

Format for Longwood University Student Affairs 2011-12 CAS Executive Summary and Action Plan

I. Summarize the Self-Assessment Process

Self-Assessment Review Team, process and timeline for the self-study.

Members of the committee where:

Susan Sullivan, staff member
Jonnelle Davis, staff member
Jen Cox, staff member
Chris Gulgas, faculty member
Christina Courtney, student
Chris Cooper, student
Jordan Bayless, student
Courtney Allen, student

Committee members were given the CAS Assessment in October 2011 with a completion date of November 30. The committee come together in late January 2012 to begin reviewing the results and then again on February 28 to finalize the action plans.

Part 1: Mission Overview

What is the program mission?

- A. *The Office of Student Engagement provides a student centered environment that supports the mission of Longwood University and serves to promote an inclusive environment where students are empowered to grow, learn and develop through co-curricular experiences.*
- B. *The program provides opportunities for the students to take what they learn in the classroom and apply it to their job in the Student Union or in their leadership position in their organizations.*
- C. *The program strives to provide opportunities for students to grow and develop into Citizen Leaders. We will challenge and support them through their involvement on campus.*

Part 2: Program Overview

- A. *The primary elements of the program are to provide a space where student organizations, faculty and staff can hold programs and events. We strive to provide outstanding customer service and we empower the students we work with to grow and develop through their employment and/or involvement with the office.*
- B. *At the end of each semester, the student staff is given an assessment where they share with us what they have learned through their work experience in the office.*
- C. *The results of satisfaction surveys and an end of the year staff review.*

Part 3: Leadership Overview

- A. *The Director is a master level professional. The director supervises a staff of eight professionals. Weekly staff meetings are held along with weekly or bi-weekly one on ones with staff members. The director sits on campus wide committees and keeps up with what is going on in the profession by attending conferences and volunteering with national organizations.*

Part 4: Human Resources Overview Questions

- A. *Currently the program as it relates to building operations is staffed ok. There is an assistant Director for Student Union Operations and Events who works closely with the director. There are other areas within the department that are understaffed.*
- B. *Professional Staff training happens in January and August along with weekly staff meetings. Staff members are encouraged to participate in campus wide professionals development, along with participating in professional development activities provide by a national association closely related to their discipline. Director meets weekly or bi-weekly with staff members and all staff members are evaluate either in April or October.*

Part 5: Ethics Overview Questions

- A. *The staff adheres to the ACPA ethical principles along with the ethical standards from their national organization.*
- B. *The issue of confidentiality is discussed often at staff meetings and retreats. We make sure that information with student personal information is locked in a cabinet. Discussion of students and any confidential issues are to be discussed behind closed doors with the appropriate individuals.*

Part 6: Legal Responsibilities Overview Questions

- A. *One of the major legal issues I feel the program faces is that members of our student organizations are not protected if anything happens to them as a result of their involvement in that organization.*

Part 7: Equity and Access Overview Questions

- A. *The program strives to insure non-discriminatory, fair, and equitable treatment to all constituents by providing a space and programs that are accessible and open to all students, faculty and staff. We have recently added to all flyers a statement where those who need special accommodations know who to contact in order to acquire those services.*
- B. *Currently there is no structure or policy in place to address imbalance in participation, however, the program director extends invitations, solicits nominations, and increases advertisement to under-represented groups of students whenever possible.*
- C. *The use of the Student Union is available to all recognized student organizations, faculty and staff. When making staffing decision, we do our best to diversify the staff and chose the best person for the job.*

Part 8: Diversity Overview Questions

- A. *We do not discriminate on who is able to use the Student Union for meetings and events. We encourage and support all programs and events in the Student Union. Staff members participate in campus wide committees that address the issues of diversity.*
- B. *The program serves the needs of diverse populations by working with those populations to assist them in their program planning and supporting them in their efforts.*

Part 9: Organization and Management Overview Questions

- A. *The policies and procedures are reviewed every year and updated as needed. Staff meetings are held weekly to discuss any issue, problems or concerns.*
- B. *The staff members are evaluated yearly on their goals. The Director conducts one on one meetings with staff members to discuss program efficiency.*
- C.

