Mission / Purpose
The Division of Student Engagement and Success at Texas A&M University – Corpus Christi assists students in attaining their educational goals. Our services create a supportive learning environment for personal and professional development to prepare students for responsible citizenship and lifelong learning. We strive for excellence in serving our students, campus and community engagement, leadership development and inclusion.

This mission was developed as part of the SEAS 20/20 Strategic Plan.

Goals

G 1: Provide a challenging, learning-centered environment that promotes student success.
G 2: Enhance a supportive campus that celebrates engaged learning in an inclusive environment.
G 3: Build and sustain mutually beneficial relationships with stakeholders through community engagement.
G 4: Develop and manage resources to efficiently and effectively achieve the mission of the Division of Student Engagement & Success.

Other Outcomes/Objectives, with Any Associations and Related Measures, Targets, Findings, and Action Plans

O/O 1: Facilitate learning-centered, co-curricular initiatives based on student learning outcomes.
Facilitate learning-centered, co-curricular initiatives based on student learning outcomes to develop leadership, career and life skills.

Relevant Associations:
Standard Associations
Southern Association of Colleges and Schools
2.10 Student Support Services The institution provides student support programs, services, and activities consistent with its mission that promote student learning and enhance the development of its students.
3.3.1.3 Educational Support Services

O/O 2: Create a challenging and supportive educational environment to prepare students for success in the global community.
Create a challenging and supportive educational environment to prepare students for success in the global community.

Relevant Associations:
Standard Associations
Southern Association of Colleges and Schools
2.10 Student Support Services The institution provides student support programs, services, and activities consistent with its mission that promote student learning and enhance the development of its students.

O/O 3: Develop an environment of inclusiveness and mutual respect.
Develop an environment of inclusiveness and mutual respect.

Relevant Associations:
Standard Associations
Southern Association of Colleges and Schools
2.10 Student Support Services The institution provides student support programs, services, and activities consistent with its mission that promote student learning and enhance the development of its students.

O/O 4: Provide a supportive campus environment for learning and development.
Provide a supportive campus environment for learning and development.

Relevant Associations:
Standard Associations
Southern Association of Colleges and Schools
2.10 Student Support Services The institution provides student support programs, services, and activities consistent with its mission that promote student learning and enhance the development of its students.
3.3.1.3 Educational Support Services

O/O 5: Encourage a culture of excellence and service.
Encourage a culture of excellence and service.

Relevant Associations:

Standard Associations

Southern Association of Colleges and Schools
2.10 Student Support Services The institution provides student support programs, services, and activities consistent with its mission that promote student learning and enhance the development of its students.

O/O 6: Celebrate university traditions and achievements.
Celebrate university traditions and achievements.

Relevant Associations:

Standard Associations

Southern Association of Colleges and Schools
2.10 Student Support Services The institution provides student support programs, services, and activities consistent with its mission that promote student learning and enhance the development of its students.

O/O 7: Increase intentional and visible engagement in our community.
Increase intentional and visible engagement in our community.

O/O 8: Ensure our graduates meet the expectations of employers for work, critical thinking and communication skills.
Ensure our graduates meet the expectations of employers for work, critical thinking and communication skills.

Relevant Associations:

Standard Associations

Southern Association of Colleges and Schools
2.10 Student Support Services The institution provides student support programs, services, and activities consistent with its mission that promote student learning and enhance the development of its students.

O/O 9: Encourage community members to identify with the University as an integral part of the Coastal Bend.
Encourage community members to identify with the University as an integral part of the Coastal Bend.

Relevant Associations:

Standard Associations

Southern Association of Colleges and Schools
2.10 Student Support Services The institution provides student support programs, services, and activities consistent with its mission that promote student learning and enhance the development of its students.

O/O 10: Manage human resources to provide optimal staffing.
Manage human resources to provide optimal staffing.

Relevant Associations:

Standard Associations

Southern Association of Colleges and Schools
2.10 Student Support Services The institution provides student support programs, services, and activities consistent with its mission that promote student learning and enhance the development of its students.

O/O 11: Maintain a safe, functional and aesthetically pleasing campus environment that supports a growing student population.
Maintain a safe, functional and aesthetically pleasing campus environment that supports a growing student population.

