

Texas A&M University-Corpus Christi

Detailed Assessment Report 2010-2011 VP Student Affairs Annual Report

Mission / Purpose

The Division of Student Affairs at Texas A&M University-Corpus Christi provides excellent opportunities in a supportive environment for students to be engaged on and off campus. In support of the University mission, we help students develop leadership skills, engage in the campus community, embrace diversity and attain their educational goals. We prepare students for careers, life long learning and responsible citizenship.

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

O/O 1: Provide EXCELLENT programs and services.

Provide EXCELLENT programs and services that promote student development and a diverse campus community that is supportive, caring and friendly.

Relevant Associations:

Standards

CAS- Council for the Advancement of Standards in Higher Education

- 1 Mission
- 2.3 intrapersonal development
- 2.4 interpersonal competence
- 8 Diversity

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.

Strategic Plans

Texas A&M-Corpus Christi

- 1.4 Provide a supportive and safe campus environment
- 1.6 Commitment to student diversity and quality.
- 1.8 Build & sustain mutually supportive relationships.

Related Measures

M 1: Noel Levitz - Commitment to racial harmony

Noel Levitz - There is a strong commitment to racial harmony on this campus.

Source of Evidence: Benchmarking

Target:

Commitment to racial harmony >= national score.

Findings (2010-2011) - Target: Not Reported This Cycle

The Noel Levitz is only conducted in even year cycles.

M 3: Noel Levitz - Sense of belonging

Noel Levitz - Most students feel a sense of belonging here.

Source of Evidence: Benchmarking

Target:

Sense of belonging >= national score.

Findings (2010-2011) - Target: Not Reported This Cycle

The Noel Levitz is only conducted in even year cycles.

Related Action Plans (by Established cycle, then alpha):

Partner with Academic Affairs on QEP Bridge and Convocation

Established in Cycle: 2009-2010

Partner with Academic Affairs on QEP Bridge and Convocation. the QEP program, First Year Islander (FYI) will be implemented joi...

For full information, see the *Action Plan Detail* section of this report.

M 4: Noel Levitz - Enjoy being a student here

Noel Levitz - It is an enjoyable experience to be a student on this campus.

Source of Evidence: Benchmarking

Target:

Enjoy being a student on this campus \geq national score.

Findings (2010-2011) - Target: Not Reported This Cycle

The Noel Levitz is only conducted in even year cycles.

Related Action Plans (by Established cycle, then alpha):**Analyze data and information to discover needed actions**

Established in Cycle: 2009-2010

Work with the Office of Planning and Institutional Effectiveness to analyze exiting data and information to discover what is nee...

For full information, see the *Action Plan Detail* section of this report.

M 5: Noel Levitz - Individual concern for students

Noel Levitz - This institution shows concern for students as individuals.

Source of Evidence: Benchmarking

Target:

Concern for students as individuals \geq national score.

Findings (2010-2011) - Target: Not Reported This Cycle

The Noel Levitz is only conducted in even year cycles.

M 6: Noel Levitz - Students feel welcome

Noel Levitz - Students are made to feel welcome on this campus.

Source of Evidence: Benchmarking

Target:

Students feel welcome \geq national score.

Findings (2010-2011) - Target: Not Reported This Cycle

The Noel Levitz is only conducted in even year cycles.

Related Action Plans (by Established cycle, then alpha):**Partner with Academic Affairs on QEP Bridge and Convocation**

Established in Cycle: 2009-2010

Partner with Academic Affairs on QEP Bridge and Convocation. the QEP program, First Year Islander (FYI) will be implemented joi...

For full information, see the *Action Plan Detail* section of this report.

M 9: Grad Survey-Teamwork and Diversity

Graduating Student Survey - Learning to appreciate teamwork and diversity in settings outside the classroom.

Source of Evidence: Client satisfaction survey (student, faculty)

Target:

Appreciate teamwork and diversity \geq 75% satisfaction.

Findings (2010-2011) - Target: Met

Appreciate teamwork and diversity = 95% satisfaction.

Document:

[2011 Graduating Student Survey - Teamwork and Diversity](#)

M 10: Grad Survey - Tolerance for different views

Graduating Student Survey - Having tolerance for different points of view.

Source of Evidence: Client satisfaction survey (student, faculty)

Target:

Tolerance for different views \geq 75% impact.

Findings (2010-2011) - Target: Met

Tolerance for different views = 85.1% impact.

Document:

[2011 Graduating Student Survey - Tolerance for different views](#)

M 11: Grad Survey - Diverse cultures and values

Graduating Student Survey - Understanding diverse cultures and values.

Source of Evidence: Client satisfaction survey (student, faculty)

Target:

Understanding diverse cultures and values \geq 75% impact.

Findings (2010-2011) - Target: Met

Understanding diverse cultures and values =78% impact.

Document:

[2011 Graduating Student Survey - Understanding diverse cultures and values](#)

M 12: Grad Survey - Staff caring and helpfulness

Graduating Student Survey - the caring and helpfulness of campus staff.

Source of Evidence: Client satisfaction survey (student, faculty)

Target:

Caring and helpfulness of staff \geq 75% satisfaction.

Findings (2010-2011) - Target: Met

Caring and helpfulness of staff =94.5% satisfaction.

Document:

[2011 Graduating Student Survey - Staff caring and helpfulness](#)

M 13: NSSE - Encouraged contact with diverse groups

NSSE - Encouraging contact among students from different economic, social, racial, ethnic backgrounds.

Source of Evidence: Benchmarking

Target:

Encouraging contact among students of diverse backgrounds \geq national average.

Findings (2010-2011) - Target: Not Met

2011 NSSE - Encouraging contact among students of diverse backgrounds = 7% less for freshmen and 0% difference for seniors than national average report very much or quite a bit.

Document:

[2011 NSSE - Encouraged contact with diverse groups](#)

Related Action Plans (by Established cycle, then alpha):

Analyze data and information to discover needed actions

Established in Cycle: 2009-2010

Work with the Office of Planning and Institutional Effectiveness to analyze exiting data and information to discover what is nee...

Create and Implement a Student Affairs Strategic Plan

Established in Cycle: 2010-2011

Using the university strategic plan and available assessment data, create and implement a Division of Student Affairs strategic ...

For full information, see the *Action Plan Detail* section of this report.

M 14: NSSE - Conversations - Different values

NSSE - Student had serious conversations with other student having different political, religious or personal values other than their own.

Source of Evidence: Benchmarking

Target:

NSSE - Conversation with those of different values \geq national average.

Findings (2010-2011) - Target: Partially Met

2011 NSSE - Conversations with those of different values: Freshmen=6% less / Seniors=8% greater than national average reported often or very often.

Document:

[2011 NSSE - Conversations - different values](#)

Related Action Plans (by Established cycle, then alpha):

Analyze data and information to discover needed actions

Established in Cycle: 2009-2010

Work with the Office of Planning and Institutional Effectiveness to analyze exiting data and information to discover what is nee...

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For full information, see the *Action Plan Detail* section of this report.

M 15: NSSE - Conversations -Race & Ethnicity

NSSE - Student had serious conversations with students of a different race or ethnicity than their own.

Source of Evidence: Benchmarking

Target:

NSSE - Conversation - Different Race and Ethnicity \geq national average.

Findings (2010-2011) - Target: Met

2011 NSSE Conversation - Different Race or Ethnicity: Freshmen=2% greater / Seniors = 11% greater than national report often or very often

Document:

[2011 NSSE - Conversations - different race or ethnicity](#)

M 16: NSSE - Helpful, considerate personnel

NSSE - Helpful, considerate, flexible administrative personnel and offices.

Source of Evidence: Benchmarking

Target:

Helpful, considerate, flexible administrative personnel and offices \geq national average.

Findings (2010-2011) - Target: Partially Met

2011 NSSE - Helpful, considerate, flexible administrative personnel and offices = 3% less for freshmen and 6% greater for seniors than national average report 5 or above.

Document:

[2011 NSSE - Helpful, considerate personnel](#)

Related Action Plans (by Established cycle, then alpha):

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Established in Cycle: 2009-2010

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For full information, see the *Action Plan Detail* section of this report.

O/O 2: ENGAGE students in their campus and community.

ENGAGE students in their campus and community through student organizations and programming.

Relevant Associations:

Standards

CAS- Council for the Advancement of Standards in Higher Education

1 Mission

2.5 humanitarianism and civic engagement

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.

Strategic Plans

Texas A&M-Corpus Christi

1.3 Promote lifelong learning and global citizenship.

1.8 Build & sustain mutually supportive relationships.

1.9 Expand University impact and stature.

Related Measures

M 2: Noel Levitz - Knowledge of campus happenings

Noel Levitz - I generally know what's happening on campus.

Source of Evidence: Benchmarking

Target:

I generally know what is happening on campus \geq national score.

Findings (2010-2011) - Target: Not Reported This Cycle

The Noel Levitz is only conducted in even year cycles.

M 7: Noel Levitz - Campus organization involvement

Noel Levitz - I can easily get involved in campus organizations.

Source of Evidence: Benchmarking

Target:

Easily get involved in organizations \geq national score.

Findings (2010-2011) - Target: Not Reported This Cycle

The Noel Levitz is only conducted in even year cycles.

M 14: NSSE - Conversations - Different values

NSSE - Student had serious conversations with other student having different political, religious or personal values other than their own.

Source of Evidence: Benchmarking

Target:

NSSE - Conversation with those of different values \geq national average.

Findings (2010-2011) - Target: Partially Met

2011 NSSE - Conversations with those of different values: Freshmen=6% less / Seniors=8% greater than national average reported often or very often.

Document:

[2011 NSSE - Conversations - different values](#)

Related Action Plans (by Established cycle, then alpha):

Analyze data and information to discover needed actions

Established in Cycle: 2009-2010

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For full information, see the *Action Plan Detail* section of this report.

M 15: NSSE - Conversations -Race & Ethnicity

NSSE - Student had serious conversations with students of a different race or ethnicity than their own.

Source of Evidence: Benchmarking

Target:

NSSE - Conversation - Different Race and Ethnicity >= national average.

Findings (2010-2011) - Target: Met

2011 NSSE Conversation - Different Race or Ethnicity: Freshmen=2% greater / Seniors = 11% greater than national report often or very often.

Document:

[2011 NSSE - Conversations - different race or ethnicity](#)

O/O 3: EXPAND programs & services to meet student needs.

EXPAND programs and services to meet the changing needs of a growing and diverse student population.

Relevant Associations:

Standards

CAS- Council for the Advancement of Standards in Higher Education

- 1 Mission
- 11 Financial Resources
- 12 Technology
- 13 Facilities and Equipment
- 14 Assessment and Evaluation

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.

Strategic Plans

Texas A&M-Corpus Christi

- 1.4 Provide a supportive and safe campus environment
- 1.9 Expand University impact and stature.

Related Measures

M 17: University Center Expansion Planning

Seek funding resources to implement the recommendations from the feasibility study to expand the University Center.

Source of Evidence: Administrative measure - other

Target:

Explore avenues to fund the University Center expansion

Findings (2010-2011) - Target: Not Met

A fee referendum was held in FY 2011. The students did not approve the fee increase so the expansion could not move forward. A second referendum will be held in FY 2012.

Documents:

[2010 UC Expansion Referendum Results](#)
[Student Referendum Ballot Fall 2010](#)

Related Action Plans (by Established cycle, then alpha):

University Center Expansion Plan

Established in Cycle: 2007-2008

Feasibility study for expansion of the University Center will be performed Spring 2009. The feasibility study was conducted an...

For full information, see the *Action Plan Detail* section of this report.

M 18: Complete the CORE Alcohol and Drug Survey

Complete the CORE Alcohol and Drug Survey, analyze the results and implement action plans to address concerns.

Source of Evidence: Administrative measure - other

Target:

Complete the CORE Alcohol and Drug Survey, analyze the results and implement action plans to address concerns.

Findings (2010-2011) - Target: Met

The CORE Alcohol and Drug Survey was conducted during the Spring 2011. The results were analyzed and actions were taken to address concerns. Some results from the survey are as follows: · 28.1% of Islanders reported binge drinking in the prior 2 weeks. · 13.2% of Islanders reported drinking 3 times per week or more. · 13.3% of Islanders reported they have performed poorly on a test as a result of alcohol. · 26.2% of Islanders reported driving a car under the influence. · 6.8% of Islanders indicated that they have thought they might have a drinking problem.

Document:

[2011 CORE Survey Results](#)

M 25: Plan and Build Phase VIII of Housing

Plan and build phase VIII of housing to consist of 75 beds to open Fall 2011.

Source of Evidence: Administrative measure - other

Target:

Plan and build phase VIII of housing to consist of 75 beds to open Fall 2011

Findings (2010-2011) - Target: Met

Pelican Hall, featuring 75 residence hall suite style units opened for occupancy August 17, 2011.

Documents:

[Phase VIII - Pelican hall image](#)

[Phase VIII Certificate of Occupancy](#)

O/O 4: Manage resources EFFECTIVELY.

Develop personnel and manage all resources EFFECTIVELY.

Relevant Associations:

Standards

CAS- Council for the Advancement of Standards in Higher Education

- 1 Mission
- 4 Human Resources
- 11 Financial Resources
- 12 Technology
- 13 Facilities and Equipment

Strategic Plans

Texas A&M-Corpus Christi

- 1.7 Commitment to faculty & staff diversity & quality.
- 1.10 Manage resources efficiently and effectively.

Related Measures

M 8: Noel Levitz - Student activity fee use

Noel Levitz - Student activity fees are put to good use.

Source of Evidence: Benchmarking

Target:

Student activity fee use >= national score.

Findings (2010-2011) - Target: Not Reported This Cycle

The Noel Levitz is only conducted in even year cycles.

Related Action Plans (by Established cycle, then alpha):**Fund University Housing from Housing Services**

Established in Cycle: 2007-2008

Fund University Housing Account 301110 from Housing Services Revenue Account 320081. Funds in the Housing Services account are ...

For full information, see the *Action Plan Detail* section of this report.

M 18: Complete the CORE Alcohol and Drug Survey

Complete the CORE Alcohol and Drug Survey, analyze the results and implement action plans to address concerns.

Source of Evidence: Administrative measure - other

Target:

Complete the CORE Alcohol and Drug Survey, analyze the results and implement action plans to address concerns.

Findings (2010-2011) - Target: Met

The CORE Alcohol and Drug Survey was conducted during the Spring 2011. The results were analyzed and actions were taken to address concerns. Some results from the survey are as follows: · 28.1% of Islanders reported binge drinking in the prior 2 weeks. · 13.2% of Islanders reported drinking 3 times per week or more. · 13.3% of Islanders reported they have performed poorly on a test as a result of alcohol. · 26.2% of Islanders reported driving a car under the influence. · 6.8% of Islanders indicated that they have thought they might have a drinking problem.

Document:

[2011 CORE Survey Results](#)

M 19: Org. Excellence - Information

Survey of Organizational Excellence - Overall information dimension to include internal communication, availability of information and external communication.

Source of Evidence: Benchmarking

Target:

Overall information dimension for Student Affairs >= University Mean.

Findings (2010-2011) - Target: Not Reported This Cycle

The Study of Organizational Excellence is only conducted in even year cycles.

M 20: Org. Excellence - Personal

Survey of Organizational Excellence - Overall personal dimension to include job satisfaction, time and stress management, burnout, and empowerment.

Source of Evidence: Benchmarking

Target:

Overall personal dimension for Student Affairs >= University Mean.

Findings (2010-2011) - Target: Not Reported This Cycle

The Study of Organizational Excellence is only conducted in even year cycles.

M 21: Org. Excellence - Work Group

Survey of Organizational Excellence - Overall Work Group Dimension including supervisor effectiveness, fairness, team effectiveness and diversity.

Source of Evidence: Benchmarking

Target:

Overall Work Group Dimension for Student Affairs >= University Mean.

Findings (2010-2011) - Target: Not Reported This Cycle

The Study of Organizational Excellence is only conducted in even year cycles.

M 22: Org. Excellence - Accommodations

Survey of Organizational Excellence - Overall Accommodations Dimension to include fair pay, adequacy of physical environment, benefits and employee development.

Source of Evidence: Benchmarking

Target:

Overall accommodations dimension for Student Affairs >= university Mean.

Findings (2010-2011) - Target: Not Reported This Cycle

The Study of Organizational Excellence is only conducted in even year cycles.

M 23: Org. Excellence - Organizational Features

Survey of Organizational Excellence - Overall organizational features dimension to include change oriented, goal oriented, coherence, strategic orientation, and quality.

Source of Evidence: Benchmarking

Target:

Overall organizational features for Student Affairs >= University Mean.

Findings (2010-2011) - Target: Not Reported This Cycle

The Study of Organizational Excellence is only conducted in even year cycles.

M 24: Utilize student feedback to formulate budgets

Utilize student feedback from the Student Fee Advisory Council to formulate final budgets.

Source of Evidence: Focus groups

Target:

Obtain a written report from the Student Fee Advisory Committee, investigate viability of all recommendations and act accordingly.

Findings (2010-2011) - Target: Met

The SFAC met spring 2011 and submitted a report. All recommendations were reviewed and most were implemented.

Documents:

[2011 SFAC Recommendations follow-up from VPSA](#)

[2011 SGA Minutes - Vote to increase student service fee](#)

[2011 Student Fee Advisory Report](#)

Action Plan Detail for This Cycle (by Established cycle, then alpha)

Fund University Housing from Housing Services

Fund University Housing Account 301110 from Housing Services Revenue Account 320081. Funds in the Housing Services account are obtained from the Camden Miramar profit sharing proceeds. Request to fund the University Housing account with these proceeds. Currently, Housing Services funds half of this account. A total budget to be fully funded from the Housing Services account is needed. this request was denied twice but will remain part of the long-range plan.

Established in Cycle: 2007-2008

Implementation Status: Terminated

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Noel Levitz - Student activity fee use | **Outcome/Objective:** Manage resources EFFECTIVELY.

Implementation Description: September 2009

Completion Date: 08/2012

Responsible Person/Group: Director of University Housing and VP of Student Affairs

Additional Resources: No new resources but reallocation from account 320081 is needed. Partial funding currently in place. New funding would equal \$43,839 for a total budget of \$85,456

Budget Amount Requested: 85456

University Center Expansion Plan

Feasibility study for expansion of the University Center will be performed Spring 2009. The feasibility study was conducted and the expansion will cost \$26 million. A student referendum will be held October 2010 to increase the university center fee. If this passes the increase will be presented to the TAMUS Board of Regents

Established in Cycle: 2007-2008
Implementation Status: In-Progress
Priority: High

Relationships (Measure | Outcome/Objective):

Measure: University Center Expansion Planning | **Outcome/Objective:** EXPAND programs & services to meet student needs.

Completion Date: 11/2010
Responsible Person/Group: VP Student Affairs
Additional Resources: building funds
Budget Amount Requested: 26000000

Analyze data and information to discover needed actions

Work with the Office of Planning and Institutional Effectiveness to analyze exiting data and information to discover what is needed to make students feel more welcome and to enjoy their experience as a student at TAMUCC.

Established in Cycle: 2009-2010
Implementation Status: In-Progress
Priority: Medium

Relationships (Measure | Outcome/Objective):

Measure: Noel Levitz - Enjoy being a student here | **Outcome/Objective:** Provide EXCELLENT programs and services.

Measure: NSSE - Conversations - Different values | **Outcome/Objective:** ENGAGE students in their campus and community.
 | Provide EXCELLENT programs and services.

Measure: NSSE - Encouraged contact with diverse groups | **Outcome/Objective:** Provide EXCELLENT programs and services.

Measure: NSSE - Helpful, considerate personnel | **Outcome/Objective:** Provide EXCELLENT programs and services.

Completion Date: 08/2011
Responsible Person/Group: Vice President for Student Affairs

Partner with Academic Affairs on QEP Bridge and Convocation

Partner with Academic Affairs on QEP Bridge and Convocation. the QEP program, First Year Islander (FYI) will be implemented jointly by Academic Affairs and Student Affairs. Student Affairs will take the lead in the Bridge Program to offer an intervention for "at risk" students and in the Convocation planning and implementation.

Established in Cycle: 2009-2010
Implementation Status: In-Progress
Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Noel Levitz - Sense of belonging | **Outcome/Objective:** Provide EXCELLENT programs and services.

Measure: Noel Levitz - Students feel welcome | **Outcome/Objective:** Provide EXCELLENT programs and services.

Completion Date: 08/2010
Responsible Person/Group: Associate Vice President for Student Affairs

Create and Implement a Student Affairs Strategic Plan

Using the university strategic plan and available assessment data, create and implement a Division of Student Affairs strategic plan.

Established in Cycle: 2010-2011
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):

Measure: NSSE - Conversations - Different values | **Outcome/Objective:** ENGAGE students in their campus and community.
 | Provide EXCELLENT programs and services.

Measure: NSSE - Encouraged contact with diverse groups | **Outcome/Objective:** Provide EXCELLENT programs and services.

Measure: NSSE - Helpful, considerate personnel | **Outcome/Objective:** Provide EXCELLENT programs and services.

Completion Date: 12/2011

Responsible Person/Group: Vice President of Student Affairs and Director of Assessment and Housing

Analysis Questions and Analysis Answers

What specifically did your assessments show regarding proven strengths or progress you made on outcomes/objectives?

The Graduating Student Survey indicates that students are very pleased with the experiences they have had in relation to diversity and teamwork by the end of their university experience. They also highly rate the caring and helpfulness of staff. The NSSE scores seem to confirm these findings. According to the 2011 CORE Survey results, some key indicators of alcohol abuse decreased as compared to last fiscal year. Increased efforts in the area of alcohol and other drug (AOD) education and prevention appear to be having a positive impact. AOD issues continue to be a large concern for the university. The division continues to include student feedback in the development of budgets. Also, new housing was built to meet student needs.

What specifically did your assessments show regarding any outcomes/objectives that will require continued attention?

University wide results from the National Survey of Student Engagement (NSSE) indicate that students (particularly freshmen) are reporting lower scores than the comparison Carnegie group in the areas of "Encouraging contact among students with diverse backgrounds" and "Conversations with those of different values." However, seniors are reporting at equal or greater values than the comparison group. The same is true for the question regarding the helpfulness and consideration of personnel. From this, it appears that we are either not impacting our freshmen as early as other institutions (yet we make that impact by the time they graduate), our freshmen are entering with higher expectations, and perhaps fewer skills in these areas, or the overall student experience in these categories is declining and the NSSE findings are early indicators of a problem. The division is looking at all assessment results while creating a strategic plan to identify priorities of the division as well as strategies and actions to fulfill our goals and objectives. These indicators will be considered in that planning. The division will also continue to work to obtain funding to expand the University Center to meet the needs of student growth.

Annual Report Section Responses

Executive Summary: Year in Review (Required)

The Vice President for Student Affairs (VPSA) oversees and provides leadership for the Division to develop and implement the strategic plan, assessment and the budget. He provides direction for programming and services which support the University's mission. The Division of Student Affairs is very well-integrated. Several factors account for this. Every month the Student Affairs Council meets to update the Directors on items of importance from President's Cabinet, Board of Regents, the State of Texas, University committees and to discuss issues of concern to all. The Associate Vice President also schedules monthly director meetings with her direct reports and the Director of Assessment and Residence Life and the Associate Dean of Students. This year was challenging from a budget perspective. The Division still has well maintained fund balances in the Student Services Fee and a reasonable amount in the other accounts. The Division met all income projections for all fees (Student Services, Recreational Sports, Health Services and the University Center Complex fees). All departments maintained their budgets and all funds not spent were deposited into the Student Service Fee Fund Balance. The Student Service Fee fund balance is 3.8 million dollars. Each year, \$50,000 is taken from the fund balance for debt service of the University Center. This was the twelfth year of a 20 year commitment. In addition, each year approximately \$609,850 is set aside for the Jack and Susie Dugan Wellness Center. This was the second year of a 30 year commitment.

Accomplishments of Administrative and Academic Support Entities

The Division of Student Affairs is committed to providing excellent customer service by having well-trained staff in each department. The division held monthly staff development training with an average attendance of 93%. Topics included: Cross Cultural Communication, Wellbeing: The 5

Essential Elements, Millennials Go to College, Emotional Intelligence, Universal Design and an ICARE Overview. In addition, the division held three brown bags staff development programs on Records Retention, Assistive Technology and the CORE Alcohol and Drug Survey Results. The division was very involved in the SACS/QEP implementation this year. The division partnered with Academic Affairs to plan and implement the First Year Islander (FYI) program. These activities have strengthened the division's relationship with Academic Affairs to meet the needs of all students. This August, approximately 950 students and 125 faculty and staff participated in the Second Annual FYI Convocation. The Bridge workshop was integrated into two of the New Student Orientation programs held in the summer and served 250 students. Bridge students arrived to orientation a day early to participate in the program. Parents of the students were also invited to attend three parent workshops. In an effort to improve and focus division assessment the divisional Assessment Committee developed six Student Learning Outcome domains. As a result of this effort, each department in the division is in the process of developing departmental student learning outcomes. The Assessment Committee also adopted a rotation schedule and process for program reviews utilizing the CAS Standards. The behavioral intervention team (ICARE) evaluated and provided recommendations for 52 students that raised concerns for the campus community. The three most common situations managed by the ICARE team in 2010-11 involved the following: Students exhibiting symptoms of depression. Students having difficulty dealing with a family tragedy. Students causing harm to themselves (in a variety of ways – attempting to overdose, cutting behaviors, and eating disorders). The division has made significant progress in substance abuse prevention efforts this year. The Islander's Alcohol and Drug Abuse Prevention Team (I-ADAPT) is committed to promoting healthy choices among the TAMUCC campus community in order to reduce the negative consequences of alcohol and drug use/abuse. The committee facilitated year two of the NCAA CHOICES grant. Year two provided \$10,000 in funding for a peer mentor group to address alcohol use and abuse. The committee also partnered with the statewide coalition Texans Standing Tall to implement a Screening and Brief Intervention research study with the Greek Life students on campus. This provided \$4100 in direct funding plus vast education and training opportunities for the entire campus. As a result of this project, the university will be featured in the "toolbox" they are creating as part of a Department of Education grant. Also, the university was highlighted in their Higher Education Report Card for best practices. I-ADAPT also administered the CORE Alcohol and Drug Survey. Findings indicate that increased efforts in education and prevention are positively impacting the campus. Judicial Affairs heard 273 cases. Alcohol and drugs continues to make up a high percentage of our Student Code of Conduct violations but the number of academic misconduct cases has increased. There were 201 behavioral conduct and 72 academic misconduct cases referred to Judicial Affairs this year. A new Student Conduct Officer, Kristina Scott, was hired in January to meet the growing demands in the area of Judicial Affairs. The partnership with Camden Property Trust continues to grow with the addition of 75 beds completed for occupancy in August. The University profit shared with Camden and received a check of \$517,353 plus \$40,300 for the ground lease. Students who reside on campus at Camden Miramar continue to achieve higher grades than those who reside off campus. Data from the last five years indicates that students residing on campus enter with similar high school class ranks, SAT scores and ACT scores to off-campus residents yet achieve higher first term grade point averages (.36 higher in 2010). It is believed that this is due to a greater level of involvement among on-campus residents. A student referendum was held to fund the \$26 million university expansion project. The students voted not to increase the student center fee so the project was placed on hold. A new referendum may be proposed in FY 2012. In the same election, students voted to assess themselves a "green fee" that will be used for "green" initiatives. University Center and Student Activities and Island Waves celebrated 10 awards at the annual Texas Intercollegiate Press Association conference. 1st place Headline- Rob Boscamp 2nd place Feature Page Design- Rob Boscamp Honorable Mention- IW Staff for Special Edition or Section Honorable Mention- Joshua Sanchez for Sports Column Honorable Mention- Joshua Sanchez for Sports Feature Story Honorable Mention- Linda Carson for Information Graphic Honorable Mention- Hali Browning for Advertising Design 3rd place Print News Writing- Jeanette Scarsdale 3rd place TV News Writing- Joshua Sanchez 3rd place Critical Review- Mike Henneberger The Director for the Women's Center, Ms. Randa Schell, left the university. The division is assessing the needs of students and the university before moving forward with a plan for this area. The University Counseling Center experienced an 18% increase in the number of students seen for counseling and a 16% increase in the number of students seen by the psychiatrist at the University Counseling Center this year. Slightly over 20% of UCC clients receive psychiatric services from the counseling center psychiatrist. The most common issues for which students sought help: Anxiety, Depression and Academic Issues. On average, clients were seen for 5 sessions. The University Counseling Center has experienced a shortage of space over the past few years. New space will be available Fall 2011 which they hope to have remodeled and ready to use by Spring 2012

semester. The University Health Center hired a new Associate Director and Clinical Manager, Zelda Chacon, to manage the clinic. In order to reduce the risk of flu on campus, they vaccinated 33% more students and 100 faculty and staff were vaccinated through a contracted community service. Career Services continues to offer the Small Business Internship Program. This is a collaborative program with University Outreach and the City of Corpus Christi. Participation in the program has been excellent and provided many new employer contacts for the university. The economy is negatively impacting employer attendance at career fairs. Many employers have cut their recruitment budgets. Plans are being created for a new fair to allow criminal justice and government agencies to recruit on campus at a reduced rate. This will provide vital recruitment opportunities for our students. Traffic for Recreational Sports increased dramatically with the first full academic year with the Island hall facility open. There were numerous additional special events – Island Day, Orientations, etc. with Recreational Sports heavily involved in event planning, set up, and take down. Fortunately, regular student play is no longer interrupted, as one gym remains available for activity. Along the same lines, the indoor track was available to Open Rec users. The number of students utilizing services from Disability Services has increased 10%. The efforts of this department are vital to the academic success of disabled students. They are currently housed in two locations and are experiencing a severe shortage of space but look forward to moving to a new facility in Corpus Christi Hall Fall 2011. This year they were able to renegotiate an agreement with the Corpus Christi Area Council for the Deaf contract to include accountability measures on the part of the Deaf Center. The division collaborated with University Services to organize the fifth annual "Passport to the Island" during new student orientation. Student Affairs also held a "Safe Living" program during orientation to inform and prepare new students and parents for crisis issues. The Vice President met with parents during orientation to address transition to college issues and helping parents understand the college years. The Division held the Islander Lights event and coordinated the Wishes & Dreams toy drive as a community service project, collecting 527 toys and \$467 which were distributed to local children through CCPD. Student Government Association collected over 200 books and \$150 in donations to purchase needed books for Garcia Elementary School for the Hector P. Garcia Day event. The division ring recipient was Aaron Thurman and the University Student Employee of the Year was Christine Ellard. The Division awarded ten \$1000 Leadership Scholarships in the name of deceased Islanders and continued funding for scholarships in Music and ROTC.

Document:

[On-campus Resident GPA data 2006-2010](#)

Teaching Results/ Accomplishments

Research/Scholar Activity Accomplishment

Public/Community Service

Dr. Eliot Chenux, Vice President for Student Affairs contributes to the university, the profession and the community. Service to the Community: Art Museum of South Texas Board of Governors Art Museum of South Texas Exhibit and Adult Education Committee, Chair Molina Neighborhood Center Board Member Service to the Profession: Council of Student Services Vice Presidents (COSSVP), Chair Service to the University: President's Cabinet President's Council Student Affairs Council, Chair University Diversity Committee, Chair Housing Management Committee Space Management Committee Inter-Institution Development Committee (TAMUCC/Del Mar) Ann DeGaish, the Associate Vice President and Dean of Students contributes to the community and the university. Service to the Community: Special Olympics, volunteer St. Patricks School, volunteer Service to the University: Student Affairs Council Inter-Institution Development Committee (TAMUCC/Del Mar) FYI Advisory Board FYI Bridge Program Planning Committee, co-chair FYI Convocation Committee Various division search committees

Anticipated Challenges (Required)

The division is preparing to face a number of challenges in 2011-12. These include: Budget reductions will continue to impact programs and services. The Student Service fee has reached its cap (growth will only come from increased enrollment and 10% increase in hourly fee with no increase in the cap). Securing funds to begin the University Center Expansion project. Impact of non-traditional students returning to school as a result of the economy. Impact of veterans enrolling in higher numbers. Limited staff to meet the needs of a growing student population. Limited space to accommodate staff and programs. Increased demand for accommodation services to meet the needs of disabled students.

Closing the Loop (Plans for upcoming year) (Required)

As a result of this year's assessment and planning, the Division of Student Affairs plans the following actions: Develop a strategic plan to guide the division in the coming years. Continue to carefully plan and evaluate all programs and areas of large expenditure to curtail costs Fund the University Center expansion

Summary of Requested Resources (Optional)

SSF Funding from increase in fees and headcount Revenue(Fees including increase & headcount) 4,676,794 Expenses/Transfers Out/Debt Services 3,879,486 Available funds 797,308 Needs: Health Center 44,000 Womens Center- replace state funding 106,218 Interpreter Services- replace state funding 65,000 International Programs 70,589 per Ex VP Finance Casa 137,135 per Ex VP Finance Group Insurance Increases 45,000 Fed College Work Study-Job Location&Development 40,000 replace cuts in fed funds Utilities for Driftwood and Sandpiper 15,000 UC Expansion 225,000 Reclassifications 26,854 774,796 Difference 22,512

Detailed Assessment Report 2010-2011 Career Services

Mission / Purpose

Career Service is a service for students, alumni, university, and the community driven by the ideals of excellence in career guidance, professional development and employment to discover and apply strategies to be successful in a complex and changing world. Career Services is committed to preparing students for participation in a global community.

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

O/O 1: Assist students to compete for employment.

Programs that assist students to develop the skills necessary to compete for employment in a rapidly changing, competency-based, global workplace.

Relevant Associations:**Standards*****CAS- Council for the Advancement of Standards in Higher Education***

1 Mission

2.1 knowledge acquisition, integration, construction, and application

2.4 interpersonal competence

2.6 practical competence

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.

Strategic Plans**Texas A&M-Corpus Christi**

1.3 Promote lifelong learning and global citizenship.

1.6 Commitment to student diversity and quality.

Related Measures**M 1: Job Fair Participation**

Job Fair Participation rates.

Source of Evidence: Activity volume

Target:

Increase job fair student participation rate by 5-10% over previous year.

Findings (2010-2011) - Target: Not Met

An decrease of 21% of job fair student participation rate over previous year. A total of 1,963 in FY10; FY11 - 1,548

Document:

[Career Fair Data FY11](#)

Related Action Plans (by Established cycle, then alpha):**Increase student participation at Career Fairs**

Established in Cycle: 2010-2011

Currently we reach out to the faculty and staff on a regular basis to convey the message of the career fairs to the students. ...

For full information, see the *Action Plan Detail* section of this report.

M 2: Workshop Participation

Number of participants attending workshops

Source of Evidence: Activity volume

Target:

Track workshop participation through sign-in sheets

Findings (2010-2011) - Target: Met

Total students who participated in workshop in FY 11 were 4,764 using sign -in sheets by career counselors.

Document:

[Professional Staff Stats FY11](#)

M 3: Classroom presentation participation

Participation of colleges in utilizing classroom presentations

Source of Evidence: Activity volume

Target:

Track classroom presentations in each college through counselor reports

Findings (2010-2011) - Target: Met

Classroom presentations made for FY11: 112.

Document:

[Professional Staff Stats FY11](#)

O/O 2: Enhance students` career development opportunities

Work collaboratively with relevant constituencies of the institution and public to enhance students` career development opportunities

Relevant Associations:**Standards*****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.

Strategic Plans**Texas A&M-Corpus Christi**

- 1.2 Achieve targeted national prominence.
- 1.3 Promote lifelong learning and global citizenship.
- 1.6 Commitment to student diversity and quality.

Related Measures**M 4: Internship Opportunities**

Track internship opportunities through reported data in I-Link

Source of Evidence: Activity volume

Target:

Increase internship opportunities for students by 5%.

Findings (2010-2011) - Target: Not Met

Reported Internship opportunities for FY10 - 898; FY11 - 219. An decrease of 76%. Last year Several National companies posted their internships with Career Services.

An example is HACU who reported 200 opportunities with us. This year our report reflects Direct Contact v. Mass or Web Contact. Direct Contact are actual companies who called TAMU-CC Career Services and posted a position intended for our students. Mass Contact / Web contact such as HACU posting 200 intern positions were not included.

Documents:

[Job Statistics FY11](#)

[Small Business Internship Summary FY11](#)

Related Action Plans (by Established cycle, then alpha):

Increase Internship opportunities

Established in Cycle: 2008-2009

Market the Small Business Internship program to new and different employers in the Corpus Christi area. Target larger compani...

For full information, see the *Action Plan Detail* section of this report.

M 5: Internship Participation

Track internship participation through reported data in I-Link

Source of Evidence: Activity volume

Target:

Increase reported student internship participation by $\geq 50\%$

Findings (2010-2011) - Target: Met

Internship student participation reported in FY10 - 64; FY 11 - 143. An increase of 123%.

Documents:

[Job Statistics FY11](#)

[Small Business Internship Summary FY11](#)

Related Action Plans (by Established cycle, then alpha):

Increase internship opportunities

Established in Cycle: 2007-2008

The Small Internship Programs has increased our internship opportunities. The 4A Board has set a limit on the amount of money t...

Increase Internship opportunities

Established in Cycle: 2008-2009

Market the Small Business Internship program to new and different employers in the Corpus Christi area. Target larger compani...

For full information, see the *Action Plan Detail* section of this report.

M 6: Track On-Campus Part-Time Employment Opportunities

Track part-time participation through reported data in I-Link

Source of Evidence: Activity volume

Target:

Increase on campus part-time employment opportunities reported by 10%.

Findings (2010-2011) - Target: Not Met

On-campus part-time employment opportunities for FY10 - 204; FY 11 - 197. A decrease of 7 opportunities or 3%.

Document:

[Job Statistics FY11](#)

Related Action Plans (by Established cycle, then alpha):

On-Campus Part-time opportunities

Established in Cycle: 2009-2010

Connect with the on-campus community departments to emphasize the importance of posting their on-campus jobs with career service...

For full information, see the *Action Plan Detail* section of this report.

M 7: Track On-Campus Part-Time Employment Participation

Track on campus part-time employment participation through reported information in ILink

Source of Evidence: Activity volume

Target:

Increase on campus part-time employment participants reported by 10%

Findings (2010-2011) - Target: Not Met

On-campus part-time employment participation for FY10 - 546; FY 11 - 458. An decrease of 96 or 16%

Document:

[Job Statistics FY11](#)

Related Action Plans (by Established cycle, then alpha):

Part-time On-campus participation

Established in Cycle: 2009-2010

Encourage on-campus departments and students to report their hires to Career Services. Offer incentive for students if reportin...

For full information, see the *Action Plan Detail* section of this report.

M 8: Track Off-Campus Part Time Employment Opportunities

Track off campus part-time employment opportunities through reported information in ILink.

Source of Evidence: Activity volume

Target:

Increase off campus part-time employment opportunities reported by 10%.

Findings (2010-2011) - Target: Not Met

Off-Campus part-time employment opportunities reported in FY10 - 813; FY 11 - 680. An decrease of 133 or 16%

Document:

[Job Statistics FY11](#)

Related Action Plans (by Established cycle, then alpha):

Off Campus Employment Participation

Established in Cycle: 2010-2011

Connect with the off-campus community to emphasize the benefits of posting their off-campus jobs with career services. Benefits...

For full information, see the *Action Plan Detail* section of this report.

M 9: Track Off-Campus Part-Time Employment Participation

Track off campus part-time employment participation through reported information in ILink.

Source of Evidence: Activity volume

Target:

Increase off campus part-time employment participation by 10%.

Findings (2010-2011) - Target: Not Met

Off-campus part-time employment participation FY10 - 276; FY11 - 237. An decrease of 32 or 14%

Document:

[Job Statistics FY11](#)

Related Action Plans (by Established cycle, then alpha):

Increase off-campus employment participation

Established in Cycle: 2010-2011

Concentrated effort to increase the knowledge of off-campus employment participation. Reach out to the students to post success...

For full information, see the *Action Plan Detail* section of this report.

M 10: Track Full Time employment

Track full time employment opportunities through jobs reported in I-Link

Source of Evidence: Activity volume

Target:

Increase full-time employment opportunities reporting by 10%.

Findings (2010-2011) - Target: Met

Full-time employment opportunities reported for FY10 - 412; FY 11 - 348. A decrease of 64 or 16%.

Document:

[Job Statistics FY11](#)

Related Action Plans (by Established cycle, then alpha):**Hire an Employee Relations Manager**

Established in Cycle: 2006-2007

The Employee Relations Manager's primary responsibility is to be out in the community creating opportunities for our students. It ...

Full-Time Employment Opportunities offered

Established in Cycle: 2008-2009

Search for new full time job opportunities in declining economy

For full information, see the *Action Plan Detail* section of this report.

M 11: Track faculty contacts

Track faculty contacts through counselor reports

Source of Evidence: Activity volume

Target:

Each Counselors is to make contact with Faculty and staff a minimum of 20 times a month.

Findings (2010-2011) - Target: Met

Counselors made 1,796 contacts with Faculty and staff, this is an average of 30 times a month.

Document:

[Professional Staff Stats FY11](#)

M 12: Track employer contacts

Track employer contacts through Staff reports

Source of Evidence: Activity volume

Target:

Staff will make a minimum of 12 employer contacts per month collectively.

Findings (2010-2011) - Target: Met

The professional staff made contact with 1210 employers for FY11. Average of 173 per month.

Document:

[Professional Staff Stats FY11](#)

O/O 3: Good stewardship of resources.

Practice good stewardship of human and fiscal resources.

Relevant Associations:**Standards*****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.

Strategic Plans

Texas A&M-Corpus Christi

- 1.1 Provide excellent academic programs & instruction.
- 1.3 Promote lifelong learning and global citizenship.
- 1.4 Provide a supportive and safe campus environment
- 1.6 Commitment to student diversity and quality.

Related Measures

M 13: Track staff development

Track the professional development of each full time employee

Source of Evidence: Activity volume

Target:

Full time staff attendance $\geq 80\%$ at each divisional staff development day. Each professional staff attend conference/workshops ≥ 1 /year

Findings (2010-2011) - Target: Met

Staff Development Director - 100% Assistant Director - 100% Counselor 1 (College of Liberal Arts)-100% Counselor 2 (College of Science and Tech and College of Health Sciences) - 86% Counselor 3a (College of Business) - 100% Counselor 3b (College of Business) - 100% Job Developer - 100% Administrative Assistant - 100% Attended Regional and state conferences, webinars and audio conferences

Document:

[Staff and Professional Development FY11](#)

M 14: Employee Retention

Full time staff retention

Source of Evidence: Activity volume

Target:

Full time staff retention at an average of 3 years or more $\geq 50\%$ with Career Services

Findings (2010-2011) - Target: Met

Full Time Staff Retention Average: 6 years Director = 7 years; Associate Director = 10 years Counselor 1 = 4 years Counselor 2 = .5 years **Counselor 3 = 1 years
**Counselor 4 = 1.5 years Job Developer = 16 years Administrative Assistant = 7 years
**Counselor 3 departed in June 2011 **Counselor 4 departed in August 2011

Document:

[Staff and Professional Development FY11](#)

M 15: Budget

Monies spent in accordance to budget

Source of Evidence: Document Analysis

Target:

Expenditures will be \leq budget

Findings (2010-2011) - Target: Met

Budget FY11 ending balance \$68,216.

