiency in the Student Discipline process ensuring an educational approach.
- Further the development of the Department of Residence Life by being able to place a higher emphasis on Quality Program Development of the two different areas.

Measurement/Assessment Instrument(s)

- Retention rates of residential students.
- Retention rates of current students for same living arrangements.
- Theme Housing requests and ensuing waiting lists.
- Pre and Post Test Perception and Reality of Residence Hall Experience Surveys.
- Recognition of Students.
- Professional Staff Member morale.

Person responsible for assessment:

- Kevin Jacques, Director of Residence Life

Use of evaluation results for future planning and decision making:

- Change or modify departmental programming options

Expenditure for Priority Initiative/Action Item 1: (to be completed in June)

Initiative #2: Turn Hawthorne and/or Covington Hall(s) into upper-class co-ed by suite style living with self decided visitation policies.

Does this Initiative/Item address a specific issue raised during the department's Program Review? With the end of the year survey conducted by the Department of Residence Life and the Student Affairs Assessment Office, it was noted that there was a large request for true co-ed by suite housing (men in one suite and women in the next door suite, not men and women in the same suite) and the desire to change visitation policies to one which allows the suitemates to decide what their visitation policy will look like (i.e. no overnight opposite sex guests, only Friday and Saturday overnight opposite sex guests, any time overnight opposite sex guests). With the current Pre-Test Expectations Survey we have conducted, these themes came out again. The Residence Hall Association has also brought this (visitation) up as something to work on this year.

Supports University Strategic Goals: High Quality Programs, Student Centered University

Supports University Annual Goals: Recruitment and retention at all levels of the University; Continued scholarly and creative growth; Full implementation of the Initiatives of ODIE

Discussion of strategies and tactics to reach Action Item 1:

Intended Learning/Process Outcomes:

- 100% occupancy achieved during MANE Event.
- Engaging students in their living arrangements.
- Higher level of satisfaction in Residence Hall experience.
- Higher level of retention of residential students.
- Lower rate of Judicial hearings.
- Creating meaningful interpersonal relationships by students exhibiting maturity and handling decision making responsibilities constructively.

Measurement/Assessment Instrument(s)

- Retention rates of residential students.
- Cluster Housing requests and ensuing waiting lists.
- Pre and Post Test Perception and Reality of Residence Hall Experience Surveys.
- Student morale.

Person responsible for assessment:

- Kevin Jacques, Director of Residence Life
- Jami Schepman, Assistant Director of Residence Life
- Amy Ryder, Area Coordinator

Use of evaluation results for future planning and decision making:

- Change or modify departmental policy options

Expenditure for Priority Initiative/Action Item 1: (to be completed in June)

STUDENT ENGAGEMENT

Department: **Student Engagement**

Academic Year: **2009-2010**

Cost Center Head: **Tammy Jacques**

Name of Person Completing Report: **Tammy Jacques**

Initiative #1: Develop an Alternative Break Program that offers multiple opportunities for students to choose from during fall and spring breaks.

Does this Initiative/Item address a specific issue raised during the department's Program Review? In an effort to achieve part of the Office of Student Engagement's mission to engage students in the local and global communities, an Alternative Break program has been developed in order to expose students to local, regional, national and international issues through service trips. This program will initially be led by the Assistant Director for Leadership and Volunteerism, and then will be taken over by the student leaders of the Alternative Break Board once it is firmly established. The LaGrange Leadership Floor residents will be using the Alternative Break Board's trips to satisfy requirements for community service for living on the floor.

Supports University Goals: High Quality Programs, To Build and Maintain a Student-Centered University

Supports University Annual Goals: Recruitment and retention at all levels of the University; Continued scholarly and creative growth

Discussion of strategies and tactics are being planned to accomplish Initiative #1:

- Research various collegiate Alternative Break programs around the country. Specific schools being evaluated are Vanderbilt University and Auburn University.
- Form an organization called the Alternative Break Board (AB Board) and apply for recognition status through the student organization process.
- A display board, flyers, and Facebook group will be created to market the AB Board. Interest meetings will be held throughout each semester.
- Plans for an Alternative Fall Break will be made for Fall 2009. Advertisement will include Facebook, flyers and interest meetings.
- An Alternative Fall Break trip into Huntsville will be planned for Fall 2009. There will be Project Night Night Tote bag collections for SafePlace (Florence) and then work with the Lincoln Village Ministry (Huntsville).
- There will be three trips planned for Spring Break 2010.

The following tools/instruments will be used to assess Initiative #1:

- Reflection Activities during Fall Break 2009 trip (small and large group discussions, journals)

- Pre and Post evaluations from participants on the following areas: what they hope to gain, what they expect to encounter on the trip, their understanding of the agencies/issues the trip is involved, as well as their understanding of civic responsibility, diversity, etc.
- Satisfaction survey

Person responsible for assessment:

- Jennifer C. Brown, Assistant Director of Student Engagement for Leadership and Volunteerism

Use of evaluation results for future planning and decision-making:

- Students should develop knowledge about the concept of civic engagement and the impact of their involvement in the surrounding communities. Through civic engagement, students should develop moral reasoning and an appreciation of diversity. With that said, the feedback from assessment will be used for the following items:
- Reflection activities will be evaluated for an increase in self-efficacy, topic understanding, growth in moral developing and self-reflection.
- Pre and post survey results will provide insight as to whether students are learning the importance of civic responsibility, diversity and related topics.
- Student satisfaction surveys will be used in planning Spring 2010 trips, as well as other trips for the following academic year, as well as to evaluate alternative break sites.