Relevant Associations:

Standard Associations

Southern Association of Colleges and Schools
2.10 Student Support Services The institution provides student support programs, services, and activities consistent with its mission that promote student learning and enhance the development of its students.

O/O 12: Manage financial, physical and technological resources efficiently, effectively and responsibly.
Manage financial, physical and technological resources efficiently, effectively and responsibly.

Relevant Associations:

Standard Associations

Southern Association of Colleges and Schools
2.10 Student Support Services The institution provides student support programs, services, and activities consistent with its mission that promote student learning and enhance the development of its students.

Details of Action Plans for This Cycle (by Established cycle, then alpha)

Create and Implement a Division Strategic Plan to Align with Momentum 2020/20
Create and Implement a Division Strategic Plan to Align with Momentum 2020/20

Established in Cycle: 2013-2014
Implementation Status: In-Progress
Priority: High
Projected Completion Date: 08/2020
Responsible Person/Group: Executive Director of Strategic Engagement Initiatives and Vice President for Student Engagement and Success
Implementation Notes:

7/24/2017 The Division continues to implement and work to achieve the goals of the Momentum 2020 plan. Several of the action items associated with the plan were implemented this cycle including a focus on internships, veteran student services, an increase in traditions programming, use of technology to
streamline processes, a focus on marketable skills. increase in staff to address student needs and an expansion of housing facilities.

Analysis Questions and Analysis Answers

Based on the analysis of findings, what are the strengths of the program?

The Division of Student Engagement and Success has implemented and measured a strong strategic plan in alignment with the University Momentum 20/20 plan. This plan includes the six Empower U student learning domains required of the Texas A&M System as well as guidelines for measuring attainment. Each department in the division also follows a strategic plan that aligns with the division.

EmpowerU SLO Assessment: This year, the division assessed Specific Knowledge and Integration of Broad Knowledge student learning outcomes. Specific Knowledge and Integration of Broad Knowledge were measured through various initiatives. Students achieved exemplary ratings in their ability to articulate knowledge experiences and skills gained outside the classroom in a mock interview setting. They also demonstrated a sufficient increase in knowledge after completing the alcohol and other drug educational course. Students scored proficient to exemplary on their ability to integrate broad knowledge as assessed in a post-internship essay and a leadership philosophy paper written after completion of the Islander Leadership Seminar. Both of these essays were graded with rubrics. Also, University Center student employees exhibited proficient scores on a post-test training matrix.

Based on the analysis of findings, how has the program improved?

Division programs and services continue to increase in an effort to meet the demands of a growing student population. Each area of the division is guided by a strategic plan. These plans encompass student learning outcomes as well as administrative goals and objectives through the year 2020.

To meet student population growth, new housing was developed on the Momentum Campus and plans were created for further growth of the campus.

An initiative to assist students in identifying marketable skills attained through employment and co-curricular experiences was further developed this cycle. A training program for Division student employees was created and will be implemented next cycle. This training is centered around the six marketable skills identified by the division, as well as the EmpowerU student learning outcomes.

Based on the analysis of findings, what are the areas of concern within the program?

One of the greatest challenges is a lack of resources division-wide. Severe budget cuts, waivers and exemptions, on top of fees that cannot be increased greatly impact the programs and services available to students. In FY 17, student service fees provided $379,516 to departments outside of the Division and is being asked to return an additional $237,000 in 2018 to offset cuts in state funding across the institution. Fee waivers and exemptions also add to budget challenges. According to the budget office, the total amount of projected fee exemptions in the various fees across the Division for 2018 is $1,428,195. To date, exemption rates are 6.5% higher than budgeted for FY 2017. Additionally the division anticipates a vast decrease in housing revenue (due to needed capital improvements).

Additional financial, physical (space) and human resources are needed to meet the needs of a growing student population. As the student body grows, more staff is needed to meet student and program needs but there are limited resources to hire them and finding office space, once hired, creates additional concerns. Space is particularly a challenge in the University Counseling Center and Disability Services.

The Corpus Christi community has limited resources for students that need to be hospitalized for mental health reasons and is sending patients outside the area for treatment. Also, the Psychiatrist position in the University Counseling Center has been vacant since December. There is not any interest from anyone locally to take the contract over. The office is currently referring students out to private doctors in the community. For those without insurance this is a great challenge.