Document:

[FAMIS screen shot 2011](#)

Action Plan Detail for This Cycle (by Established cycle, then alpha)

Hire an Employee Relations Manager

The Employee Relations Manager's primary responsibility is to be out in the community creating opportunities for our students. It also acts as the liaison for the Career Service Advisory Board.

Established in Cycle: 2006-2007

Implementation Status: On-Hold

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Track Full Time employment | **Outcome/Objective:** Enhance students' career development opportunities

Implementation Description: Fall 2008

Completion Date: 09/2012

Responsible Person/Group: Jo Anna Franke

Additional Resources: Resources to fund the Employee Relations Manager salary and benefits. Suggested salary is \$50,000 + \$16,380 benefits.

Budget Amount Requested: 67000

Create Advisory Board

The Employee Relations Manager's primary responsibility is to be out in the community creating opportunities for our students. This position also acts as the liaison for the Advisory Board.

Established in Cycle: 2007-2008

Implementation Status: On-Hold

Priority: Medium

Implementation Description: Beginning of new fiscal year 2010

Completion Date: 08/2010

Responsible Person/Group: Director

Additional Resources: new money to support meetings and activities

Budget Amount Requested: 1000

Increase internship opportunities

The Small Internship Programs has increased our internship opportunities. The 4A Board has set a limit on the amount of money that can be used in a given semester for these internship opportunities. We will continue to work with these groups to provide good paying, high quality internships. In addition to the SIP program, we are trying to work with the colleges and faculty to share the information about internship opportunities. We know that students are participating in internships but are not being identified or reported through our office.

Established in Cycle: 2007-2008

Implementation Status: In-Progress

Priority: Medium

Relationships (Measure | Outcome/Objective):

Measure: Internship Participation | **Outcome/Objective:** Enhance students' career development opportunities

Completion Date: 08/2014

Responsible Person/Group: Director and Assistant Director of Career Services

Additional Resources: none at present

Budget Amount Requested: 0

Full-Time Employment Opportunities offered

Search for new full time job opportunities in declining economy

Established in Cycle: 2008-2009

Implementation Status: In-Progress

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Track Full Time employment | **Outcome/Objective:** Enhance students' career development opportunities

Implementation Description: August, 2011

Completion Date: 09/2012

Responsible Person/Group: Career Services Director, Assistant Director, Career Counselor's

Additional Resources: none

Budget Amount Requested: 0

Increase Internship opportunities

Market the Small Business Internship program to new and different employers in the Corpus Christi area. Target larger companies to find avenues for internship opportunities for our students that are not being offered through our department. Target faculty to share their internship opportunities with our office. The Small Internship Programs has increased our internship opportunities. The 4A Board has set a limit on the amount of money that can be used in a given semester for these internship opportunities. We will continue to work with these groups to provide good paying, high quality internships. In addition to the SIP program, we are

trying to work with the colleges and faculty to share the information about internship opportunities. We know that students are participating in internships but are not being identified or reported through our office

Established in Cycle: 2008-2009

Implementation Status: In-Progress

Priority: Medium

Relationships (Measure | Outcome/Objective):

Measure: Internship Opportunities | **Outcome/Objective:** Enhance students` career development opportunities

Measure: Internship Participation | **Outcome/Objective:** Enhance students` career development opportunities

Implementation Description: End of fiscal year. August, 2010

Completion Date: 08/2014

Responsible Person/Group: Director, Associate Director, Career Counselors

Additional Resources: None

Budget Amount Requested: 0

On-Campus Part-time opportunities

Connect with the on-campus community departments to emphasize the importance of posting their on-campus jobs with career services. With the passing of Senate Bill 305, the campus should remain in compliance and offer the employment opportunities in one convenient location. Offer workshops, individual training and on-line tutorials to describe and teach the general campus community how to post jobs. Challenges: Federal financial aid was cut for FY11 by approximately 36%. This has several ramifications to the on-campus workforce. Projected budget cuts of 5% per year for the next 2 years has overwhelming ramifications to the on-campus workforce. Departments are projected to cut their student worker budget and will be using only work study to off set the cost. Less students will be awarded work study due to the budget cuts.

Established in Cycle: 2009-2010

Implementation Status: In-Progress

Priority: Medium

Relationships (Measure | Outcome/Objective):

Measure: Track On-Campus Part-Time Employment Opportunities |

Outcome/Objective: Enhance students` career development opportunities

Implementation Description: workshops, individual training and on-line tutorials describing and teaching the process of posting jobs with Career Services

Completion Date: 08/2013

Responsible Person/Group: Primary: Job Developer Secondary: Director and Counselors

Additional Resources: None

Budget Amount Requested: 0

Part-time On-campus participation

Encourage on-campus departments and students to report their hires to Career Services. Offer incentive for students if reporting their on-campus hire. Work with payroll to determine which students are receiving pay checks and record those hires. Challenges: Projected budget cuts could reduce the workforce within the campus community, thus reducing the overall number of on-campus part-time jobs available to our students.

Established in Cycle: 2009-2010

Implementation Status: In-Progress

Priority: Medium

Relationships (Measure | Outcome/Objective):

Measure: Track On-Campus Part-Time Employment Participation |

Outcome/Objective: Enhance students` career development opportunities

Implementation Description: encourage departments and students to report hires. Work with payroll to gather hire data in a different fashion.

Completion Date: 08/2014

Responsible Person/Group: Primary: Job Developer Secondary: Director and other professional staff.

Additional Resources: none
Budget Amount Requested: 0

Increase off-campus employment participation

Concentrated effort to increase the knowledge of off-campus employment participation. Reach out to the students to post success stories, offer drawings and give-aways to gain insight into where our students are working.

Established in Cycle: 2010-2011
Implementation Status: In-Progress
Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Track Off-Campus Part-Time Employment Participation |
Outcome/Objective: Enhance students` career development opportunities

Implementation Description: Provide contest and give-aways to reach out to students to self report their job hires.

Completion Date: 08/2013
Responsible Person/Group: Priority: Job Developer, Secondary: Director and Associate Director
Additional Resources: for incentives to hear from students
Budget Amount Requested: 3000

Increase student participation at Career Fairs

Currently we reach out to the faculty and staff on a regular basis to convey the message of the career fairs to the students. We currently mass email students notifying them of the times and dates. We post on our website and use social media to advertise fairs. FY12 will be the first time we are using social media to help advertise for our fairs.

Established in Cycle: 2010-2011
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Job Fair Participation | **Outcome/Objective:** Assist students to compete for employment.

Implementation Description: Using social media as an addition resource to advertise for the career fairs.

Completion Date: 09/2012
Responsible Person/Group: Primary: Student IT position, Sharon Herrera, Jo Anna Franke, Secondary: Career Counselors and Associate Director, student workers
Additional Resources: none
Budget Amount Requested: 0

Off Campus Employment Participation

Connect with the off-campus community to emphasize the benefits of posting their off-campus jobs with career services. Benefits include the large number of students we can reach within our database, and to post is free. We can connect via email, mailings, personal contact, etc.

Established in Cycle: 2010-2011
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Track Off-Campus Part Time Employment Opportunities |
Outcome/Objective: Enhance students` career development opportunities

Implementation Description: Concentrated effort to reach out to off campus part time employers to increase job opportunities for our students

Completion Date: 09/2013
Responsible Person/Group: Primary: Job Developer, Secondary: Director, Associate Director and Career Counselors
Additional Resources: mailings, brochures, marketing material
Budget Amount Requested: 2000

Analysis Questions and Analysis Answers

What specifically did your assessments show regarding proven strengths or progress you made on outcomes/objectives?

Career Services continues to do a great job with faculty and staff contacts. Relationship building is the key to our success. When the faculty and staff (Academic Advisor's and supervisors) know they can count on our staff to produce quality work and to assist them and the students in finding the best employment for their current needs, they depend and rely on our services. They also encourage their students to do the same. Career Counselors continue to do presentations in the classrooms where we have a more captive audience and can make an impact on the students about the services and programs we offer. We are seeing more of our alumni students coming back to our fairs to find better opportunities. Recruiters attendance is declining but I fear this will continue for a couple of more years. The economy has really taken it's toll on recruiting budgets especially with federal and state institutions. I anticipate this area to be a struggle for the next couple of years. Career Services provides high quality of programming and services. The staff does a wonderful job keeping the focus of our mission and goals; students are our number one priority and when they succeed we succeed.

What specifically did your assessments show regarding any outcomes/objectives that will require continued attention?

All areas of employment are areas of concern. While we make finding opportunities important, it seems there are less on-campus part-time jobs and internships being offered in this economy. I don't anticipate this area to improve for a few years. On-campus employment has seen a decline due to budget cuts, which will continue for the next couple years. Federal financial aid was cut. This means less students being awarded and departments not being able to support institutional wages. Internships are a luxury during a profitable economy. This area is the first to be eliminated when profits and budgets are down. Full-time employment is a concern. The state of Texas as a whole does not seem to be as effected as the rest of the country, companies are not hiring and holding on their current workforce with natural attrition not being replaced as a safety measure. Our students need to get more creative about their options and in some cases be willing to travel out of the South Texas area to find gainful employment within their field. Our counselors are diligent about being realistic with students about the economy and why it is important for them to improve their resumes and interview skills. Career Fair participation with the students are down. There seems to be a disconnect with the students perception of employers at the fair are not hiring because their are physically not taking students resumes. The reality is the liability of taking students resumes and their personal information getting lost. Students are told to apply on-line and this to them means no active jobs are available. I believe Career Services is being proactive in this recession, however, we can not control the outcome of our nation. I also believe that we need someone to focus on finding these opportunities. Companies are doing more with less human resources. They don't have time to come to us and let us know they have a job opening. We need someone dedicated to knocking on their doors and making it a priority. This could be accomplished with the hiring of an Employee Relations Manager.

Annual Report Section Responses

Executive Summary: Year in Review (Required)

Highlights of the Year The 20010-2011 school year began with the posting of a new Career Counselor position. We began the fall semester with 6 professional staff, one administrative assistant, seven student workers, and one undergraduate intern for the Small Business Internship Program. A new career counselor was hired in November. A key objective of Career Services is to have a strong presence within our campus community. Career Services participated in many activities throughout the year. Some of these events include Island Days, Orientation, Waves of Welcome, Late Night Breakfast, President's Picnic, Homecoming Kick-off Picnic, Employee Development Day, and Employee Bar-B-Que. Professional development is very important to the staff. All professional staff was able to participate in a regional or national conference. We also participated in the monthly divisions staff development, attended audio conferences and webinars offered in our office or hosted by others on campus. Our department participated in several fun activities throughout the year. We participated in the Halloween door-decorating contest. We held our annual Thanksgiving feast for our students and invited a few members from other departments to join us as well as the students parents. We participated in the holiday-door decorating contest and the Homecoming door decorating contest.

Document:

[Annual Report FY11](#)

Accomplishments of Administrative and Academic Support Entities

Mission Statement Career Service is a service for students, alumni, university, and the community driven by the ideals of excellence in career guidance, professional development and employment to discover and apply strategies to be successful in a complex and changing world. Career Services is committed to preparing students for participation in a global community. Who We Serve The Career Center serves currently enrolled students and alumni for up to one year post graduation. All services are available to currently enrolled students. Eligible alumni may utilize all services except the Student Employment Service (JLD Program). Non-students are welcome to use the Career Resources Center as a community service. Non-students and/or ineligible alumni can not participate in the on-campus interviewing, resume referral service, Student Employment Service or schedule guidance or advising appointments. Programs JOB FAIRS Job Fairs are an important part of helping our students come in contact with prospective employees as well as provide the employer the opportunity to see the qualities of our students. Students can explore employment opportunities in a non-threatening, low-pressure environment. Employers have the opportunity to provide information about their company, to raise awareness and visibility to attract candidates for internships, part-time, and full-time employment. FALL FAIRS Attendance 2008 2009 2010 Recruiters Students Recruiters Students Recruiters Students All Major Career Fair 60 401 56 477 47 503 Teacher Job Fair 59 254 48 330 31 184 Graduate School Fair 50 142 53 148 54 143 FALL FAIR Residency and Gender Resident % Non Resident % Male % Female % All Major Career Fair 2008 12% 81% 45% 38% All Major Career Fair 2009 18% 65% 41% 42% All Major Career Fair 2010 10% 89% 52% 47% Teacher Job Fair 2008 5% 87% 20% 70% Teacher Job Fair 2009 4% 88% 21% 71% Teacher Job Fair 2010 4% 90% 19% 76% Graduate School Fair 2008 12% 85% 30% 60% Graduate School Fair 2009 6% 79% 48% 45% Graduate School Fair 2010 8% 91% 40% 59% Volunteer Fair/Fall Fest 2008 21% 78% 44% 46% Volunteer Fair/Fall 2009 29% 70% 29% 68% FALL FAIRS Classification FR SO JR SR PB GRAD U/K All Major Career Fair 2008 12% 12% 12% 33% 1% 6% 25% All Major Career Fair 2009 14% 15% 13% 23% 1% 9% 24% All Major Career Fair 2010 13% 12% 22% 31% 1% 12% 8% Teacher Job Fair 2008 1% 4% 17% 54% 1% 9% 14% Teacher Job Fair 2009 7% 6% 5% 43% 1% 23% 15% Teacher Job Fair 2010 3% 3% 5% 47% 1% 23% 7% Graduate School Fair 2008 4% 13% 20% 46% 3% 3% 12% Graduate School Fair 2009 11% 5% 20% 5% 3% 7% 7% Graduate School Fair 2010 1% 10% 13% 46% 4% 15% 9% Volunteer Fair/Fall Fest 2008 17% 21% 15% 27% 2% 3% 14% Volunteer Fair/Fall Fest 2009 28% 19% 18% 24% <1% 6% 4% Volunteer 2010 n/a n/a n/a n/a n/a n/a n/a FALL FAIR Ethnicity Asian Pacific Black N/His. Hispanic Intern'l Native American White N/His. U/K All Major Career Fair 2008 3% 5% 28% 3% .2% 44% 17% All Major Career Fair 2009 4% 5% 26% 12% <1% 33% 18% All Major Career Fair 2010 5% 4% 35% 11% <1% 36% <1% Teacher Job Fair 2008 .3% 4% 37% 1% .3% 46% 10% Teacher Job Fair 2009 1% 4% 40% 4% 0% 43% 8% Teacher Job Fair 2010 3% 3% 45% <1% 0% 40% 7% Graduate School Fair 2008 4% 5% 41% 1% 0% 39% 10% Graduate School Fair 2009 6% 3% 29% 11% 1% 43% 6% Graduate School Fair 2010 4% 3% 49% 8% 0% 33% 3% Volunteer Fair/Fall Fest 2008 1% 4% 36% 3% 0% 46% 10% Volunteer Fair/Fall Fest 2009 2% 3% 44% 4% <1% 42% 3% Volunteer Fair/Fall Fest 2010 n/a n/a n/a n/a n/a n/a n/a SPRING FAIRS Attendance 2009 2010 2011 Recruiters Students Recruiters Students Recruiters Students All Major Career Fair 56 430 44 448 43 517 Teacher Job Fair 109 428 98 326 37 201 SPRING FAIRS Residency and Gender Resident % Non Resident % Male % Female % All Major Career Fair 2009 12% 85% 44% 50% All Major Career Fair 2010 17% 81% 48% 51% All Major Career Fair 2011 13% 83% 42% 57% Teacher Job Fair 2009 3% 76% 15% 64% Teacher Job Fair 2010 4% 90% 21% 78% Teacher Job Fair 2011 3% 95% 24% 74% SPRING FAIRS Classification FR SO JR SR PB GRAD U/K All Major Career Fair 2009 87% 10% 13% 44% 3% 8% 13% All Major Career Fair 2010 12% 11% 13% 31% 2% 17% 13% All Major Career Fair 2011 10% 14% 20% 29% 2% 10% 7% Teacher Job Fair 2009 <1% 2% 11% 42% <1% 8% 35% Teacher Job Fair 2010 0% 3% 4% 48% <1% 18% 21% Teacher Job Fair 2011 0% 2% 2.5% 52% 1% 20% 3.5% SPRING FAIR Ethnicity Asian Pacific Black N/His. Hispanic Intern'l Native American White N/His. U/K All Major Career Fair 2009 3% 5% 34% 11% <1% 40% 6% All Major Career Fair 2010 6% 5% 32% 14% <1% 40% 1% All Major Career Fair 2011 12% 7% 35% 8% 1% 37% 3% Teacher Job Fair 2009 <1% 2% 35% <1% <1% 40% 22% Teacher Job Fair 2010 6% 9% 40% 4% 0% 53% 2% Teacher Job Fair 2011 3% 3% 41% 2% 0% 73% 3% BUSINESS ETIQUETTE DINNER Business Etiquette Dinner is an annual event for Career Services. The event is held every Fall and students have the opportunity to learn a lesson in fine dining and business etiquette. Jane Ibanez served as our etiquette specialist. Mrs. Ibanez provides lessons in both American style and Continental style of dining. She appeals to the students to take into consideration the global aspect of etiquette. Students were charged \$5.00 for tickets and they receive a full meal along with the chance to network with faculty and business professionals from the Corpus Christi community. YEAR TICKETS SOLD COMPLIMENTARY TICKETS ACTUALLY ATTENDED 2006 83 29 103 2007 135 29 105 2008 130 22 139 2009 152 22 135 2010 135 21 122 BUSINESS COMMUNITY MEMBERS INVITED FACULTY/STAFF MEMBERS INVITED Ryan

Butcher - Fastenal Dr. Eugene Bland-COB Jeremy Goodman – Driscoll Children’s Hospital
 Johanna Bratton – Student Affairs Stan Morris-Brown, Graham & Co. Dave Selim – S&T Joanna
 Puente – Enterprise Holdings Mr. Pete Devillez - ExxonMobil Abel Obregon – ExxonMobil Bob
 Shockney – Kiewit Offshore John Henderson – Swank & Salch, PC Carla Gardner – United Way
 of the Coastal Bend GET THE JOB The 15th Annual Get the Job Career Connections Seminar
 and Fashion Show took place on February 15, 2011 from 2:00 – 3:00pm in the Commons Area.
 Due to the format of the program, we no longer collect student data. Welcome Jo Anna Benavides
 -Franke Career Services Fashion Show Moderator Amy Tilton-Jones Del Mar College Panelists
 Julio Garcia HEB Lori Balerio-Garza Frito Lay Stephanie Harris Maxim Healthcare Q&A Session
 Moderator Amy Tilton-Jones Del Mar College Closing Remark Jo Anna Benavides-Franke Student
 Clothing Exhibitors Christine Sanchez Barbara Rodrigues Maria Valarezo Rob Boscamp James
 Raymond Allen Hoye Sponsors J.C. Penny’s AVON ON-CAMPUS RECRUITING The on-campus
 recruitment program offers students the opportunity to meet and interview with all types of
 employers who visit campus throughout the year. ON CAMPUS RECRUITING 2008-2009 2009-
 2010 2010-2011 18 21 30 2009-2010 ON CAMPUS RECRUITING COMPANIES ExxonMobil FCA
 Kiewit Offshore Drilling US Nature Conservancy HEB EntryPoint! BP American USAA Fastenal
 Enterprise Holdings Sherwin Williams Company Anadarko Petroleum TCEQ Dallas Police Dept.
 UT Law School HACU US Navy Peace Corps Primercia Maxim Healthcare St. Mary’s Law School
 Aflac Farm Credit Administration Texas Parks & Wildlife CC Police Department Stella and Dot
 Hein & Associates Juvenile Justice Alt. Ed Program Southwest Research UTSA Graduate
 Program WORKSHOPS AND CLASSROOM PRESENTATIONS Workshops and classroom
 presentations provide our students with the best up to date assistance on a variety of topics that
 will enhance their ability to obtain employment and improve their employability.
 WORKSHOPS/CLASSROOM PRESENTATIONS 2009 2010 2011 69 126 112 STUDENT
 EMPLOYEE OF THE YEAR AWARD The National Student Employment Week is sponsored by
 Career Services and Financial Aid. It is a program designed to recognizing student workers who
 make campuses more successful. The winner of the award receives a \$100 Sanddollar card and
 his or her name will be added to a plaque that hangs in Career Services. The winner of the event
 will compete in the Southern Association of Student Employment Administrators Student
 Employee of the Year contest. The winner of the regional competition receives a plaque and a
 \$200 savings bond. Spring 2011 marked the 8th Annual Student Employee of the Year Award
 Program. Winners are: 2009 2010 2011 Miranda Debord Ashley Smith Christina Ellard · Ryan
 Fikes went on to win Regional and National Student Employee of the Year for 2004 · Lori Balerio
 went on to win Regional Employee of the Year for 2006 JOB STATISTICS I-Link Data 2009 2010
 2011 Job Referrals / Total 6,372 6,327 7,467 JLD Placement / Opportunities 208 / 506 251 / 778
 237 / 680 On Campus Placements/ Opportunities 510 / 257 546 / 204 458 / 197 Community
 Service Work Study Placements/ Opportunities 24 / 35 25 / 35 Included with JLD Intern
 Placements / Opportunities 104 / 93 64 / 898 143 / 219 Professional Placements/ Opportunities
 29 / 715 39 / 412 82 / 348 I-Link Data 2009 2010 2011 Job Earnings Total \$ \$6,749,721.95
 \$7,068,838.10 \$2,073,943 JLD Earnings \$ \$2,362,819.00 \$1,929,908.00 \$3,104,988 On Campus
 Earnings \$ \$2,706,323.75 \$3,310,271.00 Do Not have data Community Service Work Study
 Earnings \$ \$154,100.00 \$164,040.00 \$866,177 Intern Earnings \$ \$313,956.00 \$299,420.00
 \$2,322,730 Professional \$ \$1,212,523.00 \$1,365,100.00 \$8,369,838 SMALL BUSINESS
 INTERNSHIP Overview This program is a collaboration between Texas A&M University-Corpus
 Christi, the City of Corpus Christi 4A Board, Del Mar College and WorkSource. It allows money
 from the city to help small businesses within Corpus Christi to hire interns and provide for
 approximately half of the students wages. The intent is to grow small businesses so that they
 experience growth and therefore create professional job opportunities. Purpose The Texas A&M
 University-Corpus Christi Small Business Internship Program is an opportunity for small
 businesses in Corpus Christi to grow with the assistance of highly trained students to meet their
 specific business needs. It is a partnership with small business employers who can offer students
 productive and meaningful work assignments with a learning component related to their major.
 Benefit There are numerous benefits for the employer who partners with TAMU-CC in an
 internship program. Our goal is to ensure that all internships are mutually beneficial to the student
 and employer by providing access to bright, ambitious students. Recruit motivated & career-
 oriented students to help your business grow! Employers have the added benefit of being
 reimbursed a portion of the student’s wage (up to the amount of the current minimum wage).
 Reduced costs associated with recruiting and training create potential permanent employees for
 your business. A close business partnership is established between employers and Texas A&M
 University-Corpus Christi. Texas A&M University – Corpus Christi Small Business Internship
 Program 20010/2011 Progress Report Fall 2010 Participation # of Student Participants 34 # of
 Company Participants in beginning 27 Company Participants who completed 25 Spring 2011
 Participation # of Student Participants 38 # of Company Participants in beginning 31 # of
 Company Participants who completed 29 Summer 2011 Participation # of Student Participants 30

of Company Participants in beginning 32 # of Company Participants who completed 30 *In order for students to work a minimum of 12 weeks in the semester, they needed to be employed by the participating company no later than 2 weeks into the semester. Companies Participating Fall 2010 Corpus Christi Ballet Co. Mueller Energetics Corpus Christi Cycle Plaza Neovia Solutions Coastal Cycle Academy Prokite Surf Douglas Ocker Law Firm QSR Online Ed Cantu Insurance Raul Torres, CPA Ensemble Group Schwing Diesel Focus 1 HR Snap Fitness Great Sage Texas Coastal Vacations Heavin Insurance Agency Trip Angle InStep Dance Studios Island Ice Total: 21 Landovazo Chiropractic Center Companies Participating Spring 2011 Accent Tan Baytek International Ballet Academy of CC InStep Dance Studios BillCutterz.com Landavazo Chiropractic Brinca! Mira's Sports and More Coastal Cycle Academy Mueller Energetics Douglas Ocker Law Firm Neovia Solutions EmbroidMe ProKite Surf Ensemble Group QSR Online Great Sage Raul Torres, CPA Heavin Insurance Agency Snap Fitness 3eWerks The Coastal Wave Ward McCampbell, CPA Nueces Stone Quarry Legamaro Financial Bradleys Hermetics Inner Geo Total: 27 Companies Participating Summer 2010 3eWerks Great Sage A&H Motors Heavin Insurance Agency Ballet Academy of CC Inner Geo Baytek International InStep Dance Studio BillCutterz.com Landavazo Chiropractic Bradleys Hermetics Legamaro Financial Brinca! Mira's Sprots & More Coastal Cycle Academy Neovia Solutions Douglas Ocker Law Firm Nueces Stone Quarry Ed Cantu Insurance ProKite Surf EmbroidMe QSR Online Security Title The Coastal Wave Snap Fitness ATL Consulting Total: 26 PROGRAM EVALUATION RESULTS · Career Fairs- Overall the recruiters feel that the fairs are good. They feel that are students are well prepared and the attendance is good. The recruiters feel that faculty involvement is an area for improvement. · Career Fairs-Overall the students feel that the fairs are good. The most sited areas for improvement were more recruiters. · Business Etiquette Dinner-Overall the students feel this program is excellent. They enjoy the fun learning atmosphere and always comment on the amount of things they learn. NEW INITIATIVES · Hired the new Career Counselor of the College of Nursing and Health Sciences · Created a new office in the Transition office. Currently we have 3 counseling interns to staff this office.

Document:

[Annual Report FY11](#)

Teaching Results/ Accomplishments**Research/Scholar Activity Accomplishment****Public/Community Service**

CAMPUS COMMUNITY ACTIVITIES · Athletic Wellness Wheel Program · Pan Dulce for Professors · Presidents Picnic · Late Night Breakfast · Orientation · Island Days · State of the University · Islander Lights · Waves of Welcome · Homecoming · Employee Development Day · President's Picnic · Aloha Days · Anchor Alumni Club · Staff Advisory Council · Passport to the Island · Staff BBQ COMMUNITY OUTREACH ACTIVITIES · Disability Navigators · Thursday Morning Group · Internship Development Meetings · Disability Network Group · Harbor Playhouse Board of Directors · King High School COMMUNITY SERVICE/PHILANTHROPIC ACTIVITY · Wishes and Dreams toy collection- Terri Howe, Sharon Herrera, · Angel Tree-Sharon Herrera · Salvation Army Stocking-Sharon Herrera · Youth Summer Bible Camp Chaperone-Jo Anna Franke · Harbor Playhouse Volunteer – Jo Anna Franke · 2BC Bible Study Kindergarten Class – Jo Anna Franke · 2BC Personnel Committee Chair – Jo Anna Franke

Document:

[Annual Report FY11](#)

Anticipated Challenges (Required)

1. The economy continues to directly effect the recruitment of our students. Challenges are to continue to maintain companies participating in career fairs, on-campus recruiting, internships, part-time and full-time employment both on and off campus. Money generated through career fairs has a direct impact on the departments budgets. 2. Staffing is an anticipated challenge. As the department continues to build relationships with faculty the demand of our staff increases. Demands of our staff also increase as our student population continues to grow. The department and division has recognized the importance of an Employee Relations Manager to recruit businesses but budget constraints and other needs have taken precedence over the position. The department recognizes the importance of additional career counselors to increase the collaboration that has been bridged with respective colleges. 3. Fiscal needs continue to be a challenge. Funds need to be identified to grow and improve the programs offered to our students.

4. Donations and funding for programs and events from external sources. Currently, donations are down. We have depended on donations in the past to help support the Business Etiquette Dinner, Get the Job Fashion Show, Student Employee of the Year Reception and Student Employee Luncheon. 5. Physical space is an additional challenge. With the approval of a new Career Counselor position identified for and funded for FY11, and the addition of a new office space, we have maxed out our office space. At this time we do not have a space of our intern for our city grant. Currently, the intern sits in the break room. We will no longer have the space to accommodate a graduate intern. The computer lab size is also a challenge. Currently, we can house classes with no more than 25 students to do presentations. As the university continues to grow so do the classes. We are unable to accomodate them in our current lab space.

Closing the Loop (Plans for upcoming year) (Required)

Career Services hopes to increase all areas of employment; on-campus and off-campus part-time employment, full-time jobs and internships through identifying new opportunities for students. Continue to promote the need for additional Career Counselors and Employee Relations Manager. Increase the participation of career fairs.

Summary of Requested Resources (Optional)

Funding for Employee Relations Manager, \$50,000 annual salary + \$16,380 benefits. Funding for incentives to offer to students to self report their jobs, \$3,000 Funding to increase off campus employment participation through marketing material, \$2,000 Funding for the creation of an Advisory Board.

Detailed Assessment Report 2010-2011 Counseling Center

Mission / Purpose

The University Counseling Center is committed to enhancing the overall educational experience of students by providing quality counseling, educational, preventive and consultation services designed to facilitate student development and maximize students' potential to benefit from the Texas A&M University-Corpus Christi (TAMUCC) academic and extracurricular learning environments and experience.

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

O/O 1: Provide quality counseling services.

Provide quality counseling services.

Relevant Associations:

Standards

CAS- Council for the Advancement of Standards in Higher Education

- 2.1 knowledge acquisition, integration, construction, and application
- 2.2 cognitive complexity
- 2.3 intrapersonal development
- 2.4 interpersonal competence
- 2.6 practical competence

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.

Strategic Plans

Texas A&M-Corpus Christi

- 1.4 Provide a supportive and safe campus environment

Related Measures

M 1: 'Use of Service' Data - Clinical Services

UCC Use of Service Data - Counseling Services

Source of Evidence: Activity volume

Target:

`Use of services` numbers for counseling sessions reflecting percent of TAMUCC student population served will be comparable within 2% to the percent of university students served nationally as reported by the National Survey of Counseling Center Directors.

Findings (2010-2011) - Target: Met

Percent of TAMUCC students seen at UCC in FY11 is within 2.9% of National Average and did not reach the goal of being within 2% of National Average. Based on FY11 Student Head Count Enrollment figures from the Planning and Institutional Effectiveness website (10,033 students) and on FY10 UCC usage statistics (852 clients), in FY11 the UCC staff saw 8.5% of the TAMUCC student population. The 2010 Annual Directors Survey of the Association for University and College Counseling Center Directors Association reports, on average, 11.4% of students sought counseling for the academic year surveyed.

Documents:

[2010 AUCCCD Director Survey - Executive Summary](#)
[2010 TAMUCC University Counseling Center Client Demographics](#)
[2011 TAMUCC University Counseling Center Client Demographics](#)
[2011 TAMUCC Student Enrollment Data](#)
[2011 TAMUCC University Counseling Center Appointments](#)

Related Action Plans (by Established cycle, then alpha):

Additional physical space needed for services.

Established in Cycle: 2007-2008

Additional space essential to provide counseling services to meet needs of increasing enrollment of TAMUCC.

Hire additional UCC professional staff

Established in Cycle: 2007-2008

Hire additional University Counseling Center professional staff to expand services and serve more students of the University.

Update & improve marketing of UCC services

Established in Cycle: 2007-2008

Identify and implement ways of marketing services which are more up-to-date, efficient, attractive and suitable (in particular e...

Review goals to assess fit with new Executive Director's priorities

Established in Cycle: 2009-2010

Review goal to assess fit with new Executive Director's priorities

Develop services for Distance learning students

Established in Cycle: 2010-2011

As more online and distance education students are enrolling in TAMUCC it is important to develop services to serve these popula...

For full information, see the *Action Plan Detail* section of this report.

M 2: Quality Assurance Program

Create Quality Assurance Procedure to assess charting and documentation compliance.

Source of Evidence: Service Quality

Target:

Procedure in place and compliance >= 70%.

Findings (2010-2011) - Target: Met

Procedure in place and compliance = 90.2%

Document:

[2011 Quality Assurance Review results and form](#)

Related Action Plans (by Established cycle, then alpha):

Create Quality Assurance Committee

Established in Cycle: 2009-2010

Create Quality Assurance Committee within the Counseling Center to 1) review draft; 2) finalize procedures; then 3) implement Qu...

Review goals to assess fit with new Executive Director's priorities

Established in Cycle: 2009-2010

Review goal to assess fit with new Executive Director's priorities

For full information, see the *Action Plan Detail* section of this report.

M 3: Measurement of Clinical Outcomes

Identification and implementation of an efficient system of measuring client clinical outcomes.

Source of Evidence: Service Quality

Target:

Develop (or purchase) and implement computerized version of client symptom questionnaire to be used over time to measure client clinical outcomes.

Findings (2010-2011) - Target: Partially Met

Research was completed regarding possible products to purchase. Unable to complete target due to lack of staff, financial resources and space to house terminals. Purchase price of needed software and hardware was prohibitive this fiscal year. In addition, there is not enough space to house the terminals needed to use computerized version of client symptom questionnaire and will not be until the planned remodel of existing space in the Counseling Center, especially waiting room, is complete. We also had a lack of staff resources to devote to this project as this fiscal year we had one staff member on extended sick leave and another position open. Staff resources were instead focused on serving clients.

Document:

[OQ 30 Assessment - Computerized Version](#)

Related Action Plans (by Established cycle, then alpha):

Obtain access to IT person

Established in Cycle: 2009-2010

Hire, or contract with TAMUCC IT services, to have access to IT services in the Counseling Center.

Research & compare IT programs to track student clinical outcomes

Established in Cycle: 2009-2010

Research and compare IT programs available to track student clinical outcomes.

Review goals to assess fit with new Executive Director's priorities

Established in Cycle: 2009-2010

Review goal to assess fit with new Executive Director's priorities

For full information, see the *Action Plan Detail* section of this report.

M 4: Develop Data Base to manage Referral Resources

Develop and implement data base program to manage community referral resources more efficiently and effectively.

Source of Evidence: Efficiency

Target:

Develop and implement data base program to manage community referral resources more efficiently and effectively.

Findings (2010-2011) - Target: Not Met

Not completed due to lack of personnel and IT support to create system.

Related Action Plans (by Established cycle, then alpha):

Hire additional UCC professional staff

Established in Cycle: 2007-2008

Hire additional University Counseling Center professional staff to expand services and serve more students of the University.

Obtain access to IT person*Established in Cycle: 2009-2010*

Hire, or contract with TAMUCC IT services, to have access to IT services in the Counseling Center.

Review goals to assess fit with new Executive Director's priorities*Established in Cycle: 2009-2010*

Review goal to assess fit with new Executive Director's priorities

For full information, see the *Action Plan Detail* section of this report.

M 5: Counseling Center Client Satisfaction Survey

Counseling Center Client Satisfaction Survey

Source of Evidence: Client satisfaction survey (student, faculty)

Target:

Completion rate \geq 70% / Average Satisfaction \geq 90% / UCC experience positively affected student's academics and retention \geq 75%

Findings (2010-2011) - Target: Partially Met

Completion rate = 23.4% - This was the first year the student survey was web based and being web based may have accounted for the drop in completion rate. Being web based we were able to invite a larger number of students to take the survey including those students who may have dropped out of counseling; Averaged across items 1-10 of completed surveys, 91.5% of students agreed or strongly agreed they were satisfied with the various services offered at UCC (77% of respondents strongly agreed.) Averaged across items 14-19, 86% of students agreed or strongly agreed that their experiences at the UCC positively affected their continued enrollment at TAMUCC and that counseling helped them to be more successful in classes (47% of respondents strongly agreed.)

Documents:

[2011 Counseling Center Survey](#)

[2011 Counseling Center Survey Results](#)

Related Action Plans (by Established cycle, then alpha):**Review goals to assess fit with new Executive Director's priorities***Established in Cycle: 2009-2010*

Review goal to assess fit with new Executive Director's priorities

Develop new survey for Counseling Center clients based on needs assessment and learning outcomes*Established in Cycle: 2010-2011*

Rather than continue focus of UCC client survey on satisfaction, we plan to redesign the survey to focus more on needs assessm...

For full information, see the *Action Plan Detail* section of this report.

M 6: Noel Levitz survey - Concern for Individual

Noel Levitz survey - Concern for Individual question specific to the Counseling Center

Source of Evidence: Benchmarking

Target:

Score \geq National Average

Findings (2010-2011) - Target: Not Reported This Cycle

FY11 data not available. Survey is conducted every two years.

Related Action Plans (by Established cycle, then alpha):**Update & improve marketing of UCC services***Established in Cycle: 2007-2008*

Identify and implement ways of marketing services which are more up-to-date, efficient, attractive and suitable (in particular e...

Create Quality Assurance Committee*Established in Cycle: 2009-2010*

Create Quality Assurance Committee within the Counseling Center to 1) review draft; 2) finalize procedures; then 3) implement Qu...

Review goals to assess fit with new Executive Director's priorities

Established in Cycle: 2009-2010

Review goal to assess fit with new Executive Director's priorities

For full information, see the *Action Plan Detail* section of this report.

M 7: Graduating Student Survey - Quality of Care

Graduating Student Survey - Quality of Care provided by the Counseling Center

Source of Evidence: Client satisfaction survey (student, faculty)

Target:

Satisfaction \geq 90%

Findings (2010-2011) - Target: Met

FY 2011 Graduating Student Survey: Satisfaction = 94.5%. This is an increase of 4% ($p=.351$). The Graduating Student Survey asks recently graduated students about their perception of the quality of care at the Counseling Center with question 52 - The quality of care offered by the Counseling Center.

Document:

[2011 Graduating Student Survey](#)

Related Action Plans (by Established cycle, then alpha):

Review goals to assess fit with new Executive Director's priorities

Established in Cycle: 2009-2010

Review goal to assess fit with new Executive Director's priorities

For full information, see the *Action Plan Detail* section of this report.

M 14: Develop use of electronic mediums to provide services and raise awareness of mental health issues and UCC services.

Identify and implement new ways of raising awareness of mental health issues, providing mental health services, and marketing Counseling Center services utilizing electronic means and methods.

Source of Evidence: Activity volume

Target:

Add one new form of marketing or communication to students using electronic medium (i.e., podcasts, email/text announcements of events, etc.)

Findings (2010-2011) - Target: Met

Through a Mental Health America - Texas grant the UCC obtained licenses for students and staff to the Kognito at-risk programs (Friends in College and University Faculty versions). Planning for use of licenses occurred in FY11 to be launched in FY12. Kognito offers online role-playing simulations and games where users build interpersonal skills to effectively manage challenging conversations in the areas of health and behavioral health. These simulations are based on research in social cognition, neuroscience and motivational interviewing and engage audiences with effective learning tools that include deliberate practice and personalized feedback. Virtual practice environments engage users in challenging conversations with emotionally responsive avatars that act and respond like real humans, thereby replicating real-life interactions.

Documents:

[2011 Kognito agreement](#)
[Kognito Interactive About](#)
[Kognito Interactive Products](#)

Related Action Plans (by Established cycle, then alpha):

Review goals to assess fit with new Executive Director's priorities

Established in Cycle: 2009-2010

Review goal to assess fit with new Executive Director's priorities

For full information, see the *Action Plan Detail* section of this report.

O/O 2: Provide quality educational & prevention services

Provide quality educational programs and prevention services that aid in the retention and graduation of students.

Relevant Associations:

Standards

CAS- Council for the Advancement of Standards in Higher Education

- 2.1 knowledge acquisition, integration, construction, and application
- 2.2 cognitive complexity
- 2.3 intrapersonal development
- 2.4 interpersonal competence
- 2.5 humanitarianism and civic engagement
- 2.6 practical competence

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.

Strategic Plans

Texas A&M-Corpus Christi

- 1.3 Promote lifelong learning and global citizenship.

Related Measures

M 8: Outreach Programs - Student Satisfaction Data

Outreach Programs - Student Satisfaction Data

Source of Evidence: Client satisfaction survey (student, faculty)

Target:

Average satisfaction \geq 90%

Findings (2010-2011) - Target: Not Reported This Cycle

Not measured this year.

Related Action Plans (by Established cycle, then alpha):

Review goals to assess fit with new Executive Director's priorities

Established in Cycle: 2009-2010

Review goal to assess fit with new Executive Director's priorities

For full information, see the *Action Plan Detail* section of this report.

M 10: Outreach Programs - Student Learning Outcome Data

Outreach Programs - Student Learning Outcome Data

Source of Evidence: Evaluations

Target:

Average increase in knowledge \geq 50% for Minor in Possession (MIP) course

Findings (2010-2011) - Target: Met

Average increase in knowledge \geq 100% for Minor in Possession (MIP) course

Documents:

[FY11 Minor in Possession Course non-renewal letter](#)

[FY11 Minor in Possession Learning Outcome](#)

[FY11 Minors in Possession Annual Report](#)

Related Action Plans (by Established cycle, then alpha):

Update & improve marketing of UCC services

Established in Cycle: 2007-2008

Identify and implement ways of marketing services which are more up-to-date, efficient, attractive and suitable (in particular e...

Provide training to staff regarding development of student learning outcomes

Established in Cycle: 2009-2010

Provide training to staff regarding development of student learning outcomes.

Review goals to assess fit with new Executive Director's priorities

Established in Cycle: 2009-2010

Review goal to assess fit with new Executive Director's priorities

For full information, see the *Action Plan Detail* section of this report.

M 11: Practicum/Intern Student Evaluations

Practicum/Intern student evaluations of practicum/intern experience at the Counseling Center

Source of Evidence: Evaluations

Target:

Completion rate of 100% / Average satisfaction rating \geq 90%.

Findings (2010-2011) - Target: Not Met

Achievement target information is not available though evaluations were completed.

Related Action Plans (by Established cycle, then alpha):

Develop new organizational filing system for practicum student records.

Established in Cycle: 2009-2010

Develop new organizational filing system for practicum student records.

Review goals to assess fit with new Executive Director's priorities

Established in Cycle: 2009-2010

Review goal to assess fit with new Executive Director's priorities

For full information, see the *Action Plan Detail* section of this report.

M 12: Suicide Prevention Training for Faculty and Staff

Provide suicide prevention training (i.e., 'QPR' - Question, Persuade and Refer) to faculty and staff to help educate the academic community on how to help students in distress and make appropriate referrals.

Source of Evidence: Activity volume

Target:

Provide 5 suicide prevention trainings to faculty/staff during academic year.

Findings (2010-2011) - Target: Partially Met

Suicide prevention trainings = 3 completed (National Depression Day, suicide prevention workshop for RAs, and Responding to Distressed Students for English Department graduate students); 3 other scheduled QPR trainings did not have enough participants and were cancelled

Documents:

[FY11 UCC outreach events](#)

[Outreach programs - Depression and Suicide Awareness](#)

Related Action Plans (by Established cycle, then alpha):

Provide 5 QPR Trainings to faculty/staff during academic year

Established in Cycle: 2008-2009

Provide 5 QPR Trainings to faculty/staff during academic year.

Participate in UT Research Consortium study on Suicide behaviors of students

Established in Cycle: 2009-2010

Participate in UT Research consortium study on suicide behaviors of students. This study will give us data about the suicidal t...