Expenditure for Priority Initiative #1:

- There will be a start up cost of \$1000 to develop the promotional and training materials needed to prepare the Alternative Break Board organization.
- The Alternative Break Board will present request through the Student Allocation Funding process to cover three spring break trips which will cost approximately \$2500 each totaling \$7500.

Initiative #2: Support student engagement in multicultural awareness by providing all UNA students with more opportunities to attend multicultural and educational programming.

Does this Initiative/Item address a specific issue raised during the department's Program Review? In an effort to achieve the Student Affairs divisional core value of promoting and supporting diversity within not only the division, but also the university, the National Pan-Hellenic Council (NPHC) is striving to increase unity among the five chapters on campus, become more active in the Greek Life community and visible on campus. This goal is being led by the NPHC Executive Board, as well as by the NPHC Advisor. This goal is in line to increase multicultural awareness by the Office of Student Engagement since NPHC will increase programming efforts.

Supports University Goals: To Build and Maintain a Student-Centered University, To Promote and Celebrate Diversity

Supports University Annual Goals: Recruitment and retention at all levels of the University; Full implementation of the initiatives of ODIE; Continued scholarly and creative growth

Discussion of strategies and tactics are being planned to accomplish Initiative #2:

- Revamp convocation to where the chapters develop and perform a unity stroll to show that all though they are all different organizations, they work together under the umbrella of NPHC.
- NPHC will host an information table and perform a unity stroll in the atrium at lunch the day before convocation in order to advertise fall convocation and increase the visibility of the NPHC chapters.
- Develop an NPHC calendar and utilize the Greek calendar to promote NPHC and chapter events to the campus community. This will also help chapters better support each other's events and collaborate.
- Create a committee to discuss NPHC plot garden feasibility in order to give more visibility on campus.
- Encourage NPHC chapters to compete in homecoming competition in order to be more visible on campus.
- Create a NPHC week for October 12-16, 2009 where NPHC as a whole will put on events to bring multicultural activities to campus, which will increase visibility. This is in addition to the individual chapter weeks that occur in the Spring.

The following tools/instruments will be used to assess Initiative #2:

- The number of individuals who attend Convocation (Fall and Spring)
- Event evaluations (through allocation funding) and attendance by UNA students
- Satisfaction survey of NPHC chapters

Person responsible for assessment:

- Jennifer C. Brown, Assistant Director of Student Engagement for Leadership and Volunteerism

Use of evaluation results for future planning and decision-making:

- The feedback will determine what services and resources are needed in the future to support our historically black Greek organizations.

Expenditure for Priority Initiative #2:

- The projected cost for NPHC garden plot and granite monuments is \$35,000 from the initial research. The University will investigate the cost of limestone monuments and potentially cut the cost down significantly.
- There may be potential cost for the garden area setup or construction if needed.
- Office of Student Engagement will be able to use \$3000 potentially from the multi-cultural fund to put towards the project.
- The Vice President of Student Affairs will contribute some funds too.
- The NPHC chapters will need to assist with some of the fundraising efforts depending on the overall costs once investigated thoroughly.

Initiative #3: Support student engagement in multicultural awareness by providing all UNA students with more opportunities to attend multicultural and educational programs.

Discussion of strategies and tactics are being planned to accomplish Initiative #3:

- The University Program Council will use the newly revised Culture and Education chair position to facilitate programming.
- The University Program Council will add educational components to their social programs.
- The University Program Council will build relationships with administrative and academic departments to co-sponsor events to encourage multicultural programming and to reach a larger population of students.
- Collaborate and help recognized student organizations to promote their events in multicultural awareness. Examples include UPC working with National Pan-Hellenic Council, Global Network and Global Culture Night, and Japanese University Meal Project to create a SUSHI bar and explain how/why the food is important.
- A Home for the Holiday Mixer that will be before Christmas break. The University Program Council will create this program/social to educate the student body of the different cultures on this campus. The students from different cultures will attend and show other students their traditions and meet new people.
- Provide mock interviews for Miss UNA contestants that contain multicultural questions to prepare them for global awareness issues.

- A poster campaign that gives statistics on the number of multicultural students and different cultures to promote awareness on campus.

Supports University Goals: To Build and Maintain a Student-Centered University, To Promote and Celebrate Diversity

Supports University Annual Goals: Recruitment and retention at all levels of the University; Full implementation of the initiatives of ODIE

The following tools/instruments will be used to assess Initiative #3:

- UPC Delegate surveys following each event
- Game show or program that will ask students what they know about multiculturalism on this campus
- Surveying departments on campus to see if efforts were made to collaborate
- Journal Reflections to assess students understanding of multiculturalism
- Surveys following Miss UNA pageant

Person responsible for assessment:

- Melanie Harris, Coordinator of Programming

Use of evaluation results for future planning and decision-making:

- Students should develop an appreciation of diversity by respecting others and having a willingness to learn about other's cultures and backgrounds. With this said, the feedback will determine what programs, events, and activities need to be facilitated to meet this learning outcome.

Expenditure for Priority Initiative #3:

- University Program Council will delegate \$20,000 to the culture/education committee.
- Programs and speakers will be \$3000-\$4000 thousand.