EmpowerU SLO Assessment: The division continues to find ways to incorporate the EmpowerU learning outcomes into programs. Most programs are able to support these outcomes but developing meaningful direct measures of achievement is a challenge in a co-curricular setting. This is not unique to this campus. Student Affairs professionals nation-wide are facing the same challenge. The nature of co-curricular experiences does not easily lend itself to direct measures that are meaningful or representative. Some assessment results of Specific Knowledge and Integration of Broad Knowledge were below the target level of Proficient. Action plans were created to address these areas. Also, departments are seeking more reliable and meaningful ways to measure the learning that takes place in the co-curricular programs and services.
The Vice President for Student Engagement and Success (VPSEAS) oversees and provides leadership and direction for programming and services that support the University's mission. The Division operates under a strategic plan that aligns with the University Momentum 20/20 plan. The plan consists of twelve objectives that align with the mission and Division goals:

- Provide a challenging, learning-centered environment that promotes student success (Learning).
- Enhance a supportive campus that celebrates engaged learning in an inclusive environment (Campus Climate).
- Build and sustain mutually beneficial relationships with stakeholders through community engagement (Community Engagement).
- Develop and manage resources to efficiently and effectively achieve the mission of the Division of Student Engagement & Success (Resources and Accountability).

The Division is currently working to provide a means for students to connect the experiences gained through employment, leadership positions, training, programs and services to the primary marketable skills desired by employers. Career Services instituted required fields in the job posting application for employers to list the possible skills to acquire through each employment opportunity and a working group developed an inventory of current programs that provide training or experience in the skill areas. The goal is to create a means for tracking skill attainment so that students can more readily identify the skills they obtained through their various co-curricular experiences.

The Division Leadership and Service Awards recognize Islanders who have had a positive impact on campus through leadership, involvement and service. The Division awarded 36 $500 and $1000 scholarships with funding made available from the Student Scholarship Endowment. Scholarship recipients were selected from Who's Who Among Students in American Universities and Colleges award recipients. Leadership award winners, scholarship recipients, and 47 recipients of Who’s Who Among Students in American Universities and Colleges were recognized at the event. The Division presented twenty-one students, student organizations, faculty and staff with awards.

Division staff members continue to be active in the community and in professional associations. The Division's Staff Development Committee facilitated university wide participation in the #GivingTuesday program in December. More than 68% of Division staff participated in the event. Campus-wide, 125 staff and faculty logged over 271 volunteer hours at nine locations across the city. In addition, collection drives occurred on campus for the Coastal Bend Blood Center, Toys for Tots, Driscoll Children's Hospital and Metro Ministries.

The Division is organized into three units that report to the Vice President. These units are Student Services, Student Life and Strategic Engagement Initiatives. Highlights from each of these areas follow.

**Student Services**

Dean Ann DeGaish, Associate Vice President and Dean of Students (AVP/DOS), leads the Student Services unit. This unit is composed of the Associate Dean of Students, University Counseling and Health Services, Career Services and Disability Services.

**Dean of Students Office**

The Associate Vice President and Dean of Students (AVP/DOS) works with students who need assistance in resolving complex personal and academic matters.

The AVP/DOS worked diligently to resolve issues with billing for summer school in relation to the different fees that support operations in the division. Students taking ten-week courses in summer 2017 will be billed, in full, for the Health Center and
The AVP/DOS chaired the Student Fee Advisory Committee. The committee reviewed requests for new items for the Student Service Fee, University Health Center fee, Student Center Complex fee and Recreational Sports fee. The committee made recommendations to Dr. Quintanilla. Depending on the outcome of the budget bill, the Division could face reductions in funding from E&G and Board Authorized Tuition. If that happens, these reductions must be absorbed before any new funds are distributed. The Student Fee Advisory Committee also voted to support an increase in the University Health Center fee effective fall 2018.

Career Services

The Career Services suite was renovated to create two new staff offices and Izzy’s Career Closet. The renovations resulted in a more efficient use of space in the suite. Students, faculty, staff and employers have indicated satisfaction with the improvements.

Career Services moved to a new job database system (Handshake). The new system will allow Career Services to conduct a First Destination Survey with recent graduates. This will provide valuable data on where students are working after graduation, starting salaries and the types of industries hiring Islanders.