Review goals to assess fit with new Executive Director's priorities

Established in Cycle: 2009-2010

Review goal to assess fit with new Executive Director's priorities

For full information, see the *Action Plan Detail* section of this report.

O/O 3: Provide quality consultation services.

Provide quality consultation services.

Relevant Associations:

Standards

CAS- Council for the Advancement of Standards in Higher Education

- 2.1 knowledge acquisition, integration, construction, and application
- 2.3 intrapersonal development
- 2.4 interpersonal competence
- 2.6 practical competence

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.

Strategic Plans

Texas A&M-Corpus Christi

- 1.4 Provide a supportive and safe campus environment

Related Measures

M 14: Develop use of electronic mediums to provide services and raise awareness of mental health issues and UCC services.

Identify and implement new ways of raising awareness of mental health issues, providing mental health services, and marketing Counseling Center services utilizing electronic means and methods.

Source of Evidence: Activity volume

Target:

Identify and implement (1) new strategy.

Findings (2010-2011) - Target: Met

Identified and have begun implementing (1) new strategy. Through a Mental Health America - Texas grant the UCC obtained licenses for students and staff to the Kognito at-risk programs (Friends in College and University Faculty versions). Planning for use of licenses occurred in FY11 to be launched in FY12. Kognito offers online role-playing simulations and games where users build interpersonal skills to effectively manage challenging conversations in the areas of health and behavioral health. These simulations are based on research in social cognition, neuroscience and motivational interviewing and engage audiences with effective learning tools that include deliberate practice and personalized feedback. Virtual practice environments engage users in challenging conversations with emotionally responsive avatars that act and respond like real humans, thereby replicating real-life interactions.

Documents:

[2011 Kognito agreement](#)
[Kognito Interactive About](#)
[Kognito Interactive Products](#)

Related Action Plans (by Established cycle, then alpha):

Update & improve marketing of UCC services

Established in Cycle: 2007-2008

Identify and implement ways of marketing services which are more up-to-date, efficient, attractive and suitable (in particular e...

Obtain access to IT person

Established in Cycle: 2009-2010

Hire, or contract with TAMUCC IT services, to have access to IT services in the Counseling Center.

Research & compare electronic mediums to communicate with students

Established in Cycle: 2009-2010

Research & compare electronic mediums to communicate with students.

For full information, see the *Action Plan Detail* section of this report.

M 16: 'Agreements of Cooperation'

Develop additional working relationships/ 'Agreements of Cooperation' with campus and community agencies/resources with goal of increasing coordination of care for TAMU-CC students.

Source of Evidence: Activity volume

Target:

Develop (1) new working relationship/ 'Agreements of Cooperation' with campus and community agencies/resources with goal of increasing coordination of care for TAMUCC students.

Findings (2010-2011) - Target: Met

Developed three new working relationships - one on-campus and three off-campus: 1) Created new working relationship between College of Nursing and Personal Skills Center (PSC). PSC participated in CHOICES Retention Grant throughout year providing Personal Skills Evaluations and Training for all participants. 2) Created new working relationship with Mental Health American-Texas and Kognito programs. Through a Mental Health America - Texas grant the UCC obtained licenses for students and staff to the Kognito at-risk programs (Friends in College and University Faculty versions). Planning for use of licenses occurred in FY11 to be launched in FY12. Kognito offers online role-playing simulations and games where users build interpersonal skills to effectively manage challenging conversations in the areas of health and behavioral health. These simulations are based on research in social cognition, neuroscience and motivational interviewing and engage audiences with effective learning tools that include deliberate practice and personalized feedback. Virtual practice environments engage users in challenging conversations with emotionally responsive avatars that act and respond like real humans, thereby replicating real-life interactions. 3) Created new working relationship with ProtoCall, a 24 hours crisis line with licensed clinicians to answer TAMUCC students calls after business hours. 4) The Counseling Center joined the National Research Consortium of Counseling Centers in Higher Education and participated in a research study entitled Student Coping with Stressful Experiences. This study surveyed students on the coping skills they successfully use when stressed, anxious, depressed and suicidal. It is a study with a more positive focus on what coping skills work for students so that this information can be used to develop more effective suicide prevention programs for college students. The Counseling Center will be given data not only on the national statistics from the study, but also local statistics on TAMUCC students.

Documents:

[2011 CHOICES Retention Grant \(1\)](#)
[2011 CHOICES Retention Grant -Student Success Plan](#)
[2011 Kognito agreement](#)
[FY11 ProtoCall Annual Utilization Report](#)
[FY11.Participation in UT Research Consortium study](#)
[Kognito Interactive About](#)
[Kognito Interactive Products](#)

Related Action Plans (by Established cycle, then alpha):**Create measure to track partnerships for coordination of care for students**

Established in Cycle: 2008-2009

Develop a more appropriate measure for tracking the creation of new campus and community partnerships designed to help with the ...

Continue to develop one additional written Agreement of Cooperation with on-campus or off-campus entity.

Established in Cycle: 2009-2010

Continue to develop one additional written Agreement of Cooperation with an on-campus or off-campus entity.

Review goals to assess fit with new Executive Director's priorities

Established in Cycle: 2009-2010

Review goal to assess fit with new Executive Director's priorities

For full information, see the *Action Plan Detail* section of this report.

Action Plan Detail for This Cycle (by Established cycle, then alpha)

Additional physical space needed for services.

Additional space essential to provide counseling services to meet needs of increasing enrollment of TAMUCC.

Established in Cycle: 2007-2008

Implementation Status: Finished

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: 'Use of Service' Data - Clinical Services | **Outcome/Objective:** Provide quality counseling services.

Completion Date: 07/2010

Responsible Person/Group: Director of University Counseling Center

Additional Resources: Additional space

Budget Amount Requested: 100000

Hire additional UCC professional staff

Hire additional University Counseling Center professional staff to expand services and serve more students of the University.

Established in Cycle: 2007-2008

Implementation Status: In-Progress

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Develop Data Base to manage Referral Resources |

Outcome/Objective: Provide quality counseling services.

Measure: 'Use of Service' Data - Clinical Services | **Outcome/Objective:** Provide quality counseling services.

Completion Date: 07/2012

Responsible Person/Group: Director of the University Counseling Center

Additional Resources: Funding and Office space

Budget Amount Requested: 55000

Update & improve marketing of UCC services

Identify and implement ways of marketing services which are more up-to-date, efficient, attractive and suitable (in particular electronic methods of advertising). The goal is to market services in a way that informs a greater number of students of UCC services with hope that these students will be more likely to use UCC services as needed.

Established in Cycle: 2007-2008

Implementation Status: In-Progress

Priority: Medium

Relationships (Measure | Outcome/Objective):

Measure: Develop use of electronic mediums to provide services and raise awareness of mental health issues and UCC services. | **Outcome/Objective:** Provide quality consultation services.

Measure: Noel Levitz survey - Concern for Individual | **Outcome/Objective:** Provide quality counseling services.

Measure: Outreach Programs - Student Learning Outcome Data |

Outcome/Objective: Provide quality educational & prevention services

Measure: 'Use of Service' Data - Clinical Services | **Outcome/Objective:** Provide quality counseling services.

Implementation Description: August 2013

Completion Date: 07/2013

Responsible Person/Group: Director of University Counseling Center

Additional Resources: Information Technician/Computer specialist

Budget Amount Requested: 3000

Create measure to track partnerships for coordination of care for students

Develop a more appropriate measure for tracking the creation of new campus and community partnerships designed to help with the coordination of care for TAMUCC students.

Established in Cycle: 2008-2009
Implementation Status: Terminated
Priority: Low

Relationships (Measure | Outcome/Objective):
Measure: 'Agreements of Cooperation' | **Outcome/Objective:** Provide quality consultation services.

Completion Date: 11/2009
Responsible Person/Group: Director of University Counseling Center
Budget Amount Requested: 0

Provide 5 QPR Trainings to faculty/staff during academic year

Provide 5 QPR Trainings to faculty/staff during academic year.

Established in Cycle: 2008-2009
Implementation Status: Terminated
Priority: Medium

Relationships (Measure | Outcome/Objective):
Measure: Suicide Prevention Training for Faculty and Staff | **Outcome/Objective:** Provide quality educational & prevention services

Completion Date: 07/2010
Responsible Person/Group: Director of University Counseling Center
Budget Amount Requested: 0

Continue to develop one additional written Agreement of Cooperation with on-campus or off-campus entity.

Continue to develop one additional written Agreement of Cooperation with an on-campus or off-campus entity.

Established in Cycle: 2009-2010
Implementation Status: In-Progress
Priority: Low

Relationships (Measure | Outcome/Objective):
Measure: 'Agreements of Cooperation' | **Outcome/Objective:** Provide quality consultation services.

Implementation Description: Continue to develop one additional written Agreement of Cooperation with an on-campus or off-campus entity.

Completion Date: 07/2015
Responsible Person/Group: Carla Berkich
Additional Resources: 0
Budget Amount Requested: 0

Create Quality Assurance Committee

Create Quality Assurance Committee within the Counseling Center to 1) review draft; 2) finalize procedures; then 3) implement Quality Assurance procedures.

Established in Cycle: 2009-2010
Implementation Status: Terminated
Priority: Low

Relationships (Measure | Outcome/Objective):
Measure: Noel Levitz survey - Concern for Individual | **Outcome/Objective:** Provide quality counseling services.
Measure: Quality Assurance Program | **Outcome/Objective:** Provide quality counseling services.

Implementation Description: Form UCC committee with charge to review and implement quality assurance procedures.

Responsible Person/Group: Carla Berkich
Additional Resources: None
Budget Amount Requested: 0

Develop new organizational filing system for practicum student records.

Develop new organizational filing system for practicum student records.

Established in Cycle: 2009-2010
Implementation Status: Terminated
Priority: Low

Relationships (Measure | Outcome/Objective):

Measure: Practicum/Intern Student Evaluations | **Outcome/Objective:** Provide quality educational & prevention services

Completion Date: 08/2011
Responsible Person/Group: Director of Counseling Center
Additional Resources: 0
Budget Amount Requested: 0

Obtain access to IT person

Hire, or contract with TAMUCC IT services, to have access to IT services in the Counseling Center.

Established in Cycle: 2009-2010
Implementation Status: Finished
Priority: Medium

Relationships (Measure | Outcome/Objective):

Measure: Develop Data Base to manage Referral Resources |

Outcome/Objective: Provide quality counseling services.

Measure: Develop use of electronic mediums to provide services and raise awareness of mental health issues and UCC services. | **Outcome/Objective:** Provide quality consultation services.

Measure: Measurement of Clinical Outcomes | **Outcome/Objective:** Provide quality counseling services.

Completion Date: 04/2011
Responsible Person/Group: Carla Berkich
Additional Resources: Financial resources to hire IT person.

Participate in UT Research Consortium study on Suicide behaviors of students

Participate in UT Research consortium study on suicide behaviors of students. This study will give us data about the suicidal thoughts, behaviors and positive coping strategies of our students that participate to use to tailor our suicide prevention trainings.

Established in Cycle: 2009-2010
Implementation Status: Finished
Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Suicide Prevention Training for Faculty and Staff | **Outcome/Objective:** Provide quality educational & prevention services

Completion Date: 08/2011
Responsible Person/Group: Director of University Counseling Center
Additional Resources: 0
Budget Amount Requested: 0

Provide training to staff regarding development of student learning outcomes

Provide training to staff regarding development of student learning outcomes.

Established in Cycle: 2009-2010
Implementation Status: In-Progress
Priority: Medium

Relationships (Measure | Outcome/Objective):

Measure: Outreach Programs - Student Learning Outcome Data |

Outcome/Objective: Provide quality educational & prevention services

Completion Date: 08/2013
Responsible Person/Group: Director of University Counseling Center
Additional Resources: 0
Budget Amount Requested: 0

Research & compare electronic mediums to communicate with students

Research & compare electronic mediums to communicate with students.

Established in Cycle: 2009-2010

Implementation Status: In-Progress

Priority: Medium

Relationships (Measure | Outcome/Objective):

Measure: Develop use of electronic mediums to provide services and raise awareness of mental health issues and UCC services. | **Outcome/Objective:** Provide quality consultation services.

Completion Date: 08/2012

Responsible Person/Group: Carla Berkich

Budget Amount Requested: 0

Research & compare IT programs to track student clinical outcomes

Research and compare IT programs available to track student clinical outcomes.

Established in Cycle: 2009-2010

Implementation Status: In-Progress

Priority: Medium

Relationships (Measure | Outcome/Objective):

Measure: Measurement of Clinical Outcomes | **Outcome/Objective:** Provide quality counseling services.

Completion Date: 08/2013

Responsible Person/Group: Carla Berkich

Additional Resources: Additional monies to purchase and maintain - approximately \$3,000

Review goals to assess fit with new Executive Director's priorities

Review goal to assess fit with new Executive Director's priorities

Established in Cycle: 2009-2010

Implementation Status: In-Progress

Priority: Medium

Relationships (Measure | Outcome/Objective):

Measure: 'Agreements of Cooperation' | **Outcome/Objective:** Provide quality consultation services.

Measure: Counseling Center Client Satisfaction Survey | **Outcome/Objective:** Provide quality counseling services.

Measure: Develop Data Base to manage Referral Resources |

Outcome/Objective: Provide quality counseling services.

Measure: Develop use of electronic mediums to provide services and raise awareness of mental health issues and UCC services. | **Outcome/Objective:** Provide quality counseling services.

Measure: Graduating Student Survey - Quality of Care | **Outcome/Objective:** Provide quality counseling services.

Measure: Measurement of Clinical Outcomes | **Outcome/Objective:** Provide quality counseling services.

Measure: Noel Levitz survey - Concern for Individual | **Outcome/Objective:** Provide quality counseling services.

Measure: Outreach Programs - Student Learning Outcome Data |

Outcome/Objective: Provide quality educational & prevention services

Measure: Outreach Programs - Student Satisfaction Data | **Outcome/Objective:** Provide quality educational & prevention services

Measure: Practicum/Intern Student Evaluations | **Outcome/Objective:** Provide quality educational & prevention services

Measure: Quality Assurance Program | **Outcome/Objective:** Provide quality counseling services.

Measure: Suicide Prevention Training for Faculty and Staff | **Outcome/Objective:** Provide quality educational & prevention services

Measure: 'Use of Service' Data - Clinical Services | **Outcome/Objective:** Provide quality counseling services.

Completion Date: 08/2013

Responsible Person/Group: Director of University Counseling Center

Additional Resources: 0

Budget Amount Requested: 0

Develop a 5 year strategic plan for the Counseling and Health Centers as both are now under one Executive Director.

Develop a 5 year strategic plan for the Counseling and Health Centers as both are now under one Executive Director.

Established in Cycle: 2010-2011

Implementation Status: Planned

Priority: Medium

Implementation Description: Develop a 5 year strategic plan for the Counseling and Health Centers as both are now under one Executive Director.

Responsible Person/Group: Carla Berkich, Ph.D.

Additional Resources: 0

Budget Amount Requested: 0

Develop new survey for Counseling Center clients based on needs assessment and learning outcomes

Rather than continue focus of UCC client survey on satisfaction, we plan to redesign the survey to focus more on needs assessment and learning outcomes. It is expected that a survey focused on needs assessment and learning outcomes will be more helpful in guiding the development of our services.

Established in Cycle: 2010-2011

Implementation Status: Planned

Priority: Medium

Relationships (Measure | Outcome/Objective):

Measure: Counseling Center Client Satisfaction Survey | **Outcome/Objective:** Provide quality counseling services.

Implementation Description: Will develop new client survey for Counseling Center clients.

Completion Date: 07/2012

Responsible Person/Group: Carla Berkich, Ph.D.

Additional Resources: None

Budget Amount Requested: 0

Develop services for Distance learning students

As more online and distance education students are enrolling in TAMUCC it is important to develop services to serve these populations. Plan is to develop one additional way for our Counseling Center services to reach online and distance learning students.

Established in Cycle: 2010-2011

Implementation Status: In-Progress

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: 'Use of Service' Data - Clinical Services | **Outcome/Objective:** Provide quality counseling services.

Implementation Description: Develop a format for our services to reach online and distance learning students via web, internet or other technological means.

Completion Date: 08/2015

Responsible Person/Group: Carla Berkich

Additional Resources: IT support

Budget Amount Requested: 0

Analysis Questions and Analysis Answers

What specifically did your assessments show regarding proven strengths or progress you made on outcomes/objectives?

Towards the goal of providing quality educational and prevention services, assessments showed that the UCC reached goals with respect to quality assurance of counselor clinical documentation; positive student evaluation of educational and prevention services; targeted student learning outcomes; building relationships with community providers; beginning to use electronic means of

providing services and raising awareness about mental health issues and educating the campus community about suicide prevention.

What specifically did your assessments show regarding any outcomes/objectives that will require continued attention?

Towards the goal of providing clinical, educational and preventive programming, assessments revealed that the UCC needs more IT support to assist with accessing on-line or web based programs and to increase efficiency by computerizing client forms and collection of data. More focus needs to be on developing learning outcomes for UCC services and developing services for distance learning students. Some goals are on-going such as developing 'agreements of cooperation' with on-campus or off-campus entities.

Annual Report Section Responses

Executive Summary: Year in Review (Required)

The UCC provided 4740 counseling sessions to 852 student clients compared to 4404 sessions to 723 clients the previous year. This is a 7.6% increase. Client intakes increased by 9.5% over the last year. On average, clients were seen for 5 sessions. Our psychiatrist provided 501 sessions to 170 student clients compared to 483 sessions the previous year to 147 clients – an increase of 3.7%. Slightly over 20% of UCC clients receive psychiatric services from the counseling center psychiatrist. Demographically the majority of UCC clients are female (69%), between ages of 20 and 24 (54%), and in their senior year (41%). The most common problems/symptoms presented by clients at intake were Anxiety, Depression and Academic Issues, with Anxiety Issues being most frequent. Counselor-on-Duty appointments increased by 6.5%. The Counselor-on-Duty system has continued to address the need to have a counselor readily available to 1) provide triage and assessment of students requesting services, 2) provide immediate consultation to faculty, staff and parents concerned about a student, 3) provide crisis intervention as necessary, and 4) handle miscellaneous clinical/case management duties such prescription refill requests for Dr. McClung, records request, clinically related telephone calls and other management duties. The Counselor-on-Duty was also charged with addressing the needs of students who only need a one session appointment (i.e., information gathering, list of community providers, or connection to another campus department). By identifying these students during the triage process of the Counselor-on-Duty system students are served more efficiently and may avoid the more lengthy paperwork completed by clients of the Counseling Center. UCC staff members believe it has improved the quality of services provided and has significantly decreased pressure placed on UCC front office staff to address clinical/case management situations. Anonymous online mental health screenings were again available via the UCC website through Screenings for Mental Health, Inc. This year 302 screenings were completed which is an increase of 11% over last year. Depending on the type of screening completed (i.e., Depression, Alcohol Problems, Eating Disorder, Bipolar Disorder, Generalized Anxiety or PTSD) between 32% - 89% of the individuals were recommended to seek further evaluation based on the intensity of their symptoms. A student satisfaction survey indicated that 91.5% of students agreed or strongly agreed they were satisfied with the various services offered at UCC (77% of respondents strongly agreed.) And 86% of students agreed or strongly agreed that their experiences at the UCC positively affected their continued enrollment at TAMUCC and that counseling helped them to be more successful in classes (47% of respondents strongly agreed.) The UCC provided or participated/collaborated on 70 outreach activities or programs last year reaching over 4,150 students and community members. Claudia Ayala, the Coordinator of AOD services, completed the second year of the NCAA CHOICES grant in conjunction with I-ADAPT and the Department of Athletics. Ms. Ayala is the Program Coordinator of the 3 year, \$30,000 grant. The Counseling Center joined the National Research Consortium of Counseling Centers in Higher Education and participated in a research study entitled Student Coping with Stressful Experiences. This study surveyed students on the coping skills they successfully use when stressed, anxious, depressed and suicidal. It is a study with a more positive focus on what coping skills work for students so that this information can be used to develop more effective suicide prevention programs for college students. The Counseling Center will be given data not only on the national statistics from the study, but also local statistics on TAMUCC students. Professional development of clinical staff included membership in 10 professional organizations and attendance at 23 (decrease of 55% from last year) professional workshops, conferences, trainings or seminars. Staff served on the board of directors of local psychology and community organizations (Berkich, Sharpe), and a state organization for Counseling Center Directors (Berkich). Clinical staff also served on 11 university, division or departmental committees and chaired or served on numerous search committees (decrease of 42% from last year).

Documents:[2010 UCC Annual Report](#)[2011 Annual Report](#)[FY09 UCC Annual Report](#)**Accomplishments of Administrative and Academic Support Entities**

Clinical Programs and Services Clinical Services Provided Counseling Services The University Counseling Center provides the following services: Individual counseling, couples counseling, group counseling, psychiatric services, personal skills training, alcohol and other drug education and treatment, crisis intervention, and consultation with students, faculty and staff. Counselor-on-Duty System The Counselor-on-Duty system was continued to address the need to have a counselor readily available to 1) provide triage and assessment of students requesting services, 2) provide immediate consultation to faculty, staff and parents concerned about a student, 3) provide crisis intervention as necessary, and 4) handle miscellaneous clinical/case management duties such as prescription refill requests for Dr. McClung, records request, clinically related telephone calls and other management duties. The Counselor-on-Duty (COD) is also charged with addressing the needs of students who only need a one session appointment (i.e., information gathering, list of community providers, or connection to another campus department). By identifying these students during the triage process of the Counselor-on-Duty system students are served more efficiently and may avoid the more lengthy paperwork completed by clients of the Counseling Center. Each staff member (except Director) devotes one day of the week to be the COD. The Director serves as a backup. Counselor-on-Duty appointments increased by 6.5% this year. The Counselor-on-Duty system has been well received by students. UCC staff members believe it has improved the quality of services provided and has significantly decreased pressure placed on UCC front office staff to address clinical/case management situations. On-Call Counselor System · The University Counseling Center contracts with an agency, ProtoCall, to cover after-hours crisis calls. ProtoCall is an Intake and Assessment, Crisis Response and Triage Service used by more than 175 Community Behavioral Health Clinics, Employee Assistance Programs, Student Counseling Centers and Managed Behavioral Health Organizations. ProtoCall is staffed 24 hours a day by licensed professional counselors. This year ProtoCall handled 137 calls for the University. Website and On-line Mental Health Screenings · Anonymous on-line mental health screenings are available on the UCC website located at <http://counseling.tamucc.edu>. The website also contains information on how to access UCC counseling and psychiatric services, information on local emergency services and links to websites focused on suicide prevention and other college student mental health issues. Clinical Service Data UCC Visits for 2010-2011 Counseling

visits..... 4239 visits Psychiatry

visits..... 501 visits Total

visits..... 4740 visits UCC Visits by Year 2007-2008

2008-2009 2009-2010 2010-2011 # Students Seen in Counseling 565 682 723 852 # Counseling

Intakes 357 372 379 415 # Counseling Appointments 2785 2591 2932 2660 # Consultations 783

1093 1164 Mean Number of Sessions 5.6 5.5 6 5 Total # Counseling Sessions 3142 3752 4404

4239 # Students Seen by Psychiatrist 179 177 147 170 # Psychiatric Intakes 99 94 73 80 #

Psychiatric Follow-up Sessions 352 395 410 421 Mean Number of Psychiatric Sessions 2.5 2.8

3.2 2.9 Total # Psychiatric Sessions 451 489 483 501 Grand Total of Sessions (Counseling &

Psychiatric) 3593 4241 4887 4740 · Breakdown of Counseling Visits (4,239 visits): Counseling

Service Percent of Total 2008-2009 Percent of Total 2009-2010 Percent of Total 2010-2011

Individual Counseling 71% 67% 67% Couples Counseling 1% 0.3% 0% Personal Skills

Counseling 4% 3% 2% Group Counseling 4% 4.4% 3% Consultation with Students (including

Counselor on Duty consultations) 18% 24% 27% Consultations with Faculty, Staff, and Parents

2% 0.9% 1% · On-line Mental Health Screenings Type of Screening Total # Screenings

Recommended further evaluation Alcohol 17 88% Depression 109 85% Eating Disorder 17 53%

Bipolar Disorder 69 32% Generalized Anxiety 75 89% PTSD 15 67% Total 302 · Most Common

Presenting Concerns at Intake The most common problems/symptoms presented by clients at

intake were Anxiety, Depression, and Academic Issues. · Referrals of Students for more Extensive

Evaluation or Treatment FY2008 FY2009 FY2010 FY11 Number of times UCC clients

recommended to have evaluation for inpatient treatment 11 9 9 7 Number of evaluations known to

be completed based on UCC recommendations 10 6 6 6 Number of times UPD/CCPD were called

for assistance with this type of situation 9 5 8 1 Number of times UCC clients known to be

hospitalized for mental health reasons 9 3 5 6 UCC Client Demographics Clients by Gender

Description 2008-2009 2009-2010 2010-2011 Males 28% 29% 31% Females 72% 71% 69%

Clients by Age Description 2008-2009 2009-2010 2010-2011 <18 0.05% 9% 0% 18-19 7% 52%

8% 20-24 47% 17% 54% 25-29 21% 14% 19% 30-39 15% 14% 13% 40+ 10% 8% 6% Clients by

Ethnicity Description 2008-2009 2009-2010 2010-2011 American Indian/ Alaskan Native 0.4%

0.4% 1% Asian 3% 2% 2% African American/Black 5% 6% 4% Hispanic/Latino 30% 33% 28%

White 59% 54% 51% Other 0.07% 0% 0% Two or more 2% 4% 3% Unknown 0.3% 0% 11%
 Clients by College Description 2008-2009 2009-2010 2010-2011 Liberal Arts 30% 11% 31%
 Business 11% 11% 8% Education 20% 17% 20% Nursing and Health Sciences 10% 11% 17%
 Science and Technology 23% 21% 19% Undecided 0.9% 0.9% 0% Unknown 5% 5% 5% Clients
 by Classification Description 2008-2009 2009-2010 2010-2011 Freshman 8% 8.5% 8%
 Sophomore 11% 14% 13% Junior 11% 15% 16% Senior 43% 39% 41% Graduate 20% 17% 17%
 Other 6% 4% 2% Unknown 2% 3% 3% Clients by Residence Description 2008-2009 2009-2010
 2010-2011 unable to calculate unable to calculate unable to calculate Coordinator's Reports on
 Clinical Services Personal Skills Report Coordinator, Tom Callicott Developed Personal Skills
 program for College of Nursing students involved in the CHOICES grant. Each student was
 evaluated and had an individual feedback session regarding their strengths and areas of concern
 with respect to Personal Skills (over 50 students). Practicum and Intern Training Program Report
 Coordinator, Suzanne Bonds Four trainees: Lisa Schoelen, Supervisor: Callicott, Ayala, Sharpe
 Roger Vazquez, Supervisor: Sharpe Leslee Basse, Supervisor: Sharpe Trainees, under
 supervision, saw 7.4% of our clients this academic year (primarily personal skills sessions).
 Workshops, Seminars and Other Outreach Events Counseling Center Outreach Events 70
 presentations given by UCC staff 4,150 students were reached by UCC presentations
 Presentations Number of Presentations Number of Participants Hazing 1 200 Are You a
 Bystander? 4 50 Certified Peer Education Training 5 36 Less Stress, More Time 1 8 UCC
 Lemonade Stand/Nat'l Depression Screening 3 150 Paint the Island Pink Breast Cancer
 Awareness Fair 1 50 Stress Management 4 56 NCAA Volleyball Game 1 100 GSA Vigil 1 45
 "Girl with the Dragon Tattoo"/film and discussion 1 13 Disable the Label 1 25 TAMUCC College of
 Ed/Counseling Dept. annual update 1 8 Suicide Prevention Workshop @ Camden Miramar 1 13
 Celebration of Women in the Arts-UCC Collage/Art 1 9 Sexual Assault/Harassment Prevention
 training 1 10 Great American Smokeout 1 100 World Aids Day 1 100 ESLI Orientation - Overview
 of UCC Services 3 80 Passport to the Island 1 50 ESLI Meet and Greet w/International Students 1
 45 UCC Services Overview 1 4 How to Avoid Falling For a Jerk or Jerkette 1 9 Texans Standing
 Tall 4 100 Operation Beautiful UC Info Table 1 90 "Beauty Mark" film and discussion 2 4 What's
 Up Down There? 1 25 Media Makeover 1 6 Safe Spring Break Tips, Date Rape Prevention 1 13
 Nursing Dept. Meet and Greet 1 40 Sexual Harassment & Stalking Presentation 1 13 Media's
 Influence on Body Image and Health Behaviors 1 30 Day of Silence - Gay Straight Alliance 1 10
 National Alcohol Screening Day 1 47 Wellness Expo - UCC Info Table 1 200 What's Your Weed
 IQ? 1 63 Stress Management Event for Camden Miramar 1 8 Passport to the Island 2 300 Bridge
 Program 1 370 Wisdom in a Jar - Staff Development 1 7 Responding to Distressed Students 1 10
 Whatcha Say BRIDGE Presentation 1 150 Alcohol Poisoning 1 21 Aloha Days 1 290 SBI for
 Athletes 1 42 Student Athlete Orientation University Services Panel 1 100 ESLI Freshman
 Orientation 1 50 Safe Living Presentation 5 1000 Evaluation and Assessment Evaluation and
 Assessment of Clinical Services Client Survey Web based survey sent to 337 UCC students in the
 past year who had given UCC permission to use their email addresses to contact them 79 surveys
 completed Completion rate = 23.4% Averaged across items 1-10 of completed surveys, 91.5% of
 students agreed or strongly agreed they were satisfied with the various services offered at UCC
 (77% of respondents strongly agreed.) Averaged across items 14-19, 86% of students agreed or
 strongly agreed that their experiences at the UCC positively affected their continued enrollment at
 TAMUCC and that counseling helped them to be more successful in classes (47% of respondents
 strongly agreed.) UCC Survey Strongly Agree Agree Disagree Strongly Disagree N/A 1. The front
 desk staff was courteous and helpful. 88.0% 10.7% 1.3% 0.0% 0.0% 2. I trust that the information
 that I have shared with the Counseling Center will be treated confidentially. 86.7% 10.7% 1.3%
 1.3% 0.0% 3. My counselor(s) seemed well trained and competent in helping me with my
 concerns. 80.0% 17.3% 1.3% 1.3% 0.0% 4. My counselor understood my reasons for seeking
 counseling. 82.4% 12.2% 2.7% 1.4% 1.4% 5. My counselor helped me to accomplish my goals for
 counseling. 64.9% 27.0% 4.1% 1.4% 2.7% 6. I felt my counselor cared and respected me as a
 person. 85.3% 13.3% 1.3% 0.0% 0.0% 7. Overall, I have been satisfied with the quality of
 counseling which I have received. 80.0% 16.0% 1.3% 1.3% 1.3% 8. I would return for counseling if
 needed. 81.3% 14.7% 4.0% 0.0% 0.0% 9. I would recommend the Counseling Center to other
 students. 85.3% 12.0% 2.7% 0.0% 0.0% 10. I have been satisfied with the psychiatric services
 with Dr. McClung that I have received. 40.5% 6.8% 2.7% 0.0% 50.0% 11. I am interested in
 participating in therapy/support groups. 29.3% 24.0% 18.7% 8.0% 20.0% 12. I am interested in
 participating in academic success workshops (e.g., study skills, time management). 32.0% 34.7%
 12.0% 9.3% 12.0% 13. I am interested in participating in personal growth workshops (e.g., stress
 management, assertiveness). 33.8% 39.2% 9.5% 6.8% 10.8% 14. I have experienced
 improvement in the area or condition that brought me to counseling. 45.9% 47.3% 5.4% 0.0%
 1.4% 15. I learned one or more strategies to help solve or cope with problems. 50.0% 37.8% 6.8%
 0.0% 5.4% 16. I strengthened one or more self-management skills (e.g., managing time, stress,
 emotions). 43.8% 39.7% 12.3% 0.0% 4.1% 17. Counseling has helped me to improve my ability to

make decisions and set goals. 47.3% 32.4% 13.5% 0.0% 6.8% 18. I gained greater self-understanding or a clearer sense of identity. 54.2% 34.7% 6.9% 0.0% 4.2% 19. I live a healthier lifestyle in at least one area (e.g., get more sleep, exercise more, eat better, use less alcohol or other drugs). 41.9% 41.9% 5.4% 1.4% 9.5% . UCC Survey Very low Low Moderate High Very High The overall level of distress that brought you to counseling? 8.7% 2.9% 13% 31.9% 43.5% Your overall level of distress at the time when you stopped counseling (or if still in counseling, your current overall level of distress)? 14.5% 31.9% 33.3% 17.4% 2.9% . UCC Survey Improved a lot Improved some No change worse Grades? 20.5% 31.5% 47.9% 0% Academic Work? 21.9% 35.6% 42.5% 0% Plans to continue enrollment at TAMUCC? 32.4% 20.3% 44.6% 2.7% Relations with others? 32.4% 50.0% 17.6% 0% Confidence or self esteem? 28.4% 56.8% 14.9% 0% Evaluation and Assessment of Outreach Services Minors in Possession Course There was a significant decrease in the number of students participating in the MIP course compared to last year. The Counseling Center has decided not to seek renewal for the TAMU-CC Alcohol Education Program for Minors due to decreased demand and attendance. Minor In Possession (MIP) Course Statistics August 1, 2010 – July 31, 2011 Date Gender Learning Outcomes N M F Pre Mean score Post Mean score % Increase 11/10 4 50% 50% 48 97 100% Totals 4 50% 50% Minor In Possession (MIP) Course Statistics August 1, 2009 – July 31, 2010 Date Gender Learning Outcomes N M F Pre Mean score Post Mean score % Increase 11/09 4 100% 0% 57 87 53% 4/10 3 33% 66% 53 93 75% Totals 7 Averages 66% 33% 64% Stress Management Presentation Learning Outcome Survey Ratings Stress Management Presentation 10/13/2010 (15 Participants) SD D A SA 1. I gained knowledge that will benefit me in my personal life. 0% 0% 53% 47% 2. I learned a new skill or strategy that will benefit me in my personal life. 0% 0% 40% 60% 3. I plan to begin using and applying one or more of the techniques/skills/ideas from today's workshop in my daily life. 0% 6% 47% 47% 4. I learned something about myself by participating in today's workshop. 0% 26% 33% 40% Scoring: 1=Strongly Disagree (SD); 2 = Disagree (D); 3 = Agree (A); 4 = Strongly Agree (SA) Suicide Prevention Presentation Learning Outcomes Suicide Prevention Training 10/28/2010 (13 Participants) Pretest Mean Score Post-test Mean Score % Change 1. Asking a depressed person if they have had thoughts about killing themselves is: (Multiple choice) 85% correct answer 85% correct answer 0% change Sexual Assault Prevention Presentation Learning Outcome Survey Ratings Sexual Assault Prevention Presentation to Campus Sorority 11/16/2010 (20 Participants) SD D A SA 1. If a friend confided that she had been sexually assaulted, I would know how to respond and support her. 0% 15% 45% 40% 2. I am familiar with resources to help sexual assault survivors. 5% 35% 25% 35% 3. I know where to seek help if I am being sexually harassed or stalked. 0% 10% 55% 35% Scoring: 1=Strongly Disagree (SD); 2 = Disagree (D); 3 = Agree (A); 4 = Strongly Agree (SA) Staff Credentials and Professional Activities Current UCC Staff There have been several staffing changes within the University Counseling this past year. Two employees left the University and one has been on extended leave. The International Association for Counseling Standards (IACS) accreditation standards for counseling centers recommends that minimum staffing ratios for professional staff to students be 1:1000 – 1500. The UCC professional staff to student ratio based on number of counselor FTE is 1:1428, but based on number of clinicians available during the year was 1:1818. Professional Staff Claudia Ayala, MS, LPC, LPC-S, LCDC Assistant Director Alcohol and other Drug Program Coordinator Carla Berkich, Ph.D. Executive Director, Counseling & Health Centers Suzanne Bonds, M.Ed., LPC Licensed Professional Counselor Tom Callicott, MS, LPC, LPC Supervisor Personal Skills Program Coordinator (on leave) Theresa Sharpe, Ph.D. Associate Director Group and Outreach Programs Coordinator Psychologist Position not filled Psychologist Position not filled Front Office Staff Jane Pituch Receptionist (0.5 FTE) Karen Pressley Receptionist (0.5 FTE) Contract Employee Robert McClung, M.D., Ph.D. Psychiatrist (0.2 FTE) New Hires Tammy Robertson, LPC Licensed Professional Counselor (0.48 FTE) Hire Date 8/24/11 Debbie Hammond, LPC Licensed Professional Counselor (0.48 FTE) Hire Date 8/30/11 Leave of Absence Tom Callicott, M.S., LPC, LPC-S Leave 5/-1/11 – Present Departures Jeff Elder, Ph.D. Post-Doctoral Psychologist Departure 8/5/11 Rebecca Rodriguez Business Support Specialist Departure 6/3/11 Staff Professional Activities Professional Affiliations Association for University College Counseling Center Directors (AUCCCD) (Berkich) Texas University Counseling Center Directors Association (TUCCDA) (Berkich) President, Texas University Counseling Center Directors Association (04/06-04/10) (Berkich) Nueces County Psychological Association (Berkich, Sharpe) President, Nueces County Psychological Association (Sharpe) American Psychological Association (Berkich) Association for the Coordination of Counseling Center Clinical Services (ACCCCS) (Sharpe) National Eating Disorders Association (Sharpe) Texas Psychological Association (TPA) (Sharpe) Texas College Counseling Association (TCCA) (Callicott) Texas Counselors Association (TCA) (Callicott) Consultant, Emotional Intelligence Learning Systems Inc. (Callicott) Institute for Emotional Intelligence (Callicott) Professional Development · Mental Health on Campus: Counseling and Judicial Affairs Partnerships 9/2010 (Bonds, Sharpe) · DBT Training 10/2010 (Ayala, Bonds) · American College Health Association Regional Conference 10/2010

(Berkich) · Association for College Counseling Center Directors (AUCCCD) National Conference (Berkich) · DORA Webinar 11/2010 (Ayala, Elder, Sharpe) · Eating Disorders Webinar 11/2010 (Sharpe) · NASPA AOD Prevention & Intervention Conference 1/2011 (Ayala) · Apple Conference 1/2011 (Ayala) · Suicide Prevention Webinar 1/2011 (Sharpe) · Eating Disorders Webinar 1/2011 (Sharpe) · Mental Health 101 Webinar 2/2011 (Ayala) · Texans Standing Tall 3/2011 (Ayala) · Motivational Interviewing for Anxiety and Panic Disorders CE Training 3/2011 (Ayala, Bonds, Callicott, Elder, Sharpe) · Texas University College Counseling Directors Association (TUCCDA) conference 4/2011 (Berkich) · Eating Disorders Webinar 3/2011 (Sharpe) · Association for the Coordination Counseling Center Clinical Services Annual Conference (Sharpe) · Military Families: Access to care for active duty, national guard, reserve, veterans, their families and those close to them 6/2011 (Ayala, Bonds, Callicott) · Military Post-deployment operational stress sequelae 6/2011 (Ayala, Callicott, Elder) · Mental Health America – Texas Suicide Prevention Conference 6/2011 (Berkich) · UTPA Suicide Assessment Training 6/2011 (Bonds) · Eating Disorders Webinar 6/2011 (Sharpe) · Bipolar Spectrum CE Training 8/2011 (Bonds) · Monthly Division of Student Affairs Trainings (all staff)

Documents:

[2009 Counseling Center Director Survey](#)
[2010 AUCCCD Director Survey - Executive Summary](#)
[2010 TAMUCC Student Enrollment data](#)
[2010 UCC Annual Report](#)
[2010 UCC Client Demographics](#)
[2010 UCC Client Diagnoses](#)
[2010 UCC Counseling Center Appointments](#)
[2010 UCC Online Mental Health Screening Statistics](#)
[2010 UCC Satisfaction Survey](#)
[2011 Annual Report](#)
[2011 Counseling Center Survey Results](#)
[2011 TAMUCC University Counseling Center Client Demographics](#)
[2011 TAMUCC Student Enrollment Data](#)
[2011 TAMUCC University Counseling Center Appointments](#)
[FY11 UCC Diagnosis](#)

Teaching Results/ Accomplishments

FY11 - Not applicable

Research/Scholar Activity Accomplishment

Claudia Ayala, the Coordinator of AOD services, completed the second year of the NCAA CHOICES grant in conjunction with I-ADAPT and the Department of Athletics. Ms. Ayala is the Program Coordinator of the 3 year, \$30,000 grant.

Documents:

[2010 UCC Annual Report](#)
[2011 Annual Report](#)

Public/Community Service

Service to The Community Director of Student Emergency Aid Fund through Parkway Presbyterian Church for use by Counseling Center students in need of emergency loans (Callicott) Volunteer - Spaulding for Children Monthly Adoptive Parents Support Group (Sharpe) Volunteer work and fund raising for parochial elementary school (Bonds) Service to the Profession President Elect, Texas University Counseling Center Directors Association (4/10-4/11) (Berkich) President, Texas University Counseling Center Directors Association (4/11-present) (Berkich) Secretary for Coastal Bend Health Marriages Coalition for 2011 (Sharpe) President for Nueces County Psychological Association for 2011 (Sharpe) Service to the University Program Coordinator for NCAA CHOICES Grant in conjunction with I-ADAPT and the Department of Athletics. \$30,000, 3 year grant. (Ayala) President-Elect, Staff Advisory Council (Bonds)

Documents:

[2010 UCC Annual Report](#)
[2011 Annual Report](#)

Anticipated Challenges (Required)

Need for additional professional staff. It is important to have adequate staffing to serve incoming students. Accreditation standards set forth by the International Association of Counseling Centers (IACS) recommends a minimum ratio of one FTE professional staff member to every 1,000 to 1,500 students. Currently the Counseling Center is within standards as it has 1 professional staff

member to every 1428 students. It is expected that student visits will increase as university enrollment increases. It is important to add professional staff as needed to maintain accreditation standards. Need for additional staff with specific expertise. According to data collected by the Association of University and College Counseling Center Directors (AUCCCD), the severity of student pathology is increasing nationwide which results in additional work for counselors in terms of assessment, intensity of therapy, case management and follow up with clients. To treat students with more severe pathology, it is essential to have professional staff with expertise and experience in working with this type of higher-risk student. Hiring professional staff with these credentials generally requires additional funding over years past. Providing Services to Distance Learning Students. As our University focuses on serving distance learning students, it is important for us to develop new strategies of marketing and providing our services so they are accessible to online and distance learning students. Develop a 5 year strategic plan for the Counseling and Health Centers as both are now under one Executive Director.

Closing the Loop (Plans for upcoming year) (Required)

Planned actions include: Personnel - 1) Hire additional UCC professional staff who have expertise in working with high risk students; 2) Obtain access to IT person to assist in purchase and set up of software programs to track clinical outcomes and to identify electronic mediums we can use to provide services, education and marketing of our services. Quality Clinical Services - Research and compare IT programs to track student clinical outcomes. Will need IT person to support program. Quality Clinical Services - Develop use of electronic mediums to provide services and raise awareness of mental health issues and UCC services. Increase Links to Community Resources: 1) Increase consultation with community agencies and 2) continue to build MOUs with community providers. Improve Assessment of Services - Focus on training staff regarding learning outcomes and developing a more sophisticated way of measuring learning outcomes for our clinical and outreach services. Providing Services to Distance Learning Students. As our University focuses on serving distance learning students, it is important for us to develop new strategies of marketing and providing our services so they are accessible to online and distance learning students. Develop a 5 year strategic plan for the Counseling and Health Centers as both are now under one Executive Director.