Initiative #4: Support student learning in responsible journalism, writing, photography and publications.

Discussion of strategies and tactics are being planned to accomplish Initiative #4:

- Professionals and faculty members from the field will be brought in to Boot Camp training that is held in August annually to facilitate training for the Flor-Ala and Diorama Editors. Details are below:

“Basic Ethical Imperative” will be facilitated by Dr. Janet MacMullin, Communications Faculty member. “How to Get New Stories” will be facilitated by Mrs. Cynthia Burkehead, English Faculty member.

UNA Graduates working in communications include graphic artist Victoria Antoine, journalist Steve Price, and television news reporter/producer Laura Beth Ezzel. Ms. Antoine, who runs a local graphic arts studio, will address matters basic to InDesign, a vast and complex page-design program new to many of the students, and present on the effective use of type. Mr. Price, who worked as a technology writer for the NASA website and freelanced for the Huntsville Times and the Birmingham News will address “The truth and why it’s so damned hard to find”....beginning with core values and expanding upon the “new truth” with spin doctors, PR rags. Morphed definitions, political pundits, the internet, and “the most important issues for college students.” Ms. Ezzel writes, produces, and schedules guest for WAAY. She will talk about versatility and when there is no news to cover, the reporter turns to “enterprise reporting,” namely taking an idea, expanding on it and developing a news story.

- The “how to” of journalism is addressed daily and in weekly staff meetings. Basic to all student publications efforts are the concepts set out in the Student Publications Manual, which addresses the nuts and bolts of print publishing: editors’ agenda, captions, headlines, copy basics, copy dos & don’ts, layout basics, design elements media law, law and policy, a code of ethics, a stylebook, proofreader’s marks, a glossary of printing terminology, as well as newspaper goals & structure, editorial policy, letters policy, editing, news gathering, lead writing, news story basics, feature writing, copy preparation, varieties of ways to present the news, copy editing, text for photos, headline writing, page layout elements, ad layout basics, the advertising rate card, issue dates, recruiting.
- Of particular importance to student journalists is learning Associated Press style. The AP stylebook is a compendium of grammar, news-writing style, and ethical considerations. Student journalists well-versed in AP style find themselves in demand in the marketplace, because AP style becomes a portable skill, and the kind of clear thinking it demands is intrinsically valuable.

Supports University Goals: To Build and Maintain a Student-Centered University

Supports University Annual Goals: Recruitment and retention at all levels of the University; Continued scholarly and creative growth

The following tools/instruments will be used to assess Initiative #4:

- Evaluation of Boot Camp
- Pre-Test and Post-Test of Editors skills/knowledge about AP Style
- Evaluation of the Diorama
- Evaluation of the Flor-Ala
- Utilize the feedback the Flor-Ala and Diorama receive at the Conferences

Person responsible for assessment:

- Mary Jennings, Coordinator of Student Publications

Use of evaluation results for future planning and decision-making:

- Students should be able to develop critical thinking/problem solving skills by analyzing and synthesizing data, knowledge, and other information to facilitate thought processes and formulate decisions and positions. With that learning outcome in mind, the evaluation results should be able to help mold the training and development activities need to teach the Flor-Ala and Diorama editors and volunteers.

Expenditure for Priority Initiative #4:

- \$150 stipends are given to the speakers coming from long distances to participate in Boot Camp
- Approximately \$400 is utilized for food and other supplies to facilitate Boot Camp

Initiative #5: Revamp the SOAR program to build family and student time together in the orientation process and to partner with the Office of International Affairs to develop an international SOAR.

Discussion of strategies and tactics are being planned to accomplish Initiative #5:

- The Office of Student Engagement and Center for Academic Advising and Retention Services (CAARS) will host a reception/meeting with Academic Department Chairs to obtain feedback and input on revamping the SOAR program.
- Changing the SOAR and Family Orientation schedule to build family and student time to learn about the academic side and other services that are important for them to hear together.
- One to two freshman SOAR sessions will be added to accommodate the increase in freshman enrollment.
- Evaluate the SOAR materials provided to the Admissions Office to mail to see if it meets the information needs of the parents and students.
- Include a representative from the Office of International Affairs to serve on the SOAR Advisory Committee.
- Partner with the Office of International Affairs to create an International SOAR Program for August 2010.

Supports University Goals: To Build and Maintain a Student-Centered University

Supports University Annual Goals: Recruitment and retention at all levels of the University; Continued scholarly and creative growth; Full implementation of the initiatives of ODIE

The following tools/instruments will be used to assess Initiative #5:

- Utilize an evaluation during the SOAR program to see if the SOAR program helped students feel transitioned to UNA and to evaluate the advising and registration process.
- Utilize a Survey Monkey Evaluation with the first 2-3 weeks of school to measure whether the students retained the information learned during SOAR.
- Utilize a survey during the Department Chair reception to obtain feedback from the faculty perspective.
- Facilitate interviews with transfer and freshmen students who attended SOAR and New Student Advising and Registration on August 24, 2009.
- Data of the numbers of students attending the SOAR sessions from past years.

Person responsible for assessment:

- Tammy Jacques, Director of Student Engagement

Use of evaluation results for future planning and decision-making:

- Students should be knowledgeable about the campus and resources. Students should be able to navigate the advising process smoothly and be able to effectively utilize the UNA Portal system.
- The evaluation results will be used to mold the schedule for students and parents.
- The results will be used to help determine how many sessions are needed.