Disability Services

Disability Services launched a new database system (AIM) which has made the registration process for students much easier. It has also improved the efficiency of the office by automatically generating faculty notification letters. Testing agreements are now electronic, making it much easier for faculty.

Disability Services was selected to participate in a research grant with The Center for Accessible Materials Innovation (CAMI) at Georgia Institute of Technology. The objective of this research project is to improve the academic performance of postsecondary students with print-related disabilities (cognitive, sensory and mobility), using accessible textbooks and assistive technology reading software. The ultimate goal is improvement of retention and graduation rates for minority students with disabilities. The project is funded for four years by a First in the World grant from the U.S. Department of Education. Disability Services enrolled 25 students in the CAMI project.

University Counseling Center

The University Counseling Center collaborated with the College of Nursing and Health Sciences and successfully wrote a grant proposal to increase suicide prevention programming on campus. The grant, SAMSHA Suicide Prevention SAFE (Suicide Awareness Focuses on Everyone), provides funding to significantly expand the scope of suicide prevention programming offered by the Counseling Center and others on campus. It challenges stigmas associated with seeking counseling, develops an infrastructure to construct a Campus Suicide Response Plan, and improves student access to mental health resources on campus and in the community.

The University Counseling Center established a MOU with the Vet Center to bring a readjustment counselor on campus once a week to provide services to TAMU-CC student veterans. Services provided are an extension of the Vet Center’s main office in Corpus Christi. This arrangement offers student veterans a more accessible way to receive Vet Center services and readjustment counseling.

University Health Center

The remodeled second floor of the Health Center opened as a Wellness Clinic. The Wellness Clinic offers space for physicals, STD testing, women’s services, and vaccinations. It has an education room for workshops and seminars and a private lactation room for student use.
The Health Center formulated an agreement with the Women's and Men's Health Services of the Coastal Bend (WMHS-CC) to offer free STD testing to students. The WMHS-CC comes to campus once a month and offers free, private testing in the Wellness Clinic.

**Associate Dean of Students**

The Associate Dean of Students office began development of a new Student Organization Hearing Board to oversee adjudication of student organizations for violations of the Student Code of Conduct. The new board will be operational fall 2017.

The Associate Dean of Students office implemented a case management needs assessment tool. This tool has made the office more efficient in assessing student needs (particularly in high level cases) and streamlining a coordinated response with community providers such as Behavioral Health Center of Nueces County, Spohn Memorial Hospital, Bayview Behavioral Hospital and other private practitioners in the community.

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**Student Life**

Dr. Lisa Perez, Assistant Vice President, leads the Student Life unit. This unit is composed of the University Center, Student Activities, Recreational Sports and Student Government Association.

**Recreational Sports:**

The new Dietitian position made a positive impact on Nutrition Services provided to students. Much collaboration has occurred with departments/offices including Miramar, Partnership for a Healthier America, College of Nursing and Health Science, Counseling Center, Islander Dining, I-ADAPT, Athletics, and President's Office to ensure that students are aware of this new service. The Dietitian has also worked with the Counseling/Health Center on referrals for students.

The Momentum Support Building opened in September to support recreational programs such as Intramurals, Sport Clubs, Outdoors, and special events offered on the Momentum campus. The new facility has an equipment checkout area, a multipurpose room used for team/captain meetings and/or officials training, a washroom, storage area, and restrooms/showers. The weight training equipment in the Dugan Wellness Center was updated. Students, faculty, and staff have been excited about the new equipment.

**Student Activities**

There was tremendous growth in participation in campus traditions this year. Waves of Welcome included 38 events with excellent student engagement including the Corpus Christi Community Fair, President's Picnic, CAB Up All Night and Island Bash. In December, Islander Lights opened the doors of the UC to over 1,200 participants and added lighting to the CI building. Homecoming increased its community engagement with a successful Lighting of the “I” and an expanded Tailgate and Block Party that welcomed community members of all ages to celebrate.

The Student Volunteer Connection (SVC) continued to experience rapid growth in participation. Both the Winter and Spring Alternative Break trips filled with 19 students participating in each trip, and a waiting list of interested applicants. The Big Event registered over 1,000 participants with approximately 850 students volunteering in the community. SVC became a certifying organization for the President's Volunteer Service Award and honored 11 students who volunteered 100 hours or more throughout the year.