Document:

[2008 CAS Action Plan](#)

Summary of Requested Resources (Optional)

Personnel: Clinical. The UCC staff will need to grow to meet counseling center accreditation standards for student:counselor ratios. In addition to accreditation standards, the UCC needs counselors with expertise in working with high risk students as a greater number of students with severe psychological problems are being seen at counseling centers. Request \$55,000 for additional clinician. Personnel: Information Technology. To keep abreast of the most current electronic means of communicating with students we need access to consultation on a regular basis with an IT person. Request \$50,000

Detailed Assessment Report 2010-2011 Disability Services

Mission / Purpose

Disability Services (DS) is committed to providing TAMUCC students with disabilities equal access and opportunity to discover, communicate, and apply knowledge and abilities. We foster a philosophy that encourages independence and assists students in realizing their academic potential. We facilitate the elimination of physical and attitudinal barriers that may encumber the academic success of a student with a disability. Our continued goal is to maintain an accessible community where students are challenged and diversity is celebrated.

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

O/O 1: Provide appropriate academic accommodations.

Provide reasonable and appropriate academic accommodations

Relevant Associations:

Standards

CAS- Council for the Advancement of Standards in Higher Education

- 1 Mission
- 5 Ethics
- 6 Legal Responsibilities
- 7 Equity and Access
- 8 Diversity
- 12 Technology
- 13 Facilities and Equipment

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

3.9.1 Student Rights

Strategic Plans

Texas A&M-Corpus Christi

- 1.1 Provide excellent academic programs & instruction.
- 1.6 Commitment to student diversity and quality.

Related Measures

M 1: Participation Rate

Participation Rate

Source of Evidence: Activity volume

Target:

Registered students \geq 175

Findings (2010-2011) - Target: Met

Registered Students = 265

Document:

[Participation Rates FY11](#)

Related Action Plans (by Established cycle, then alpha):

Request more physical space

Established in Cycle: 2008-2009

Request more physical space to accommodate Disability Services and Exam Services in the same location.

For full information, see the *Action Plan Detail* section of this report.

M 2: Number of Exams Administered

Number of Exams Administered

Source of Evidence: Activity volume

Target:

Exams administered \geq 1050

Findings (2010-2011) - Target: Met

Exams administered = 1,648

Document:

[Exam Services Statistics FY2011](#)

M 3: Number of Hours Proctored

Number of Hours Proctored

Source of Evidence: Activity volume

Target:

Hours proctored \geq 1300

Findings (2010-2011) - Target: Met

Hours proctored = 2,278

Document:

[Exam Services Statistics FY2011](#)

M 4: Students Requesting Alternative Format

Number of Students Requesting Books in Alternative Format

Source of Evidence: Activity volume

Target:

Students requesting books in alternative format ≥ 60

Findings (2010-2011) - Target: Met

Students Requesting Materials in Alternate Format = 109

Document:

[Alternative Texts Statistics FY11](#)

M 5: Books Requested in Alternative Format

Number of Books Requested in Alternative Format

Source of Evidence: Activity volume

Target:

Books requested ≥ 250

Findings (2010-2011) - Target: Met

Books Requested in Alternative Format = 637

Document:

[Alternative Texts Statistics FY11](#)

M 6: Number of Books Edited

Number of Books Edited

Source of Evidence: Activity volume

Target:

Books edited ≥ 150

Findings (2010-2011) - Target: Met

Number of Books Edited = 260

Document:

[Alternative Texts Statistics FY11](#)

M 7: Faculty Notification Letters

Number of Faculty Notification Letters Requested

Source of Evidence: Activity volume

Target:

Faculty Notification Letter's requested ≥ 1000

Findings (2010-2011) - Target: Met

Faculty Notification Letters Requested = 1,758

Document:

[Participation Rates FY11](#)

M 8: Furniture Set-up Requests

Number of Furniture Set-up Requests

Source of Evidence: Activity volume

Target:

Furniture requests ≥ 5

Findings (2010-2011) - Target: Met

Furniture requests = 6

Document:

[Furniture Request FY11](#)

M 9: Use of Interpreter Services

Use of Interpreter Services in Cost and Hours

Source of Evidence: Activity volume

Target:

Track number of hours utilized and cost

Findings (2010-2011) - Target: Met

Cost = \$52,855.00 Hours = 1,279.50

Document:

[Participation Rates FY11](#)

O/O 2: Provide physical access to programs and facilities

Provide physical access to all programs and facilities

Relevant Associations:

Standards

CAS- Council for the Advancement of Standards in Higher Education

1 Mission

6 Legal Responsibilities

7 Equity and Access

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

3.9.1 Student Rights

Strategic Plans

Texas A&M-Corpus Christi

1.1 Provide excellent academic programs & instruction.

1.4 Provide a supportive and safe campus environment

1.6 Commitment to student diversity and quality.

Related Measures

M 8: Furniture Set-up Requests

Number of Furniture Set-up Requests

Source of Evidence: Activity volume

Target:

Furniture Requests = 5

Findings (2010-2011) - Target: Met

Furniture requests = 6

Document:

[Furniture Request FY11](#)

M 10: Student Access Concern Form

Student Access Concern Form

Source of Evidence: Document Analysis

Target:

Evaluate and respond to 100% of requests

Findings (2010-2011) - Target: Met

Evaluated and responded to 100% of student requests. Information was logged in each individual student's folder.

O/O 3: Enhance understanding and support.

Provide leadership to campus community to enhance understanding and support of Disability Services

Relevant Associations:

Standards

CAS- Council for the Advancement of Standards in Higher Education

1 Mission

6 Legal Responsibilities

7 Equity and Access

8 Diversity

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.

3.9.1 Student Rights

Strategic Plans

Texas A&M-Corpus Christi

1.1 Provide excellent academic programs & instruction.

1.4 Provide a supportive and safe campus environment

1.6 Commitment to student diversity and quality.

1.7 Commitment to faculty & staff diversity & quality.

1.8 Build & sustain mutually supportive relationships.

Related Measures

M 11: Educational programs regarding disabilities.

Number of programs presented.

Source of Evidence: Benchmarking

Document:

[Educational Programs Regarding Disabilities FY10](#)

Target:

Programs presented \geq 10

Findings (2010-2011) - Target: Met

Programs presented = 25

Document:

[Educational Programs Regarding Disabilities FY11](#)

M 12: Student Satisfaction Survey

Overall Student Satisfaction Survey of Disability Services

Source of Evidence: Client satisfaction survey (student, faculty)

Target:

Number of surveys conducted \geq 25%. Satisfaction rate \geq 75%

Findings (2010-2011) - Target: Met

Number of surveys conducted = 46 of 179 registered students = 26% return rate.

Satisfaction rate for "Satisfaction with Disabilities Services Staff" = 93.5% reporting

Good or Excellent

Document:

[Disability Services Student Satisfaction Survey 2011](#)

Related Action Plans (by Established cycle, then alpha):

Implement On-Line Student Satisfaction Survey

Established in Cycle: 2009-2010

Implement an on-line survey for registered students in an effort to increase student response rates.

For full information, see the *Action Plan Detail* section of this report.

Action Plan Detail for This Cycle (by Established cycle, then alpha)

Assistive Technology

Create an Assistive Technology Lab. This lab will be managed by the new AT position and will consist of 3 work stations with adaptive equipment, software and adjustable workstations.

Established in Cycle: 2006-2007

Implementation Status: Terminated

Priority: Medium

Implementation Description: Fall 2008

Completion Date: 12/2009

Responsible Person/Group: Assistive Technology Specialist

Additional Resources: The approximate cost of this starter lab will be \$8,000.

Budget Amount Requested: 8000

Create an Assistive Technology Lab

Create an Assistive Technology lab consisting of 3 workstations with adaptive equipment, software and furniture.

Established in Cycle: 2007-2008

Implementation Status: In-Progress

Priority: High

Implementation Description: September 2013

Completion Date: 08/2013

Responsible Person/Group: Rachel A. Cox

Additional Resources: Space, equipment, furniture and software

Budget Amount Requested: 250000

Information Technology Security

Increase security of Access-A-File student tracking database for students with disabilities

Established in Cycle: 2008-2009

Implementation Status: In-Progress

Priority: High

Implementation Description: August 2010

Completion Date: 07/2010

Responsible Person/Group: Director, Disability Services

Additional Resources: Information Technology Manager to assist in the process and possibly additional hardware/software

Budget Amount Requested: 3000

Request more physical space

Request more physical space to accommodate Disability Services and Exam Services in the same location.

Established in Cycle: 2008-2009

Implementation Status: In-Progress

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Participation Rate | **Outcome/Objective:** Provide appropriate academic accommodations.

Implementation Description: August 2012

Completion Date: 07/2012

Responsible Person/Group: Director, Disability Services

Additional Resources: Space and building.

Budget Amount Requested: 5000000

Implement On-Line Student Satisfaction Survey

Implement an on-line survey for registered students in an effort to increase student response rates.

Established in Cycle: 2009-2010

Implementation Status: Finished

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Student Satisfaction Survey | **Outcome/Objective:** Enhance understanding and support.

Implementation Description: Spring 2013

Completion Date: 01/2011

Responsible Person/Group: Ralph McFarland

Additional Resources: Purchase of a software program such as Survey Monkey

Budget Amount Requested: 75

Universal Design Faculty Learning Community

Establish in collaboration with University Faculty a Universal Design Faculty Learning Community on campus. This would not only benefit students but faculty as well. Universal Design is a theory of teaching and learning that focuses on providing multiple means of delivering information to students and multiple means for students to express their learning. While arising out of the study of providing education to students with disabilities, Universal Design expands that focus to a broader awareness of building your courses for the diverse learners we have in classrooms today. The book, Universal Design in Higher Education: From Principles to Practice, and funding are provided to members of this semester-long community. Members meet every other week to design and develop an individual teaching project that applies universal design. The UD FLC is open to all Texas A&M University faculty, lecturers, and graduate teaching assistants.

Established in Cycle: 2009-2010

Implementation Status: In-Progress

Priority: High

Implementation Description: Fall 2012

Completion Date: 08/2012

Responsible Person/Group: Rachel A. Cox

Additional Resources: Most materials will be furnished by the Disability Network Training (DTN) Grant.

Budget Amount Requested: 500

Volunteer Note-Taker Services

The new Accommodations Counselor position to closely evaluate the effectiveness of our current note-taking services. Implement a better tracking system and check in with students periodically regarding services. Provide information to volunteer note-takers regarding incentives for their service (i.e. community service hours, building resume, etc.) Research implementing some type of monetary reward along with a certificate for the student.

Established in Cycle: 2009-2010

Implementation Status: In-Progress

Priority: High

Implementation Description: Fall 2013

Completion Date: 08/2011

Responsible Person/Group: New Accommodations Counselor/Rachel A. Cox

Additional Resources: \$500.00

Budget Amount Requested: 500

Facilitate ADA Faculty Training

Work in collaboration with the ADA Coordinator to implement an ADA faculty (including adjunct faculty) training and documentation of completed training. Training to include information on what to do when a student requests an accommodation and how to process the request. This will also include strongly advocating for an ADA syllabus statement to be placed on all university syllabi.

Established in Cycle: 2010-2011

Implementation Status: Planned

Priority: High

Implement facilitation and measurement of Student Learning Outcomes

Three student learning outcomes have been developed and will be implemented in the FY12 cycle.

Established in Cycle: 2010-2011

Implementation Status: In-Progress

Priority: High

Completion Date: 01/2012

Responsible Person/Group: Director and Assistant Director, Disability Services

Analysis Questions and Analysis Answers

What specifically did your assessments show regarding proven strengths or progress you made on outcomes/objectives?

Disability Services (DS) strives to provide excellent services to students with disabilities, despite growing number of students requesting academic accommodations. The Exam Services (ES) office has also experienced an increase in requests for exams, particularly on-line exams. The largest demand in services, however, is in alternative format textbook requests this past fiscal year. DS continues to educate the campus community and the community at large through educational fairs and presentations. To assist in the transition from high school to the college, DS maintains close relationships with local agencies, organizations, Independent School Districts and community leaders. One of the most exciting efforts being made is training faculty in Universal Design implementation. We held the first Universal Design Faculty Learning Community training this past fiscal year. The training was conducted here on our campus via the Disability Training Network. A total of eleven faculty and three staff members completed the 8 session course. We are currently waiting on the grant awards to complete the projects for presentation and continued faculty training. DS slightly exceeded our objective of a 25% response rate from students. This reflects a 50% increase response rate in comparison to last year. The results: "Assistance from Disability Services Staff." 98% responded "good to excellent" and 2% responded "fair".

What specifically did your assessments show regarding any outcomes/objectives that will require continued attention?

Disability Services challenges remain similar to those from last fiscal year. These include a growing number of students with disabilities registering for services; lack of adequate space for Exam Services and an Assistive Technology Lab; increase in on-line exams; increase in demand for alternative format textbooks and students with more complicated issues showing up on college campuses such as students with Asperger's Syndrome, psychiatric disabilities and veterans. Concerns expressed in the Student Satisfaction Survey included quieter testing rooms, improved note-taker services and faculty training. We are pleased to announce that some of these concerns will be addressed when we move to a new centralized location. Our new office will house a more spacious testing room (including private testing rooms) with additional computer stations for on-line testing, and an Assistive Technology Training Lab with additional computers and equipment. Currently, the Accommodations Counselor is working on improving the Volunteer Note-taker Program through follow-up and training. As mentioned in Analysis Question number one, the DS office, in collaboration with the Disability Training Network, has held its first Universal Design Faculty Learning Community (UDFLC). In partnership with the UDFLC group, we will provide training opportunities to faculty to increase awareness, education and information regarding students with disabilities.

Annual Report Section Responses

Executive Summary: Year in Review (Required)

Disability Services successfully renegotiated a contract with the Corpus Christi Area Council for the Deaf to include accountability measures on the part of the Deaf Center. Disability Services continues to maintain a professional and friendly environment that is conducive to learning for students with disabilities. This will be made easier when we move into our new centralized location in Corpus Christi Hall. We are scheduled to be moved in sometime during the Fall of 2011. In addition to all new and accessible offices, it will house a new Exam Services Office and Assistive Technology Lab. We continue to embark on new territory to improve awareness across the campus community and to provide increased opportunities for students by networking with outside agencies and organizations. The DS office has filled the Accommodations Counselor position. The responsibility of this position is to assist with intakes as well as oversee the volunteer Note Taker Program for students. The Office of Civil Rights has recently ruled that it may be the student's responsibility to request services from fellow students but institutions are ultimately responsible for ensuring that those services are provided. The procedure for requesting the approved accommodation of a note taker is that the student can obtain a copy of the lecture notes and/or slides from the professor or a student volunteer can be identified by announcing to the class that there is a student who needs an assistant to take notes (without the student being identified). The student can also opt to ask someone he/she already knows in the class. This procedure works very well in the beginning of the semester but tends to drop off sometime in mid-semester. The Accommodations Counselor is responsible for managing and overseeing this process. The DS office continues to add new and innovative technology for our students with disabilities including the Smart View 360 which enlarges text, objects, and actions to help with various low vision eye conditions. E-Text requests by students continue to increase each semester. Disability Services produces E-texts in PDF, Word, RTF, EPUB, MP3, and DAISY formats for our students who have

difficulty reading a standard book due to vision, motor, or learning disabilities. We currently have over 2,000 textbooks in our digital library. We obtain the necessary permissions from Publishers to redistribute these textbooks to our students, cutting down on scanning and editing time. The shared costs for Interpreter Services contract negotiated between the Department of Assistive and Rehabilitative Services (DARS) and Texas A&M University- Corpus Christi through the Disability Services department yielded additional funds for the department totaling \$5,800. The contract is effective through December 31, 2012 and will be renegotiated next year. Disability Services along with Texas A&M University hosted a grant funded Universal Design Training for faculty through the Disability Training Network. A total of eleven faculty and three staff members completed the 8 session course. We are currently waiting on the grant awards to complete the projects for presentation. The Disability Services website continues to be updated to include access to the registration forms on-line, a list of assistive equipment available to students, types of alternative formats available to students and other various handbooks and forms.

Accomplishments of Administrative and Academic Support Entities

Program Participation Total number of students registered: 2010-2011 = 265 2009-2010 = 242 2008-2009 = 201 Note: This reflects an increase of registered students of 10% from FY10. Total students registered per semester: 2010-2011 2009-2010 2008-2009 Fall 2010 195 Fall 2009 175 Fall 2008 123 Spring 2011 179 Spring 2010 167 Spring 2009 104 Summer I 67 Summer I 70 Summer I 39 Summer II 45 Summer II 32 Summer II 32 Demographics Registered Students by gender: 2010-2011 2009-2010 2008-2009 Females = 158 Females = 138 Females = 120 Males = 107 Males = 104 Males = 81 Registered Students by classification: 2010-2011 2009-2010 2008-2009 Freshman = 43 Freshmen = 49 Freshmen = 43 Sophomores = 30 Sophomores = 25 Sophomores = 27 Juniors = 49 Juniors = 54 Juniors = 50 Seniors = 101 Seniors = 79 Seniors = 50 Graduate = 42 Graduate = 23 Graduate = 31 Doctoral = - Doctoral = - Doctoral = - Registered Students by disability: 2010-2011 2009-2010 2008-2009 Learning Disability = 18% 18% 22% ADHD = 28% 28% 29% Physical = 15% 11% 8% Health Impaired = 9% 10% 12% Psychiatric = 17% 16% 11% Visual Impairment = 6% 18% 11% Hearing Impairment = 3% 6% 8% Traumatic Brain Injury = 5% 1% 6% Aspergers = 2% 2% 1% Speech Impairment 5% - - Undiagnosed 1% 1% 1% Temporary - - - Note: Some disability categories historically have a greater impact on the budget than others. These two disability categories include the Visually Impaired and the Hearing Impaired. Approximately 22% of our students with disabilities have two or more diagnoses. Therefore this is a close estimate of our overall student population's disability. Exam Services and Alternative Texts Total Exams administered per semester: 2010-2011 2009-2010 2008-2009 Fall = 735 Fall = 591 Fall = 497 Spring = 705 Spring = 660 Spring = 470 Summer = 208 Summer = 187 Summer = 174 Total 1,648 1,438 1,141 Note: This reflects a 15 % increase in exams administered from FY10 Total number of hours proctored by student workers: 2010-2011 2009-2010 2008-2009 2,278 1,920 1,505 Note: Average hours proctored per student worker is 759 hours for the year and 19% increase from FY10. Total number of students requesting materials/text in alternative format: 2010-2011 2009-2010 2008-2009 109 83 71 Note: This reflects an increase of 11% for FY10 and a 31% increase from FY10. Total books requested in alternative format: 2010-2011 2009-2010 2008-2009 637 347 310 Breakdown of method of request: 2010-2011 2009-2010 2008-2009 Total from E-text Library: 213 82 108 Total books scanned: 179 77 58 Total ordered from publisher: 247 182 139 Note: We now have over 1600 textbooks saved in our E-text library. Total number of books edited: 2010-2011 2009-2010 2008-2009 260 177 174

Teaching Results/ Accomplishments

Not Applicable

Research/Scholar Activity Accomplishment

Not Applicable

Public/Community Service

The staff of Disability Services serves the University, Profession and Community in the following ways: Rachel A. Cox Service to University Student Affairs Council Staff Retreat, individual presentation Universal Design Faculty Learning Community Training, co-facilitator Office of Transition & Instructional Support, presenter Universal Design Staff Development, Presenter Blindness Sensitivity Training – Co-facilitated presentation from DAR/DBS Disable The Label – demonstrations of Assistive Technology Assistive Technology on Campus: and other useful Gadgets, co-presenter CASA Professional Development, Universal Design, Co-presenter Disability Services Orientation, (1st Annual), presenter Basic Elements of Universal Design, ELITE Presenter “Mothers of Invention” – co-presented at Employee Development Day Student Affairs Council, member New Faculty Orientation, co-presenter I-CARE Committee, member Diversity Committee, member Cost Efficiencies Committee, member Staff Development Committee,

member Ceremonies Committee, member Student Athlete Health & Wellness Committee, member Service to Profession AHEAD in Texas Spring Conference, Conference facilitator AHEAD in Texas, Board, Secretary Accessible Transportation Coalition Summit, Committee Member Employee Alliance with Disabilities Coalition, Committee Member Service to Community Special Olympics, volunteer Houston Food Bank, volunteer Trisun Care Center of Corpus Christi, volunteer National Seashore, beach cleanup, volunteer Institute of Interfaith Dialog Advisory Board, member Spiritual Community, bookstore volunteer President's Picnic, volunteer Late Night Picnic, volunteer Ralph McFarland Service to University Student Affairs Assessment Committee Universal Design Staff Development, Presenter CASA Professional Development, Universal Design, Co-presenter Disable The Label – demonstrations of Assistive Technology Universal Design Faculty Learning Community Training, co-facilitator New Faculty Orientation, co-presenter Disability Services Orientation, (1st Annual), presenter Student Code of Conduct Advisory Committee Undergraduate Admissions Review Committee Staff Council Representative Staff Council Officer's Committee Staff Council Subcommittee Chair: Benefits and Employee Development International Education Council Environmental Health & Safety Committee Chair - Disability Services Accommodation Counselor Search Committee Physical Plant Director Search Committee Rec/Sports Fitness Coordinator Community Panel UCSA Student Activity Coordinator Community Panel Service to Profession Texas Statewide Youth Leadership Forum, Member of the Project Advisory Committee Service to the Community Emergency Evacuation Site Review – Cabaniss Park Gymnasium – 09/02/2010 Del Mar College Disability Awareness Event – 10/06/2010 Connection Quest- Region 2 Educational Services Center 10/22/2010 Region 2 Special Education Annual Public Input & Information Meeting at Education Service Center 03/03/2011 College Bound Teleconference Network Presentation/Seminar for Student's w/Disabilities – ESC 03/30/2011 City of Corpus Christi Parks & Recreation Accessibility Master Plan Development Meeting – 02/02/2011 Special Needs Training Committee – Disaster/Hurricane Preparedness Evacuation – On going Erica Garza Service to University Peer Mentors, co-presenter Universal Design Staff Development Service to Community Transition Orientation, Sinton High School College Seminar for Students with Disabilities, co-presenter Jennifer Weir Service to University Committee Member, University Technology Council Member, Student Affairs Scholarship Committee Search Committee Member, Student Affairs Information Technology Manager Search Committee Member, Accommodations Counselor Community Panel Member, Career Counselor Interviews Service to Profession “Changing with the Times: How can Disability Services Work with Students’ Preferred Technologies?” Presented at Cast a Wide Net Disability Training Network Summer Institute Blindness Sensitivity Training – Introduced and assisted presenters from DAR/DBS Disability Services Orientation – presented on Assistive technology and Etexts Assistive Technology on Campus and Other Useful Gadgets – Presented Brownbag workshop Basic Elements of Universal Design – presented as part of Elite Graduate Lecture Series Survey of Assistive Technology – Guest Lecturer twice for Dr. McCaleb’s Assistive Technology class Tips for Serving College Students with Asperger’s Syndrome and Other Disabilities – Guest Lecturer for Phyllis Tedford’s COSC Peer Mentoring Group Guided Reading Using Text to Speech Strategies – presented to Special Education 5387 Class Disable The Label – demonstrations of Assistive Technology Universal Design – presented to Student Affairs at Staff Development “Mothers of Invention” – presented at Employee Development Day Reading Strategies for High School Students with Learning Disabilities – presented to Special Education 5386 class Strategies for Organizing Writing using Inspiration Software – Presented to Special Education 5386 class Service to Community Committee Member, Boy Scouts of America Troop 20 Volunteer, Gregory Portland Soccer Association PTO Member and Volunteer, Gregory Portland Junior High School PTO Member and Volunteer, Gregory Portland Intermediate School PTO Member and Volunteer, East Cliff Elementary School Member, Jeff Bradley Memorial Scholarship Review Committee Gail Connelly Service to University Science & Technology Teacher Assistant Orientation, presenter Universal Design Staff Development, Presenter First Year Islander Convocation, volunteer “Changing with the Times: How can Disability Services Work with Students’ Preferred Technologies?” co-presented at Cast a Wide Net Disability Training Network Summer Institute Service to Profession AHEAD in Texas Spring Conference, Volunteer Service to Community Agua Viva Children’s Home Chimaltenango, Supply Drive Volunteer Maria De Leon Service to University I-CERT, committee member ICAP, student advisor

Anticipated Challenges (Required)

Anticipated challenges faced by Disability Services have changed some since the last fiscal year. Some concerns have been addressed such as the hiring of an experienced Accommodations Counselor; pending move to a centralized facility currently being remodeled; the purchase of additional assistive equipment and software needed to convert materials to alternative format in a more efficient and effective manner and becoming member of three organizations that provide e-text for students with print disabilities. Please note: some of the concerns below will be addressed

once the office moves to the new location. The following continue to be of concern for this department: Continued growth in the number of registered students with disabilities (averaging 20% increase annually) needing academic accommodations Increased demand for assistive technology and materials in alternative format Lack of adequate space to provide exam accommodations and Assistive Technology lab for students with disabilities Increase number of students taking on-line exams and the need for more computer workstation Inadequate space for Assistive Technology station to train students on new and innovative assistive technology Inadequate space for an assistive technology lab and to house adaptive equipment such as the Braille Embosser and the High Speed Scanner to provide students with disabilities the equal access to the universities programs and services A growing number of returning veterans with disabilities who are resistant to seek services through our office therefore the inability to meet their unique/individual needs Additional funding to be able to purchase and maintain the equipment and space needs Due to not being centralized, the need for additional student workers The need for a centralized location for Disability Services and Exam Services to be more efficient, effective and accessible to students with disabilities (in particular our students with mobility issues and students who are legally blind or visually impaired). In addition, may not have the need to add additional student workers due to Disability Services staff housed at one location The move to the new location in the middle of the Fall semester Need for mandatory ADA statement on all campus syllabi Mandatory ADA training for faculty on their role and responsibilities and the rights of our students regarding accommodations Campus-wide awareness of the new location once the office has relocated Increase in students with Asperger's Syndrome and psychiatric disabilities and the need to educate campus community regarding these types of disabilities

Closing the Loop (Plans for upcoming year) (Required)

Organize and coordinate a smooth transition to the new Disability Services (DS) Offices. This new location includes a centralized and more spacious office with an Assistive Technology (AT) Lab and an Exam Services (ES) Testing Center. The AT Lab is equipped with enough space to house the Braille Embosser, High Speed Scanner, SmartViews and various other equipment. Also included within the lab is a modest sized storage room. The ES Testing room includes 30 workstations (including adjustable workstations) and 3 private testing rooms. The workstations are set up with computers for on-line exams. Expand on the Universal Design Faculty Learning Community (UDFLC) to additional faculty in order to benefit all students. The concept of Universal Design (UD) expands its focus to a broader awareness of building courses for the diverse learners we have in our classrooms today. The new Accommodations Counselor position is closely evaluating the effectiveness of our current note-taking services. The Office of Civil Rights has recently ruled that it may be the student's responsibility to request services from fellow students but institutions are ultimately responsible for ensuring that those services are provided. The procedure for requesting the approved accommodation of a note-taker is that the student can obtain a copy of the lecture notes and/or slides from the professor or a student volunteer can be identified by announcing to the class that there is a student who needs an assistant to take notes (without the student being identified). The student can also opt to ask someone he/she already knows in the class. This procedure works very well in the beginning of the semester but tends to drop off sometime in mid-semester. The Accommodations Counselor is responsible for managing and overseeing this process. Ensure that the campus community is informed regarding our new location. DS is finalizing the facilitation and implementation of Student Learning Outcomes (L/O's). The three DS learning outcomes include: 1. After 1 year working with DS, students will be able to advocate for their disability related accommodation needs. 2. After 1 year working with DS, students will be able to access and utilize assistive technology software, hardware and/or auxiliary services. 3. After attending a DS presentation series workshop, students will be able to identify 3 methods to break down barriers encountered by people with disabilities. Be instrumental in the creation and implementation of ADA faculty training and moving toward a mandatory ADA syllabus statement.

Summary of Requested Resources (Optional)

At this time all the requested resources for planned actions have been included in the FY12 budget and the construction budget for the new facility.

Detailed Assessment Report 2010-2011 Health Center

Mission / Purpose

The University Health center is directed toward enhancing the educational process for students by treating illness, promoting optimal wellness, and enabling individuals to make informed decisions about their health related concerns.

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

O/O 1: Treat Illness

Treat short-term illnesses of students

Relevant Associations:

Standards

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.

3.3.1.2 Administrative Support Services

Strategic Plans

Texas A&M-Corpus Christi

1.4 Provide a supportive and safe campus environment

Related Measures

M 1: 'use of services' statistics

'Use of Service' statistics for the University Health Center

Source of Evidence: Activity volume

Target:

number of encounters increase with % increase of enrollment

Findings (2010-2011) - Target: Not Met

Health Center encounters decreased in FY11 by 14% compared to FY10. Enrollment increased by 5.9%. 2010-11 encounters = 5,846 + 1,495 Nurse line calls + 2,048 Pharmacy = 9,126 encounters 2009-10 encounters = 6,322 + 1,929 Nurse line calls + 2,407 Pharmacy = 10,658 encounters FY11 Pharmacy Yearly Summary New Prescriptions = 1,915 Refills = 133 Total = 2,048 The decrease in visits is likely related to personnel issues. After the Health Center Director left in FY10 there was an administrative reorganization. The Health and Counseling Centers now have one Executive Director for both centers with each center having an Associate Director who serves as the clinical manager in each clinic. After the merger in FY11, the Health Center had two long-term vacant positions due to failed searches for the Associate Director/Clinical manager position (one failed search/filled July 2011) and the full-time RN position (vacant for all of FY11/two failed searches/filled by temp nurse). In addition a half-time nurse practitioner left the university. This shortage of staff and the extra duties taken on by staff for the numerous searches would lead to decreased clinical visits.

Documents:

[2011 TAMUCC Student Enrollment Data\(2\)](#)

[2011 UHC Medicat Report - Appointments](#)

[2011 UHC Pharmacy Yearly report](#)

[FY10 UHC Medicat - FY10 Appointments for Comparison](#)

Related Action Plans (by Established cycle, then alpha):

competency improvement

Established in Cycle: 2007-2008

Work with staff on professional appearance, credential display, and assure they have the resources needed to perform at a high l...

plan educational/outreach events

Established in Cycle: 2007-2008

Once vacant positions are filled, begin planning of one or two events.

Additional Physical Space*Established in Cycle: 2008-2009*

Additional physical space needed for services

Advertising of UHC*Established in Cycle: 2008-2009*

Update and improve advertising of UHC Services

Fill Vacant RN Position*Established in Cycle: 2008-2009*

Fill Vacant RN position

Fill vacant Associate Director/Clinical Manager position*Established in Cycle: 2009-2010*

Fill vacant Associate Director/Clinical Manager position

Review goal to assess fit with new Executive Director's priorities*Established in Cycle: 2009-2010*

Review goal to assess fit with new Executive Director's priorities for the Health Center.

Assess objectives, measures and outcomes for fit with new priorities*Established in Cycle: 2010-2011*

Assess fit of objectives, measures and outcomes as first step to developing a 5 year strategic plan for the Counseling and Health...

For full information, see the *Action Plan Detail* section of this report.**M 2: percentage of population served**

percentage of the total student body utilizing services

Source of Evidence: Activity volume

Target:

% of total student body served increases by 2%

Findings (2010-2011) - Target: Not Met

In FY11, 24% of the total TAMUCC student population received services at the Health Center. This is a decrease of 4% from the previous year (FY10 = 28%). The decrease in visits is likely related to personnel issues. After the Health Center Director left in FY10 there was an administrative reorganization. The Health and Counseling Centers now have one Executive Director for both centers with each center having an Associate Director who serves as the clinical manager in each clinic. After the merger in FY11, the Health Center had two long-term vacant positions due to failed searches for the Associate Director/Clinical manager position (one failed search/filled July 2011) and the full-time RN position (vacant for all of FY11/two failed searches/filled by temp nurse). In addition a half-time nurse practitioner left the university. This shortage of staff and the extra duties taken on by staff for the numerous searches would lead to decreased clinical visits.

Documents:[2010 UHC Mediat Report - Appointments](#)[2011 TAMUCC Student Enrollment Data\(2\)](#)[2011 UHC Mediat Report - Appointments](#)**Related Action Plans (by Established cycle, then alpha):****competency improvement***Established in Cycle: 2007-2008*

Work with staff on professional appearance, credential display, and assure they have the resources needed to perform at a high l...

plan educational/outreach events*Established in Cycle: 2007-2008*

Once vacant positions are filled, begin planning of one or two events.

Additional Physical Space

Established in Cycle: 2008-2009
Additional physical space needed for services

Advertising of UHC

Established in Cycle: 2008-2009
Update and improve advertising of UHC Services

Community Resources

Established in Cycle: 2008-2009
Develop referral resources in the community

Fill Vacant RN Position

Established in Cycle: 2008-2009
Fill Vacant RN position

Review goal to assess fit with new Executive Director's priorities

Established in Cycle: 2009-2010
Review goal to assess fit with new Executive Director's priorities for the Health Center.

Assess objectives, measures and outcomes for fit with new priorities

Established in Cycle: 2010-2011
Assess fit of objectives, measures and outcomes as first step to developing a 5 year strategic plan for the Counseling and Health...

For full information, see the *Action Plan Detail* section of this report.

M 5: H1N1 Treatment

Treat patients exhibiting H1N1 symptoms. Provide Tamiflu to campus community on a prescription basis and communicate H1N1 statistics to Nueces County Health Department as required.

Source of Evidence: Activity volume

Target:

Treat patients exhibiting H1N1 symptoms. Provide Tamiflu to campus community on a prescription basis and communicate H1N1 statistics to Nueces County Health Department as required. Report total number of H1N1 cases this cycle.

Findings (2010-2011) - Target: Met

There were no confirmed H1N1 cases seen at the TAMUCC Health Center during FY11. Non confirmed flu-like illnesses and Influenza type A & B were treated. H1N1 statistics were reported to Nueces County Health Department as required.

Document:

[FY11 TAMUCC Yearly Flu Report](#)

Related Action Plans (by Established cycle, then alpha):

Community Resources

Established in Cycle: 2008-2009
Develop referral resources in the community

Review goal to assess fit with new Executive Director's priorities

Established in Cycle: 2009-2010
Review goal to assess fit with new Executive Director's priorities for the Health Center.

Assess objectives, measures and outcomes for fit with new priorities

Established in Cycle: 2010-2011
Assess fit of objectives, measures and outcomes as first step to developing a 5 year strategic plan for the Counseling and Health...

For full information, see the *Action Plan Detail* section of this report.

M 7: Health Center Survey - Satisfaction

Health Center survey satisfaction scores.

Source of Evidence: Client satisfaction survey (student, faculty)

Target:

Satisfaction \geq 75%

Findings (2010-2011) - Target: Not Met

Target not met due to lack of student response to the Health Center survey.

Related Action Plans (by Established cycle, then alpha):

Increase # satisfaction surveys completed \geq 50%

Established in Cycle: 2009-2010

Increase the number of satisfaction surveys completed by students by at least 50%.

This will require new system of delivery to ...

Review goal to assess fit with new Executive Director's priorities

Established in Cycle: 2009-2010

Review goal to assess fit with new Executive Director's priorities for the Health Center.

Assess objectives, measures and outcomes for fit with new priorities

Established in Cycle: 2010-2011

Assess fit of objectives, measures and outcomes as first step to developing a 5 year strategic plan for the Counseling and Health...

For full information, see the *Action Plan Detail* section of this report.

M 9: Noel Levitz survey item

Noel Levitz Health Center item "The staff in the health services department area are competent"

Source of Evidence: Client satisfaction survey (student, faculty)

Target:

satisfaction \geq national score

Document:

[2010 Noel Levitz - Health Services question](#)

Findings (2010-2011) - Target: Not Reported This Cycle

FY11 data not available. Survey is conducted every two years.

Related Action Plans (by Established cycle, then alpha):

competency improvement

Established in Cycle: 2007-2008

Work with staff on professional appearance, credential display, and assure they have the resources needed to perform at a high l...

Additional Physical Space

Established in Cycle: 2008-2009

Additional physical space needed for services

Advertising of UHC

Established in Cycle: 2008-2009

Update and improve advertising of UHC Services

Fill Vacant RN Position

Established in Cycle: 2008-2009

Fill Vacant RN position

Fill vacant Associate Director/Clinical Manager position

Established in Cycle: 2009-2010

Fill vacant Associate Director/Clinical Manager position

Review goal to assess fit with new Executive Director's priorities

Established in Cycle: 2009-2010

Review goal to assess fit with new Executive Director's priorities for the Health Center.

For full information, see the *Action Plan Detail* section of this report.

M 10: Graduating student survey

Graduating Student Survey item #54 "The quality of care offered by the health center"

Source of Evidence: Client satisfaction survey (student, faculty)

Target:

Quality of care >= 75%

Findings (2010-2011) - Target: Met

Quality of care = 84.6% This is an increase of 3.1% (p=.310). The Graduating Student Survey asks recently graduated students about their perception of the quality of care at the Health Center with question 53 - The quality of care offered by the Health Center.

Documents:

[FY11 Graduating Student Survey](#)

[FY11 Graduating Student Survey\(2\)](#)

Related Action Plans (by Established cycle, then alpha):

competency improvement

Established in Cycle: 2007-2008

Work with staff on professional appearance, credential display, and assure they have the resources needed to perform at a high l...

Additional Physical Space

Established in Cycle: 2008-2009

Additional physical space needed for services

Fill Vacant RN Position

Established in Cycle: 2008-2009

Fill Vacant RN position

Fill vacant Associate Director/Clinical Manager position

Established in Cycle: 2009-2010

Fill vacant Associate Director/Clinical Manager position

Review goal to assess fit with new Executive Director's priorities

Established in Cycle: 2009-2010

Review goal to assess fit with new Executive Director's priorities for the Health Center.

For full information, see the *Action Plan Detail* section of this report.

O/O 2: Promote wellness

Promote wellness with educational and medical services

Relevant Associations:

Standards

CAS- Council for the Advancement of Standards in Higher Education

2.1 knowledge acquisition, integration, construction, and application

2.3 intrapersonal development

2.6 practical competence

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.

3.3.1.2 Administrative Support Services

Strategic Plans

Texas A&M-Corpus Christi

1.4 Provide a supportive and safe campus environment

Related Measures

M 2: percentage of population served

percentage of the total student body utilizing services

Source of Evidence: Activity volume

Target:

% of total student body served increases by 2%

Document:

[2009 UHC Medicat Report - Appointments for comparison](#)

Findings (2010-2011) - Target: Not Met

In FY11, 24% of the total TAMUCC student population received services at the Health Center. This is a decrease of 4% from the previous year (FY10 = 28%). The decrease in visits is likely related to personnel issues. After the Health Center Director left in FY10 there was an administrative reorganization. The Health and Counseling Centers now have one Executive Director for both centers with each center having an Associate Director who serves as the clinical manager in each clinic. After the merger in FY11, the Health Center had two long-term vacant positions due to failed searches for the Associate Director/Clinical manager position (one failed search/filled July 2011) and the full-time RN position (vacant for all of FY11/two failed searches/filled by temp nurse). In addition a half-time nurse practitioner left the university. This shortage of staff and the extra duties taken on by staff for the numerous searches would lead to decreased clinical visits.

Related Action Plans (by Established cycle, then alpha):

competency improvement

Established in Cycle: 2007-2008

Work with staff on professional appearance, credential display, and assure they have the resources needed to perform at a high l...

plan educational/outreach events

Established in Cycle: 2007-2008

Once vacant positions are filled, begin planning of one or two events.

Additional Physical Space

Established in Cycle: 2008-2009

Additional physical space needed for services

Advertising of UHC

Established in Cycle: 2008-2009

Update and improve advertising of UHC Services

Fill Vacant RN Position

Established in Cycle: 2008-2009

Fill Vacant RN position

Assess objectives, measures and outcomes for fit with new priorities

Established in Cycle: 2010-2011

Assess fit of objectives, measures and outcomes as first step to developing a 5 year strategic plan for the Counseling and Healt...

For full information, see the *Action Plan Detail* section of this report.

M 3: stats of flu vaccine

participation statistics of flu vaccine

Source of Evidence: Activity volume

Target:

15% increase in availability of vaccine and student participation

Findings (2010-2011) - Target: Met

Available flu vaccines for FY11: 400 doses. All of these 400 flu vaccines were provided at no charge to students. This is a 33% increase over FY10. Vaccines were made available first by inviting our high-risk patients into the clinics to receive the vaccination and then by holding flu clinics with students who live in on-campus housing, with student-athletes, and with nursing. Remaining vaccines were given out by holding clinics in the University Center. In addition, approximately 100 faculty and staff

members were vaccinated through (4) clinics held by contracted services (i.e., Walgreens and CVS).

Documents:

[FY11 Flu Clinics for Faculty-Staff](#)
[FY11 UHC Flu vaccine order](#)

Related Action Plans (by Established cycle, then alpha):

Additional Physical Space

Established in Cycle: 2008-2009

Additional physical space needed for services

Advertising of UHC

Established in Cycle: 2008-2009

Update and improve advertising of UHC Services

Community Resources

Established in Cycle: 2008-2009

Develop referral resources in the community

Fill Vacant RN Position

Established in Cycle: 2008-2009

Fill Vacant RN position

create community partnership to help provide vaccines to students

Established in Cycle: 2009-2010

Create on community partnership that can be used to provide, free if possible, vaccines to TAMUCC students.

Review goal to assess fit with new Executive Director's priorities

Established in Cycle: 2009-2010

Review goal to assess fit with new Executive Director's priorities for the Health Center.

Assess objectives, measures and outcomes for fit with new priorities

Established in Cycle: 2010-2011

Assess fit of objectives, measures and outcomes as first step to developing a 5 year strategic plan for the Counseling and Health...

For full information, see the *Action Plan Detail* section of this report.

M 4: H1N1 Preparation & Outreach

Ordering of H1N1 supplies, training staff, educating campus community in preparation for the anticipated H1N1 outbreak.

Source of Evidence: Activity volume

Target:

Order appropriate number of H1N1 vaccine to meet campus need for students, faculty, and staff. Order hand sanitizer to use in outreach activities. Conduct a minimum of 8 educational outreach programs to faculty, staff, and students including residence life and athletes.

Findings (2010-2011) - Target: Not Reported This Cycle

An H1N1 outbreak was not anticipated, nor an issue during the FY11 year.

Related Action Plans (by Established cycle, then alpha):

Community Resources

Established in Cycle: 2008-2009

Develop referral resources in the community

Review goal to assess fit with new Executive Director's priorities

Established in Cycle: 2009-2010

Review goal to assess fit with new Executive Director's priorities for the Health Center.