Expenditure for Priority Initiative #5:

- Expenditures of approximately \$1000 or less may be needed to assist with the International SOAR Program
- A \$5 increase in the fee may be needed for the freshman orientation program.

STUDENT RECREATION, INTRAMURAL SPORTS, FITNESS AND OUTDOORS PROGRAMS

Department: **Recreational Sports and Fitness Program**

Academic Year: **2009 - 2010**

Cost Center Head: **James B. Eubanks**

Name of Person Completing this Report: **James B. Eubanks**

Initiative #1: Research, develop and submit for approval, a revised Recreation Facility Fee structure to ensure sound fiscal resources for the operation of all programs housed under the Recreational Sports and Fitness Program.

Does this Initiative/Item address a specific issue raised during the department's Program Review? This initiative has been developed after a review of yearly operational expenses incurred since the opening of the Student Recreation Center in 2004.

Supports University Goal: To Offer High Quality Programs

Supports University Goal: Recruitment and retention at all levels of the University;
Continued scholarly and creative growth

Discussion of strategies and tactics to reach Action Item 1:

Intended Learning/Process Outcomes:

- Better projection of future revenue which will allow for more exact fiscal appropriations in all programs
- Better planning for deferred maintenance of the Student Recreation Center
- Enhanced service to members and program participants

Measurement/Assessment Instrument(s):

- Approval of the Board of Trustees
- Student Government Association endorsement

Person Responsible for Assessment:

- Jim Eubanks, Director of the Student Recreation Center
- David Shields, Vice President for Student Affairs

Use of evaluation results for future planning and decision-making:

- To meet expected revenue to match and/or exceed expenses
- To plan long term for future facility needs, including possible expansion
- To establish a long term deferred maintenance plan

Initiative #2: Begin preliminary research on cost estimates and conceptual drawings for an addition to the Student Recreation Center, especially in regards to realizing a larger fitness center to accommodate current and future use.

Does this Initiative/Item address a specific issue raised during the department's Program Review? This initiative has been developed after a review of yearly usage data since the opening of the Student Recreation Center in 2004.

Supports University Goal: To Offer High Quality Programs, To Build a Student Centered University, To Foster a Strong University Community

Supports University Annual Goals: Recruitment and retention at all levels of the University; Continued scholarly and creative growth

Discussion of strategies and tactics to reach Action Item 2:

Intended Learning/Process Outcomes:

- Feasibility of facility expansion
- Establishment of cost estimates
- Development of conceptual plans

Measurement/Assessment Instrument(s):

- Results of research

Person Responsible for Assessment:

- Jim Eubanks, Director of the Student Recreation Center

Use of evaluation results for future planning and decision making:

- Establish hard data results

Initiative #3: Move forward with construction of an outdoor sand volleyball court along with two horseshoe pits on the vacant lot adjacent to the Outdoor Adventure Center.

Does this Initiative/Item address a specific issue raised during the department's Program Review? This initiative has been developed to add another recreational opportunity for the university community.

Supports University Goal: To Offer High Quality Programs, To Foster a Strong University Community

Supports University Annual Goal: Continued Scholarly and creative growth

Discussion of strategies and tactics to reach Action Item 3:

- Intended Learning/Process Outcomes:
- Additional programmed and recreational opportunities for the university community
- Heightened awareness of the Outdoor Adventure Center and associated outdoor adventure programs

Measurement/Assessment Instrument(s):

- Approval of project
- Construction of project

Person Responsible for Assessment:

- Jim Eubanks, Director of the Student Recreation Center

Use of evaluation results for future planning and decision-making:

- To meet the recreational needs of the university community

UNIVERSITY EVENTS

Department: **University Events**

Academic Year: **2009-2010**

Cost Center Head: **Bret Jennings**

Name of Person Completing this Report: **Bret Jennings**

Initiative #1: Renovate the Banquet Halls in the GUC by replacing the broken sound system, new paint, install new blinds, remove faded wall paper, repair the wall dividers, and install a permanent screen and projector.

Does this Initiative/Item address a specific issue raised during the department's Program Review? Yes, in the strategic plan initiatives for 2008-2013. The Banquet Halls are the "show case" meeting and conference space for the entire campus. University departments, student groups, and the community use this space for numerous events of all aspects. This is often the first impression of our campus for visitors and dignitaries throughout the nation. The Banquet Halls have not been updated for many years. They are becoming worse each and everyday with the numerous events and conferences that take place.

Discussion of strategies and tactics to reach Action Item 1:

- Identify all necessary repairs and create a punch list to discuss with the Facilities staff.
- Identify a projected cost analyses with the Project Manager for Facilities.
- Work with the EC and the budget committee to explore funding options. Should also include the Advancement for the possibility of a naming opportunity for someone.
- After funding is secure, work with Purchasing and Facilities to prepare a bid proposal to get the best price for the work to be done.
- Work closely with the Project Manager to make sure all work is completed and is done correctly.
- Have a celebration with a "Re-Grand Opening "or a dedication ceremony for the person or persons we will name the Banquet Halls after.
- Develop a preventive maintenance account in order to maintain an exceptional standard for University facilities

Supports University Strategic Goals: To offer high quality programs, To build and maintain a student centered university, To enhance and support regional development and outreach.