The Panhellenic Council, part of Fraternity and Sorority Life, experienced a second year of highly successful recruitment, welcoming a record-breaking 146 new members in fall 2016. The TAMU-CC Chapter of Sigma Alpha Pi (the National Honor Society for Leadership & Success) inducted 215 new members.
University Center

The Breakers Game room became free for students fall 2016. Students took full advantage, resulting in increased involvement and engagement in this somewhat stress-free environment.

University Center Programs helps to engage students who might not otherwise want to participate in student organizations or other leadership offerings. Programs such as Late Night Breakfast, Friendsgiving and Be My Islander have experienced record-breaking attendance.

The University Center is remodeling suites 204 & 206. The new space will provide 11 new office spaces for departmental student organizations, an Islander Food Pantry, and staff offices. The new space is schedule to open fall 2017.

Student Government Association (SGA)

Through the leadership of Student Body President Garrett Ransom and Vice President Andrea Gilson, the SGA continued to thrive. Student participation increased in both fall 2016 (46% increase) and spring 2017 (70% increase) general elections. Justin Bustos and Friederike Davis will serve as the incoming President and Vice President.

SGA was instrumental in garnering student input regarding the proposed merger of A&M-Corpus Christi and A&M-Kingsville. The senate unanimously approved a resolution in opposition of the merger.

TAMU-CC Day at the Capitol was a success with over 47 students representing the university on February 21, 2017. Many compliments were received from state legislators regarding how well prepared the students were to present information about the university.

The Mid-Term Act of 2016 moved forward with support from administration, staff, and faculty. In a campus announcement dated April 4, 2017, the Interim President reported that 86% of core curriculum faculty and 71% of faculty teaching undergraduate courses submitted mid-term grades during the spring semester. The Faculty Senate recently moved to support the SGA in ensuring that policy and procedures are written for posting of Mid-Term grades each semester.

Strategic Engagement Initiatives

Dr. Amanda Drum, Executive Director, leads Strategic Engagement Initiatives. This unit includes Strategic Planning and Assessment, Engagement Initiatives, and University Housing.

Strategic Planning and Assessment (SPA)

Strategic Planning and Assessment (SPA) oversees the reporting of performance indicators for the Division's strategic plan and assessment efforts. The Division reported findings for two of the six Empower U outcome domains (Communication and Critical Thinking) to the Board of Regents through the university report and measured the outcome domains of Specific Knowledge and Integration of Broad Knowledge for inclusion on the 2017 report in December.

The Council for Advancement of Standards in Higher Education (CAS) provides a framework for self-assessment and program review within student service functional areas. External CAS program reviews were conducted for Alcohol and Other Drug Prevention Programs and Career Services. Expert review visits will take place over the summer and final action plans adopted in early fall.

Islander Housing

Islander Housing consists of Miramar, featuring 1790 student spaces, and Momentum Village featuring 482 bed spaces. Fall 2016, Camden Miramar opened at 104% and Momentum Village opened at 100%. Both properties had extensive wait lists. Phase II of Momentum Village will open fall 2017 with an additional 560 beds.
Resident Advisors at both properties hosted 394 programs covering all areas of the identified student learning outcomes. The Islander Leadership Seminar continues to develop future leaders. This year, 75 students successfully completed and graduated from the eight-week seminar.

Regional Transportation Authority services expanded to weekends and summer. The Park and Ride hours were extended in October when Tidal Hall construction required that an on-island parking lot be closed. A second bus on route #63 is needed to better serve the students living near the campus and encourage higher ridership.

Engagement Initiatives

The Office of Engagement Initiatives oversees Prevention Programming, Inclusion Programs and the I-TEAM (Islanders Teaching, Engaging and Motivating) Peer Educators. Alcohol and Other Drug Prevention is coordinated in conjunction with the Islanders Alcohol and Drug Abuse Prevention Team (I-ADAPT). Screening and Brief Interventions were conducted with 301 students. The program trained sixteen new University employees to conduct Brief Motivational Interviews.

The program received a $20,000 American Cancer Society Tobacco-free Generation grant funded by the CVS Health Foundation. The University was one of only 20 schools nation-wide to receive this grant in its charter year. The goal of the Smoke Free 2020 initiative is to prepare the campus to go 100% smoking, tobacco and vaping free by the year 2020.