Part 10: Campus and External Relations Overview Questions

- A. *The programs works with many offices on campus such as Conferences and Scheduling, Aramark Dining, Facilities, Student Affairs, Cashiering and Student Accounts and Aramark Housekeeping.*

- B. *At this time there is no evidence that these are effective relationships. The evidence we have is more anecdotal. For the program to be successful, there needs to effective relationships with campus office and there is.*

Part 11: Financial Resources Overview Questions

- A. *Lack of funding for large scale purchases and for graduate students.*
B. *At the end of each fiscal year the budget is balanced to ensure that we do not go over budget. The director meets monthly to review the budget to make sure we are in line with our spending.*

Part 12: Technology Overview Questions

- A. *The current technology is antiquated. The meeting rooms do not have updated current technology.*

Part 13: Facilities and Equipment Overview Questions

- A. *The building that currently houses the program is 46 years old. It was built when the University was all women and the student body was a lot smaller. The building does not currently meet the needs of the program. We are also in need of replacing chairs, tables and furniture.*
B. *Inventory is conducted each year on the equipment. Policies and protocols are in place to ensure the health, safety and security of those involved with the program.*

Part 14: Assessment and Evaluation Overview Questions

- A. *Learning outcomes are developed for the student staff and are assessed at the end of the year. A satisfaction survey is completed every 2-3 years. The next one will be conducted during the 2012-2013 school year.*
B. *The results of the assessment and CAS reviews are posted on the web site and recorded in WEAVE on line.*
C. *Recently we did an assessment of Spring Weekend and Oktoberfest and based on those results changes were made to improve the program. Program changes were also made to Family Weekend based on feedback from the Family Weekend evaluation.*

II. Identify areas of Program Strength

- A. *Regarding the 14 component areas, identify each area that was considered to be “well met” or “fully met” (i.e., overall component average rating of 3.0 or higher) and describe the areas of exception or significant accomplishment.*

Areas that we “well met” or “fully met”

Program	3.30
Ethics	3.09
Equity and Access	3.09
Legal Responsibility	3.05
Mission	3.03
Leadership	3.03
Human Resources	3.02

The mission statement for the program was just recently re-written and better reflects the program. The leadership for the program has been pretty stable over the past few years which help with continuity of the program. The

staffing for the program is adequate and the staff is evaluated each year. There are checks and balances in place to discuss program goals.

III. Note areas with Insufficient Evidence and Rating Discrepancy

A. Summarize the areas which were rated as being “not done” because of insufficient evidence.

There was not one area that was rated “not done” though throughout the assessment some raters did rater some areas “not done” as they felt there was insufficient evidence to rate.

B. Summarize the areas where significant discrepancy (more than two points) among the raters was observed.

The committee had a discussion about the program criteria. It had the highest rating but the discussion centered on two things. Currently the program provides learning outcomes for the student employees. We do not nor should we be providing learning outcomes for the numerous programs that take place as we only provide the space and the resource to make their event a success. Those outcomes would need to come from the organization that is planning the event. The learning outcomes that are developed pertain to the student staff and their job and what they will learn from their experience. The other item of discussion was, did the program criterion speak to the development of learning outcomes beyond who we have direct contact with. We felt it did not. Ethics was criteria where there were some discrepancies even though it scored a 3.09. The committee did not feel there was enough evidence to rate it and with further discussion they felt they had enough information to rate the criteria. In the future, more evidence needs to be provided. Financial resources was another criteria were there was some discrepancy. There was not enough information provide for some committee members to make an informed decision. In the future, it needs to show how the program establishes funding priorities and how changes are made. Facilities and equipment was another criteria where there were some discrepancies. Some of the committee members interpreted the evidence differently which resulted in varying scores.