Supports University Annual Goals: Recruitment and retention at all levels of the University; Continued scholarly and creative growth

Expenditure for Priority Initiative/Action Item 1 (to be completed in June):

- \$65,000 – Approximate cost from Bret Jennings before consultation or verification from the Project Manager for Facilities.

Initiative # 2: Purchase a new Powerpost Mail Machine either outright or by a lease package for the Mailroom.

Does this Initiative/Item address a specific issue raised during the department's Program Review? Yes, in the Strategic Plan Initiatives for 2008 – 2013. The current mail machine in the mailroom is over six years old. The average life span of these machines for the amount of use from the mailroom is 3 - 5 years. We have had our maintenance person from Hasler at our campus about every week for the past 6 months. This machine is the most critical piece of equipment in the mailroom. If and when this machine goes down the staff must manually weigh and put stamps on each piece of outgoing mail. Many days there are over 1000 pieces of mail from numerous departments.

Discussion of strategies and tactics to reach Action Item 2:

- Invite Pitney Bowes and Neopost to campus for an educational session on their mail machines
- Work with the representative to give a break down of costs with both lease and purchase options.
- Seek approval from EC and the budget committee with suggestions from the non-technology funds or other options.
- Work with Purchasing to draft an RFP in order to get the best price from each company. Pitney Bowes and Neopost are both on the approved vendor list for Alabama.
- Purchase and train the staff on the new machine

Supports University Strategic Goals: To offer high quality programs, To enhance and support regional development and outreach

Supports University Annual Goals: Continued scholarly and creative growth

Expenditure for Priority Initiative/Action Item 2 (to be completed in June):

- \$20,000 to purchase, and \$35,000+ to lease for 36 months.
- \$2500 added to the 700 line in the Mailroom budget for new ink, yearly maintenance, and meter rental.

Initiative #3: To create a Box Office for non-athletic events in which the campus and community can purchase tickets.

Does this Initiative/Item address a specific issue raised during the department's Program Review? Yes. It has been determined that the current way tickets are sold and distributed on campus is not very efficient. The Director of Student Engagement brought forth the name of a company that specializes in ticketing for events on college campuses. A meeting was called for a demonstration of the software program by University Tickets. Many departments were represented, and after the live demo there was a consensus that UNA is behind the times and would like the capability to offer students, faculty, staff, and community the opportunity to purchase tickets online. It was also agreed that UNA needed to have one location in order to provide consistency for all ticketed events. The University Events staff implemented a two-month trial for the Summer Theatre program to pilot the University Ticket system. If something could have happened with the pilot program it did. The University Events staff was able to accommodate the request and challenges of a new system.

Discussion of Strategies and tactics to reach Action Item 3:

- Continue the exploration of other ticketing companies.
- Bring back the group of UNA offices that expressed interest or a need for ticketing and discuss the pro/cons of each company.
- Make a decision on which company will meet the unique needs of UNA
- Develop a proposal for the EC indicating the support of many offices across the UNA campus and the budget figures.
- If the funding is provided develop a time line for implementation.

Supports University Strategic Goals: To offer high quality programs, to build and maintain a student centered university, to enhance and support regional development and outreach.

Supports University Annual Goals: Recruitment and retention at all levels of the University; Continued scholarly and creative growth

Expenditure for Priority Initiative/Action Item 3 (To be completed in June):

- New Full-time Staff with benefits.
- \$6000 for startup cost and equipment
- \$7500 for office renovation and furniture

**UNIVERSITY HEALTH AND WELLNESS SERVICES,
COUNSELING AND DISABILITY SERVICES**

Department: **University Health and Wellness Services**

Academic Year: **2009 – 2010**

Cost Center Head: **Cynthia L. Wood**

Name of Person Completing this Report: **Cynthia L. Wood**

Initiative #1: Complete the approval process and full implementation of the University Pandemic Influenza Plan.

Does this Initiative/Item address a specific issue raised during the department's Program Review? This initiative was begun three years ago in response to pandemic concerns around the world and potential impact on university campuses. With the arrival of the H1N1 influenza virus earlier this year, the complete implementation of this plan is now imperative. Work with the local health department has been ongoing and will continue.

Discussion of strategies and tactics to reach Action Item 1:

The following strategies and tactics are planned to accomplish Action Item 1:

- Achieve final approval of the Pandemic Plan from the University Safety and Emergency Preparedness Committee
- Publicize appropriate aspects of the plan to various campus populations, through the health services website and influenza update areas, for compliance and feedback
- Incorporate pertinent aspects of the Student Affairs Crisis Response Protocols into the Pandemic Plan and vice versa
- Participate in division-wide training for full implementation of the plan and protocols
- Increase campus community awareness of personal and professional responsibilities related to the pandemic plan and the crisis response protocols as indicated
- Increase collaboration and communication between Student Affairs, Academic Affairs, and student athletic programs to address student health needs balanced with education and program requirements
- Encourage individual, departmental, and division plans for functioning during pandemic scenarios based on the University Pandemic Plan
- Convert and upgrade the Pandemic Plan to an "All Hazards Plan" in alignment with local and state Health Department Plans

The following tools/instruments will be to assess Action Item 1:

- Data collection based on CDC and Health Dept criteria to track the number of influenza cases among the campus community
- Usage of plan guidance to establish other university department actions; for example, placement of hand sanitizer dispensers in new locations