Assess objectives, measures and outcomes for fit with new priorities

Established in Cycle: 2010-2011

Assess fit of objectives, measures and outcomes as first step to developing a 5 year strategic plan for the Counseling and Health...

For full information, see the *Action Plan Detail* section of this report.

O/O 3: Teach to make informed decisions

Assist students in making informed decisions about their health care needs.

Relevant Associations:

Standards

CAS- Council for the Advancement of Standards in Higher Education

2.1 knowledge acquisition, integration, construction, and application

2.3 intrapersonal development

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.

3.3.1.2 Administrative Support Services

Strategic Plans

Texas A&M-Corpus Christi

1.3 Promote lifelong learning and global citizenship.

1.4 Provide a supportive and safe campus environment

Related Measures

M 4: H1N1 Preparation & Outreach

Ordering of H1N1 supplies, training staff, educating campus community in preparation for the anticipated H1N1 outbreak.

Source of Evidence: Activity volume

Target:

Order appropriate number of H1N1 vaccine to meet campus need for students, faculty, and staff. Order hand sanitizer to use in outreach activities. Conduct a minimum of 8 educational outreach programs to faculty, staff, and students including residence life and athletes.

Findings (2010-2011) - Target: Not Reported This Cycle

An H1N1 outbreak was not anticipated, nor an issue during the FY11 year.

Related Action Plans (by Established cycle, then alpha):

Assess objectives, measures and outcomes for fit with new priorities

Established in Cycle: 2010-2011

Assess fit of objectives, measures and outcomes as first step to developing a 5 year strategic plan for the Counseling and Health...

For full information, see the *Action Plan Detail* section of this report.

M 6: Cholesterol & Glucose Screening Outreach

Conduct cholesterol and glucose screenings and provide educational outreach to campus community on health risk.

Source of Evidence: Activity volume

Target:

Conduct 50 cholesterol and glucose screenings and consultations for faculty, staff, and students.

Findings (2010-2011) - Target: Not Met

No cholesterol or glucose screenings were offered to faculty, staff or students at the Annual Wellness Expo this year. Generally every year the Health Center staff take part in the Wellness Expo on campus. The Health Center did not participate this year due primarily to the Health Center not being fully staffed and the need for existing staff to focus on seeing patients.

Related Action Plans (by Established cycle, then alpha):

Community Resources*Established in Cycle: 2008-2009*

Develop referral resources in the community

Review goal to assess fit with new Executive Director's priorities*Established in Cycle: 2009-2010*

Review goal to assess fit with new Executive Director's priorities for the Health Center.

Assess objectives, measures and outcomes for fit with new priorities*Established in Cycle: 2010-2011*

Assess fit of objectives, measures and outcomes as first step to developing a 5 year strategic plan for the Counseling and Health...

For full information, see the *Action Plan Detail* section of this report.**M 8: Health Center Survey - Learning**

Health Center Survey - I learned something during my visit to the Health Center.

Source of Evidence: Evaluations

Target:

Health Center Survey - I learned something during my visit to the Health Center = 75% learned something.

Findings (2010-2011) - Target: Not Met

Target not met due to lack of student response to the Health Center survey.

Related Action Plans (by Established cycle, then alpha):**Increase # satisfaction surveys completed >= 50%***Established in Cycle: 2009-2010*

Increase the number of satisfaction surveys completed by students by at least 50%. This will require new system of delivery to ...

Review goal to assess fit with new Executive Director's priorities*Established in Cycle: 2009-2010*

Review goal to assess fit with new Executive Director's priorities for the Health Center.

Assess objectives, measures and outcomes for fit with new priorities*Established in Cycle: 2010-2011*

Assess fit of objectives, measures and outcomes as first step to developing a 5 year strategic plan for the Counseling and Health...

For full information, see the *Action Plan Detail* section of this report.**Action Plan Detail for This Cycle (by Established cycle, then alpha)****competency improvement**

Work with staff on professional appearance, credential display, and assure they have the resources needed to perform at a high level. This would include professional development.

Established in Cycle: 2007-2008**Implementation Status:** Finished**Priority:** Low**Relationships (Measure | Outcome/Objective):****Measure:** Noel Levitz survey item | **Outcome/Objective:** Treat Illness**Measure:** Graduating student survey | **Outcome/Objective:** Treat Illness**Measure:** percentage of population served | **Outcome/Objective:** Promote wellness

| Treat Illness

Measure: 'use of services' statistics | **Outcome/Objective:** Treat Illness**Implementation Description:** August 2010**Completion Date:** 07/2010**Responsible Person/Group:** Director, University Health Center

Additional Resources: travel; continuing education funding

Document:

[2010 Noel Levitz - Health Services question](#)

plan educational/outreach events

Once vacant positions are filled, begin planning of one or two events.

Established in Cycle: 2007-2008

Implementation Status: Finished

Priority: Medium

Relationships (Measure | Outcome/Objective):

Measure: percentage of population served | **Outcome/Objective:** Promote wellness

| Treat Illness

Measure: 'use of services' statistics | **Outcome/Objective:** Treat Illness

Implementation Description: August 2009

Completion Date: 07/2009

Responsible Person/Group: Director University Health Center

Additional Physical Space

Additional physical space needed for services

Established in Cycle: 2008-2009

Implementation Status: Terminated

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Noel Levitz survey item | **Outcome/Objective:** Treat Illness

Measure: Graduating student survey | **Outcome/Objective:** Treat Illness

Measure: percentage of population served | **Outcome/Objective:** Promote wellness

| Treat Illness

Measure: stats of flu vaccine | **Outcome/Objective:** Promote wellness

Measure: 'use of services' statistics | **Outcome/Objective:** Treat Illness

Completion Date: 07/2012

Responsible Person/Group: Director, Health Center

Document:

[2010 TAMUCC Student Enrollment data](#)

Advertising of UHC

Update and improve advertising of UHC Services

Established in Cycle: 2008-2009

Implementation Status: On-Hold

Priority: Medium

Relationships (Measure | Outcome/Objective):

Measure: Noel Levitz survey item | **Outcome/Objective:** Treat Illness

Measure: percentage of population served | **Outcome/Objective:** Promote wellness

| Treat Illness

Measure: stats of flu vaccine | **Outcome/Objective:** Promote wellness

Measure: 'use of services' statistics | **Outcome/Objective:** Treat Illness

Completion Date: 07/2010

Responsible Person/Group: Directot, Health Center, need the assistance of UHC Staff to provide outreach activities

Community Resources

Develop referral resources in the community

Established in Cycle: 2008-2009

Implementation Status: In-Progress

Priority: Medium

Relationships (Measure | Outcome/Objective):

Measure: Cholesterol & Glucose Screening Outreach | **Outcome/Objective:** Teach to make informed decisions

Measure: H1N1 Preparation & Outreach | **Outcome/Objective:** Promote wellness

Measure: H1N1 Treatment | **Outcome/Objective:** Treat Illness

Measure: percentage of population served | **Outcome/Objective:** Treat Illness

Measure: stats of flu vaccine | **Outcome/Objective:** Promote wellness

Completion Date: 07/2010

Responsible Person/Group: Director, Health Center

Fill Vacant RN Position

Fill Vacant RN position

Established in Cycle: 2008-2009

Implementation Status: In-Progress

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Noel Levitz survey item | **Outcome/Objective:** Treat Illness

Measure: Graduating student survey | **Outcome/Objective:** Treat Illness

Measure: percentage of population served | **Outcome/Objective:** Promote wellness

| Treat Illness

Measure: stats of flu vaccine | **Outcome/Objective:** Promote wellness

Measure: 'use of services' statistics | **Outcome/Objective:** Treat Illness

Implementation Description: 11/2009

Completion Date: 10/2009

Responsible Person/Group: Director, Health Center

Budget Amount Requested: 45000

Document:

[2010 TAMUCC Student Enrollment data](#)

Create 1 new outreach programming learning outcome measure

Create 1 new outreach programming learning outcome measure

Established in Cycle: 2009-2010

Implementation Status: Planned

Priority: Medium

Completion Date: 08/2011

Responsible Person/Group: Director of University Health Center

Additional Resources: 0

Budget Amount Requested: 0

create community partnership to help provide vaccines to students

Create on community partnership that can be used to provide, free if possible, vaccines to TAMUCC students.

Established in Cycle: 2009-2010

Implementation Status: Finished

Priority: Medium

Relationships (Measure | Outcome/Objective):

Measure: stats of flu vaccine | **Outcome/Objective:** Promote wellness

Completion Date: 04/2011

Responsible Person/Group: Director, University Health Center

Additional Resources: 0

Budget Amount Requested: 0

Fill vacant Associate Director/Clinical Manager position

Fill vacant Associate Director/Clinical Manager position

Established in Cycle: 2009-2010

Implementation Status: Finished

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Noel Levitz survey item | **Outcome/Objective:** Treat Illness
Measure: Graduating student survey | **Outcome/Objective:** Treat Illness
Measure: 'use of services' statistics | **Outcome/Objective:** Treat Illness

Completion Date: 03/2011

Responsible Person/Group: Director of Health Center

Additional Resources: 0

Budget Amount Requested: 0

Increase # satisfaction surveys completed >= 50%

Increase the number of satisfaction surveys completed by students by at least 50%. This will require new system of delivery to students.

Established in Cycle: 2009-2010

Implementation Status: Terminated

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Health Center Survey - Learning | **Outcome/Objective:** Teach to make informed decisions

Measure: Health Center Survey - Satisfaction | **Outcome/Objective:** Treat Illness

Completion Date: 04/2011

Responsible Person/Group: Director of University Health Center

Additional Resources: 0

Budget Amount Requested: 0

Review goal to assess fit with new Executive Director's priorities

Review goal to assess fit with new Executive Director's priorities for the Health Center.

Established in Cycle: 2009-2010

Implementation Status: Finished

Priority: Medium

Relationships (Measure | Outcome/Objective):

Measure: Noel Levitz survey item | **Outcome/Objective:** Treat Illness

Measure: Cholesterol & Glucose Screening Outreach | **Outcome/Objective:** Teach to make informed decisions

Measure: Graduating student survey | **Outcome/Objective:** Treat Illness

Measure: H1N1 Preparation & Outreach | **Outcome/Objective:** Promote wellness

Measure: H1N1 Treatment | **Outcome/Objective:** Treat Illness

Measure: Health Center Survey - Learning | **Outcome/Objective:** Teach to make informed decisions

Measure: Health Center Survey - Satisfaction | **Outcome/Objective:** Treat Illness

Measure: percentage of population served | **Outcome/Objective:** Treat Illness

Measure: stats of flu vaccine | **Outcome/Objective:** Promote wellness

Measure: 'use of services' statistics | **Outcome/Objective:** Treat Illness

Completion Date: 04/2011

Responsible Person/Group: Director, University Health Center

Additional Resources: 0

Budget Amount Requested: 0

Assess objectives, measures and outcomes for fit with new priorities

Assess fit of objectives, measures and outcomes as first step to developing a 5 year strategic plan for the Counseling and Health Centers as both are now administratively under one Executive Director.

Established in Cycle: 2010-2011

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Cholesterol & Glucose Screening Outreach | **Outcome/Objective:** Teach to make informed decisions

Measure: H1N1 Preparation & Outreach | **Outcome/Objective:** Promote wellness | Teach to make informed decisions

Measure: H1N1 Treatment | **Outcome/Objective:** Treat Illness

Measure: Health Center Survey - Learning | **Outcome/Objective:** Teach to make informed decisions

Measure: Health Center Survey - Satisfaction | **Outcome/Objective:** Treat Illness

Measure: percentage of population served | **Outcome/Objective:** Promote wellness

| Treat Illness

Measure: stats of flu vaccine | **Outcome/Objective:** Promote wellness

Measure: 'use of services' statistics | **Outcome/Objective:** Treat Illness

Completion Date: 08/2012

Responsible Person/Group: Carla Berkich

Additional Resources: None

Budget Amount Requested: 0

Analysis Questions and Analysis Answers

What specifically did your assessments show regarding proven strengths or progress you made on outcomes/objectives?

Our assessments indicate that we are strong in providing preventive care to students (i.e. flu vaccinations, STD/HIV screenings, HPV vaccinations) and that students are thinking more positively about the quality of care offered at the Health Center (graduating survey).

What specifically did your assessments show regarding any outcomes/objectives that will require continued attention?

We only met 3 of our 9 objectives. I believe this indicates that the goals we have listed in WEAVE may be outdated or no longer appropriate for the Health Center. Our assessments indicate it is important for us to review all goals, objectives, outcomes and priorities of the Health Center to identify what is most appropriate given the reorganization of the Health Center last year. There is a need for more physical space in the Health Center along with need for additional provider time. As the University grows and with the limited resources of the Health Center, the Health Center is providing services to a smaller percentage of the student population. There are times when patients are turned away due to lack of provider time and space. More focus is needed on planning for additional staffing and physical space to allow the Health Center to meet the needs of the campus community. More focus is also needed on providing more outreach. It is also important for the Health Center to focus more on soliciting the opinions of students with respect to their health care needs and their satisfaction with current Health Center services.

Annual Report Section Responses

Executive Summary: Year in Review (Required)

Highlights and Accomplishments · 33% increase in flu vaccine availability and student participation in multiple vaccination clinics. 400 vaccines were ordered and provided at no charge to students. In addition, approximately 100 faculty and staff were vaccinated through contracted community services. · 84.6% of the graduating students reported they were satisfied with 'The Quality of Care offered by the Health Center'. This is a 3.1% increase over last year. · In July 2011, Zelda Chacon was hired as Associate Director and Clinical Manager for the Health Center. · Formed new partnership with the Nueces County Health Department STD Clinic to offer free STD and HIV screenings to students. · Formed new partnership with the South Texas Family Planning and Health Corporation to provide free HPV vaccines to students. Multiple clinics were held on campus. · The Coastal Bend AIDs Foundation (CBAF) came to Health Center 2-4 times a month during the year to offer free STD/HIV screening to students. · Held weekly Medcat trainings during the summer semesters to improve efficiency and level of comfort with the Electronic Medical Records system. · Revised charting and billing system to improve accuracy of charting and billing of services by creating a TAMUCC Health Center Medical Superbill. · Gained new storage space in another building which allowed us to create a new conference room in the Health Center.

Document:

[2010-11 UHC Annual Report](#)

Accomplishments of Administrative and Academic Support Entities

Clinical Programs and Services Clinical Services Provided Medical Clinic · The University Health Center's primary emphasis is on the treatment of acute illnesses and minor injuries, preventive health care and health education. Services include: · Acute Care Medical Clinic: Physicians, family

nurse practitioners and registered nurses provide care for acute illnesses and minor injuries. Students with specialized or long-term health care needs are referred back to their own primary care provider or to local community providers.

- Ask-a-Nurse Line: Students can call (361) 825-5735 for advice on caring for minor ailments and the use of over-the-counter medications. The Ask-a-Nurse Line is staffed by registered nurses during University business hours.
- Women's Health Clinic: The Women's Clinic offers gynecological services, contraception counseling and prescriptions, and other primary care services related to women's health.
- Laboratory Services: Some lab services are provided on-site, but most are sent out to a local laboratory. Services are provided at a reduced cost or students may use their insurance pay for services.
- Pharmacy Services: The Health Center has a Class A Pharmacy where students can fill prescriptions at a reduced rate. Prescriptions are filled with generic medications unless otherwise requested.
- Preventive Medicine: Services include immunizations and tuberculin skin testing; physicals; vision and hearing screenings; contraception, STD and HIV screenings, and educational consultations on nutrition, weight management, smoking cessation and substance abuse. Allergy injections can also be given at the Health Center but students must provide serum and care orders from their allergist.
- Referrals to Community Providers: Students may be referred to community providers for labs, radiology, and specialized or long-term health care needs. Students are responsible for any charges incurred by outside agencies. The University accepts no responsibility for payment of any student's medical, surgical or ambulance expenses.

PROGRAM Participation/Statistics for Clinical Health Services UHC Encounters by Year 2008-2009 2009-2010 2010-2011 UHC Encounters 15,565 (H1N1) 10,658 9126 UHC Contacts with Providers Provider 2008-2009 2009-2010 2010-2011 Physicians 628 768 628 Family Nurse Practitioners 2020 2,558 2233 Registered Nurses 5975 2,710 2722 Phone Triage (RNs) 4731 2,215 1495 Pharmacy 2211 2,407 2,048 Total 15,565 10,658 9126 Clients by Gender (based on medical office visits) Description 2008-2009 2009-2010 2010-2011 Males 28% 30% 30% Females 72% 70% 70% Clients by Age (based on medical office visits) Description 2008-2009 2009-2010 2010-2011 <18 0% 0.04% 0.01% 18-19 1% 12% 10% 20-24 66% 60% 58% 25-29 20% 17% 16% 30-39 9% 7% 8% 40+ 4% 5% 8% Clients by Ethnicity (based on medical office visits) Description 2008-2009 2009-2010 2010-2011 American Indian/Alaskan Native 1% 0.8% 0.5% Asian 3% 3% 2% African American/Black 6% 6% 5% Hispanic/Latino 28% 32% 30% White 52% 49% 43% Other NA 0.1% 0.08% Two or more 7% 8% 7% Unknown 3% 1% 11% Clients by College (based on medical office visits) Description 2008-2009 2009-2010 2010-2011 Liberal Arts 19% 19% 23% Business 14% 13% 13% Education 24% 21% 27% Nursing and Health Sciences 17% 18% 1% Science and Technology 18% 18% 22% Undecided 1% 0.6% 0.02% Unknown 1% 0.1% 13% Clients by Classification (based on medical office visits) Description 2008-2009 2009-2010 2010-2011 Freshman 7% 12% 9% Sophomore 10% 15% 12% Junior 11% 15% 15% Senior 48% 38% 44% Graduate 21% 13% 17% Unknown 3% 7% 3% Diagnosis Summary (based on medical office visits) Diagnostic Grouping 2009-2010 2010-2011 Health & Wellness Promotion 3303 17% 1005 Cardiovascular 129 0% Dermatology 545 5% 312 Ear, Nose Throat 1287 7% 433 Endocrinology 207 0% Gastroenterology 273 2% 97 Genitourinary 340 2% 126 Gynecology 719 6% 337 Infectious Disease 204 25% 1435 Neuromuscular 236 6% 342 Ophthalmology 87 0% Orthopedic Trauma 112 2% 111 Psychiatry 252 0.1% 7 Respiratory 802 8% 493 Ungrouped 1,703 20% 1148 Total 10,199 5846 Outreach Activity · Athletic Physicals occur at the beginning of every year. The athletic department used our facility to perform physicals on all of the University's Student Athletes (August 2010) · Presentation to Student Athletics (August 2010) · Presentation to ESLI and International Students (August 2010 and January 2011) · Multiple flu clinics for students (free vaccinations) (September 2010) · Sponsored flu clinics for faculty and staff which were provided by local pharmacies (September through November 2010) · Sponsored HPV clinic for students provided by South Texas Family Planning and Health Corporation. Students received free injections of vaccine Gardasil. (October 2010) · Sponsored STD/HIV screenings by Coastal Bend AIDs Foundation (CBAF) (Spring and Summer semesters) · Sponsored STD/HIV screenings by Nueces County Health Department (throughout fiscal year) · Nursing Student Orientation (May 2011) · Passport to the Island (May 2011) · Paint the Island Pink (July 2011) · Safe Living Presentations (at all summer 2011 orientations) Facilities · Obtained space in the Driftwood Building to store archived paper medical charts. Charts are double locked and separated from other departments. A card reader lock is used to increase security of records. Professional Staff Laura Alexander, NP Nurse Practitioner Carla Berkich, Ph.D. Executive Director, Health and Counseling Centers Kristi Callis, CMA Medical Assistant Elsie DeLeon, RN, BSN RN – Staff Nurse Irene Kernan, RN, BSN RN – Staff Nurse Christina Pimentel, CMA Medical Assistant Vacant RN – Staff Nurse Contract Employee Coastal Bend Family Medicine (0.2 FTE) Dr. David Vanderheiden, D.O. Physician Dr. T. Hamisch, D.O. Physician Eligio Saenz Lead Pharmacist (0.2 FTE) Bill DeFractus Pharmacist (0.2 FTE) New Hires Zeldia Chacon, NP Associate Director Hire Date: 7/6/2011 Departures Rhonda Puente Business Support Specialist I Departure: 9/6/2011 Staff Professional Activities Professional Affiliations American College Health Association (institutional member) American Association of

Diabetes Educators (Chacon) Association for University College Counseling Center Directors (AUCCCD) (Berkich) Professional Development · American College Health Association Regional Meeting (October 2010) (Berkich) · Monthly Student Affairs Staff Developments (all staff) · Medcat Conferences (2 hour trainings weekly May 2011 through August 2011) (all staff) · 7th Annual Summer Conference on Emergency Medicine, Napa, California (June 2011) (Alexander) · Learning Outcome Presentation by Amanda Drum (January 2011) · CPR for Health Providers recertification (March 2011) (all staff)

Documents:

[2009 UHC Medcat Report - Appointments for comparison](#)
[2009-2010 UHC Annual Report](#)
[2010 ProPharm - Pharmacy usage](#)
[2010 UHC Medcat Report - Appointments](#)
[2010 UHC Medcat Report - Appt by Age](#)
[2010 UHC Medcat Report - Appt by Appt Complexity](#)
[2010 UHC Medcat Report - Appt by Appt type](#)
[2010 UHC Medcat Report - Appt by College](#)
[2010 UHC Medcat Report - Appt by College Year](#)
[2010 UHC Medcat Report - Appt by Ethnicity](#)
[2010 UHC Medcat Report - Appt by Gender](#)
[2010 UHC Medcat Report - Appt by Provider](#)
[2010 UHC Medcat Report - Diagnoses by Category](#)
[2010-11 UHC Annual Report](#)
[2011 TAMUCC Student Enrollment Data\(2\)](#)
[2011 UHC Medcat Report - Appointments](#)
[FY10 UHC Medcat - FY10 Appointments for Comparison](#)
[FY11 UHC Medcat - by Academic Classification](#)
[FY11 UHC Medcat - by Age](#)
[FY11 UHC Medcat - by Appointment Type](#)
[FY11 UHC Medcat - by College](#)
[FY11 UHC Medcat - by Diagnosis](#)
[FY11 UHC Medcat - by Ethnicity](#)
[FY11 UHC Medcat - by Full - Part-time Student Status-1](#)
[FY11 UHC Medcat - by Gender](#)
[FY11 UHC Medcat - by Provider](#)
[FY11 UHC Medcat Report - NP Appointments](#)
[FY11 UHC Medcat Report - Nursing Appointments](#)
[FY11 UHC Medcat Report - Physician Appointments](#)

Teaching Results/ Accomplishments

FY11: Not applicable.

Research/Scholar Activity Accomplishment

FY11: Not applicable.

Public/Community Service

FY11: None

Anticipated Challenges (Required)

1. Need for additional professional staff. The Health Center will continue to experience a shortage of personnel as the University grows. The acuity of patients has risen and will demand additional RN staff to carry out the provider's orders. 2. Increased physical space. As the Health Center increases in staff, the Health Center will need more physical space to be able to continue to meet student need. 2. Providing services to distance learning students. As our University focuses on serving distance learning students, it is important for us to develop new strategies of marketing and providing our services so they are accessible to online and distance learning students. 3. Over the next 5 years, develop a single strategic plan for Counseling and Health Centers as both are now under one Executive Director.

Closing the Loop (Plans for upcoming year) (Required)

Improve Assessment of Services - Focus on training staff regarding learning outcomes and developing a more sophisticated ways of measuring learning outcomes for our clinical and outreach services. Providing Services to Distance Learning Students. As our University focuses on serving distance learning students, it is important for us to develop new strategies of marketing and providing our services so they are accessible to online and distance learning students.

Develop a 5 year strategic plan for the Counseling and Health Centers as both are now under one Executive Director.

Summary of Requested Resources (Optional)

All funding needed for Action Plans has already been budgeted. No new resources are needed at this time.

Detailed Assessment Report 2010-2011 Judicial Affairs

Mission / Purpose

Judicial Affairs strives to provide a safe environment for learning by promoting civil and responsible behavior of students. The department endeavors to ensure fairness and facilitate educational experiences for students who participate in the judicial process.

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

SLO 1: Provide an educational experience.

Provide an educational experience for students who have been part of the judicial process.

Relevant Associations:

Standards

CAS- Council for the Advancement of Standards in Higher Education

1 Mission

2.1 knowledge acquisition, integration, construction, and application

14 Assessment and Evaluation

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

Strategic Plans

Texas A&M-Corpus Christi

1.3 Promote lifelong learning and global citizenship.

1.4 Provide a supportive and safe campus environment

Related Measures

M 4: Repeat offenders

Total number of students who do not receive a second Code of Conduct violation.

Source of Evidence: Activity volume

Target:

90% of students will not have second Code of Conduct violation.

Findings (2010-2011) - Target: Not Met

88.75% of students were only involved in one alleged violation.

Document:

[Sanction Rate and Repeat Offender Data 2010-2011](#)

Related Action Plans (by Established cycle, then alpha):

For full information, see the *Action Plan Detail* section of this report.

Initiate strategies to reduce repeat offenders

Established in Cycle: 2010-2011

Implement the following strategies: 1) Utilizing "disciplinary probation" more as a disincentive for repeat alleged violations. ...

M 5: Sanction Completion Rate

Sanction Completion Rate

Source of Evidence: Activity volume

Target:

75% of student violators complete all assigned sanction(s).

Findings (2010-2011) - Target: Not Met

67.1% of students completed all assigned actionable, past due sanctions.

Documents:

[Judicial - Sanction Completion Report 2010-2011](#)
[Sanction Rate and Repeat Offender Data 2010-2011](#)

Related Action Plans (by Established cycle, then alpha):For full information, see the *Action Plan Detail* section of this report.**Re-evaluate Assessment Method***Established in Cycle:* 2009-2010

Re-evaluate the need of a more effective measure for assessing sanctions completed by violators of the Student Code of Conduct...

Implement strategies to reduce the number of sanctions not completed.*Established in Cycle:* 2010-2011

The following strategies will be implemented: 1) Send out additional reminders of their due date to complete sanctions. 2) Two w...

M 6: Judicial Alcohol Sanction Course

Course results based on pre/post test analysis after the completion of the online Under the Influence course.

Source of Evidence: Faculty pre-test / post-test of knowledge mastery

Target:

Post test result greater than equal to 25% improvement.

Findings (2010-2011) - Target: Met

Post test was more than 25% improvement. There was a 26% improvement on the post test score.

Document:

[3rd Mil - UTI Outcome Report 2010-2011](#)

M 7: Judicial Marijuana Sanction Course

Course results based on pre/post test analysis after the completion of the online Marijuana 101 course.

Source of Evidence: Faculty pre-test / post-test of knowledge mastery

Target:

Post test results greater than or equal to 15% improvement.

Findings (2010-2011) - Target: Met

Post test results showed an 21% improvement.

Document:

[3rd Mil - Marijuana 101 Online Course Report 2010-2011](#)

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

O/O 2: Ensure fairness and due process.

Ensure fairness and due process for adjudicating hearings

Relevant Associations:**Standards****CAS- Council for the Advancement of Standards in Higher Education**

1 Mission

Southern Association of Colleges and Schools

3.9.1 Student Rights

Strategic Plans**Texas A&M-Corpus Christi**

1.3 Promote lifelong learning and global citizenship.

1.4 Provide a supportive and safe campus environment

Related Measures**M 1: Noel Levitz Survey Results - Fairness**

Noel Levitz Survey Results - Disciplinary Process Fairness

Source of Evidence: Client satisfaction survey (student, faculty)

Target:Disciplinary Process Fairness \geq national score.**Findings (2010-2011) - Target: Not Reported This Cycle**

The Noel-Levitz is conducted in even cycles only. Results will be available next cycle.

M 2: Graduating Student Survey - Fairness

Graduating Student Survey - Fairness of the judicial process.

Source of Evidence: Client satisfaction survey (student, faculty)

Target:Fairness of Judicial Process \geq 80%.**Findings (2010-2011) - Target: Met**

90% believed the judicial process was fair.

Document:[Graduating Student Survey](#)**O/O 3: Promote awareness of conduct expectations.**

Promote awareness of conduct expectations of TAMU-CC students

Relevant Associations:**Standards****CAS- Council for the Advancement of Standards in Higher Education**

1 Mission

Southern Association of Colleges and Schools

3.9.1 Student Rights

Strategic Plans**Texas A&M-Corpus Christi**

1.3 Promote lifelong learning and global citizenship.

Related Measures**M 3: NSSE Survey - Student Handbook**

NSSE Survey - Student Handbook provides needed information

Source of Evidence: Client satisfaction survey (student, faculty)

Target:Student Handbook provides needed information \geq 70% agreement.**Findings (2010-2011) - Target: Met**

Student Handbooks provided needed information: a.) Freshmen = 91% agreement and b.) Seniors = 89% agreement.

Document:[NSSE 2011 Survey Results - Student handbook](#)**M 8: Student Handbooks**

Distribution of Student Handbooks to students and new faculty members.

Source of Evidence: Activity volume

Target:

4000 copies of Student Handbook will be distributed

Findings (2010-2011) - Target: Met

4000 copies of the 2010-2011 Student Handbook & Code of Conduct were distributed to the following departments: Transfer Orientation, Bridge Program, Theater & Communication Class (Professor Don Luna), Career Services, Health Center, Counseling Center, Disability Services, University Center Student Activities, Women's Center, University Police Department, Freshmen Year Experience Instructors, New Faculty Orientation, Teaching Assistant Orientation (College of Science Technology), Student Services Center (Round Building), Rec Sports, Center for Academic Student Achievement, Wells Fargo Bank (campus branch), Employee Relations, Transfer Orientation, Office of International Education and University Housing. Handbooks were also distributed at Passport to the Island event in August.

Document:

[Student Handbook Distribution List 2010-2011](#)

Action Plan Detail for This Cycle (by Established cycle, then alpha)

Learning Outcomes

Develop 2-3 learning outcomes for Judicial Affairs.

Established in Cycle: 2009-2010

Implementation Status: Finished

Priority: High

Completion Date: 03/2011

Responsible Person/Group: Assistant Dean of Students and Student Conduct Officer

Budget Amount Requested: 0

Document:

[Judicial - Learning Outcomes Assessment Framework](#)

Office space and IT request

Request additional office space in the University Center to accommodate the new Student Conduct Officer(SCO) position and funding to purchase a new computer and printer for this new staff person.

Established in Cycle: 2009-2010

Implementation Status: Finished

Priority: High

Completion Date: 08/2010

Responsible Person/Group: Assistant Dean of Students

Additional Resources: Funding to purchase a new computer and printer for the SCO.

Budget Amount Requested: 1200

Re-evaluate Assessment Method

Re-evaluate the need of a more effective measure for assessing sanctions completed by violators of the Student Code of Conduct.

Established in Cycle: 2009-2010

Implementation Status: In-Progress

Priority: Medium

Relationships (Measure | Outcome/Objective):

Measure: Sanction Completion Rate | **Outcome/Objective:** Provide an educational experience.

Completion Date: 05/2011

Responsible Person/Group: Associate Dean of Students and the Student Conduct Officer

Additional Resources: none

Budget Amount Requested: 0

Student Conduct Officer Position

Hire a new Student Conduct Officer.

Established in Cycle: 2009-2010

Implementation Status: Finished

Priority: High

Implementation Description: *Post job announcement for the Student Conduct Officer on various student affairs professional organizations web site. *Appoint search committee to review and select a qualified candidate * Extend offer to candidate for start date December 2010 or January 2011.

Completion Date: 12/2010

Responsible Person/Group: Assistant Dean of Students

Additional Resources: Salary/benefits for new position. Also, funding to conduct phone and on-campus interviews(airfare, hotel, per diem, etc.) for the Student Conduct Officer position.

Budget Amount Requested: 59300

Student Conduct Satisfaction Survey

Revise and implement a student conduct satisfaction survey for students who go through the student conduct process.

Established in Cycle: 2009-2010

Implementation Status: Finished

Priority: High

Implementation Description: Online survey instrument

Completion Date: 01/2011

Responsible Person/Group: Associate Dean of Students

Additional Resources: We need an online survey instrument for students to use for convenience.

Budget Amount Requested: 500

Document:

[Student Conduct Surveys 2011](#)

Student Handbook Survey

Develop and implement a survey to determine students satisfaction and use of the Student Handbooks.

Established in Cycle: 2009-2010

Implementation Status: In-Progress

Priority: Medium

Completion Date: 02/2011

Responsible Person/Group: Assistant Dean of Students

Additional Resources: Online survey instrument

Budget Amount Requested: 500

Delete

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Established in Cycle: 2010-2011

Implementation Status: Terminated

Priority: High

Completion Date: 09/2011

Delete

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Established in Cycle: 2010-2011

Implementation Status: Terminated

Priority: High

Completion Date: 09/2011

Implement strategies to reduce the number of sanctions not completed.

The following strategies will be implemented: 1) Send out additional reminders of their due date to complete sanctions. 2) Two weeks prior to the first date of registration, sending another failure to comply reminder.

Established in Cycle: 2010-2011

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Sanction Completion Rate | **Outcome/Objective:** Provide an educational experience.

Completion Date: 10/2011

Responsible Person/Group: Associate Dean of Students & Student Conduct Officer

Initiate strategies to reduce repeat offenders

Implement the following strategies: 1) Utilizing "disciplinary probation" more as a disincentive for repeat alleged violations. 2) Informing students who have been found responsible that future violations may carry additional consequences. 3) The newly created assessment tool may provide valuable perception of the code of conduct process.

Established in Cycle: 2010-2011

Implementation Status: Planned

Priority: Medium

Relationships (Measure | Outcome/Objective):

Measure: Repeat offenders | **Outcome/Objective:** Provide an educational experience.

Completion Date: 07/2012

Responsible Person/Group: Associate Dean of Students & Student Conduct Officer

Additional Resources: Survey Monkey

Analysis Questions and Analysis Answers

What specifically did your assessments show regarding proven strengths or progress you made on outcomes/objectives?

The Graduate Student Survey showed that 90% surveyed felt the judicial process was fair. This is an increase of 3% from the previous year and it also met the assigned goal. The NSSE also showed an increase indicating students felt the handbook provided needed information. The 3rd Millennium Under the Influence online course assessment showed a 26% increase between the pre-test and post-test scores and it exceeded our set goal. The 3rd Millennium Marijuana online course assessment showed a 21% increase between pre-test and post-test scores and it exceeded our set goal as well. Four thousand copies of The Student Handbook were distributed to offices across the campus and others provided individually, which met the set goal. The Office of Student Affairs distributed all printed handbooks prior to meeting student demands.

What specifically did your assessments show regarding any outcomes/objectives that will require continued attention?

Although meeting our set goal regarding the NSSE survey question, "Student Handbooks provides needed information," concerns were raised regarding the validity of the question itself. Individual areas (i.e. Colleges, Athletics, etc.) provided tailored student handbooks in regards to their specific functions. This makes the assessment challenging due to the lack of certainty of knowing which student handbook the NSSE question is referencing. The assessment of the online courses for alcohol and marijuana indicates the students have gained knowledge by completing the courses. These results can be misleading due to students who score abnormally high on the pre-test. The set goals were not met for the Repeat Offender measure. This data was analyzed differently for this academic cycle, which accounts for the increase number of repeat offenders of the Student Code of Conduct. Previously, students who had one behavioral conduct violation and one academic conduct violation were not considered repeat offenders. For 2010-2011, these students were considered repeat offenders. Further assessment of the data is needed.

Annual Report Section Responses

Executive Summary: Year in Review (Required)

In FY11, 240 charges, both academic misconduct and Student Code of Conduct violations, were referred to Judicial Affairs. Alcohol, drugs and academic misconduct cases still continue to be a high percentage of our Student Code of Conduct violations. The newly purchased judicial database system will provide Judicial Affairs additional mechanism for gathering and analyzing data beginning Fall 2011.

Document:

[Judicial - Annual Report Data 2010-2011](#)

Accomplishments of Administrative and Academic Support Entities

While the Office of Judicial Affairs (OJA) oversees Student Code of Conduct violations, the office also collaborates with a variety of departments across campus in addressing student needs. These partnerships include Academic Affairs, UPD, I-ADAPT, I-CARE, University Housing and all faculty and staff members (as it pertains to issues of academic misconduct and disruptive behavior). OJA purchased and implemented a new judicial database system, Maxient, which will manage student records for both Judicial Affairs and I-CARE cases. This new data base system also includes an online reporting system to report any Student Code of Conduct incident and student of concern regarding I-CARE cases. Maxient will provide an easier access to records and a more convenient method of reporting cases. The OJA worked closely with the Academic Affairs and a sub-committee from Faculty Senate to review and revise the procedures for academic misconduct. Final recommendations were submitted to Faculty Senate for final approval Fall 2012. OJA also is working with the Registrar's Office to develop procedures for notating academic transcripts for academic and behavioral conduct that lead to suspension or expulsion from the University. A Student Satisfaction Survey was developed to measure student's satisfaction of the University's disciplinary process. This survey will be implemented Fall 2012. In addition, the OJA developed learning outcomes which will also be implemented FY 2012. OJA developed a business continuity plan to ensure the maintenance of critical operations when confronted with adverse events such as a natural disaster. OJA developed a partnership with the Office of Human Relations to create a Sexual Violence Task Force. The task force began reviewing current procedures pertaining to how the University will respond to sexual violence. In addition, new initiatives are being developed to bring awareness to the campus community about sexual violence on campus and the various options of reporting this crime. The Islander Pledge Committee was formed to create and develop The Islander Pledge, which was approved by President's Cabinet July 2011. The committee was composed of a representative from University Center Student Activities, Disability Services, Judicial Affairs, Career Services, University Housing, Athletics, two students from Student Government Association, and one faculty member. The Islander Pledge was unveiled at the Freshmen Convocation August 23, 2011. The Islander Pledge was created to promote integrity and civility on the campus community and will be infused as part of the campus culture through marketing initiatives over the next five years. OJA hired a new Student Conduct Officer (SCO). The SCO started January 10, 2011 and reports to the Assistant Dean of Students in 2010-2011. The SCO assists in coordinating and managing all student conduct cases referred to Judicial Affairs. In addition, the SCO is responsible developing and facilitating educational outreach programs focused on responsible citizenship, ethical development and healthy behaviors. The OJA completed its training of two professional staff members within the Division of Student Affairs. Both staff members began hearing student conduct cases on a part-time basis (.25 FTE). Outreach Events & Student Organizations: Student Orientations: Facilitated a Safe Living presentation at Summer Orientations for new in-coming students to the University. The presentations were facilitated by various campus departments that included Judicial Affairs, University Housing, University Counseling Center, the Women's Center, University Police Department and the Health Center. The presentation topics cover alcohol and drugs, emergency crisis ranging from hurricane evacuation to date rape, and health related issues (both emotional and physical). RA Training: Provide training to the Resident Advisers (RA) regarding the judicial process and how to use Maxient, the online reporting system to manage judicial cases. Presentations: Facilitated presentations to faculty and staff regarding procedures for academic misconduct cases and handling disruptive students. Professional Development: Association of Student Conduct Administration (ASCA) Annual Conference Texas Law in Higher Education, Denton, TX Texas Center for the Judiciary DWI Facilitator Training – San Antonio, TX Texas Association for Colleges and University Student Personnel - Fort Worth, TX Texas A&M University -Corpus Christi Employee Development Day Division of Student Affairs Staff Developments & various audio conferences and webinars

Teaching Results/ Accomplishments

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Research/Scholar Activity Accomplishment

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Public/Community Service

Volunteer Activities on/off campus: Habitat for Humanity Gulf Coast Humane Society Volunteer at local church Off-Campus Committees Association of Student Conduct Administration (ASCA), Review of Program Proposal Committee Texas Association for Black Personnel in Higher Education Christi Intergovernmental Commission on Alcohol and Drugs, member On-Campus Committees Islander-Consultation, Advising, Review and Evaluation (I-CARE) Behavioral Team,

Chair Islander Pledge Committee, Chair Division of Student Affairs Strategic Planning Committee
 Division of Student Affairs Assessment Committee Sexual Assault Task Force Diversity
 Committee - Diversity Toolkit Action Plan Sub Committee, Co-Chair Honors Council Student
 Commencement Speaker Selection Committee, Chair Safe Living Orientation Planning
 Committee, Chair McNair Advisory Committee Beverage Vending Services RFP Committee
 Intercollegiate Athletics Council Search Committee for Student Conduct Officer, Chair

Anticipated Challenges (Required)

The following anticipated challenges are: Working with faculty/staff to spread knowledge of new online reporting system Budget restrictions Apathy of students (students not showing up for hearings, struggling to recruit to the conduct board) Space limitations (resource library, safe & confidential location to conduct hearings, multiple hearing locations, etc.)

Closing the Loop (Plans for upcoming year) (Required)

Judicial Affairs are initiating the following action plans: Initiate strategies to reduce repeat offenses Implement strategies to reduce the number of sanctions not completed Develop two-three learning outcomes for Judicial Affairs

Summary of Requested Resources (Optional)

No request for resources are needed at this time.

Detailed Assessment Report 2010-2011 Recreational Sports

Mission / Purpose

The Recreational Sports Department provides facilities, equipment, and opportunities for participation in a variety of sports, recreational and social activities designed to accommodate all ages, skill levels, gender and sport interests for the University community. Participation facilitates educational interaction outside of the classroom among students, faculty and staff. The activities stimulate a sense of community; provide leadership and development opportunities for students; and promote individual wellness.

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

O/O 1: Provide programs for recreation and wellness.

Provide programs for recreation and wellness.

Relevant Associations:

Standards

CAS- Council for the Advancement of Standards in Higher Education

2.3 intrapersonal development

2.4 interpersonal competence

2.6 practical competence

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.

Strategic Plans

Texas A&M-Corpus Christi

1.3 Promote lifelong learning and global citizenship.

1.4 Provide a supportive and safe campus environment

1.6 Commitment to student diversity and quality.

Related Measures

M 1: Noel-Levitz Intramural Activity

Noel-Levitz - A variety of intramural activities are offered.

Source of Evidence: Benchmarking

Target:

Greater than or equal to previous survey administration and greater than or equal to national average.

Findings (2010-2011) - Target: Not Reported This Cycle

The Noel-Levitz survey is administered in even years on the TAMUCC campus. Therefore, no new results will be available until the next cycle in 2012.

Related Action Plans (by Established cycle, then alpha):**Expand Intramural offerings.**

Established in Cycle: 2009-2010

Expand intramural offerings such that the Noel-Levitz survey question "A variety of intramural activities are offered" meets the...

For full information, see the *Action Plan Detail* section of this report.

M 2: Graduating Student Survey - Programs

Graduating Student Survey - Programs (#56) - The variety of Recreational Sports activities, including intramurals, fitness and wellness programs, sports clubs, aquatics, and open recreation.

Source of Evidence: Client satisfaction survey (student, faculty)

Target:

Equal to or above results from previous survey administration.

Findings (2010-2011) - Target: Met

Students responded that they were very satisfied (35.7%) and satisfied (58.9) for a cumulative percentage of 94.6% satisfaction with the variety of Recreational Sports activities including intramurals, fitness and wellness programs, sport clubs, aquatics, and open recreation. The 2010 cumulative percentage of satisfaction was 93.3%.