IV. Write Action Plan for areas of Program Weakness: Regarding the 14 component areas, identify each area that was considered to be “minimally met” or “not met” (i.e., overall component average rating of 2.9 or lower). Considering *importance, need, and achievability*, prioritize these measures and write an **Action Plan** for each specifying what needs to be done to address the shortcomings. (Note: Additional initiatives can be suggested to enhance program quality and effectiveness that do not necessarily relate to areas of weakness.)

Diversity:

1. **Action Plan:** Continue working with the LCVA about the need of art in the Student Union that is diverse and inclusive.

Resources Needed: Money for instillation of the art work

Completion Date: April 2013

Responsible Parties: Assistant Director for Student Union Operations and Events, Director of the Student Union and Involvement and Administrative Assistant

2. **Action Plan:** Provide training during professional staff and student staff training along with ongoing in-service training for staff.
Resources Needed: Staff to provide to provide the training
Completion Date: January 2013
Responsible Party: Director of the Student Union and Involvement

3. **Action Plan:** Nominate students and encourage students to attend the Social Justice in Action Leadership Summit.
Resources Needed: None
Completion Date: February 2012
Responsible Party: Professional staff in the Office of the Student Union and Involvement

Technology :

1. **Action Plan:** Set up a printing station in the Student Union
Resources: Money for the printer, paper and card swipe
Completion Date: December 2012
Responsible Party: Director of the Student Union and Involvement

2. **Action Plan:** Building supervisor training should include training on all technology along with ongoing in-services/training to keep BS update on the use of the equipment
Resources: Staff support from William Lynn and John Hogg
Completion Date: Ongoing during Fall 2012 and Spring 2013 semester
Responsible Party: Assistant Director for Student Union Operations and Events

3. **Action Plan:** Work with SGA to purchase a TV for the lobby of the Student Union
Resources: Funding for the TV
Completion Date: December 2012
Responsible Party: Assistant Director for Student Union Operations and Events

4. **Action Plan:** Install of a charging station in the Student Union.
Resources: Cost of the charging station, \$2500
Completion Date: December 2012
Responsible Parties: Assistant Director for Student Union Operations and Events

Financial :

1. **Action Plan:** Develop a long range plan to address the needs for the building specifically referring to furniture/table needs.
Resources: Cost of tables, furniture and chairs. Tables and chairs will run about \$7500-\$10,000

Date Completion: May 2013

Responsible Parties: Assistant Director for Student Union Operation and Events and Director of the Student Union and Involvement

Facilities:

1. **Action Plan:** Hold an annual safety training for all staff in the Student Union to include Student Union staff, First Year Experience, Lancer Café and student staff
Resources: Staff from the Office of Environmental Health and Safety
Date Completion: Ongoing throughout the year
Responsible Party: Assistant Director for Student Union Operations and Events
2. **Action Plan:** Develop a policy that holds organizations accountable when they reserve space and do not use it but don't call to cancel the reservation
Resources:
Date Completion: December 2012
Responsible Party: Assistant Director for Student Union Operations and Events
3. Develop a recycling plan that provides more receptacles and appropriate signage.
4. The Student Union Advisory Board will be consulted in regards to the new university center.

Assessment and Evaluation:

1. **Action Plan:** Develop an assessment calendar to include what and when programs and services will be assessed and adhere to that schedule.
Resources: Cost for EBI
Date of Completion: Ongoing through May 2013
Responsible Party: Director of the Student Union and Involvement
2. **Action Plan:** Develop the use of Client Cards to gather feedback from those individuals and organizations who utilize the services of the Student Union.
Resources: Cost for printing, building supervisors
Date of Completion: To be implemented by August 2012
Responsible Party: Assistant Director for Student Union Operations and Events

Ethics:

1. **Action Plan:** During August professional staff training review and discuss the ACPA Code of Ethics and adopt those in our everyday work with students, faculty and staff.
Resources: Copy of the ACPA Code of Ethics
Date of Completion: September 2012
Responsible Party: Director of the Student Union and Involvement