- Feedback from various departments and student populations to assess understanding and compliance with influenza guidelines
- Implement subcommittee or working group to evaluate effectiveness of specific plan elements; include at least health, facilities, custodial, international, housing, and residence life staff
- Survey of campus community to assess understanding of the plan and personal responsibilities
- Solicit feedback from various organizations and departments on the usage of influenza guidelines posted on website.
- Analyze rate of illness as compared to American College Health Association data, and to regional and national data as publicized by CDC and Health Dept officials

Supports University Strategic Goals: High Quality Programs, Student Centered University, and Foster a Strong University Community

Supports University Annual Goals: Recruitment and retention at all levels of the University; Continued scholarly and creative growth

Person Responsible for assessment:

- Cynthia L. Wood, Executive Director, University Health and Wellness Services

Use of evaluation results for future planning and decision-making:

- Use statistical data to target increased education on pertinent health practices
- Use statistical data and department feedback to adjust plan requirements and guidance
- Use feedback and practical experience to develop expanded “All Hazards” plan
- Evaluate staffing ratios and supply needs for influenza and other hazard scenarios

Initiative #2 : Continued integration of Student Counseling and Disability Support Service to more effectively address the needs of the Students and the University.

Does this Initiative/Item address a specific issue raised during the department’s Program Review? Yes. The numbers of students presenting with mental health issues continue to climb on college campuses all over the United States. Initiatives for the 2008-2009 academic year were not completed and/or were interrupted in part, due to the decrease in budget secondary to educational pro-ration in the State of Alabama. This 2009-2010 initiative is intended to continue the objectives that were begun in preceding years and represents an overall dedication to continue the growth and expansion of these areas of student support. All data collected in both the student counseling and disability offices demonstrate steady growth in both numbers of services utilized as well as

increasing severity of student needs, making both of these support service areas critically important to student health, academic retention, and the overall health of the University climate. As a result, the need for increased staff and space dedicated to SCADSS is also vital in order to supply adequate programming necessary to continue to address these health and wellness needs of the students and University.

Supports University Strategic Goals: Offer High Quality Programs, Student Centered University, Promote and Celebrate Diversity, and Promote University Community

Supports University Annual Goals: Recruitment and retention at all levels of the University; Continued scholarly and creative growth

Discussion of strategies and tactics to reach Action Item 1:

- Seek space and campus support for the plan to house all Student Counseling and Disability Support Services staff and programming at one location
- Offer high-quality services, educational programs, and activities targeted to identified Student and University needs and requests
- Increase publicity to students, faculty, and staff for all services offered by Student Counseling and Disability Support Services (SCADSS)
- Upgrade Policies and Procedures to encompass all of Student Counseling and Disability Support Services procedures, activities and programs
- Provide sufficient staff to meet known and requested campus-wide programming
- Continued utilization of Practicum and Intern Masters level students from the Community Counseling portion of the UNA Counselor Education Department in both the Student Counseling and Disability Support Services offices
- Upgrade the Student Counseling and Disability Support Services websites
- Purchase e-TOKE and “College Response” Screenings for Mental Health programs and link to the existing on-line screening options on the Counseling web pages
- Incorporate evaluations of programs presented for direct feedback from participants
- Survey the student body for feedback on awareness and use of services, availability, and suggestions for programming

Person responsible for assessment:

- F. Lynne Martin, LPC, MLAP

Evaluation and Use of Results:

- Actual statistical data will be collected from student appointment calendar and intakes.

- This data is used in comparison to previous year's data for demographics, success of outreach, programming utilization, focus of future programming, and justification of staffing needs
- Data from evaluations and surveys will be utilized for planning and implementation of future programming

Initiative # 3: Evaluate current programs and services in the Disability Support Services' Office to determine if they effectively address the needs of the qualified students in the University while maintaining compliance with ADAA.

Does this Initiative/Action Item address a specific issue raised during the department's Program Review? Yes. This office has been restructured since July 2008. This 2009-2010 initiative is intended to continue the objectives that were begun in preceding years and represents an overall dedication to create a highly functioning, efficient office that is data driven.

Discussion of strategies and tactics to reach Initiative/Action Item #3:

- Evaluate the intake, accommodations, and Alternative Testing Program processes.
- Collect data related to frequency of and severity of disabilities present on campus.
- Coordinate with Student Affairs Assessment to collect information on retention, expected GPA, as well as, actual GPA.
- Determine whether specific interventions contribute to higher than expected graduation and GPA results.
- Collect qualitative data from student intakes and interviews to determine specific programming needs.
- Update all information sources so that the name "developmental services" is no longer used. [The office was renamed Disability Support Services in summer 2008.]
- Update policies and procedures based on best practice guidelines from AHEAD, University and federal policies.
- Update website to reflect current policies and procedures.
- Develop information for parents on the differences between IDEA and ADAA and the transition of students with disabilities to the higher ed setting.
- Coordinate with Student Affairs Assessment to develop and distribute surveys to assist in gathering data to evaluate programs and services.
- Increase faculty awareness regarding Disability Support Services through scheduled meetings and work sessions.
- Establish Workforce Recruitment Program (venture between Department of Labor and UNA DSS) for qualified UNA students.