Document:

[Graduating Student Survey Results Excerpts 2011](#)

M 7: Organizational Excellence -Understanding Wellness

Organizational Excellence - I have a good understanding of the Employee Wellness Program.

Source of Evidence: Benchmarking

Target:

Equal to or above previous administration of survey.

Findings (2010-2011) - Target: Not Reported This Cycle

The organizational excellence survey is scheduled during even cycles. According to TAMUCC Planning and Institutional Effectiveness, survey results will be available in January or February 2012.

M 9: Extramural Experience

The American Association of Colleges & Universities' (AAC&U) Teamwork Value Rubric will be used to evaluate the reflective report from participants in 2010/2011 extramural sports event.

Source of Evidence: Administrative measure - other

Target:

Students participating in the extramural tournament will submit a reflection paper on the experience. The AAC&U Teamwork Value Rubric will be used by the Intramural Coordinator to rate the achievement of the students based on their reflection paper. The goal is to achieve an average rating of 2.0 on a scale of zero to 4.0.

Findings (2010-2011) - Target: Partially Met

Using the AAC & U Teamwork Value Rubric, the Intramural Coordinator rated the reflective paper. The average rating for 5 areas was 3.4. The five areas included are: 1) contributes to team meetings, 2) facilitates the contributions of team members, 3) individual contributions outside of team meetings, 4) fosters constructive team climate, and 5) responds to conflict. This was the first time to use the AAC & U rubric. In addition, the team captain wrote the reflective summary for the experience for all team members. In reflection, it would have been better to have each team member write a

reflective paper. This measure will not be used in future cycles as the department will focus on learning outcomes.

Documents:

[AAC&U Teamwork Value Rubric](#)
[NIRSA Regional Flag Football Experience](#)

Related Action Plans (by Established cycle, then alpha):

Develop learning outcomes

Established in Cycle: 2006-2007

Using Learning Reconsidered 2, develop learning outcomes for student employee positions and major programs. CAS Standards and L...

For full information, see the *Action Plan Detail* section of this report.

O/O 2: Safe and clean facilities and equipment.

Facilities and equipment will be safe and clean to accommodate programs.

Relevant Associations:

Standards

CAS- Council for the Advancement of Standards in Higher Education

13 Facilities and Equipment

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.

3.11.3 Physical Facilities- Maintenance

Strategic Plans

Texas A&M-Corpus Christi

1.4 Provide a supportive and safe campus environment

1.10 Manage resources efficiently and effectively.

Related Measures

M 3: Graduating Student Survey - Facilities

Graduating Student Survey (#57) - The quality of Recreational Sports facilities.

Source of Evidence: Client satisfaction survey (student, faculty)

Target:

Greater than or equal to previous year.

Findings (2010-2011) - Target: Met

Students responding to the Graduating Student Survey for 2011 on the quality of Recreational Sports facilities were very satisfied (46.3%) and satisfied (50.6% for a cumulative percentage of 96.9%. The 2010 results were a cumulative percentage of 92.9% for this question.

Document:

[Graduating Student Survey Results Excerpts 2011](#)

M 4: Tennis Complex Development

Participate on tennis complex development project.

Source of Evidence: Administrative measure - other

Target:

Participate on tennis complex development project. Prepare for opening the Tennis Center for open recreation use including policy development and establishment of open rec hours.

Findings (2010-2011) - Target: Met

Recreational Sports staff was heavily involved in creating the furnishings, fixtures, and equipment list with Athletics for Physical Plant to purchase in preparation for opening. On Wednesday, June 15 the tennis center opened for Rec Sports use. Rec Sports took the lead on developing initial operating information for open rec use.

Documents:

[Tennis Court Bank Numbers](#)
[Tennis Court Opening Announcement from Public Information](#)
[Tennis Court Policy and Procedures Information](#)

M 5: Student Voice - Clean Recreation Facilities

Student Voice - Recreation facilities are clean.

Source of Evidence: Benchmarking

Target:

Equal to or above results from previous survey administration, and equal to above national average for current year survey.

Findings (2010-2011) - Target: Not Reported This Cycle

The Student Voice survey is administered during even years. Therefore, there are no new results to report this cycle.

M 6: Student Voice - Safe

Student Voice - Recreation facilities provide a safe environment.

Source of Evidence: Benchmarking

Target:

Equal to or above results from previous survey administration, and equal to or above national average for current survey cycle.

Findings (2010-2011) - Target: Not Reported This Cycle

The Student Voice survey is administered during even years. Therefore, no new results are available this cycle.

O/O 3: Student employment experience

Provide employment experience for students to acquire and practice job skills.

Relevant Associations:

Standards

CAS- Council for the Advancement of Standards in Higher Education

- 2.1 knowledge acquisition, integration, construction, and application
- 2.3 intrapersonal development
- 2.4 interpersonal competence
- 4 Human Resources

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.

Strategic Plans

Texas A&M-Corpus Christi

- 1.4 Provide a supportive and safe campus environment
- 1.7 Commitment to faculty & staff diversity & quality.

Related Measures

M 8: Student Employee Experience Report

Student Employee Experience Report - As an employee with the Recreational Sports Department, I have gained leadership skills.

Source of Evidence: Client satisfaction survey (student, faculty)

Target:

Student employees in Recreational Sports will report development of leadership skills through their employment at a rate of 80% or above.

Findings (2010-2011) - Target: Met

Student employees completing the student employment experience survey strongly agreed (52.4%) and agreed (33.3%) that they have gained leadership skills as an employee with Recreational Sports (total of 85.7%).

Document:

[Recreational Sports Student Employment Experience Survey](#)

M 10: TexFit workshop attendees skills aquisition

Personal trainers and group fitness instructors attending the annual TexFit workshop at TAMU in College Station will document three techniques they acquired at the workshop. Techniques may then be applied in their personal training and/or group fitness positions on campus.

Source of Evidence: Administrative measure - other

Target:

Each attendee will acquire job specific knowledge that they can apply in their position with Recreational Sports. Using the American Association of Colleges and Universities' Integrative Learning Value Rubric, students' documentation of their learning experience will be rated. The achievement goal is an overall rating of 2.0 on a scale of zero to 4.0 for all attendees.

Findings (2010-2011) - Target: Met

Attendees documented the knowledge aquisition items that they felt they could then demonstrate or apply in their group fitness classes or with personal training clients. For several attendees, this was their first experience with continuing education presented in a workshop or conference format. The TexFit summary document describes the workshop and logistics involved to attend. The rubric is attached along with a summary sheet of ratings. An overall rating on the AAC & U Integrative Learning Value Rubric was 2.02.

Documents:

[AAC&U Integrative Learning Value Rubric Ratings for TexFit 2011](#)
[Integrative Learning Value Rubric](#)
[TexFit 2011 Workshop Summary](#)
[TexFit Outcomes Summary 2011](#)

Action Plan Detail for This Cycle (by Established cycle, then alpha)**Develop learning outcomes**

Using Learning Reconsidered 2, develop learning outcomes for student employee positions and major programs. CAS Standards and LR 2 were used to develop learning outcomes. Time was spent at the staff retreat on this topic. Individual meetings and work sessions also took place to develop learning outcomes. Selection of particular outcomes to measure and track will take place each year. During the upcoming year, FY11, departmental learning outcomes will be aligned with divisional and institutional outcomes once determined. The outcomes developed in FY 11 will be used for at least two years.

Established in Cycle: 2006-2007

Implementation Status: Finished

Priority: Medium

Relationships (Measure | Outcome/Objective):

Measure: Extramural Experience | **Outcome/Objective:** Provide programs for recreation and wellness.

Implementation Description: Learning outcomes were established in FY11 to be implemented in FY12 and FY 13 Weave. Associated measurement instruments are being finalized.

Completion Date: 08/2011

Responsible Person/Group: Stephanie Arevalo, Jacqueline Hamilton, Kim Rottet

Supplies inventory and inspection schedule

Develop target inventory level of supplies and schedule a regular check on levels.

Established in Cycle: 2006-2007

Implementation Status: Finished

Priority: Low

Implementation Description: July 2009 as systems in the new facility settle into place and facility coordinator assumes this project

Completion Date: 04/2009

Responsible Person/Group: Stephanie Arevalo, Jacqueline Hamilton, facility coordinator, operations technician

Construction of Pool Fence and Deck

With completion of Island Hall, and to address safety issues, outdoor swimming pool fencing and decking will need to be replaced. Three sides were replaced during late fall and early spring. The east side and the deck are planned but have not yet been completed. Communication continues with Physical Plant on the schedule for completing this project. Plans are to have the contractor finish in early Fall 2010.

Established in Cycle: 2008-2009

Implementation Status: Finished

Priority: Medium

Completion Date: 04/2010

Responsible Person/Group: Director, Assistant Directors, Aquatics Coordinator with Physical Plant or outside contractor

Additional Resources: To be determined.

Pool Feasibility Study

Seek approval and use of funding to conduct feasibility study for a new swimming pool on campus. A formal request was submitted to the Associate Vice President for Student Affairs. We are awaiting progress through the proper chain of command for approval. Funding for the study is available.

Established in Cycle: 2008-2009

Implementation Status: Finished

Priority: Medium

Implementation Description: Have plan and timeline in place for feasibility study by the end of the fiscal year.

Completion Date: 07/2010

Responsible Person/Group: Director, Assistant Directors, Aquatics Coordinator, Associate Vice President and Vice President of Student Affairs

Additional Resources: Amount to be determined. Reserve funds will be sought.

Conversion to Astra Scheduling Software

Make transition from EMS scheduling software to Astra scheduling software.

Established in Cycle: 2009-2010

Implementation Status: Finished

Priority: High

Implementation Description: Complete loading of client software to Rec Sports department staff. Participate in training and communication. Work with Planning and Institutional Effectiveness on training and conversion issues, along with University Center and Student Activities. The administration had extensive obstacles working with Ed Astra and the event management capabilities of this software. In late spring it was decided to keep the EMS software for event scheduling for the near future.

Completion Date: 07/2011

Responsible Person/Group: Director, Assistant Director, and Administrative Assistant from Rec Sports.

Establish operational processes connecting Island Hall with DWC

With the opening of Island Hall for classroom and activity use beginning in Fall 2010, there are extensive operational issues that need to be addressed between the users and as the new facility interacts and connects with Dugan Wellness Center. This will involve extensive communication between Recreational Sports, Student Affairs, Physical Plant, Department of Kinesiology, Intercollegiate Athletics, Finance and Administration, Planning and Institutional Effectiveness, and to a lesser degree, the College of Nursing.

Established in Cycle: 2009-2010

Implementation Status: Finished

Priority: High

Implementation Description: Numerous meetings, email communication, creation of procedural documents, will take place. The Task Force on the Use of University Facilities information will also mesh into the process.

Completion Date: 06/2011

Responsible Person/Group: Primarily, this will be representatives from Recreational Sports (Director, Assistant Director for Facilities, Coordinator for Facilities) working with Physical Plant, Finance and Administration, and Kinesiology.

Expand Intramural offerings.

Expand intramural offerings such that the Noel-Levitz survey question "A variety of intramural activities are offered" meets the national average.

Established in Cycle: 2009-2010

Implementation Status: Planned

Priority: Medium

Relationships (Measure | Outcome/Objective):

Measure: Noel-Levitz Intramural Activity | **Outcome/Objective:** Provide programs for recreation and wellness.

Implementation Description: Offer and market intramural activities that meet the needs, desires, and trends of our campus community. Since the Noel-Levitz survey is administered in even years, 2012 will be the next opportunity to investigate whether expanded offerings impacts the students' perception of a variety of intramural offerings. In addition, communication, marketing and activities have been established with the international office to increase participation among international students.

Completion Date: 08/2012

Responsible Person/Group: Coordinator-Intramurals, Assistant Director for Programs, Director

Expanded Fitness Class Program

Group fitness/multipurpose rooms in the Dugan Wellness Center will have greater availability since academic classes moved over to Island Hall. This facility availability creates an opportunity to expand class offerings throughout the day. With the anticipated increase in enrollment again this year, offering more classes will better accommodate the university community's needs. This will involve recruiting, hiring, and developing additional instructors.

Established in Cycle: 2009-2010

Implementation Status: Finished

Priority: Medium

Implementation Description: Expand the number of classes offered throughout the week.

Completion Date: 06/2011

Responsible Person/Group: Fitness and Wellness Coordinator, Assistant Director for Programs, Director

Document:

[Group Fitness Excerpt from Rec Sports Annual Report 2010/2011](#)

Pool Feasibility Study

Gain permission from the administration to conduct a feasibility study on a new outdoor swimming pool to replace the existing aging pool.

Established in Cycle: 2009-2010

Implementation Status: Planned

Priority: High

Implementation Description: Work with Student Affairs and Finance and Administration to channel through to the A & M System Facilities, Planning and Construction Office to make arrangements to conduct the study.

Completion Date: 08/2012

Responsible Person/Group: Recreational Sports Director, Vice President for Student Affairs, Executive Vice President for Finance and Administration

Additional Resources: Funding is available in the Recreational Sports Operating Account reserve

Tennis Complex Construction and Opening

Monitor the progress of the tennis complex construction and continue to participate in meetings. Work with Athletics and Kinesiology on planning for operations and opening.

Established in Cycle: 2009-2010

Implementation Status: Finished

Priority: High

Implementation Description: Implementation will culminate in opening the facility.

Completion Date: 05/2011

Responsible Person/Group: Director, Assistant Director for Facilities, Coordinator for Facilities in concert with Athletics, Kinesiology, Physical Plant, and the contractor

Additional Resources: Funding for a portion of the operations has been included in the request for FY2011.

Budget Amount Requested: 10000

Create an online store

Create an online store using university approved Marketplace software. Implement acceptance of credit cards for many products and services provided by Recreational Sports.

Established in Cycle: 2010-2011

Implementation Status: Planned

Priority: Medium

Completion Date: 08/2012

Create Departmental Strategic Plan

Create a departmental strategic plan that follows the structure of and aligns with the divisional and institutional plan.

Established in Cycle: 2010-2011

Implementation Status: Planned

Priority: Medium

Completion Date: 08/2012

Responsible Person/Group: Jacqueline Hamilton, Stephanie Arevalo, Kim Rottet

Develop a plan for hike and bike trail enhancements

Develop a plan including fitness equipment list, repaving needs, partners, and associated costs to enhance the university's hike and bike trail. Investigate grant funding opportunities to include in the project.

Established in Cycle: 2010-2011

Implementation Status: Planned

Priority: Medium

Completion Date: 08/2012

Responsible Person/Group: Jacqueline Hamilton, Stephanie Arevalo. Support will be needed from Facility Services.

Analysis Questions and Analysis Answers

What specifically did your assessments show regarding proven strengths or progress you made on outcomes/objectives?

Overall, the various assessments used in the measures and findings showed strong satisfaction in the programming and facilities delivered by the Recreational Sports Department. Since some measures only occur during even years, fewer data points exist for discussion here. Measures connected with student reflection on experiences – whether employment or participatory, showed that students are gaining knowledge and experiences that promote teamwork and leadership skills and encourage learning outside of the classroom. These measures are the student employment experience, extramural experience, and the TexFit workshop attendance. In addition, the opening of the new tennis complex this past summer enhances program and facility offerings to support administrative measures and findings.

What specifically did your assessments show regarding any outcomes/objectives that will require continued attention?

The administrative outcomes measured by the department are important and continuous in order to deliver a quality product to the campus community. Providing programs, facilities, and student employment are critical functions of the department and will require continued attention as they form the core of the mission of the department. Some of the assessments used in the past will be altered for future use in measuring student learning outcomes for both participants and employees. As measures and findings occurred throughout this year, items were examined for potential in measuring learning outcomes. As preparations are made for the upcoming year, an intentional balance between administrative and learning outcomes is being defined. The pool feasibility study continues to be an item on the table as the existing pool ages. Participation has decreased in this area over the past few years. The key element here is to get approval from the administration to proceed with the study. This particular item has more of an immediate impact on administrative outcomes for clean and safe facilities, but has longer term implications for impacting student learning opportunities as programming and use at this old pool dwindle.

Annual Report Section Responses

Executive Summary: Year in Review (Required)

Program participation and facility use was up significantly. Part of this was due to the availability of Island Hall track and gymnasium to supplement the Dugan Wellness Center. Opening of the Thomas J. Henry Tennis Complex in June also added back the opportunity for tennis. The Island Hall gym space permitted for continuation of programs that otherwise would have been displaced or rescheduled for intercollegiate contests or institutional events. Recreational Sports was extensively involved throughout the year in more special event set ups, supervision, and clean up with the additional Island Hall gym. Professional staff and associated programming was consistent throughout the year. There were major changes, however, in the custodial support area. Physical Plant assumed responsibility for the four custodians in April, followed by an outsourcing contract with SSC in August. Adaptation to this new system continues as we cross into the next reporting cycle. Preparations for additional budget cuts and reductions for the upcoming fiscal year were determined through several meetings and discussions. A combination of cuts from wages and maintenance and operations were made to meet the 5% level. In addition fund balance moneys were transferred to cover a greater portion of the debt service for the Wellness Center.

Accomplishments of Administrative and Academic Support Entities

Programming Recreational programming is the service product that the department delivers to the university community. With the state budget reductions, use of resources was closely monitored. Some programming items that were costly and had limited benefits were discontinued, such as the Dive In Movies. Fitness and Wellness programming experienced growth in both group exercise participation (7%) and personal training (2.3%). New instructors and classes such as Zumba and Power Hour helped draw participants in these areas. Supporting the College of Nursing Careers retention grant was a positive collaboration for this area in providing assessment and wellness seminars for 60 students. The employee wellness program had consistent participation each semester and the Battle of the Shrinking Islanders (BOTSI) proved to be a popular motivational program for those interested in weight loss. Intramural participation declined in both team and individual events this past year by approximately 23%. Additional marketing occurred, yet did not overcome the reduction. This trend is continuing to be monitored. There have been some industry indicators that team activities are being abandoned for individual pursuits. In contrast, Sport Club participation experienced some growth in the number of clubs (11 as compared to 9 last year). The clubs were much more active in the frequency of meetings and practices this past year. Community service is a newly implemented requirement for the clubs to maintain active status. Each club needs to complete 20 hours per semester of service. Details are reported in the public/community service section below. Open recreation aquatics held steady from the past year at while overall use of the pool was down approximately 15%. Kinesiology and Athletics have only been using the pool on a limited basis for classes, practices, and programs. Participation in lifeguarding class was high, yet lessons and Swim Across Texas were down from the previous year. Family & Youth Programming Family Fun Day activities were consistently well attended when offered. One date night was canceled due to Tropical Storm Don. Events were not held in September, November, May and July (Don). So, overall participation was down for the year at 327 compared to 460 last year, but in line with 2008/2009 numbers. Islander Rec Camp (IRC) was extremely successful in its second year. The camp expanded to 6 weeks with a cap of 50 children per week. There were 294 out of a possible 300 filled. Feedback from parents and campers was positive. Twelve counselors are employed through this program. Campus evacuation for tropical storm Don caused cancelation of the last day of camp. Outdoor Equipment rentals for kayaks, surfboards, and camping equipment recorded over 300 item rentals compared with 200 the previous year. Prices are very reasonable to the campus community as compared to the same services in town. Surf and kayak workshops to introduce students to these activities continue to be well attended. The Islander Challenge team building and development opportunity is growing and sought out by many departments and student organizations. Recreational Facility Use Overall use was up in recreational use of facilities at 231,703 compared to 171,231 from last year. Having recreational use of Island Hall gym and track contributed here as did the opening of the new tennis courts. Staffing There was no turn over in professional and support positions in Recreational Sports this year. This allowed for strong continuity in program and service offerings. The major change occurred in the area of custodial services. Physical Plant assumed management of the four custodians working in the Dugan Wellness Center in April, followed by transfer to an outsource company in August. Student employees continue to deliver programs on the front lines. Recreational Sports trains and develops students in a variety of settings throughout the year. Topics this year included time management and consumer credit awareness in addition to job specific training. Ten personal trainers and group fitness instructors attended TexFit workshop to develop skills. One student was funded for Water Safety Instructor certification through the Red

Cross and another received a scholarship to obtain personal training certification. Twenty six student employees graduated during the course of the year. Facilities This was the first full year of operations for Island Hall. These activity areas – gymnasium, multipurpose rooms, and indoor track supplement the Dugan Wellness Center activity space. All Island Hall activity space participants pass through the DWC welcome desk. The additional space enabled continuation of regular programming during special events. In addition, special events held in Island Hall increased significantly with orientation Passport to the Island and lunches held in Island Hall. Recreational Sports staff participated in set up, event management, and take down. Overall Rec Sports facility use of DWC for the full year showed 145,738, which was down about 20,000 from last year. However, Island Hall rec used showed 38,841. Therefore overall rec use for the combined facilities was up by over 18,000. Recreational pool use held steady as compared to last year. The new Thomas J. Henry Tennis complex opened in June 2011. Limited hours are available for recreational use, with over 200 patrons participating in the summer months. Budget The Recreational Sports Budget is fee based. With increased enrollment, additional income was generated. In addition, increased income was realized in several areas – Islander Rec Camp, CPR/First Aid/AED classes, personnel for Island Hall events. In several of these cases, the income had an offset of wage expenditures. Overall, income was approximately \$43,000 higher than the previous year. The additional realized income from student fees and sales was transferred into the building maintenance and equipment maintenance reserve funds at the end of the year.

Documents:

[Annual Report for Recreational Sports 2010](#)
[Intramural Game and Forfeit Numbers for 20092010](#)
[Rec Sports Annual Report 2011](#)

Teaching Results/ Accomplishments

Two staff members from Recreational Sports taught for the College of Education during the 2010/2011 academic year as adjunct instructors.

Research/Scholar Activity Accomplishment

Public/Community Service

Family Fun Day participants made Valentine's Day cards for troops in Iraq. Care package items such as toiletries and snack items were collected and sent to the troops in Iraq in February. Paws for a Cause was co-sponsored with the Women's Center and benefited First Friday breast cancer organization. The Assistant Director for Programs served as the campus liaison and planning committee member for the Step Out Diabetes walk in October. The Turkey Trot Fun Run hosted by Recreational Sports in conjunction with a kinesiology class was open for community participation along with the campus community. Non-perishable food items served as the "entry fee" and were donated to the Corpus Christi Food Bank. Staff members from Rec Sports and from other university departments participated in volunteer sessions with Habitat for Humanity. One session was canceled due to tropical storm Don. In addition, the student employee training for the fall semester included a morning service learning project volunteering with Habitat for Humanity. Sport Clubs are now required to perform community service in order to maintain active status. Activity in this area from the past year included: *Islander independence participated in a benefit held at the House of Rock to support the Corpus Christi Homeless community. *Middle Eastern Dance Club participated at the Hips for Halo Fundraiser to help raise money for the Texas Coastal Bend Belly Dance community and they also participated in the YWCA Diabetes Fair to teach healthy alternatives for working out *Trap and Skeet led a college bible study on Thursday nights *SOA helped with set up/tear down, water stations, sign in tables for Paws for a Cause *independence participated in an Adopt-a-Beach clean up *Middle Eastern Dance Club led a workshop for high school students on belly dancing *MMA served on the Surf N Turf Race Leadership team *SOA participated in Habitat for Humanity *SCUBA helped with the Nueces Bay Marsh restoration project

Anticipated Challenges (Required)

Budgetary impacts with the state and national economy will continue to be a challenge. Fewer student employees are receiving work study awards, which has an impact on departmental savings on wages. It is also anticipated that Recreational Sports will be asked to take on a portion of the debt services for the Wellness Center on an annual basis. With the aging swimming pool, conducting the pool feasibility study remains a high priority. The information generated from such a study will help with the decision making process in the near future when it's no longer possible to keep this pool in operation. Practicing good stewardship with limited resources will receive

attention. Constant examination of programs and activities in costs versus benefits and support of the university's mission will occur throughout the year. Assessment enters in to this process and all staff members will need to continue to develop in knowledge to accurately assess programs.

Closing the Loop (Plans for upcoming year) (Required)

In efforts to increase intramural participation, additional marketing techniques were employed such as staffing tables in high traffic areas and use of social networking (Facebook). The department is also in communication with the International Office to target these students with sports in which they are traditionally interested such as badminton, volleyball, and table tennis. This will contribute to the action plan item of expanding intramural offerings. The even year cycle of the Noel Levitz survey will be one indicator of progress in this area. With the slow growth of the economy and the state budget situation, the pool feasibility study was postponed last year. The existing pool has a limited lifespan. Conducting such a feasibility study would assist in planning for the future in having accurate information on costs and possible locations for a new pool as well as what would be involved in demolishing the old pool. The ability to pay with credit cards will be an added benefit to patrons. The university now has Marketplace software. The department is working toward building an on-line store. This will be a major undertaking for the Business Support Specialist and Administrative Assistant to implement with office operations once built. The divisional strategic plan is progressing toward finalization in the fall semester of 2011. With the completion of the divisional strategic plan, the department will build a corresponding strategic plan that will align with the divisional and institutional strategic plans. The assistant directors and director have established planning meetings to work on this project. With the expanding student population, there is a desired for increased programming. Adding exercise stations to the hike and bike trail will be investigated as an option for expansion. Several groups will be consulted such as ROTC and Facility Services. The project this year is to develop the plan and costs. Plans for implementing such a project would follow completion of the planning.

Summary of Requested Resources (Optional)

The Recreational Sports Department is funded through a dedicated student fee. The department also generates income through membership sales, locker sales, and sundry sales. Costs for certain events and labor are also recovered throughout the year. No additional resources are being requested at this time to accomplish projects contained in this report.

Detailed Assessment Report 2010-2011 UC & Student Activities

Mission / Purpose

The University Center and Student Activities Department encourages student leadership, learning and growth by providing excellent campus activities, programs, student involvement opportunities and student employment. We are dedicated to enhancing the student experience by challenging students and employees to achieve their personal best. We also strive to be a place where our diverse campus community can learn, laugh and engage with one another.

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

O/O 1: Provide quality events, activities and services.

Provide quality events, activities, and services for diverse populations.

Relevant Associations:

Standards

CAS- Council for the Advancement of Standards in Higher Education

1 Mission

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.

Strategic Plans

Texas A&M-Corpus Christi

- 1.3 Promote lifelong learning and global citizenship.
- 1.6 Commitment to student diversity and quality.
- 1.8 Build & sustain mutually supportive relationships.

Related Measures

M 2: NSSE-Attending Campus Events

NSSE-Attending Campus Events & Activities

Source of Evidence: Benchmarking

Target:

Question "attending campus events and activities." \geq to national score

Findings (2010-2011) - Target: Partially Met

The 2011 NSSE revealed that Freshmen scored 2.56 which was -.19 from the national score Seniors scored 2.64 which was .09 above the national score.

Document:

[2011 NSSE Results](#)

Related Action Plans (by Established cycle, then alpha):

Commuter Programs/Outreach

Established in Cycle: 2008-2009

Need to identify and establish programs that are intentional for commuter students. Studies show that our students are working ...

Transform Marketing Efforts for WOW

Established in Cycle: 2008-2009

Use the Waves of Welcome committee to push forward with new marketing efforts and use theme of "Get Involved. Stay Connected." ...

UCSA Facebook Page

Established in Cycle: 2010-2011

Create and manage a UCSA Facebook account. Utilize technology to get the word out about events, activities, programs, and servi...

For full information, see the *Action Plan Detail* section of this report.

M 3: Noel Levitz - Freedom of Expression

Question: "freedom of expression is protected on campus"

Source of Evidence: Benchmarking

Target:

Question: "freedom of expression is protected on campus" score \geq national score and \geq previous TAMUCC administration of survey

Findings (2010-2011) - Target: Not Reported This Cycle

Noel Levitz is administered in even year cycles. No data available this year.

M 4: Noel Levitz - Know what's happening on campus

Question relating to students "generally know what is happening on campus"

Source of Evidence: Benchmarking

Target:

Question "generally know what is happening on campus" score \geq national score and \geq previous TAMUCC administration of survey

Findings (2010-2011) - Target: Not Reported This Cycle

Noel Levitz is administered in even year cycles. No data available this year.

Related Action Plans (by Established cycle, then alpha):

Full Time Marketing/Publicity Position

Established in Cycle: 2007-2008

There is a need for a full time marketing/publicity coordinator. There are too many programs/activities/special events on campu...

Transform Marketing Efforts for WOW

Established in Cycle: 2008-2009

Use the Waves of Welcome committee to push forward with new marketing efforts and use theme of "Get Involved. Stay Connected." ...

For full information, see the *Action Plan Detail* section of this report.

M 5: Noel Levitz - Involvement

Question: "I can easily get involved in campus organizations"

Source of Evidence: Benchmarking

Target:

Question on "I can easily get involved in campus organizations" score \geq to national score and \geq previous TAMUCC administration of survey.

Findings (2010-2011) - Target: Not Reported This Cycle

Noel Levitz is administered in even year cycles. No data available this year.

Related Action Plans (by Established cycle, then alpha):

Full Time Marketing/Publicity Position

Established in Cycle: 2007-2008

There is a need for a full time marketing/publicity coordinator. There are too many programs/activities/special events on campu...

Transform Marketing Efforts for WOW

Established in Cycle: 2008-2009

Use the Waves of Welcome committee to push forward with new marketing efforts and use theme of "Get Involved. Stay Connected." ...

OrgSync Database Management

Established in Cycle: 2009-2010

Implement and publicize the use of OrgSync with student organizations to assist with the ease of starting/maintaining recognized...

For full information, see the *Action Plan Detail* section of this report.

M 7: EBI Survey - UC Provides Variety of Services

To what extent do you agree or disagree with the following statements. The College Union: Provides a variety of services? (Question 35)

Source of Evidence: Benchmarking

Target:

Score will be \Rightarrow than 5.75 on a 7 point scale

Findings (2010-2011) - Target: Not Met

In the 2010 administration of EBI, rating for this question was 5.53.

Document:

[2010 EBI Survey Results](#)

Related Action Plans (by Established cycle, then alpha):

Full Time Marketing/Publicity Position

Established in Cycle: 2007-2008

There is a need for a full time marketing/publicity coordinator. There are too many programs/activities/special events on campu...

Commuter Programs/Outreach

Established in Cycle: 2008-2009

Need to identify and establish programs that are intentional for commuter students. Studies show that our students are working ...

Transform Marketing Efforts for WOW

Established in Cycle: 2008-2009

Use the Waves of Welcome committee to push forward with new marketing efforts and use theme of "Get Involved. Stay Connected." ...

For full information, see the *Action Plan Detail* section of this report.

M 9: EBI Survey - Leadership Training

To what extent do College Union activities: Provide leadership training (Question 40)

Source of Evidence: Benchmarking

Target:

Score will => 4.0 on a 7 point scale

Findings (2010-2011) - Target: Not Met

In the 2010 administration of EBI, the rating for this question was 3.8. While the achievement target was not met this year, it is an improvement from the previous 2007 administration which indicated 3.74.

Document:

[2010 EBI Survey Results](#)

Related Action Plans (by Established cycle, then alpha):**Full Time Marketing/Publicity Position**

Established in Cycle: 2007-2008

There is a need for a full time marketing/publicity coordinator. There are too many programs/activities/special events on campu...

Assessment Committee-Learning Outcomes Domains

Established in Cycle: 2009-2010

The development of the Student Affairs Assessment committee is providing structure for the division's departments to assist in d...

Diversity Workshop Series

Established in Cycle: 2009-2010

Develop and implement diversity workshops to help educate and bring awareness to the campus community.

UCSA Facebook Page

Established in Cycle: 2010-2011

Create and manage a UCSA Facebook account. Utilize technology to get the word out about events, activities, programs, and servi...

For full information, see the *Action Plan Detail* section of this report.

M 11: EBI Survey - UC Enhanced Experience

Educational Experience: Extent that the College Union activities enhanced your overall educational experience. (Question 69)

Source of Evidence: Benchmarking

Target:

Score => 4.0 on 7 point scale.

Findings (2010-2011) - Target: Not Met

In the 2010 administration of EBI, the rating for this question was 3.96. While the achievement target was not met this year, it is an improvement from the previous 2007 administration which indicated 3.76.

Document:

[2010 EBI Survey Results](#)

Related Action Plans (by Established cycle, then alpha):**Full Time Marketing/Publicity Position**

Established in Cycle: 2007-2008

There is a need for a full time marketing/publicity coordinator. There are too many programs/activities/special events on campu...

Commuter Programs/Outreach

Established in Cycle: 2008-2009

Need to identify and establish programs that are intentional for commuter students. Studies show that our students are working ...

Transform Marketing Efforts for WOW

Established in Cycle: 2008-2009

Use the Waves of Welcome committee to push forward with new marketing efforts and use theme of "Get Involved. Stay Connected." ...

Assessment Committee-Learning Outcomes Domains

Established in Cycle: 2009-2010

The development of the Student Affairs Assessment committee is providing structure for the division's departments to assist in d...

UCSA Facebook Page

Established in Cycle: 2010-2011

Create and manage a UCSA Facebook account. Utilize technology to get the word out about events, activities, programs, and servi...

For full information, see the *Action Plan Detail* section of this report.

O/O 2: Provide well managed facilities.

Provide well managed facilities which are safe, clean, available and enjoyable for programs, students, faculty, staff, and community.

Relevant Associations:

Standards

CAS- Council for the Advancement of Standards in Higher Education

13 Facilities and Equipment

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.

3.11.3 Physical Facilities- Maintenance

Strategic Plans

Texas A&M-Corpus Christi

1.1 Provide excellent academic programs & instruction.

1.4 Provide a supportive and safe campus environment

1.10 Manage resources efficiently and effectively.

Related Measures

M 1: Graduating Student Survey-Overall Comfort

Graduating Student Survey-Overall comfort of the University Center for leisure

Source of Evidence: Client satisfaction survey (student, faculty)

Target:

Question 51 "overall comfort of the UC as a place for leisure time." >= overall satisfaction of 90%

Findings (2010-2011) - Target: Not Met

The 2011 Graduating Student Survey revealed that 89.2% of graduating students were satisfied with the overall comfort of the UC as a place for leisure time. While the achievement target was not met, there was an improvement from the previous year.

Document:

[2011 Graduating Student Survey Results](#)

Related Action Plans (by Established cycle, then alpha):

Lounge Space

Established in Cycle: 2008-2009

With the increase of our student enrollment, the UC has seen higher traffic patterns. Need to identify more space for lounging/...

Transform Marketing Efforts for WOW

Established in Cycle: 2008-2009

Use the Waves of Welcome committee to push forward with new marketing efforts and use theme of "Get Involved. Stay Connected." ...

For full information, see the *Action Plan Detail* section of this report.

M 6: Noel Levitz - Student Center

Question: "The Student Center is a comfortable place for students to spend their leisure time."

Source of Evidence: Benchmarking

Target:

Question: "The Student Center is a comfortable place for students to spend their leisure time." >= national score and >= previous TAMUCC administration of survey

Findings (2010-2011) - Target: Not Reported This Cycle

Noel Levitz is administered in even year cycles. No data available this year.

Related Action Plans (by Established cycle, then alpha):

Student Center Complex Fee Referendum

Established in Cycle: 2009-2010

Successfully run a student referendum for the Student Center (University Center) Complex Fee to increase the fee from \$45 to \$1...

For full information, see the *Action Plan Detail* section of this report.

O/O 3: Promote involvement on campus

Promote involvement in events, activities, and other services to campus community.

Relevant Associations:

Standards

CAS- Council for the Advancement of Standards in Higher Education

1 Mission

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.

Strategic Plans

Texas A&M-Corpus Christi

1.3 Promote lifelong learning and global citizenship.

1.6 Commitment to student diversity and quality.

1.8 Build & sustain mutually supportive relationships.

Related Measures

M 2: NSSE-Attending Campus Events

NSSE-Attending Campus Events & Activities

Source of Evidence: Benchmarking

Target:

Question "attending campus events and activities." >= to national score

Findings (2010-2011) - Target: Partially Met

The 2011 NSSE revealed that Freshmen scored 2.56 which was -.19 from the national score Seniors scored 2.64 which was .09 above the national score.

Related Action Plans (by Established cycle, then alpha):

Commuter Programs/Outreach

Established in Cycle: 2008-2009

Need to identify and establish programs that are intentional for commuter students. Studies show that our students are working ...

Transform Marketing Efforts for WOW

Established in Cycle: 2008-2009

Use the Waves of Welcome committee to push forward with new marketing efforts and use theme of "Get Involved. Stay Connected." ...

UCSA Facebook Page

Established in Cycle: 2010-2011

Create and manage a UCSA Facebook account. Utilize technology to get the word out about events, activities, programs, and servi...

For full information, see the *Action Plan Detail* section of this report.

M 4: Noel Levitz - Know what's happening on campus

Question relating to students "generally know what is happening on campus"

Source of Evidence: Benchmarking

Target:

Question "generally know what is happening on campus" score \geq national score and \geq previous TAMUCC administration of survey

Findings (2010-2011) - Target: Not Reported This Cycle

Noel Levitz is administered in even year cycles. No data available this year.

M 5: Noel Levitz - Involvement

Question: "I can easily get involved in campus organizations"

Source of Evidence: Benchmarking

Target:

Question on "I can easily get involved in campus organizations" score \geq to national score and \geq previous TAMUCC administration of survey.

Findings (2010-2011) - Target: Not Reported This Cycle

Noel Levitz is administered in even year cycles. No data available this year.

M 8: EBI Survey - UC is a place to get involved

To what extent do you agree or disagree that the College Union: Is a place to get involved in campus life? (Question 30)

Source of Evidence: Benchmarking of learning outcomes against peers

Target:

Score will \Rightarrow 5.5 on a 7 point scale

Findings (2010-2011) - Target: Not Met

In the 2010 administration of EBI, rating for this question was 5.24. This was a slight improvement from the previous 2007 administration rating of 5.22.

Document:

[2010 EBI Survey Results](#)

Related Action Plans (by Established cycle, then alpha):

Full Time Marketing/Publicity Position

Established in Cycle: 2007-2008

There is a need for a full time marketing/publicity coordinator. There are too many programs/activities/special events on campu...

Commuter Programs/Outreach

Established in Cycle: 2008-2009

Need to identify and establish programs that are intentional for commuter students. Studies show that our students are working ...

Transform Marketing Efforts for WOW

Established in Cycle: 2008-2009

Use the Waves of Welcome committee to push forward with new marketing efforts and use theme of "Get Involved. Stay Connected." ...

UCSA Facebook Page

Established in Cycle: 2010-2011

Create and manage a UCSA Facebook account. Utilize technology to get the word out about events, activities, programs, and servi...

For full information, see the *Action Plan Detail* section of this report.

M 10: EBI Survey - Opportunities for Leadership Role

To what extent do College Union activities: Provide opportunities for you to assume a leadership role? (Question 41)

Source of Evidence: Benchmarking

Target:

Score => 4.0 on 7 point scale

Findings (2010-2011) - Target: Not Met

In the 2010 administration of EBI, rating for this question was 3.84. This was a slight decrease from the 2007 administration which indicated a rating of 3.86.

Document:

[2010 EBI Survey Results](#)

Related Action Plans (by Established cycle, then alpha):

Full Time Marketing/Publicity Position

Established in Cycle: 2007-2008

There is a need for a full time marketing/publicity coordinator. There are too many programs/activities/special events on campu...

Commuter Programs/Outreach

Established in Cycle: 2008-2009

Need to identify and establish programs that are intentional for commuter students. Studies show that our students are working ...

Transform Marketing Efforts for WOW

Established in Cycle: 2008-2009

Use the Waves of Welcome committee to push forward with new marketing efforts and use theme of "Get Involved. Stay Connected." ...

Assessment Committee-Learning Outcomes Domains

Established in Cycle: 2009-2010

The development of the Student Affairs Assessment committee is providing structure for the division's departments to assist in d...

UCSA Facebook Page

Established in Cycle: 2010-2011

Create and manage a UCSA Facebook account. Utilize technology to get the word out about events, activities, programs, and servi...

For full information, see the *Action Plan Detail* section of this report.

M 14: EBI Survey- Learning about campus events

To what extent do you agree or disagree with the following statements. The College Union: Is a source of information for learning about campus events (Question 27)

Source of Evidence: Benchmarking

Target:

Score => 4.0 on 7 point scale.

Findings (2010-2011) - Target: Met

In the 2010 administration of EBI, the rating for this question was 5.29.

Document:

[2010 EBI Survey Results](#)

Action Plan Detail for This Cycle (by Established cycle, then alpha)

Full Time Marketing/Publicity Position

There is a need for a full time marketing/publicity coordinator. There are too many programs/activities/special events on campus from our department and the responsibility has been placed on coordinators who are programming events to also do the publicity.

Established in Cycle: 2007-2008

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: EBI Survey - Leadership Training | **Outcome/Objective:** Provide quality events, activities and services.

Measure: EBI Survey - Opportunities for Leadership Role | **Outcome/Objective:** Promote involvement on campus

Measure: EBI Survey - UC Enhanced Experience | **Outcome/Objective:** Provide quality events, activities and services.

Measure: EBI Survey - UC is a place to get involved | **Outcome/Objective:** Promote involvement on campus

Measure: EBI Survey - UC Provides Variety of Services | **Outcome/Objective:** Provide quality events, activities and services.

Measure: Noel Levitz - Involvement | **Outcome/Objective:** Provide quality events, activities and services.

Measure: Noel Levitz - Know what's happening on campus | **Outcome/Objective:** Provide quality events, activities and services.

Implementation Description: August 2012

Completion Date: 08/2012

Responsible Person/Group: Director and Assistant Directors

Additional Resources: Staff Person

Budget Amount Requested: 40000

Staffing, Equity, & Salary Issues

Workload and demand on staff has increased. Review of positions to address staffing shortages, equity and salary adjustments needs to occur and be requested during budget cycle.

Established in Cycle: 2007-2008

Implementation Status: Planned

Priority: High

Implementation Description: September 2012

Completion Date: 08/2012

Responsible Person/Group: Director and Assistant Directors

Additional Resources: Money for equity issues in administrative assistant position and assistant director positions either equity or reclassification.

Budget Amount Requested: 20500

Commuter Programs/Outreach

Need to identify and establish programs that are intentional for commuter students. Studies show that our students are working more and not on campus as much. Provide more passive programs to our students. Need to coordinate more outreach.

Established in Cycle: 2008-2009

Implementation Status: In-Progress

Priority: Medium

Relationships (Measure | Outcome/Objective):

Measure: EBI Survey - Opportunities for Leadership Role | **Outcome/Objective:** Promote involvement on campus

Measure: EBI Survey - UC Enhanced Experience | **Outcome/Objective:** Provide quality events, activities and services.

Measure: EBI Survey - UC is a place to get involved | **Outcome/Objective:** Promote involvement on campus

Measure: EBI Survey - UC Provides Variety of Services | **Outcome/Objective:** Provide quality events, activities and services.

Measure: NSSE-Attending Campus Events | **Outcome/Objective:** Promote involvement on campus

| Provide quality events, activities and services.

Implementation Description: September 2012

Completion Date: 08/2012

Responsible Person/Group: Assistant Directors and Coordinators

Develop Plan for Growth in Student Positions

Develop plan to add additional student positions within the operations staff. A 3 person crew for the majority of the day is not enough to attend to the number of room set ups and working with customers to make sure that their needs are met.