The Inclusive Islander Network is a network of students, staff and faculty who pledge to create a welcoming environment for all members of the Texas A&M University-Corpus Christi community. This year 222 students, faculty and staff pledged to be an Inclusive Islander and several were trained in multiple aspects of inclusion by participation in up to six workshops each.

Special Contributions of Program Faculty and/or Staff (teaching/service/research/support)

Dr. Don Albrecht, Vice President for Student Engagement and Success contributed to the community, the profession and the university as follows:

Service to the Community:

American Heart Association – Corpus Christi Heart Walk Executive Leadership Team 2016; TAMU-CC SEAS Team Leader
Parkway Presbyterian Church – Endowment Committee chair; Properties Committee member
#Giving Tuesday – SEAS Participant
KEDT Auction Volunteer

Service to the Profession:

Texas Council of Chief Student Affairs Officers (TCCSAO), Historian
College Student Educators International/ACPA, member
Student Affairs Administrators in Higher Education/NASPA, voting member
Texas Association of College & University Student Personnel Administrators/TACUSPA, member
Texas Higher Education Coordinating Board – Financial Literacy Advisory Committee, member
NASPA Annual Conference Program Reviewer

Service to the University:

President's Cabinet, member
Student Engagement and Success (SEAS) Council, Chair
Inclusive Excellence Committee, Chair
Expressive Activity Committee, Chair
Who's Who Among Students Selection Committee, Chair
Student Endowment Scholarship Committee, Chair
Incident Command Team, Section Chief
Chancellor's Student Advisory Council, TAMU-CC Representatives, Advisor
President's Ambassadors, Advisor
Student Government Association, Advisor
Space Management Committee, member
Institutional Effectiveness Council, member
Strategic Planning Council, member
Intercollegiate Athletics Council, voting member
Honors Council, member
Miramar Housing Management Committee, voting member
Momentum Village Management Committee, voting member
TAMU-CC Day at the Capitol, planning committee member
Islander Food Pantry planning committee

Service to the A&M System
TAMU-CC Presidential Search Advisory Committee member
A&M System IT Governance, Administrative Computing Council member
A&M System Chief Student Affairs Council member

Ms. Ann DeGaish, Associate Vice President and Dean of Students contributed to the community and the university as follows:

Service to the Community
Special Olympics Volunteer
Incarnate Word parent volunteer
The Ark Assessment and Emergency Center for Youth Volunteer
Food Bank Volunteer
#Giving Tuesday Program Coordinator

Service to the University
Veterans Affairs Committee, chair
Student Fee Advisory Committee, chair
Excessive Hours Task Force, member
Banner Governance, member
Student Engagement & Success Council, member
Division Staff Development Committee, chair
Incident Command Team
Numerous search committees & interview panels
Girls Night Out Event Coordinator

**Dr. Lisa Perez, Assistant Vice President of Student Life** contributed to the community, the profession and the university as follows:

- **Service to the Community**
  American Heart Association Heart Walk
  #Giving Tuesday Volunteer – Food Bank of Corpus Christi
  KEDT Auction Volunteer
- **Service to the Profession**
  Co-Presented at ACUI Conference (March 2017)
  A&M System Symposium, 2018 Chair
- **Service to the University**
  Student Engagement & Success Council
  Calendar Committee
  Islander Food Pantry Steering Committee
  Facilities Use Committee
  Expressive Activities Committee Co-Chair

**Dr. Amanda Drum, Executive Director of Strategic Engagement Initiatives** contributed to the community, the profession and the university as follows:

**Service to the Community:**
City of Corpus Christi Transportation Commission, ex-officio representative
Corpus Christi MPO Active Mobility Committee
Safe Communities Coalition Member
Texans Standing Tall Coalition Member
Youth Continuum of Care Coalition Member
Tobacco Prevention Coalition of Corpus Christi
#Giving Tuesday Volunteer – Metro Ministries

**Service to the Profession:**
TACUSPA Foundation Committee, Century Pledge Coordinator
TACUSPA Finance Advisory Board
TACUSPA Historian
NASPA Annual Conference Program Reviewer
NASPA Assessment Conference Program Reviewer
SACS-COC, Presenter (two sessions)
U in the Driver's Seat Peer Education Symposium, Presenter
Texas A&M System Student Affairs Symposium, Assessment Group Moderator