Supports University Strategic Goals: Offer High Quality Programs, Student Centered University, Promote and Celebrate Diversity.

Supports University Annual Goals: Recruitment and retention at all levels of the University; Continued scholarly and creative growth; Full implementation of the initiatives of ODIE

Person responsible for assessment: Mary A. Bowers, Ph.D.

Evaluation and Use of Results:

We will use the results to see what programs and services are needed, how we will implement the improvement

- Use statistical results to direct improvement of programs and services,
- Use statistical results to enhance priority areas within Disability Support Services
- Establish a culture of data driven decisions
- Establish data justification for new programs and services, human resources and/or budget requests.

UNIVERSITY POLICE

Department: University of North Alabama Police Department

Academic Year: 2009-2010

Cost Center Head: Robert G. Pastula, Chief of Police

Name of Person Completing this Report: Robert G. Pastula

Initiative #1: Increase the uniform police presence throughout the campus, encouraging personal interaction between the University Community and the Police Department.

Does this Initiative/Item address a specific issue raised in the department's Program Review? Yes, this initiative was based upon the sentiment reflected by the University community about the police department and its effectiveness.

Supports University Strategic Goals: Fostering a Strong University Community; To offer high quality programs; Build a Student Centered University

Supports University Annual Goals: Recruitment and retention at all levels of the University; Continue scholarly and creative growth; Full implementation of the initiatives of ODIE

Discussion of strategies and tactics to reach action item #1:

The following strategies and tactics are planned to accomplish action item #1:

- Develop and implement a graphic design for police vehicles, that make them professional in appearance and highly visible throughout the campus community.
- Increase the number of officers working the campus community per shift, by rearranging the shift schedule to reflect a 12-hour standard police shift work configuration.
- Redesign the uniforms and insignia of the department, to reflect a professional law enforcement agency, and to create an image of a competent and professional university police agency.
- Increase the number of community based programs offered by the police department to the university community.
- Foster personal relationships between the university community and all of the members of the police department.

The following tools/instruments will be used to assess action item #1:

- Actual data obtained from officer contacts with the university community.
- Police department community contact surveys completed by community members having contact/dealings with members of the police department.
- Data gained from community forums and focus group activities.

Person Responsible for assessment: Robert G. Pastula, Chief of Police

Status of Priority Initiative/Action Item #1:

To be completed by August 2009

Expenditure for Priority Initiative/Action Item #1:

Approximate cost: \$1,500.00

Initiative #2: Enhance working relationships with other state, local and federal public safety agencies.

Does this Initiative/Item address a specific issue raised in the department's Program Review?

Yes, this initiative is based on the concerns that the University Police Department had isolated itself from other public safety agencies in the area.

Supports University Strategic Goals: Enhance and Support Regional Development and Outreach; To offer high quality programs; Promote and celebrate diversity

Supports University Annual Goals: Recruitment and retention at all levels of the University; Continued scholarly and creative growth

Discussion of strategies and tactics to reach action item #2:

The following strategies and tactics are planned to accomplish action item #2:

- Increase contact between the university police department and public safety entities in the area. (*ie: Florence Police Department, Florence Fire Department, Emergency Management etc...*)
- Participate in local public safety meetings and forums.
- Increase police department participation in local events/emergency operations.
- Assign police department personnel as liaison with other public safety/community based organizations.
- Increase types and amounts of training offered at the North Alabama Law Enforcement Training Center (*possible name change to reflect public safety training center*).

The following tools/instruments will be used to assess action item #2:

- An increase in the enrollment and course offerings at the NALETC, to include fire/EMS and police.
- An increase in the number of UPD (*University Police Department*) officers seated in community organizations, community sponsored events.
- An increase in the number of UPD officers participating in combined public safety/emergency management meetings and boards.

Person Responsible for assessment: Robert G. Pastula, Chief of Police

Status of Priority Initiative/Action Item #1: To be completed by August 2009

Expenditure for Priority Initiative/Action Item #1: Approximate cost: \$1,500.00

VICE PRESIDENT FOR STUDENT AFFAIRS

Department: **Office of the Vice President for Student Affairs**

Academic Year: **2009-2010**

Cost Center Head: **David P. Shields, Jr.**

Name of Person Completing this Report: **David P. Shields, Jr.**

Initiative #1: Work with the Vice President for Advancement to establish a Student Affairs Fund Raising and Development Campaign.

Does this Initiative/Item address a specific issue raised during the department's Program Review? This initiative is one that was developed as a part of the Vice President for Student Affairs five-year initiative plan for the Division Strategic Plan. Funding in the State of Alabama is precarious and the threat of proration is ever present. In an effort to establish new revenue and a sustainable funding source for core Division programs and services, Student Affairs must establish a detailed, strategic, and long-term development and fund/friend raising campaign.

Supports University Strategic Goals: Build a Student-Centered Campus and To Offer High Quality Programs

Supports University Annual Goals: Continued scholarship and creative growth

Discussion of strategies and tactics to reach Action Item 1:

Intended Learning/Process Outcomes:

- To establish a development strategy for the Division of Student Affairs.
- Establish priority-funding projects for potential donor match.
- Establish a foundation account and sustainable external funding source for Student Affairs.

Measurement/Assessment Instrument(s):

- Creation of a Student Affairs Foundation.
- Priority funding projects list completed.
- Student Affairs funding needs including the University Campaign program statement.