Established in Cycle: 2008-2009

Implementation Status: On-Hold

Priority: High

Implementation Description: September 2013

Completion Date: 08/2013

Responsible Person/Group: Assistant Director Facility Operations & Operations Manager

Additional Resources: Student Wages

Budget Amount Requested: 8500

Hire Custodian II Position

Demands on the University Center due to high traffic patterns necessitates the need for another custodian position.

Established in Cycle: 2008-2009

Implementation Status: Terminated

Priority: High

Implementation Description: December 2012

Completion Date: 11/2012

Responsible Person/Group: Director/Assistant Director

Additional Resources: 20,000

Budget Amount Requested: 20000

Lounge Space

With the increase of our student enrollment, the UC has seen higher traffic patterns. Need to identify more space for lounging/hanging out and studying and provide publicity efforts so that students are aware of space.

Established in Cycle: 2008-2009

Implementation Status: Finished

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Graduating Student Survey-Overall Comfort | **Outcome/Objective:** Provide well managed facilities.

Implementation Description: September 2011

Completion Date: 08/2011

Responsible Person/Group: Director and Assistant Directors

Additional Resources: Furniture in the interim

Budget Amount Requested: 25000

Review Outside Group Use Policy and Adjust

The number of student and departmental unit use of the UC has increased. Because of this and because of the priority levels of use of the facility, outside groups have not been able to use the facility. Will need to review policy and determine what the university's philosophy and departmental philosophy will be going forward. Dramatic decrease in use by outside groups. May need to adjust numbers.

Established in Cycle: 2008-2009

Implementation Status: In-Progress

Priority: High

Implementation Description: September 2012

Completion Date: 08/2012

Responsible Person/Group: Use of University Facilities Task Force (director serving on this committee)

Transform Marketing Efforts for WOW

Use the Waves of Welcome committee to push forward with new marketing efforts and use theme of "Get Involved. Stay Connected." Provide marketing materials to students to let them know what is available and how to get involved.

Established in Cycle: 2008-2009

Implementation Status: In-Progress

Priority: Medium

Relationships (Measure | Outcome/Objective):

Measure: EBI Survey - Opportunities for Leadership Role | **Outcome/Objective:** Promote involvement on campus

Measure: EBI Survey - UC Enhanced Experience | **Outcome/Objective:** Provide quality events, activities and services.

Measure: EBI Survey - UC is a place to get involved | **Outcome/Objective:** Promote involvement on campus

Measure: EBI Survey - UC Provides Variety of Services | **Outcome/Objective:** Provide quality events, activities and services.

Measure: Graduating Student Survey-Overall Comfort | **Outcome/Objective:** Provide well managed facilities.

Measure: Noel Levitz - Involvement | **Outcome/Objective:** Provide quality events, activities and services.

Measure: Noel Levitz - Know what's happening on campus | **Outcome/Objective:** Provide quality events, activities and services.

Measure: NSSE-Attending Campus Events | **Outcome/Objective:** Promote involvement on campus
| Provide quality events, activities and services.

Implementation Description: August 2012

Completion Date: 08/2012

Responsible Person/Group: Chair of Waves of Welcome Committee and Chair of Publicity Sub-Committee

Assessment Committee-Learning Outcomes Domains

The development of the Student Affairs Assessment committee is providing structure for the division's departments to assist in developing learning outcomes.

Established in Cycle: 2009-2010

Implementation Status: In-Progress

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: EBI Survey - Leadership Training | **Outcome/Objective:** Provide quality events, activities and services.

Measure: EBI Survey - Opportunities for Leadership Role | **Outcome/Objective:** Promote involvement on campus

Measure: EBI Survey - UC Enhanced Experience | **Outcome/Objective:** Provide quality events, activities and services.

Implementation Description: The director of UCSA will serve on this committee. The committee and the director will provide trainings to the department and then the department will create learning outcomes that align with the division's learning outcome domains.

Completion Date: 10/2011

Responsible Person/Group: Director and Assistant Directors

Additional Resources: Learning Outcome domains from Student Affairs Division

Budget Amount Requested: 0

Diversity Workshop Series

Develop and implement diversity workshops to help educate and bring awareness to the campus community.

Established in Cycle: 2009-2010

Implementation Status: Finished

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: EBI Survey - Leadership Training | **Outcome/Objective:** Provide quality events, activities and services.

Implementation Description: September 2011

Completion Date: 08/2011

Responsible Person/Group: Assistant Director Student Activities & Coordinator for multi-cultural programming

OrgSync Database Management

Implement and publicize the use of OrgSync with student organizations to assist with the ease of starting/maintaining recognized student organizations.

Established in Cycle: 2009-2010

Implementation Status: In-Progress

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Noel Levitz - Involvement | **Outcome/Objective:** Provide quality events, activities and services.

Implementation Description: September 2012

Completion Date: 08/2012

Responsible Person/Group: Student Activities Coordinators responsible for student organizations and publicity

Strategic Planning

Review strategic plan and results from EBI survey 2010 to develop action plans to address the needs of commuter students.

Established in Cycle: 2009-2010

Implementation Status: In-Progress

Priority: High

Implementation Description: August 31, 2012

Completion Date: 08/2012

Responsible Person/Group: Director and Assistant Directors

Student Center Complex Fee Referendum

Successfully run a student referendum for the Student Center (University Center) Complex Fee to increase the fee from \$45 to \$100.

Established in Cycle: 2009-2010

Implementation Status: In-Progress

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Noel Levitz - Student Center | **Outcome/Objective:** Provide well managed facilities.

Implementation Description: October 15, 2010

Completion Date: 10/2010

Responsible Person/Group: Director UCSA and staff

Training Matrix

Will develop measurements and achievement targets for student employee training matrix to assess their understanding of what it means to provide well managed facilities.

Established in Cycle: 2009-2010

Implementation Status: In-Progress

Priority: Medium

Implementation Description: September 2012

Completion Date: 08/2012

Responsible Person/Group: Assistant Director Operations/Operations Managers

UCSA Facebook Page

Create and manage a UCSA Facebook account. Utilize technology to get the word out about events, activities, programs, and services that are offered by our department.

Established in Cycle: 2010-2011

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: EBI Survey - Leadership Training | **Outcome/Objective:** Provide quality events, activities and services.

Measure: EBI Survey - Opportunities for Leadership Role | **Outcome/Objective:** Promote involvement on campus

Measure: EBI Survey - UC Enhanced Experience | **Outcome/Objective:** Provide quality events, activities and services.

Measure: EBI Survey - UC is a place to get involved | **Outcome/Objective:** Promote involvement on campus

Measure: NSSE-Attending Campus Events | **Outcome/Objective:** Promote involvement on campus
| Provide quality events, activities and services.

Implementation Description: August 21, 20112

Completion Date: 08/2012

Responsible Person/Group: UCSA Coordinator responsible for publicity/marketing

Analysis Questions and Analysis Answers

What specifically did your assessments show regarding proven strengths or progress you made on outcomes/objectives?

UCSA continues to provide events, services, programs and facilities for our student population and campus community as is evident in our annual report. We do a good job of promoting involvement to our students, yet our students, specifically freshmen, are not as aware of the types of opportunities that are available. Development and growth of our student employees and full time staff is something that we also try to accomplish through various opportunities such as workshops, conferences, webinars, and presentations. Our assessment shows that we are moving in the right direction and have made small steps in making progress towards achieving target measurements.

What specifically did your assessments show regarding any outcomes/objectives that will require continued attention?

UCSA is just shy of meeting some of the achievement targets that were set for this year. In most instances ratings were increased from the previous administration in 2007. There is still a need to address what we offer to students via different mediums such as facebook and texts, and also try to reach/target different populations of students especially those who are taking distance education courses. As our enrollment continues to grow, and the amount of foot traffic increases in the University Center, there is still a need for facility expansion. Although the referendum to increase the Student Center Complex Fee did not pass in October 2010, there is still discussion at the division level on when to offer another referendum. Through the development of learning outcomes, our department will be able to better assess the learning that students are receiving through our programs, services, and events.

Annual Report Section Responses

Executive Summary: Year in Review (Required)

The University Center and Student Activities Department encourages student leadership, learning and growth by providing excellent campus activities, programs, student involvement opportunities and student employment. We are dedicated to enhancing the student experience by challenging students and employees to achieve their personal best. We also strive to be a place where our diverse campus community can learn, laugh and engage with one another. Aloha Days, Freshman Camp, student retention rates were at 87% which is 22% higher than the university retention rate. For the fourth year in a row, UCSA offered an Alternative Spring Break Experience. Twenty-one students and three staff members traveled to Atlanta, Georgia. The students worked on various projects that helped the homeless through programs such as Safehouse Outreach, City of Refugee, and Bridges to Recovery. The Campus Activities Board hosted two new events this year, a Spoken Word artist and Sex Signals. Training played a huge part in weekly meetings as students learned about marketing, the wellness wheel, and team building. The Islander Cultural Alliance, our departmental multicultural student programming board, offered many events this year. New programs/events offered this year included Tunnel of Oppression, an interactive museum highlighting various forms of oppression; Don't Egg on the Ism, used to teach how to stand up to hate speech, and FagBug, a documentary movie on Gay Pride. In addition, ICA also collaborated with other organizations to provide Diwali, HOLI, an African Student Fashion Show, and Vietnam Night. Their signature event, Culture Fest, held in November was also a big hit with over 500 participants in attendance. In Greek Life, chapters participated in a canned food drive and monetary donation collection for the Japan relief efforts. Over \$300 and 800 pounds of food were donated to Red Cross. The Interfraternity Council chapters volunteered 197 hours, while the National Panhellenic chapters volunteered 253 hours. Greek Life also collaborated with I-ADAPT on a screening and brief intervention project. Two hundred forty-six Greek students received tier 1

alcohol prevention program. The Island Waves received a total of 10 awards from the Texas Intercollegiate Press Association. This year the advertising student manager was awarded the Scripps Howard National Internship and worked at the Kitsap Sun in Bremerton, Washington. This was the 3rd year that Island Waves hosted Constitution Day on September 17, 2010 with approximately 120 attendees. Several student staff also participated as judges by assisting with the University Interscholastic League (UIL) writing contests at the Gregory Portland Invitational, District 30-3A Meet and Region IV-3A Meet. Islanders Lights was held on December 3, 2010 and provided 527 toys and \$467 to the Wishes & Dreams Toy Drive which benefited children of Corpus Christi. This lighting of the campus for the holiday season celebration brought the community out to participate in a Fun Run and Walk around campus and culminated with light refreshments, music, photos with Santa, and lighting of a tree and campus buildings. In October of 2010, a referendum was held to ask students to increase the Student Center Complex Fee to expand and renovate the University Center. The student body voted against thus putting the expansion project on hold. Together Islanders Develop Excellence (TIDE) program was ended after the fall semester. After careful analysis, resources were used to create UCSA L.E.A.D.S. offering evening workshops for new students and student leaders and a "workshops to-go" program which delivered leadership workshops to various classes and student organization meetings. The department continued to support student and professional development with sponsoring attendance at regional and national conferences and institutes. UCSA staff participated and presented at the Association of College Unions International Conference, and students attended the ACUI Regional conference, Recreation Tournament, and Institute for Leadership Education and Development (I-LEAD). Study Center was offered again this year with an adjustment of hours. UCSA continued to partner with CASA to provide supplemental instruction and with Dining Services to provide food to students who utilized the University Center for extended studying to prepare for final exams.

Document:

[FY11 UCSA Annual Report](#)

Accomplishments of Administrative and Academic Support Entities

Marketplace This year, UCSA implemented the use of Marketplace, an online store front to begin accepting credit/debit cards as a method of payment. The business support specialist took on this project to develop a store front for Aloha Days Freshman Camp, Student Care Packages and ASB Donations. The implementation has allowed for ease and efficiency to the client as well as to our department. When utilizing Marketplace as a means to pay for registration or product, money is ACH to the departments account immediately. This has helped out tremendously as funds are now able to be used for expenses of the program. Future plans include setting up a store front for payment of Island Ways Advertisements as well.

You're an Essential Piece Program This Employee of the Month program for full time staff is used to boost morale and recognize outstanding performance from full time staff members. Each month the assistant directors and director, when needed, nominate employees who have shown exemplary performance during the month. Employees selected are usually announced at the last staff meeting of the month. The employees' names are placed in a frame which is hung on the first floor in the University Center between the elevators so that the campus community recognizes their efforts. With approval from their direct supervisor, the employee is also given 4 hours of flex time off from their regular duties. Below is a list of the Employees of the Month: September – Kim Duncan October – Rick Reyes November – J.R. Sanders December – Amy Kotulski January – Jack Pence February – Ray Gonzalez March – Valerie Gibbons April – Tori Amason May – Meredith Coplen June- Valerie Gibbons July- Amy Kotulski August-Sarah Snowden-Middleton

Student Employees: UCSA continues to be one of the largest departments to employ students in various positions. Below is a summary of student employees' GPA's for the long semesters of 2010 – 2011. Fall Spring · CAB 1.944 3.084 · ICA 2.627 3.037 · IW 3.034 2.890 · Office Assist. 2.911 2.310 · Operations 2.454 1.983 · SBM 3.0598 2.661 · 226/SOC 2.968 3.060 · EDGE 2.662 2.897 · TIDE 3.750 3.750 · Aloha Days 3.433 3.300 Average GPA 2.884 2.898 Cumulative GPA Office Assistants –2.850 ICA Officers – 2.870 CAB Officers – 2.932 226/SOC- 2.922 EDGE Officers –2.948 TIDE Officers- 3.222 Aloha Days Coordinators – 3.373 Island Waves Staff – 2.881 Senior Building Managers- 2.8604 Operations Crew- 2.421 Programming Aloha Days Aloha Days was held August 18-20, 2010 at Zephyr Baptist Encampment on the banks of Lake Corpus Christi. The Freshmen Camp provides incoming first-year students with an optional summer camp experience designed to aid in their successful transition to Texas A&M University-Corpus Christi. Student leaders, sophomores through seniors, serve as camp counselors and assistants to facilitate activities, discussions, games, and presentations. Student Affairs staff also assist with activities and presentations. During Aloha Days, students are given an awareness of their personal values and pride in the traditions, spirit and heritage of A&M-Corpus Christi. Student Employees/Student Leaders:

Zachary Jones Matthew Thrailkill Accomplishments: · Trained 40 volunteer student staff members. · 4 Professional Staff assisted in program · Student coordinators took on more of the responsibilities to implement camp. · Committees were given specific tasks to accomplish and timelines to accomplish everything. Training and Development Students attend a retreat at the end of the spring semester and then had summer training sessions in which they plan for the camp. These are held 1-2 times a month. During these training sessions the following topics are covered: do's and don'ts of being a camp counselor, TAMUCC Traditions and information, expectations, group facilitation, etc. Participation Fall 2010 Fall 2009 Fall 2008 Fall 2007 Fall 2006 Fall 2005 Fall 2004 # of camp attendees 243 230 258 199 199 278 174 % of freshmen class 10.4% 10.3% 12.7% 11.3% 8.7% 15.4% 9% % Change 5.6% -12% 30% 0% -28% 60% 50% Tracking of August 2010 participants revealed 87% were still enrolled at A&M-Corpus Christi in fall 2011. Aloha Days Demographics: Fall 2010 Participants Campus Population Gender Male 37.8% 38.4% Female 61.7% 61.6% Not Available 0% 0% Race/Ethnicity Asian .4% 2.8% African-American 5.3% 5.1% Hispanic 34.9% 39.3% International .4% 5% Native American .4% .5% White 53% 46% Not Available 2.8% .7% Other 1.2% 0% Totals 243 10,003 Assessment Results An Aloha Days survey (n=32) resulted in the following: · 65% of participants believed Aloha Days helped them prepare for college · 88% of participants believed Aloha Days prepared them to make better decisions in college · 94% of participants believed they met at least 6 new Islanders, 44% of those believed they met more than 16 · 72% of participants rated the small group counselors in the "Great" category. *Data may not be representative because of low response rate (13% of participants)

Alternative Spring Break Alternative Spring Break (ASB) Programs provide an opportunity for college students and staff members to engage in direct "hands-on" service that addresses the needs of the location in areas such as community service, social services, environmental conservation, etc. ASB programs establish educational objectives in collaboration with the host location. This, in turn, provides participants a sense of understanding about the region in which they will be volunteering and an opportunity to experience the culture of the individuals with which they will be interacting. ASB has merged under Excellence through Development Experience and Development (EDGE) and two student leadership positions, called Site Leaders, have been created to give the student more ownership of this program. This being the 4th year of the program, ASB ventured to Atlanta, Georgia to work with the homeless population in the downtown and surrounding areas. ASB had \$2200 provided by student fees for travel expenses (gas and vehicles). The majority of the budget was fundraised by participants and through diploma sales. The students had a multitude of opportunities working with homeless individuals, from delivering hygiene kits to making lunch. Student Employees/Student Leaders The Student Leadership position of Site Leader was developed this year. The Site Leaders led meetings, maintained attendance of participation, led team building exercises and aided in the planning of the trip. There were two site leaders: Jeanette Scarsdale and Christiana Williams. Accomplishments There was almost a 100% increase in participation from the previous year. Training and Development The participants were educated about the homeless population in Atlanta, Georgia before the trip. Service and Outreach · Monday, March 14th-- Safehouse Outreach (Non-Profit) · Tuesday, March 15th--City of Refugee (Non-Profit) · Wednesday, March 16th--7 Bridges to Recovery (Non-Profit) · Thursday, March 17th--Safehouse Outreach (Non-Profit) New Initiatives Development of 2 Site Leader positions Participation 21 Students 2 Site Leaders and 3 Professional Staff attended the 2011 trip: FY 2011 Student Participants Campus Population Gender Male 16% 38.4% Female 83% 61.6% Not Available 0% 0% Race/Ethnicity Asian 0% 2.8% African-American 0% 5.1% Hispanic 58.3% 39.3% International 16% 5% Native American 0% .5% White 8.3% 46% Other 0% .7% Not Specified 16% 0% TOTAL Number 12 10,003 Assessment Results Participants in ASB were given a pre- and post-test survey. The results of the survey showed a significant increase in the comfort level of the students in categories such as working with the homeless population, engaging in service within their communities, participating in conversations about homelessness and poverty and addressing social issues with a group of people. Campus Activities Board Campus Activities Board (CAB) is responsible for bringing a variety of cultural, educational and entertainment programs to the campus community. Students develop leadership skills while budgeting, planning, presenting and evaluating each event. Student Employees/Student Leaders President: Jennifer Medeiros Vice-President for Recruitment & Retention: Anthony Butler (Fall 2010)/Marco Bazan (Spring 2011) Vice-President for Promotions and Evaluations: Matthew Thrailkill Active members: 80 Accomplishments: · Increase in average meeting attendance · Developed new event, CAB Fest, which was an all day music event in collaboration with SGA and other student organizations. · Events have been well attended · Increased CAB active membership Training and Development · Officer Training during the summer · NACA Conference - 3 student leaders and advisor attended · Training during meetings with topics like marketing, retention, the wellness wheel, teambuilding Service and Outreach · Participation in the Big Event (community service –clean up of Corpus Christi) · October Carnival for kids in the Corpus Christi Community New Initiatives New events this year: Welcome Luau in collaboration with Camden, Spoken Word

Artist, Sex Signals Participation Demographics: FY 2011 Members Campus Population Gender Male 36.5% 38.4% Female 63% 61.6% Not Available 0% 0% Race/Ethnicity Asian 2.8% 2.8% African-American 6.9% 5.1% Hispanic 34.7% 39.3% International .4% 5% Native American .4% .5% White 42.2% 46% Other .4% .7% Not Available 8.9% 0% TOTAL Number 246 10,003 Programs: Novelty Programs: Welcome Luau, August 25th, 550 Student Org and Volunteer Fair, September 8th, 207 Diversity Programs: Disability Awareness Dinner, October 21st, 91 attendees Spoken Word Artist, March 2nd, 25 Educational Programs: Speaker: Sex Signals, September 22nd, 265 attendees Wild & Wacky Wednesday, Safe Spring Break, March 10th, 400 attendees Family Programs: October Halloween Carnival, October 31st, 193 attendees Homecoming Programs: Up All Night, February 20th, 162 attendees (had to reschedule from original day due to weather) Movie Programs: Outdoor Movie, October 7th, 112 attendees Comedian Programs: April fools of Comedy, April 8th, 50 attendees Music Programs: Battle of the Bands VIII, December 4th, 270 attendees CAB Fest April 30th, attendees 200 Total: 12 events with 3,830 attendees for CAB events for the Fall & Spring semesters. EDGE Leadership Program Education through Development, Growth, and Experience (EDGE) is a leadership program which was previously created for freshmen and sophomores. EDGE has shifted from focusing on freshman and sophomores and moved to providing services to all students on campus. EDGE members are required to complete at least 6 of 12 educational seminars, 7 of 14 campus exposures, and 12 community service hours per year. These requirements promote personal development, academic achievement, civic responsibility, and school spirit. Student Employees/Student Leaders President: Aaron Otero Vice-President: Diana Alvarez Membership Chair: Rafael Martinez-Mayorga Historian: Vacant Active members: 12 Accomplishments: Organized BIG Event – university-wide/community-wide volunteer project with growing numbers of participants Adopted the Alternative Spring Break Program Aligns more with service and ASB can use EDGE as an outlet to help publicize the program to build a following. Training and Development Leadership Conference, conference created by EDGE in a workshop format. The one day event, included breakout sessions on resume building, diversity, and leadership skills. Approximately 20 students participated. Service and Outreach EDGE's BIG EVENT worked with community partners New Initiatives EDGE is taking a more service orientated approach with their programming for the next year. EDGE events will revolve around being active citizens with the TAMUCC and Corpus Christi community. Participation Social Network Invited student organization's leaders to participate in games and get to know each other 20 students participated in the event 4th Annual Car Show 50 cars participated/80 attendees Raised over \$500 for Relay for Life BIG Event – university-wide/community-wide volunteer project 2 Residences Collaborated with the City of Corpus Christi (Pride CC) 12 student orgs (60+ students) Demographics: FY 2011 Members Campus Population Gender Male 33.3% 38.4% Female 66.6% 61.6% Not Available 0% 0% Race/Ethnicity Asian 8.3% 2.8% African-American 16.6% 5.1% Hispanic 75% 39.3% International 0% 5% Native American 0% .5% White 0% 46% Other 0% .7% Not Available 0% 0% TOTAL Number 12 10,003 Homecoming The purpose of Homecoming is to give current students an opportunity to express and/or develop their pride in Texas A&M University-Corpus Christi, with the hope that they will become active alumni upon graduation. The Institutional Advancement Office coordinates the alumni events and the student events are planned and implemented through the Homecoming Committee. Full responsibility of the planning and implementation of student Homecoming events lies with our department. Homecoming was held January 31st - February 5th, 2011 and the slogan has permanently been changed to "Ride the Wave Home." Accomplishments · Hired professional balloon artist and face painter for entertainment at Picnic · Blue Crew chaired the Picnic · Changed the committee to be a mix of permanent positions and appointed positions · Changed court competition to include an interview; reduced the number of positions from 8 to 4; allowed student organizations to nominate more candidates for the positions. Service and Outreach Court candidates read to students at the Early Childhood Development Center (ECDC) on the TAMUCC Campus. New Initiatives · Planned a Spirit Run to raise funds for the Student Emergency Funds and a local charity · Medallion scavenger hunt implemented to help teach university history and instill pride. Participation: Events this year were heavily interrupted due to a strong cold front that moved through the area on February 1st, causing temperatures to plummet into the 30's and 40's for highs most of the week. Campus was closed on the evening of the 3rd and all day the 4th. · Court competition: 34 applicants (increase from 26 from previous FY) · Picnic: 500+ (no increase from previous year) · Blood drive: 95 · Faculty/Staff vs. Student Basketball Game & Pep Rally: Cancelled · Parade: 16 participating groups · Spirit Competition: 11 groups (decrease of 7 groups from previous FY) Schedule of Events: Friday, January 21st 11:00pm-4:00pm Lawn Board painting party UC East Lawn Monday, January 31st 12:01am Court Voting begins homecoming.tamucc.edu 10:00am-3:00pm Blood Drive UC East Lawn Sidewalk 11:30am-1:30pm Kick-Off Picnic Lee Plaza /Rain: LSB 5:00pm-7:00pm Homecoming Hoopla Bay Hall Lawn Tuesday, February 1st All day Court Voting homecoming.tamucc.edu 9:50am-10:40am Court reads to kids ECDC 10:00am-3:00pm Blood Drive UC East Lawn Sidewalk Noon-2:00pm

Organization Spirit Day UC 226 4:00pm-6:00pm Sidewalk Chalk Graffiti Contest Bay Hall/Rain:
 UC Commons 6:30pm-8:00pm Step & Stroll Reception & Showcase UC Lone Star Ballrooms
 Wednesday, February 2nd All day Court Voting homecoming.tamucc.edu 10:00am-8:00pm Blood
 Drive UC East Lawn Sidewalk 12:30pm-1:30pm Court reads to kids ECDC 7:00pm Men v. Nicholls
 State ABC Thursday, February 3rd All day Court Voting homecoming.tamucc.edu 6:00pm-8:00pm
 4th Annual Alumni Winter Jazz Mixer Islander Art Gallery 7:30pm Faculty/Staff vs. Student
 Basketball Game Dugan Wellness Center (cancelled due to weather) 8:30pm Pep Rally and
 Lighting of the "I" UC East Lawn/Rain: Dugan (cancelled due to weather) 9:00pm-Midnight Up All
 Night UC (postponed to another week) Friday, February 4th 11:00am-1:30pm Friday Fiesta UC
 East Lawn/Rain: Dugan (cancelled; campus closed) 8:00am-2:00pm Alumni Meet and Greet Lee
 Center 5:30pm-7:00pm Athletic Hall of Honor Dinner UC Lone Star Ballroom 5:30pm 3k Spirit Run
 Hike & Bike Trail (cancelled due to weather) Saturday, February 5th 9:00am-10:30am
 Alumni/Parents Award Breakfast UC Lone Star Ballroom 10:45am-11:45am Alumni Annual
 Meeting UC Lone Star Ballroom 3:00pm – 4:30pm Parade check-in ABC Parking Lot 10 4:30pm-
 6:30pm Alumni Shrimp Boil ABC Parking Lot 10 5:00pm Parade Chaparral Street 5:00pm-6:30pm
 I Association Tailgate ABC Garrett Ballroom Foyer 7:00pm Men vs. Northwestern ABC Islander
 Cultural Alliance (ICA) The purpose of the ICA is to unify the multicultural presence on campus
 represented by a diverse student population. Inclusion will signify a unified multi-cultural
 atmosphere and participating organizations are expected to support each other in individual club
 endeavors. Student Employees/Student Leaders President: Amy Arismendez (Fall)/ Christiana
 Williams (Spring) VP Recruitment: Christiana Williams (Fall)/ Christina Rodriguez (Spring) VP
 Public Relations: Beronica Reyes VP Education: Kayla Angelosante Active members: 15
 Accomplishments: · Brought in FagBug documentary for Gay Pride, movie has been touring
 campuses around the nation. TAMUCC was the first in Texas. · Added new event: Tunnel of
 Oppression which was an interactive museum that taught about various forms of oppression,
 brought great response and numbers to first time event · In response to participants of Tunnel of
 Oppression, ICA sponsored: Don't Egg on the Ism, a new program to teach how to stand up to
 hate speech Training and Development ICA Officer Training (a retreat once a semester, all officer
 meetings bi-weekly and one on one meetings with each officer bi-weekly) Mini Training Series at
 each ICA general meeting Service and Outreach Culture Fest FagBug Latinas in College Tunnel
 of Oppression Don't Egg on the Ism New Initiatives Started Tunnel of Oppression event with great
 success Begin having some events in the middle of the day and come and go to appeal to more
 students Cultural events planned by ICA: Cultural Fusion- about 80 Disable the Label (Disability
 Awareness Dinner)- 89 guests (plus 30+staff) FagBug Documentary-30 Culture Fest- 513 MLK
 March- about 150 Black History Month Event-20 Tunnel of Oppression- 388 Don't Egg on the Ism-
 200 Ladies' Night- 131 Come As You Are PROM- 100 Cultural Events cosponsored by ICA Diwali-
 82 HOLI-50 African Student Fashion Show Vietnam Night Participation: 1,731 (approx)
 participants at 10 events Demographic information-Events: FY 2011 Program Attendees Campus
 Population Gender Male 33.7% 38.4% Female 65.1% 61.6% Not Available 12.3% 0%
 Race/Ethnicity Asian 7.8% 2.8% African-American 17.9% 5.1% Hispanic 33.7% 39.3%
 International 16.8% 5% Native American 0% .5% White 11.2% 46% Other 0% .7% Not Available
 12.3% 0% TOTAL Number 89 10,003 ** Sanddollar reader stats taken from 4 events Cultural
 events celebrated: · Cultural Fusion · Hector P. Garcia/Constitution Day Celebration · Hispanic
 Heritage Month Folklorico Celebration · Hispanic Heritage Month Quinceanera · Hispanic Heritage
 Month Ugly Betty Premier – Hispanic Women and their portrayal in media · Disability Awareness
 Month Dinner · Culture Fest · World Aids Day · MLK March · Lunar New Year · International
 Students Meet & Greet · Black History Month Speaker · "White's Only, No Mexican or Spanish" –
 PBS Documentary · Indian Dessert Festival · Participated in CAB's Fall Festival, · Participated in
 Islander Lights Assessment Results Surveys were completed for the events "Don't Egg on the
 Ism" (n=168) and "FagBug (n=25)" The following results were compiled: · 67% of students at
 "Don't Egg on the Ism" responded that they would encourage a person being discriminated against
 and stand up for them 100% of students at "Don't Egg on the Ism" responded that oppression still
 exists 56% of students in attendance stated their favorite part of the program was the content of
 "FagBug," listing the story, the car, and learning about the victims of violence against gay people
 Island Waves Student Newspaper Island Waves (IW) Student Newspaper publishes a weekly
 student newspaper focusing on news, features, entertainment and sports occurring on campus.
 This past year 15 issues were published in the fall semester; 15 in the spring semester; and 3 in
 the summer. There are several student staff positions available where students are able to
 develop leadership, writing, design layout, photography, and editing skills. Students are self-taught
 as there is no journalism major offered at TAMUCC. Student Employees/Student Leaders Editor-in-
 -Chief: Jeanette Scarsdale Managing Editor: Rob Boscamp Ad Manger: Gerald Johnson
 (fall)/Allen Hoye(Spring) Marketing Assistant: Allen Hoye (fall)/Gerald Johnson (Spring) Layout
 Editors: Aubrey Dancer, Linda Carson (fall), Christina Martinez (Spring) Features Editor: Dakota
 Hicock Entertainment Editor: Mike Henneberger News Editor: Andrea Amaya Sports Editor: Josh

Sanchez Copy Editor: Joe Martinez Reporters: Alexis Deleon, Kathleen Ramirez, Catrina Espinosa, Kristian Thompson (Spring) Photographer: Zachary Zarder, Hillary Vallejo Distribution Manager: Ashtyn Elizondo Accomplishments · Held 7 Coffee & A Paper events, where the campus community picked up the latest copy of the paper, shared their opinions and ideas, and met the newspaper staff. Distributed approximately 200 issues within the 1-hour time span at each event. · Sent 10 students to the 102nd Texas Intercollegiate Press Association (TIPA) Conference in Fort Worth, Texas for formal training · Les Cockrell graduated in December 2010 and is working at the Corpus Christi Caller-Times · Allen Hoye was awarded the Scripps Howard National internship and worked at the Kitsap Sun in Bremerton, Washington · Island Waves hosted the 3rd annual Constitution Day on September 17, 2010. Approximately 120 attendees. · The Island Waves received a total of 10 awards from the Texas Intercollegiate Press Association o Newspaper Division 3 pre-conference awards: § 1st place Headline- Rob Boscamp § 2nd place Feature Page Design- Rob Boscamp § Honorable Mention- IW Staff for Special Edition or Section § Honorable Mention- Joshua Sanchez for Sports Column § Honorable Mention- Joshua Sanchez for Sports Feature Story § Honorable Mention- Linda Carson for Information Graphic § Honorable Mention- Hali Browning for Advertising Design o TIPA On-site Competition Awards § 3rd place Print News Writing- Jeanette Scarsdale § 3rd place TV News Writing- Joshua Sanchez § 3rd place Critical Review- Mike Henneberger Training and Development · Incorporated beginning of semester one-on-ones with staff members to evaluate their progress earlier so that corrections could be made as needed · Cross trained staff members to step outside of official job duties and take on other assignments. For example, both the advertising manager and advertising assistant wrote stories in addition to managing the business end of the newspaper. · Collaborated with Del Mar College's newspaper, The Foghorn, for a training with Caller-Times staff members that covered writing development, design, and photography Service and Outreach · Continued monthly staff trainings open to campus community · Advertised open weekly meetings where non-staff members could attend, meet the staff, and take story assignments · UIL News, Feature, Editorial and Headline Judging o Gregory-Portland Invitational- Jeanette Scarsdale and Rob Boscamp o District 30-3A Meet- Jeanette Scarsdale and Rob Boscamp o Region IV-3A Meet- Jeanette Scarsdale, Rob Boscamp and Allen Hoye New Initiatives · Implemented staff editorials and opinion pieces · Requested feedback from readers, resulted in increase of letters on topics including: o University response to February freezes o Gay-Straight Alliance o Equal Pay Day o University Budget Cuts o Responses to various articles/columns Participation · Homecoming Participation o 1st place Banner Contest o 2nd place Basketball Decorating Contest o 2nd place Lawn Board contest o "Best use of Blue and Green" in Door Decorating Contest o Homecoming Spirit Competition Winners o Two homecoming court nominees · Participation in campus events: o EDGE's Big Event o Alternative Spring Break o CAB Fest Islander Lights This annual celebration where buildings throughout campus are illuminated with blue, green and white holiday lights was held on December 3, 2010. The evening consists of music, games and activities for the campus and local community and is free. Santa Claus took pictures with kids and a lighting ceremony began at 7 p.m. This event was created in conjunction with Wishes and Dreams Toy Drive which benefits the children of Corpus Christi. A monetary and toy drive was held throughout the week before the event, and also the night of the event. Before the festivities, there was the Islander Lights Fun Run and Walk (3-mile run and 1.5-mile walk) around the University with an entry fee of one toy per participant. There were light refreshments provided including tamales, chips and salsa, and beverages. Organizations were also invited and many had booths at the event that provided services such as face painting and ornament making. Inflatables were also available with the Islander Cheer and Dance teams performing for the visitors. Grande Communications brought out a bus to transport the toys for Wishes and Dreams. Staff Council members also assisted by taking pictures of children with Santa Claus and sent pictures electronically to families. Accomplishments · Raised \$467 in the monetary drive · Collected 527 toys o Both numbers increased compared to the previous year. Service and Outreach · Wishes & Dreams Toy Drive · Partnered with Walgreens, Coca Cola, Corpus Christi Police Department, Grande Communications and TAMUCC Staff Council Participation · Fun Run/Walk – 243 participants of all ages · Lighting festivities – over 400 participants Together Islanders Develop Excellence (TIDE) TIDE is a student to student program developed to assist new students' transition to the University. Student Advocates are current University students who have taken classes for at least one semester at TAMU-CC. They are assigned to work with 3-4 First Year Seminar Classes, where they conduct about three 15-20 minutes workshops each semester on topics pre-selected and pre-planned by the TIDE Advisor and First Year Program Coordinator. Additionally, Advocates hold office hours each week, develop relationships with the students in his/her Seminar classes and contact those students via email, phone or online social networks about campus and community opportunities. Through his/her relationship with the Seminar students, the Advocate will assist students with their transition to the university by encouraging them to attend campus events together, referring them to campus resources when needed and being knowledgeable about campus resources. TIDE was

discontinued after Fall 2010 due to lack of participation and funding. Student Employees/Advocates Jessica Slentz-Student Coordinator, Laura Gratke, Cassy Rinehart, Christina Martinez, Sara Mostaghasi, Seraph Liu, Shashi Raj, Onur Guler, Marissa Jimenez, Jennifer Trevino, Gavin Wandrey, Jennifer Hernandez Accomplishments: TIDE increased the number of qualified applicants interested in the program. TIDE increased number of attendees at Evening Workshop Series started in previous year. TIDE program is canceled for Spring 2011 semester due to lack of buy in and participation. Training and Development TIDE provides training and regular meetings for all advocates. Service and Outreach · Advocates encourage their students to participate in various campus events · Workshop series · Participated in Islander Lights Participation: TIDE Demographic Information - Advocates FY 2011 Advocates Campus Population Gender Male 16.6% 38.4% Female 83.3% 61.6% Not Available 0% 0% Race/Ethnicity Asian 0% 2.8% African-American 0% 5.1% Hispanic 33.3% 39.3% International 25% 5% Native American 0% .5% White 33.3% 46% Other 0% .7% Not Available 8.3% 0% TOTAL Number 12 10,003

Greek Life Fraternities and sororities are mutually selective, value-driven groups that provide an organized social life for their members as a contributing aspect of their educational experience. These organizations provide lifelong relationships, leadership, scholarship, service, and campus and community involvement. Student Employees/Student Leaders Interfraternity Council · President: AJ Perez · Vice-President Internal Affairs: Bobby Acuna · Vice-President Operations: Cody Torno · Vice-President External Affairs: Jacob Kacir · Vice-President Finance: Ian Pittman · Vice-President Recruitment: Zach Jones · Vice-President Public Relations: Tyler Hester

Panhellenic Council · President: Caroline Jacobs · Vice-President Recruitment: Samantha Hune · Vice-President Operations: Tiffany Nelson · Vice-President Judicial: Clarissa Delgado · Vice-President Scholarship: Kelly SanGabriel · Vice-President Finance: Jessica Cantu Multicultural Greek Council · President: Victoria Saucedo · Vice President: Ashley Brooks · Treasurer: Ashley Brooks · Secretary: Kiara Peoples · Public Relations: Zavier Williams Order of Omega · President: Sam Hune · Vice President Membership: Tiffany Nelson · Vice President Programming: Jessica Williams · Vice President Communications: Salena Pereira · Vice President Finance: Nicholas Rojas · Vice President Public Relations: Cody Torno Accomplishments · Greeks comprise 5.2% of the total undergraduate population, a slight increase from last year's 4.7%. · Great Greek support with the BIG EVENT increased and all chapters were represented. Multicultural Greek Council · Volunteered at the Food Bank of Corpus Christi for about 4 hours; several members of Panhellenic also volunteered · Donated 192 pounds of food to the Food Bank. · Hosted Step & Stroll Showcase during Homecoming with about 200 attendees · Hosted MGC PR week in September and a month of activities in February to raise awareness of council's chapters. · Established bank account and collected dues for the first time Inter Fraternity Council · Advisor-led mini-retreat on fraternal experience; each chapter was present and contributed ideas · Joined the North-American Interfraternity Conference · 80% of Chapters were in attendance at New Student Orientation National Panhellenic Council: · Record high Recruitment 193 signed up 111 Bids given · Developed Panhellenic Newsletter by Public Relations Chair · Developed Panhellenic Member of the Month · Developed new programs such as o New Member Education o Safe Spring Break Program Training and Development Each year, Greek Life chapter members participate in educational programs. FY11 programs included: · Greek Leadership Retreat in January – at least 5 officers from each chapter attended. · Multicultural, Panhellenic and Interfraternity Council retreats (held separately). · Hazing webinar in May, with several chapter members in attendance. · Webinar: Quality Control and Eligibility Standards, 3 students attended; sent link to view webinar to Greek Life listserv · Offered Scholarships for students to attend the Undergraduate Interfraternity Institute (UIFI) · Various meeting management trainings/retreats/Executive Committee trainings · Chapter President's 1:1 with Greek Advisor Service and Outreach · Greek chapters participated in a canned drive and monetary donation collection for the Japan relief efforts. Over \$300 and 800 pounds of cans were donated to Red Cross. · Order of Omega participated in October Carnival and helped children from the community make bags for trick-or-treating · Easter Egg Hunt at Lexington Apartments by Panhellenic Council · IFC chapters volunteered 197 hours this year. · NPC chapters volunteered 253 hours this year. New Initiatives · Year round leadership training for Greek student leaders · Panhellenic's creation of the New Member Education program · Panhellenic's Safe Spring Break Program with Dr. Sharp's Presentation about Sexual Assault and Safety. · Panhellenic moved to summer recruitment, 58 bids offered · Panhellenic held several open house events for prospective members during orientations Participation Recognized Chapters · Panhellenic Council Organization: Alpha Gamma Delta, Delta Delta Delta, Gamma Phi Beta, Zeta Tau Alpha · Inter Fraternity Council Organizations: Beta Theta Pi, Delta Chi, Phi Delta Theta, Sigma Phi Epsilon, Kappa Sigma · National Pan-Hellenic Council Organizations: Alpha Kappa Alpha, Alpha Phi Alpha · National Association of Latino Fraternal Organizations: Lambda Theta Alpha, Sigma Lambda Gamma. · Honorary Greek Organization: Order of Omega Greek Demographics: FY 2011 Fraternity and Sorority Members Campus Population Gender Male 37.6% 38.4% Female 61.5% 61.6% Not