Service to the University:
SEAS Strategic Planning and Assessment Committee, Chair
Housing Management Committees (Miramar and Momentum Village)
Momentum Village Phase II Housing Development Team
Islanders Alcohol and Drug Abuse Prevention Team (I-ADAPT)
Incident Command Team, Unit Leader
Student Engagement and Success Council
Strategic Planning and Continuous Improvement Council
University Assessment Council
Committee on Committees
Employee Development Day, Presenter
SEAS Programs and Services Marketable Skills Working Group, Chair
Smoke-Free 2020, Principle Investigator
Combined Student Employee Training Working Group, Chair

Ms. Julie Shuttlesworth, Communications Specialist contributed to the community, the profession and the university as follows:

Service to the Community:
Tigerette Parents Club Board Member
KEDT Auction Volunteer
Heart Walk Participant
#GivingTuesday Organizing Committee

Service to the University:
Islander Lights Committee
Homecoming Committee
Convocation Committee
Waves of Welcome Committee
SEAS Staff Development Committee
University Web Council
Student Engagement and Success Council
TAMU-CC Day at the Capital

Recognition:
2017 Staff Excellence Engagement Award Winner
Ms. Johanna Bratton, Business Manager contributed to the community and the university as follows:

Service to the Community:
#Giving Tuesday SEAS Participant
Corpus Christi Aggie Moms Club Board Member
St. Philips Catholic Church – active parishioner

Service to the University:
Student Engagement and Success Council
Financial Users Network Group member
Historical Underutilized Business (HUB) committee member
Senior Business Administrators Committee member

Ms. Meredith Coplen, Senior Executive Assistant contributed to the community and the university as follows:

Service to the University:
Staff Council - Past President
Staff Council Executive Committee
Staff Council Election Committee
System Employee Benefits Advisory Committee (SEBAC)
Student Engagement and Success Council

Anticipated Challenges for the Next Cycle
The Division is preparing to face a number of challenges. These include:

- Severe budget constraints. Limited financial, physical (space) and human resources to meet the needs of a growing student population (need for additional staff; funding concerns due to increased fee exemptions/waivers, etc.).
- The recruitment of qualified staff willing to work for the salary budgeted.
- Contract personnel vacancies in the Psychiatrist and Pharmacist positions.
- The impact of previously classified exempt employees to non-exempt status has created issues with workload distribution and scheduling across the division.
- Increased demand for accommodation services.
- The escalation in the severity of clients seeking services at the University Counseling Center.
- Increased acceptance of marijuana use among college students – particularly as various states legalize use.
- Rising cost of utilities and services provided by SSC and lack of transparency with contract details.
- Reduction in profit share from Camden Miramar due to needed capital improvements.
- Increased number of students reporting homelessness and food insecurities.
- Expansion of Inter-fraternity Council as two fraternities were removed from campus.
- Continued maintenance issues with the outdoor pool.

Continuous Improvement Initiatives Planned for the Next Cycle (Closing the Loop)
The Division of Student Engagement and Success plans the following actions:

- Continue to implement and measure the Division strategic plan.
• Identify potential avenues for revenue to the Division and work with the Comptroller to correct fee calculations for summer courses.

• Review the five year plan for staffing to achieve the objectives of the 20/20 Strategic Plan and develop a strategic recruitment plan for difficult to fill positions.

• Open a campus food pantry to assist students experiencing food insecurities.

• Continue the development of plans for long-term facility needs.

• Increased focus on student employees and the skills they acquire through training and work experiences. Implement a Division-wide student employee training program.

• Develop key relationships with employers and faculty to assist students in finding employment upon graduation.

• Continue to carefully plan and evaluate all programs and areas of large expenditure for efficiency and effectiveness.

**Assessment Timeline (optional)**

The Division of Student Engagement and Success changed the assessment cycle and timeline in 2017. The data reported in this annual report is from September 1, 2016-May 31, 2017. When comparing this data to past or future cycles, it should be noted that this cycle was reduced by the three months (June, July and August). In future, the cycle will run from June 1-May 31.