Person Responsible for Assessment:

- David P. Shields, Jr.

Use of Evaluation Results for Future Planning and Decision-making:

- Results of measurements will be used to modify and refocus our fund raising efforts.

Expenditure for Initiative #1:

Although the University and Student Affairs will be faced with additional proration this year, funds will need to be set aside to properly establish a fund raising campaign strategy and produce the appropriate marketing materials.

\$3,000 will be the initial expense for strategy development and priority project development.

Initiative #2: Enhance and expand opportunities for direct student contact with the Vice President for Student Affairs.

Does this Initiative/Item address a specific issue raised during the department's Program Review? This initiative is not part of our Division review. We will conduct such a review this year as a part of the University's Institutional Effectiveness process.

However, given the needs of our student body for information on issues that are impacting their education and finances, it is important that the Vice President for Student Affairs to be even more available to student leaders as well as all students to keep them informed and gains feedback from them. These efforts will help the Vice President increase his effectiveness as an advocate and help him make informed and data driven decisions.

Supports University Strategic Goals: Build a Student-Centered University, Celebrate Diversity, Offer High Quality Programs

Supports University Annual Goals: Continued scholarly and creative growth; Recruitment and retention at all levels of the University

Discussion of strategies and tactics to reach Action Item 2:

Intended Learning/Process Outcomes:

- Students will feel more connected to the University and the Division of Student Affairs.
- Students will have an additional opportunity to participate in the shared governance of the University by providing feedback and input to the Vice President.
- Student will gain leadership and interpersonal skills.
- Vice President will make better data driven decisions on issues involving students.

Measurement/Assessment Instrument(s):

- Surveys of students attending the programs with the Vice President.
- Feedback from student leaders and Student Government President.

Person Responsible for Assessment:

- David P. Shields, Jr.

Use of evaluation results for future planning and decision making:

- Results of measurements will be used to make decisions, plan new programs, refocus resources and staff, accurate and improved advocacy of student needs, and development of long-term plans for the Division and University.

Expenditure for Initiative 2:

\$2,000 Programs, meals and supplies

Initiative #3: Conduct an external review of the Division of Student Affairs as a part of the University's Institutional Effectiveness Planning process and as a preparation to University's SACS reaccreditation review in 2012.

Does this Initiative/Item address a specific issue raised during the department's Program Review? This initiative is one that was developed as a part of the Vice President for Student Affairs five-year initiative plan for the Division Strategic Plan. The external review will help the Division of Student Affairs an opportunity to have our departments, programs and services reviewed by external reviewers to benchmark our current operation with others. The outcomes of the review will be incorporated into the Division's Strategic Plan and used to improve our current operation, including the advocacy of new resources and facilities. The outcomes of the review will also be used as apart of the Division's response to the 2012 SACS reaccreditation process.

Supports University Strategic Goals: Build a Student-Centered Campus and To Offer High Quality Programs

Supports University Annual Goals: Implement of the University's SACS process, Continued scholarly and creative growth.

Discussion of strategies and tactics to reach Action Item 1:

Intended Learning/Process Outcomes:

- Comprehensive review of the Division of Student Affairs Departments.
- Benchmark data against other similar campus and services.
- Data will be used to strategically improve and enhance Student Affairs programs.

Measurement/Assessment Instrument(s):

- Division of Student Affairs Review Document complied by the external review team.

Person Responsible for Assessment:

- David P. Shields, Jr.

Use of Evaluation Results for Future Planning and Decision-making:

- Results of measurements will be used to modify and refocus our Division programs, services, and activities. We will also use the data to better allocate current resources and advocate for new facilities and resources.

Expenditure for Initiative #3:

\$4,000 Review team travel and stipends

Initiative #4: Work with the UNA National Pan-Hellenic Council to create a permanent NPHC Chapter Garden on campus.

Does this Initiative/Item address a specific issue raised during the department's Program Review? This initiative represents a commitment on the part of the Vice President for Student Affairs and the Division of Student Affairs to be a major force behind the effort to create the NPHC Chapter Garden. Our historically black Greek organizations do not have chapter houses or floors and the chapter garden is an opportunity for these organizations to establish a permanent and prominent presence on the campus. It also displays the University's commitment and recognition to the NPHC groups and to their contributions to campus life.

Supports University Strategic Goals: Build a Student-Centered Campus, Promote and Celebrate Diversity, Strengthen Regional Development and Outreach

Supports University Annual Goals: Full implementation of the initiatives of ODIE; Recruitment and retention at all levels of the University

Discussion of strategies and tactics to reach Action Item 1:

Intended Learning/Process Outcomes:

- NPHC organizations feel more a part of the University community.
- Undergraduate members of these organizations learn about project development and fund raising.
- Alumni members of these organizations will reconnect with the University.
- Increased funding support for NPHC groups and the University by current and future NPHC alumni.

-

Measurement/Assessment Instrument(s):

- Completion of the NPHC Chapter Garden
- Funding for the Chapter Garden raised from NPHC alumni.

Person Responsible for Assessment:

- David P. Shields, Jr. and Tammy Jacques

Use of Evaluation Results for Future Planning and Decision-making:

- Will be able to use the positive energy and fund raising success to further our development of diversity programs and support for NPHC groups.

Expenditure for Initiative #3:

\$15,000 – 20,000 Development and construction of NPHC Chapter Garden