Available .8% 0% Race/Ethnicity Asian 2.6% 2.8% African-American 4.7% 5.1% Hispanic 39.8% 39.3% International 1.5% 5% Native American 0.9% .5% White 50% 46% Other 0% .7% Not Available 0% 0% TOTAL Number 452 10,003 Participation by category FY 2011 FY 2009 FY 2008 FY 2007 FY 2006 Panhellenic 208 219 199 179 177 % change -5% 10% 11% 1.1% 2.8% NPHC 7 10 3 9 10 % change -30% 333% -67% -11% 50% Multi-Cultural 24 29 36 26 24 % change -17.2% -20% 40% 7.7% 33.3% Interfraternity Council 165 140 140 107 117 % change 17.8% 0% 31% -8.5% 3.4% Order of Omega honor society inducted 15 new members, for a total 17 of members at the end of the year. Recognition: The following awards were given out at the Greek Life Awards Ceremony. The purpose is to honor and recognize outstanding student leaders, academic achievement and chapter achievement. Chapter Awards · Order of Omega Chapter Excellence Award: Sigma Phi Epsilon, Gamma Phi Beta · Highest Men's Overall GPA: Delta Chi · Highest Women's Overall GPA: Gamma Phi Beta · Highest Men's New Member GPA: Delta Chi · Highest Women's New Member GPA: Delta Delta Delta · Outstanding Philanthropy Award: Teeter-Totter-a-thon by Alpha Gamma Delta · Outstanding Chapter Service Award: Delta Delta Delta · Brotherhood and Sisterhood Award: Leo Geuco of Sigma Phi Epsilon Victoria Saucedo of Lambda Theta Alpha · Greek Woman Man of the Year: Samantha Hernandez, Alpha Gamma Delta · Outstanding Sorority Advisor Award: Krystal Garza, Lambda Theta Alpha · Outstanding Faculty Advisor Award: Rose Zuniga, Lambda Theta Alpha · Most Improved GPA: Alpha Gamma Delta Greek Week: Greek Week is a week-long series of events aimed to promote unity and friendship among the Greek Community at the A&M-Corpus Christi. Greek Week was held March 27-31, 2011 and featured the following events: Sunday, March 27 Service Activity 10:00am UC Monday, March 28 Lawn Board Displays All Day Campus Greek Awards 7:00pm-9:00pm UC Ballrooms Tuesday, March 29 Lawn Board Displays All Day Campus Field Day 4:00pm-6:00pm East Lawn Wednesday, March 30 Lawn Board Displays All Day Campus Lawn Board Judged 10am-2pm Campus Chapter Letter Shirt 12pm-2pm UC 204 Volleyball 4pm-7pm Island Hall Thursday, March 31 Lawn Board Displays All Day Campus Greek Variety Show 7pm-9pm UC Ballrooms Academic performance is very important to the Greek community. Each semester, members' grades are calculated and overall statistics of each chapter are sent to their headquarters. Fall 2010 Sem. Cum. #'s Spring 2011 Sem. Cum. #'s Overall Sorority GPA 2.728 2.936 264 Overall Sorority GPA 2.909 2.978 237 Overall Fraternity GPA 2.601 2.736 168 Overall Fraternity GPA 2.604 2.771 167 Alpha Gamma Delta 2.668 3.006 58 Alpha Gamma Delta 2.546 2.856 56 Alpha Kappa Alpha 2.478 2.722 5 Alpha Kappa Alpha 2.478 2.722 5 Delta Delta Delta 2.748 3.039 55 Delta Delta Delta 2.835 3.161 46 Gamma Phi Beta 2.812 3.047 56 Gamma Phi Beta 2.854 2.983 54 Lambda Theta Alpha 3.133 3.028 9 Lambda Theta Alpha 3.175 3.084 9 Sigma Lambda Gamma 2.654 2.911 15 Sigma Lambda Gamma 3.015 3.103 15 Zeta Tau Alpha 2.603 2.801 66 Zeta Tau Alpha 3.040 2.873 52 Alpha Phi Alpha 2.485 2.528 3 Alpha Phi Alpha 2.485 2.528 2 Beta Theta Pi 2.755 2.603 34 Beta Theta Pi 2.737 2.810 34 Delta Chi 2.618 2.953 48 Delta Chi 2.656 2.953 48 Kappa Sigma 2.330 2.545 32 Kappa Sigma 2.331 2.545 32 Phi Delta Theta 2.386 2.760 25 Phi Delta Theta 2.684 2.759 2 Sigma Phi Epsilon 2.475 2.865 26 Sigma Phi Epsilon 2.733 3.028 26 Assessment An assessment was conducted after the Greek Leader Retreat. Overall, the students learned valuable and useful information about their leadership style through participating in True Colors (98%). They believe that this is information that they can use in their position (96%). Students were somewhat able to apply information they learned about policies and procedures. Alcohol laws and fundraising rules should be further explained. More information is also needed on the consequences of violating a university rule. Catalyst The Student Activities office provided a unique opportunity for student leaders to attend a one day leadership retreat coordinated by a nationally known group, Leadershape. Leadershape's mission is to transform the world by increasing the number of people who lead with integrity TM and a healthy disregard for the impossible. Leadershape presented the Catalyst program to our students. Catalyst TM is a one-day program designed to allow participants the time and space to consider powerful questions that move them towards action. Compelling questions like: Am I on the right path? Who do I want to be? How can I connect with other like-minded individuals? The day isn't intended to provide participants with easy answers to these questions but rather create a community in which participants can engage in meaningful conversations with each other. Catalyst is designed primarily for individuals who are committed to the exploration of possibility, personal integrity, and increasing their capacity to lead. They might currently be members of standing organizations or groups, or be exploring involvement and action in the greater community. Accomplishments 12 students participated in the program Training and Development No preparation was needed for participants before the program. Participation FY 2011 Participants Campus Population Gender Male: 33.3% 38.4% Female: 66.6% 61.6% Other: 0% 0% Undisclosed: 0% 0% Race/Ethnicity Asian 0% 2.8% African-American 15.3% 5.1% Hispanic 41.6% 39.3% International 0% 5% Native American 0% .5% White 41.6% 46% Not Available 7.6% .7% Other 0% 0% TOTAL Number 12 10,003 University Council of Student Organizations The University Council of Student Organizations (UCSO) is a governing council for all non-Greek,

non-sport club and non-departmental organizations. UCSO meetings are held monthly during the fall and spring semesters. The main purposes are: determine funding for eligible organizations; develop and communicate policies and procedures relevant to student organizations; and inform student organizations of campus and community opportunities and events. Student Activities strives to get as many students involved in campus life as possible. This year, 1,027 students participated in at least one student organization and 299 students participated in more than one organization. Officers: President: Clara Light Vice-President: Ashlea Kenalty Accomplishments: 10 new student organizations Implementation of paperless organization resources Increased funding into the Special Events Fund via constitutional amendment Awarded gift cards at UCSO Banquet to recognize outstanding organizations Sponsored 2 participants in the Alternative Spring Break Program Service and Outreach Due to staff transition, this information was not collected for this year. Participation UCSO Demographics: FY 2011 Involved Students Campus Population Gender Male: 25% 38.4% Female: 46% 61.6% Other: 0.00% 0% Undisclosed: 29% 0% Race/Ethnicity Asian .03% 2.8% African-American .04% 5.1% Hispanic 23% 39.3% International 2.7% 5% Native American 0% .5% White 22% 46% Not Available 44% .7% Other 3.6% 0% Class Level Freshmen 16% 22.5% Sophomore 14% 14.2% Junior 15% 17.1% Senior 12% 25.1% Graduate .08% 21.1% Not Available 31% 0% TOTAL Number 1027 10,003 Student Organizations: Academic Organizations 31 Cultural Organizations 13 Faith-based Organizations 13 Honor Societies 16 Sports Clubs 13 Professional Organizations 7 Service Organizations 9 Special interest Organizations 33 Greek Organizations 14 Health Organizations 1 Institutional Organizations 3 Spirit 3 Student Governance 5 UCSA L.E.A.D.S. Available in Spring 2011 semester, UCSA LEADS program offered two services: · Evening workshops for new students and student leaders · Workshops To-Go program which delivered leadership workshops to various classes and meetings o During its first semester running, workshops to-go was used 8 times. Student Employees/Student Leaders Jessica Slentz Accomplishments · Development of the Program Training and Development · Previous training obtained through TIDE Program Service and Outreach · Student Leader served as in-class tutor for the bridge program 3 classes-75 students New Initiatives · Program development and implementation Participation Audience Type and Amount Topic Presented Requestor English 1301 Class (25 students) Job Readiness and Campus Opportunities Edith Delgado Res Hall Program (15 students) Diversity Matt Gressler Res Hall Program (15 students) Diversity Diana Alvarez First Year Seminar (2 classes of 25) Time Management and College Success Javier Cavazos First Year Seminar (2 classes of 25) Personality Assessment Courtney Gallion Leadership Meeting for City Roberts Rules of Order Liza Wisner Evening Workshops: For Freshmen, Individuals, all students Topic Date Time Location Personality Assessment and Relationships (Tori) Tuesday, February 8, 2011 7-8pm University Center, Room Tejas B Choosing a Major, Networking and Internships (Jessica) Tuesday, March 8, 2011 7-8pm University Center, Room Tejas B Values and Time Management (Amber) Tuesday, April 12, 2011 7-8pm University Center, Room Tejas B For Organizations, student leaders, all students: Topic Date Time Location Top 10 Mistakes of a Leader (Jack) Tuesday, January 25, 2011 6-7pm University Center, Room Tejas B Recruiting and Retaining Members (Amber) Tuesday, February 15, 2011 5-6pm University Center, Room Tejas A Leadership Styles (Jack) Wednesday, March 9, 2011 7-8pm University Center, Room Swordfish (324) Goal Setting (Tori) Thursday, April 7, 2011 2-3pm University Center, Room Tejas B Waves of Welcome Waves of Welcome (WOW) is designed to help students become familiar with A&M-Corpus Christi and its traditions. WOW provides an opportunity for students to meet their fellow Islanders, network with faculty and staff, and connect with student leaders. By attending open houses, special programs, meetings, and other activities, students can learn more about the many resources available to help them succeed academically and get the most out of their college experience. Accomplishments Had welcome stations to target commuter students and help direct students around campus. New chair person, Tricia Rodriguez, has been selected for this committee. New Initiatives Had different events to target the on campus students, commuter students, and general student body. Participation Served over 450 students during President's Picnic which was held in the Dugan Wellness Center due to weather restrictions. Held Passport to the Island event in the Library breezeway in the Fall and Spring semesters to showcase about 18 different departments on campus. There was limited availability and tables were given on a first come first served basis. T-shirts and light refreshments were handed out. Islander Poker Challenge The Challenge offers a 'unique' and truly 'memorable' experience for college students. The event provided students a chance to participate and play in a 'live', 'on campus' Texas Hold'em Tournament for scholarship money. The event continued an annual tradition that began last year, thru non athletic competition. The event focused on students' social interaction and it set the stage for establishing unique memories for all student participants. The challenge also provided scholarship money to our students. Student Employees/Student Leaders Senior Student Management team helped to organize and run the program. Training and Development Trained on advertisement, dependability, and follow through. New Initiatives · Collaborated with Disabilities Services to have

a set of Braille Playing Cards to ensure students with visual impairments could participate. Participation · Registered: 121 · Actual Participants: 83 · Students receiving Scholarship money: 16 (\$1800) Association of College and Unions International Regional Conference Participation: October 2010 · Eight student staff members and three professional staff members participated in the ACUI Region 12 Regional Conference at the University of Texas at San Antonio. · We had two professional staff members and a Senior Student Manager serve on the ACUI Conference Planning Team. · The Breakers Game Room website was entered into the web design competition and received 2nd place honors. Regional Recreation Tournament Participation: February 2011 · Tournament was scheduled to take place at the University of Houston but was cancelled due to winter weather. International Conference Participation: February-March 2011 2 professional staff members participated in conference held in Chicago, Illinois Lisa O. Perez & Tori Amason presented on behalf of the Multi-Ethnic Professional & Allies Community of Practice, "How Diverse is Your Union?" The Institute for Leadership Education and Development (I-LEAD) The Institute for Leadership Education and Development (I-LEAD®) is ACUI's premier student program, designed to emphasize the key concept areas of leadership, community development, and change. I-LEAD® offers an opportunity for the college students to focus on personal growth and other issues facing our world. The institute prepares students to develop skills that will serve them as leaders in any situation, regardless of role, organization, or environment. · One student from our Student Activities student staff attended the conference in July 2011. Breakers Game Room Located on the second floor of the University Center, the game room is open about 55 hours a week. Students pay \$3 an hour to play on one of three pool tables or play on one of four Xbox 360 game consoles. Currently the Game Room has over 60 game titles available for use on the Xbox to include some student favorites: Madden Football, Halo: ODST, Bioshock 2, and others. The game room also sponsored a number of different tournaments to include: Madden, Halo, FIFA, and Guitar Hero. Student Employees/Student Leaders · Hired Christina Martinez, Jordan Orona, Aaron Otero, and Whitney Baskett Accomplishments · Acquired a Table Tennis table through a continued relationship with Recreational Sports Training and Development · Implemented monthly staff meetings to go over rules of tournaments and training for Assistants New Initiatives · Each employee is responsible for conducting 1 program or tournament each semester, which will be supervised by the student Gameroom Coordinator. · Utilized Facebook more to reach our student population. Tournaments · Madden 11-15-10 · 9-Ball 11-17-10 o Utilized as an ACUI qualifying tournament · Table Tennis 11-19-10 o Utilized as an ACUI qualifying tournament · Texas Hold'Em 2-23-11 o 1 with visual impairment: disability services donated brail playing cards to Breakers o Tournament lasted about 2 hrs 15 mins o 1st: Vamshi Krishna Erani Prize: \$20 to Target, Breakers t-shirt, 2 Xbox games from old inventory o 2nd: Araceli Cerda Prize: \$10 to Target, 1 Xbox game from old inventory o 3rd: Alden Carrasco: Prize: \$5 to Sonic, 1 Xbox game from old inventory Participation · ≈ 97 Guitar Hero Users · 570 Video Game Users · 515 Pool Table Users · 161 Table Tennis Users · 1381 Total Users o These numbers only include the person requesting the items. Each request for the Video Game Consoles and the Pool Tables sometimes had more than one user on a request. This means that more than 1500 students utilized the game room over the past year. Study Center Study Center is a departmental event that is held during finals week for the fall and spring semester. The University Center remained open for 24 hours during Finals Week, beginning with Late Night Breakfast and concluding the final day of exam week, closing Friday and Saturday nights only. This initiative was created in Fall 2009 to better serve the campus community to promote the importance of finals and the impact it has on the students' stress level, to provide them with an alternative study location and to celebrate their hard work throughout the semester. During the December 2010 Study Center, we collaborated with Aramark Campus Dining to provide free coffee and utilizing the Catering Incentive Fund provided by Aramark, we were able to purchase pizza for two different nights throughout the week. The Breakers Game Room was also open throughout the Study Center for free to provide students with video games and pool for as long as they would like to play. We contacted CASA to offer our space for tutoring and a way to let the faculty offer group review sessions or supplemental instruction. We set up a computer lab in a ballroom for those students that needed access for their studies. During the May 2011 Study Center, we made some changes to our event, but still had success with the students. The University Center was open extended hours (6a-Midnight), but not 24 hours. Coffee, pizza, bagel bites, and popcorn was provided by Aramark and sponsored by UCSO and Greek Life. There were rooms for students to practice presentations, study spaces, and group reservation rooms. Breakers Gameroom was open during the extended hours and was free for students to use. We want to continue to work with other departments to get more resources for students to use. Our goals for this event are to promote a place for students to come and study or take a study break from the stresses of final exams. We also wanted to expand the collaboration with other departments to help the students. As we move along, we would like to offer more services during the Study Center to help the students with concentration and relaxation during the exam week. Another goal is to be able to offer a place where faculty could serve their

students outside of the classroom with special study sessions and/or tutoring sessions. As we move forward, we want to continue to improve our marketing techniques to better inform the students of this service we are providing and to receive input from students so that we can continue to improve our Study Center. Participation · Fall 2010 Semester – Building was used approximately 60% of the time we were opened · Spring 2011 Semester – Building was used approximately 55% of the time we were opened

Facilities & Operations Student Employment/Student Leaders Accomplishments · Moved the senior student managers from the scheduling office, Hired 3 Scheduling Assistants that are strictly for the scheduling office. The hours kept in the scheduling office this fiscal year are 10am – 5pm Monday through Thursday; Friday they are scheduled from 9am – 3pm. · Updated the training matrix utilized by all new operations crew · Updated the student training assessment the students take at the end of the training sessions · Created the Scheduling Assistant training matrix for student employees in the scheduling office. · Discontinued the Student Service Assistant position due to budget cuts · Operations staff continued working on a Repair and a Preventative Maintenance schedule for the equipment that belongs to the University Center. · Operations staff continued working on a Replacement plan for equipment in the building as well as a preventative maintenance plan on current equipment. · Custodial staff moved to privatized company on August 1, 2011. All custodial services are now taken care of by Service Solutions Company. Training and Development · Emotional Intelligence presentation as well as a Discipline presentation. Students participated in numerous team building activities and learned a lot about each other. · Changed the UCSA Fall student staff training to include all student employees all day. Also all presentations were revised and presented differently to keep things interesting. · Added event room space for UCSA student staff members to study. Also working with CASA to start a special tutoring plan for our department.

New Initiatives – Via request of the Planning and Institutional Effectiveness office the departments on campus that utilized EMS software were asked to learn a new scheduling software, Ad ASTRA, due to cost efficiency for the institution. When the new events coordinator started she was given access to the software and asked input all resources and data necessary to implement the software to be used in Fall 2011. When the software company updated the universities Ad Astra system numerous problems/glitches in the system ensued. Following multiple system errors Planning and Institutional Effectiveness asked our department to cease using Ad ASTRA and continue using EMS. Major Projects: · The carpets throughout the building, meeting rooms and offices, were professionally cleaned. · There were 5 new laptops added to the inventory · All cables and cords for event rooms were inspected and replaced if needed in accordance with Environmental Health and Safety guidelines · New storage building was added to aid with storage organization in building, this aided in eliminating off campus storage space. · TV lounge was added to 3rd floor · All storage spaces were reorganized

Reservation Statistics:

SEMESTER	STUDENT ORGANIZATION	PERCENT CHANGE FROM PREVIOUS YEAR	UNIVERSITY DEPARTMENT	PERCENT CHANGE FROM PREVIOUS YEAR	NON UNIVERSITY	PERCENT CHANGE FROM PREVIOUS YEAR	TOTAL COUNT FOR EACH SCHOOL YEAR	PERCENT CHANGE FROM PREVIOUS YEAR	DOOR COUNT
2002	TOTAL	6158	2003	TOTAL	7018	13.97%	2004	TOTAL	6922
	Fall Semester	1703	19.34%	1766	12.63%	17	-48.48%	Spring Semester	2005
	1971	48.87%	2326	91.28%	16	-48.39%	Summer Semester	2005	360
	52.54%	2232	122.09%	283	245.12%	TOTAL	10674	54.20%	Fall Semester
	2312	30.92%	17	0.00%	Spring Semester	2006	2175	10.35%	2815
	21.02%	63	293.75%	452377	Summer Semester	2006	392	8.89%	2874
	28.76%	199	-29.68%	TOTAL	12833	20.23%	Fall Semester	2006	2204
	10.98%	3121	34.99%	36	111.76%	Spring Semester	2007	2487	14.34%
	3561	26.50%	34	-46.03%	494408	Summer Semester	2007	550	40.31%
	2441	-15.07%	368	84.92%	TOTAL	14802	15.34%	Fall Semester	2007
	2238	1.54%	3191	2.24%	37	2.78%	Spring Semester	2008	3284
	32.05%	3724	4.58%	7	-79.41%	254498	Summer Semester	2008	602
	9.45%	3916	60.43%	21	-94.29%	TOTAL	17020	14.98%	Fall Semester
	3131	39.90%	4202	31.68%	76	105.41%	57190	Spring Semester	2009
	2587	-21.22%	4480	20.30%	23	228.57%	667188	Summer Semester	2009
	281	-53.32%	3782	-3.42%	26	23.81%	162530	TOTAL	18588
	9.21%	Fall Semester	2009	2539	-18.91%	4486	6.76%	41	-46.05%
	344456	Spring Semester	2010	3010	16.35%	4719	5.33%	25	8.70%
	361020	Summer Semester	2010	367	30.60%	4496	18.88%	4	-84.62%
	302083	TOTAL	19687	5.91%	Fall Semester	2010	2657	46.47%	5625
	25.39%	24	-41.46%	755251	Spring Semester	2011	2455	-18.44%	5801
	22.93%	25	0.00%	678628	Summer Semester	2011	619	68.66%	3338
	-25.76%	27	575.00%	795789	TOTAL	20571	44.90%		

Document:

[FY11 UCSA Annual Report](#)

Teaching Results/ Accomplishments

N/A

Research/Scholar Activity Accomplishment

N/A

Public/Community Service

UCSA staff and departmental student organizations participated in the following public/community service: Lisa O. Perez · Most Precious Blood Catholic Church Lector · Wishes & Dreams Toy Drive H. Lincoln Walburn: · Asbury UMC Assistant Youth Pastor · Asbury UMC Children's Programs Volunteer · Laguna Little League, Padre Little League Umpire, and National Little League Umpire · Asbury UMC Fall Harvest Volunteer · Asbury UMC Vacation Bible School Games Coordinator Amber Ramoz · Habitat for Humanity · MS Walk/Fundraiser · Breast Cancer Walk/Fundraiser · Locks of Love donation Jack Pence: o Participated in Corpus Recycles program o Young Business Professionals-Community Service Committee Members Sarah Snowden · Corpus Christi CCA Chapter · Team OSO Fishing Club Charter Member · Advisor for Alpha Gamma Delta Sorority · Board Member for Sharkathon Rick Reyes: · Little League State Tournament Committee Member · Little League Texas District 23 Administrator · Little League Texas Section 4 Section Leader · Laguna Little League volunteer field coordinator. Laguna Little League volunteer coach Amy Kotulski · Participated in Alternative Spring Break 2011 Program in Atlanta, GA · Participation in the Big Event (community service –clean up of Corpus Christi) · October Carnival for kids in the Corpus Christi Community Homecoming: Court candidates read to students at the Early Childhood Development Center (ECDC) on the TAMUCC Campus Island Waves · UIL News, Feature, Editorial and Headline Judging Greek Life · Greek chapters participated in a canned drive and monetary donation collection for the Japan relief efforts. Over \$300 and 800 pounds of cans were donated to Red Cross. · Order of Omega participated in October Carnival and helped children from the community make bags for trick-or-treating · Easter Egg Hunt at Lexington Apartments by Panhellenic Council · IFC chapters volunteered 197 hours this year. · NPC chapters volunteered 253 hours this year.

Document:[FY11 UCSA Annual Report](#)**Anticipated Challenges (Required)**

University Center & Student Activities continues to see challenges in the upcoming years in the following areas: Budget cuts in FY13 and possible give backs in FY12. Space issues for requested events/activities/programs from students, faculty/staff, and community. Finding funding for the expansion of the University Center. Getting a referendum passed by the student body to increase fees for the Student Center Complex Fee to build and expansion and help pay for maintenance and operations of the University Center. Funding for equity issues and/or re-classifications for the administrative assistant, assistant director and coordinator positions . Providing new initiatives (commuter programs, non-traditional student programs, serving distant education students, etc.) with limited budget.

Closing the Loop (Plans for upcoming year) (Required)

UCSA will take the following planned actions to meet the mission of the department: There is a need for a full time marketing/publicity coordinator. There are too many programs/activities/special events on campus from our department and the responsibility has been placed on coordinators who are programming events to also do the publicity. Workload and demand on staff has increased. Review of positions to address staffing shortages, equity and salary adjustments needs to occur and be requested during budget cycle. Create and manage a UCSA Facebook account. Utilize technology to get the word out about events, activities, programs, and services that are offered by our department. Need to identify and establish programs that are intentional for commuter students. Studies show that our students are working more and not on campus as much. Provide more passive programs to our students. Need to coordinate more outreach. The number of student and departmental unit use of the UC has increased. Because of this and because of the priority levels of use of the facility, outside groups have not been able to use the facility. Will need to review policy and determine what the university's philosophy and departmental philosophy will be going forward. Dramatic decrease in use by outside groups. Use the Waves of Welcome committee to push forward with new marketing efforts and use theme of "Get Involved. Stay Connected." Provide marketing materials to students to let them know what is available and how to get involved. The development of the Student Affairs Assessment committee is providing structure for the division's departments to assist in developing learning outcomes. Implement and publicize the use of OrgSync with student organizations to assist with the ease of starting/maintaining recognized student organizations. Review strategic plan and results from EBI survey 2010 to develop action plans to address the needs of commuter students. Successfully run a student referendum for the Student Center (University Center) Complex Fee to increase the fee

from \$45 to \$100. Will develop measurements and achievement targets for student employee training matrix to assess their understanding of what it means to provide well managed facilities.

Summary of Requested Resources (Optional)

Below is a summary list of requested resources. Although it is understood that there will be budget cuts in the upcoming fiscal years it is important to document the need for the following resources. Full Time Marketing/Publicity Person: \$40,000 Equity Issues: Administrative Assistant: \$2,000 Re-classifications: Assistant Directors: \$6,500 Equity Issues: Coordinators: \$12,000 Lounge Space Furniture: \$25,000

Detailed Assessment Report 2010-2011 University Housing

Mission / Purpose

The Department of University Housing at Texas A&M University - Corpus Christi strives for excellence in student housing through on-campus programs and off-campus referral services. The department endeavors to facilitate the educational mission of the University by creating living environments where students are engaged learners.

Goals

G 1: Provide an excellent on-campus residential experience where students are engaged learners.

Provide an excellent on-campus residential experience where students are engaged learners. An excellent residential experience includes quality facilities and services as well as opportunities for residents to grow, develop and become engaged in the learning process.

G 2: Provide effective programs and services to meet the needs of an expanding student population.

Provide effective programs and services to meet the needs of an expanding student population. To assist students with off-campus housing needs through community apartment referral services and meeting transportation challenges through bus services.

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

SLO 4: Identify and act upon choices for healthy living

Residents will be able to identify and act upon choices for healthy living by the end of the first year.

Relevant Associations:

Standards

CAS- Council for the Advancement of Standards in Higher Education

- 2.1 knowledge acquisition, integration, construction, and application
- 2.2 cognitive complexity
- 2.6 practical competence
- 14 Assessment and Evaluation

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

Strategic Plans

Texas A&M-Corpus Christi

- 1.3 Promote lifelong learning and global citizenship.
- 1.4 Provide a supportive and safe campus environment

Related Measures

M 14: Residence Life Survey - Healthy Lifestyle

Residence Life Satisfaction Survey Student Learning and Development Outcome Domain (SLDOD) - Healthy Lifestyle Questions: Do you believe living on campus has provided exposure to information regarding a healthy lifestyle (fitness, nutrition, wellness, personal safety, etc.) and IF YES: Do you believe that exposure to these opportunities has encouraged you to live a healthier lifestyle? (study performed by the Office of Planning and Institutional Effectiveness for University Housing)

Source of Evidence: Evaluations

Target:

Residence Life Survey - Healthy Lifestyle Questions: Do you believe living on campus has provided exposure to information regarding a healthy lifestyle (fitness, nutrition, wellness, personal safety, etc.) $\geq 60\%$ IF YES: Do you believe that exposure to these opportunities has encouraged you to live a healthier lifestyle $\geq 70\%$

Findings (2010-2011) - Target: Met

2011 Residence Life Survey - Healthy Lifestyle Questions: Do you believe living on campus has provided exposure to information regarding a healthy lifestyle (fitness, nutrition, wellness, personal safety, etc.) = 67% IF YES: Do you believe that exposure to these opportunities has encouraged you to live a healthier lifestyle = 87%

Documents:

[2011 Res Life Survey - Life Skills and Healthy Lifestyle Slide](#)
[2011 Residence Life Survey Frequency Report](#)

M 16: NSSE Crosstab - Exercise and Physical Fitness

National Survey of Student Engagements (NSSE) Crosstab of Residents to Non-Residents. Number Participating in Physical Fitness Activities.

Source of Evidence: Benchmarking

Target:

Number of residents participating in physical fitness activities \geq non-residents.

Findings (2010-2011) - Target: Met

Number of resident participating in physical fitness activities - Very Often 32% or 4% greater than non-residents and Quite a Bit 22% or 3% less than non-residents.

Document:

[2011 NSSE Crosstab of resident vs. non-resident engagement](#)

M 19: Prevention program healthy choices outcome results

Healthy choices outcome results for pre/post test of student who participate in the annual large scale prevention program.

Source of Evidence: Faculty pre-test / post-test of knowledge mastery

Target:

Students who participate in the annual prevention program will demonstrate learning through a pre-test/post-test analysis. Scores will improve from pre to post on 2 of 2 analysis questions. Also, students will self-report an overall improvement in understanding and an intent to make better choices in the post analysis.

Findings (2010-2011) - Target: Met

The Pre/Post test analysis of students who participated in the "Party House" alcohol and drug prevention program indicated that students improved on 2 of 2 scores in the post test analysis and 92% of students who drink reported that they experienced a positive change in understanding and intent to make better choices. 94% of students were able to correctly identify the symptoms of alcohol poisoning in the post test analysis (3% improvement). 88% of students were able to identify 3 or more protective behaviors in the post test analysis (50% improvement).

Document:

[2010 Party House Prevention Program Outcome Report](#)

SLO 5: Identify safe behaviors

Residents will be able to identify safe behaviors after one semester of living on campus.

Relevant Associations:**Standards**

CAS- Council for the Advancement of Standards in Higher Education

2.1 knowledge acquisition, integration, construction, and application

2.2 cognitive complexity

2.6 practical competence

14 Assessment and Evaluation

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

Strategic Plans**Texas A&M-Corpus Christi**

1.4 Provide a supportive and safe campus environment

Related Measures**M 15: Residence Life Survey - Safe Behaviors**

Residence Life Satisfaction Survey Student Learning and Development Outcome Domain (SLDOD) - Safe Behaviors (study performed by the Office of Planning and Institutional Effectiveness for University Housing)

Source of Evidence: Evaluations

Target:Residence Life Survey - Safe Behaviors Question \geq 70%**Findings (2010-2011) - Target: Met**

2011 Residence Life Survey - Safe Behaviors Question - Where do you evacuate in the event of a fire alarm = 77% accurate overall. In case of a fire alarm, to where do residents in your building evacuate? (by building) in valid percent

Building	Hike & Bike Trail	Recreation Field	Next to Sandpiper/ Driftwood Halls	None of the above
Bldg. 0	100%	0%	0%	0%
Bldg. 1	86%	10%	5%	0%
Bldg. 2	100%	0%	0%	0%
Bldg. 3	53%	27%	7%	13%
Bldg. 4	87%	7%	0%	7%
Bldg. 5	71%	29%	0%	0%
Bldg. 6	94%	6%	0%	0%
Bldg. 7	93%	7%	0%	0%
Bldg. 8	85%	5%	0%	10%
Bldg. 9	85%	15%	0%	0%
Bayside	4%	88%	4%	4%
Harbor	7%	60%	20%	13%
Laguna	88%	0%	0%	12%
Marina	75%	6%	6%	13%
Port	0%	69%	23%	8%
Surf	4%	18%	50%	29%
Jetty	0%	7%	67%	27%
Coral	50%	6%	17%	28%

Documents:[2011 Res Life Survey - Safe Behaviors - Fire Evacuation Slide](#)[2011 Residence Life Survey Frequency Report](#)**M 20: Prevention program safe behaviors outcome results**

Identifying safe behaviors outcome results for pre/post test of student who participate in the annual large scale prevention program.

Source of Evidence: Faculty pre-test / post-test of knowledge mastery

Target:

Students who participate in the annual prevention program will demonstrate learning through a pre-test/post-test analysis. Scores on the question related to identifying safe choices will improve from pre to post by 40% or more.

Findings (2010-2011) - Target: Met

The Pre/Post test analysis of students who participated in the "Party House" alcohol and drug prevention program indicated that students improved by 50% on the question related to the identification of safe behaviors. 88% of students were able to identify 3 or more protective behaviors in the post test analysis (50% improvement). 10% of students identified 2 or more protective behaviors in the post test analysis (28% decrease). 2% of students identified 1 or more protective behaviors in the post test analysis (15% decrease). 2% of students did not identify any protective behaviors in the post test analysis (6% decrease).

Document:[2010 Party House Prevention Program Outcome Report](#)**M 21: Safety Survey/Quiz**

Safety Survey/Quiz. A brief quiz is conducted with residents as they pay December rent. Results of the quiz are used to determine if students have learned basic safety information taught during the fall semester through building meetings, newsletters, bulletin boards and other communications.

Source of Evidence: Standardized test of subject matter knowledge

Target:

Score \geq 75% on each question

Findings (2010-2011) - Target: Met

2011 Safety Survey/Quiz scores $>$ 75% correct on all "Who are you going to call if..." items. Maintenance Problem = 95.7% correct Roommate Problem = 83.4% correct Someone physically fighting = 94.1% correct Someone following/stalking = 89.3% correct Friend passed out = 78.2% correct

Document:

[2010 Safety Survey/Quiz Results](#)

SLO 6: Demonstrate awareness of diverse cultures and lifestyles

Residents will demonstrate awareness of diverse cultures and lifestyles after the first year of residency.

Relevant Associations:

Student Affairs Domain - Diversity

Standards

CAS- Council for the Advancement of Standards in Higher Education

2.1 knowledge acquisition, integration, construction, and application

2.4 interpersonal competence

2.5 humanitarianism and civic engagement

8 Diversity

14 Assessment and Evaluation

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

Strategic Plans

Texas A&M-Corpus Christi

1.3 Promote lifelong learning and global citizenship.

1.6 Commitment to student diversity and quality.

1.8 Build & sustain mutually supportive relationships.

Related Measures

M 11: Residence Life Survey - Diversity

Residence Life Satisfaction Survey Student Learning and Development Outcome Domain (SLDOD) - Become More Aware of People From Different Cultures/Backgrounds (study performed by the Office of Planning and Institutional Effectiveness for University Housing)

Source of Evidence: Professional standards

Target:

Residence Life Survey - Become More Aware of People From Different Cultures/Backgrounds \geq 70%

Findings (2010-2011) - Target: Met

2011 Residence Life Survey - Become More Aware of People From Different Cultures/Backgrounds = 81%. Down from 85% in 2009.

Documents:

[2011 Res Life Survey - Diversity Awareness Slide](#)

[2011 Residence Life Survey Frequency Report](#)

M 12: Residence Life Sur.-Diverse Communication

Residence Life Satisfaction Survey Student Learning and Development Outcome Domain (SLDOD) - Effectively Communicate with People of a Different Culture/Background (study performed by the Office of Planning and Institutional Effectiveness for University Housing)

Source of Evidence: Professional standards

Target:

Residence Life Survey - Effectively Communicate with People of a Different Culture/Background >= 70%

Findings (2010-2011) - Target: Met

2011 Residence Life Survey - Effectively Communicate with People of a Different Culture/Background = 81%. Same as 81% in 2009.

Documents:

[2011 Res Life Survey - Independence, Diverse Communication and Learn and Grow as an Individual Slide](#)
[2011 Residence Life Survey Frequency Report](#)

M 17: NSSE Crosstab - Diversity

National Survey of Student Engagements (NSSE) Crosstab of Residents to Non-Residents. Percentage Reporting That TAMUCC Encourages Contact Among Students of Different Backgrounds.

Source of Evidence: Benchmarking

Target:

Number of residents reporting that their experience has increased their awareness of diverse cultures and lifestyles >= non-residents.

Findings (2010-2011) - Target: Partially Met

Number of residents reporting that they were encouraged to have contact with students from different economic, social and racial or ethnic backgrounds - Very Much 30% or 8% greater than non-residents and Quite a Bit 22% or 12% less than non-residents.

Document:

[2011 NSSE Crosstab of resident vs. non-resident engagment](#)

Related Action Plans (by Established cycle, then alpha):

For full information, see the *Action Plan Detail* section of this report.

Implement new initiatives to increase/enhance resident contact with different backgrounds

Established in Cycle: 2010-2011

Investigate and implement new initiatives to increase/enhance resident contact with different backgrounds

M 22: Diversity Program Outcome Data

Diversity Program Outcome Data. Pre/Post test analysis of a diversity awareness/education program to determine if students learned from the program experience.

Source of Evidence: Faculty pre-test / post-test of knowledge mastery

Target:

Diversity Program Outcome Data Results = students will demonstrate an increase in knowledge about the subject matter from pre-test to post test analysis

Findings (2010-2011) - Target: Partially Met

A Hispanic Heritage Program occurred in September 2010. This program featured instruction in latin dance and a brief verbal presentation on Hispanic Culture and Dance. Faculty member Dr. Hermosi presented the class. A pre and post test were used; however, errors were made in the pre-test administration so only responses of two post-test questions are valid for the assessment of program effectiveness (these questions are indirect measures). As a result of the program, I feel I can dance better = 100% affirmative. As a result of this program I learned something about the Latin culture = 94% affirmative. An African American Heritage program occurred in February 2011. This program featured a Step and Stroll presentation and a brief presentation on the cultural significance and meaning of step and stroll to the African culture. An attempt was made to collect pre/post data at this event. In their zeal, the Resident Advisors in charge of the program requested all in attendance to complete the pre-test

(even session presenters). They realized this was an error and did not have the presenters complete the post test. Also, several attendees who arrived after the educational presentation, but before collection of post-tests completed the post-test analysis. Therefore, while 100% of attendees reported that they believed they gained awareness and understanding of step and stroll as a form of cultural expression, two of the three direct measures of learning showed a decline in knowledge. More attention and instruction will be given to student staff members responsible for collecting assessment data at programs.

Documents:

[2010 Hispanic Culture and Salsa Dancing Program Outcome Report](#)
[2011 Step and Stroll Outcome Report](#)

Related Action Plans (by Established cycle, then alpha):

For full information, see the *Action Plan Detail* section of this report.

Educate Resident Advisors on Learning Outcomes and Measurement Practices

Established in Cycle: 2010-2011

Educate Resident Advisors on Learning Outcomes and Measurement Practices to facilitate better programs to deliver outcomes and m...

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

O/O 1: Build a residential environment of engaged learning.

Build a residential environment of engagement learning that contributes to student success.

Relevant Associations:

Standards

CAS- Council for the Advancement of Standards in Higher Education

1 Mission

2.1 knowledge acquisition, integration, construction, and application

2.2 cognitive complexity

2.3 intrapersonal development

2.4 interpersonal competence

2.5 humanitarianism and civic engagement

2.6 practical competence

14 Assessment and Evaluation

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

Strategic Plans

Texas A&M-Corpus Christi

1.3 Promote lifelong learning and global citizenship.

1.4 Provide a supportive and safe campus environment

1.6 Commitment to student diversity and quality.

Related Measures

M 2: Noel Levitz Survey - Regulations

Noel Levitz Survey - Residence Hall Regulations Score

Source of Evidence: Benchmarking

Target:

Residence Hall Regulations >= national score

Findings (2010-2011) - Target: Not Reported This Cycle

Data not available. Noel Levitz Survey only conducted in even years.

Related Action Plans (by Established cycle, then alpha):

Establish a Residence Life Advisory Board*Established in Cycle: 2008-2009*

Establish a Residence Life Advisory Board through Student Government Association to assist Camden Miramar and the University in ...

For full information, see the *Action Plan Detail* section of this report.

M 4: Noel Levitz Survey - Staff Concern

Noel Levitz Survey - Residence Life Staff Concern Score

Source of Evidence: Benchmarking

Target:

Residence Staff Concern \geq national score.

Findings (2010-2011) - Target: Not Reported This Cycle

Data not available. Noel Levitz Survey only conducted in even years.

Related Action Plans (by Established cycle, then alpha):**Establish a Residence Life Advisory Board***Established in Cycle: 2008-2009*

Establish a Residence Life Advisory Board through Student Government Association to assist Camden Miramar and the University in ...

For full information, see the *Action Plan Detail* section of this report.

M 6: Residence Life Programming - Quantity

The quantity (number) of programs offered by the Residence Life staff in total and in each of the wellness wheel categories.

Source of Evidence: Activity volume

Target:

The Residence Life Program will offer \geq 90 programs throughout the year with all categories of the Wellness Wheel being presented.

Findings (2010-2011) - Target: Met

Resident Advisors hosted 131 programs covering all categories of the Wellness Wheel as well as cultural programming. The programs served over 3700 participants. A summary breakdown of programs by category may be seen below: Social Wellness 129 Emotional Wellness 18 Physical Wellness 42 Intellectual Wellness 107 Spiritual Wellness 3 Occupational Wellness 2 Total Programs 131

Documents:

[Fall 2010 Program Log](#)

[Spring 2011 Program Log](#)

M 9: Residence Life Survey - Independence

Residence Life Satisfaction Survey Student Learning and Development Outcome Domain (SLDOD) - Become More Independent (study performed by the Office of Planning and Institutional Effectiveness for University Housing)

Source of Evidence: Professional standards

Target:

Residence Life Survey - Become More Independent \geq 70%

Findings (2010-2011) - Target: Met

2011 Residence Life Survey - Become More Independent = 89%. Down from 92.7% in 2009.

Documents:

[2011 Res Life Survey - Independence, Diverse Communication and Learn and Grow as an Individual Slide](#)

[2011 Residence Life Survey Frequency Report](#)

M 10: Residence Life Survey - Life Skills

Residence Life Satisfaction Survey Student Learning and Development Outcome Domain (SLDOD) - Become Self-Sufficient in Life Skills (study performed by the Office of Planning and Institutional Effectiveness for University Housing)

Source of Evidence: Professional standards

Target:

Residence Life Survey - Become Self-Sufficient in Life Skills \geq 70%

Findings (2010-2011) - Target: Met

2011 Residence Life Survey - Become Self-Sufficient in Life Skills = 89%. Up from 88% in 2009.

Documents:

[2011 Res Life Survey - Life Skills and Healthy Lifestyle Slide](#)
[2011 Residence Life Survey Frequency Report](#)

M 11: Residence Life Survey - Diversity

Residence Life Satisfaction Survey Student Learning and Development Outcome Domain (SLDOD) - Become More Aware of People From Different Cultures/Backgrounds (study performed by the Office of Planning and Institutional Effectiveness for University Housing)

Source of Evidence: Professional standards

Target:

Residence Life Survey - Become More Aware of People From Different Cultures/Backgrounds \geq 70%

Findings (2010-2011) - Target: Met

2011 Residence Life Survey - Become More Aware of People From Different Cultures/Backgrounds = 81%. Down from 85% in 2009.

M 12: Residence Life Sur.-Diverse Communication

Residence Life Satisfaction Survey Student Learning and Development Outcome Domain (SLDOD) - Effectively Communicate with People of a Different Culture/Background (study performed by the Office of Planning and Institutional Effectiveness for University Housing)

Source of Evidence: Professional standards

Target:

Residence Life Survey - Effectively Communicate with People of a Different Culture/Background \geq 70%

Findings (2010-2011) - Target: Met

2011 Residence Life Survey - Effectively Communicate with People of a Different Culture/Background = 81%. Same as 81% in 2009.

M 13: Residence Life Sur.-Learn and Grow

Residence Life Satisfaction Survey Student Learning and Development Outcome Domain (SLDOD) - Encourage you To Learn and Grow as an Individual (study performed by the Office of Planning and Institutional Effectiveness for University Housing)

Source of Evidence: Professional standards

Target:

Residence Life Survey - Encourage you To Learn and Grow as an Individual \geq 70%

Findings (2010-2011) - Target: Met

2011 Residence Life Survey - Encourage you To Learn and Grow as an Individual = 85%. Up from 83% in 2009

Documents:

[2011 Res Life Survey - Independence, Diverse Communication and Learn and Grow as an Individual Slide](#)
[2011 Residence Life Survey Frequency Report](#)

M 18: NSSE - Engagement Scores of Residents to Non-Residents

NSSE crosstab of residents v. non-residents. Resident students will report equal or higher levels of engagement than non-resident students

Source of Evidence: Benchmarking

Target:

Resident students will report equal or higher levels of engagement on 7 of 10 items.

Findings (2010-2011) - Target: Met

Resident students reported equal or higher levels of engagement on 7 of 10 items. Attending exhibits, etc. >17% Exercise/Physical Activity >1% Activities to enhance spirituality = to non-residents 1 or more hours of co-curricular involvement >11% Voting >4% Contributing to welfare of community = to non-residents Developing deepened spirituality >20% Areas below non-resident population: Community Service/Volunteer work <26% Encouraging contact w/diverse students <4% Emphasize attending campus events <5%

Document:

[2011 NSSE Crosstab of resident vs. non-resident engagement](#)

O/O 2: Provide quality on-campus housing options.

Provide quality on-campus housing options that are attractive to students.

Relevant Associations:

Standards

CAS- Council for the Advancement of Standards in Higher Education

- 1 Mission
- 9 Organization and Management
- 13 Facilities and Equipment
- 14 Assessment and Evaluation

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.

Strategic Plans

Texas A&M-Corpus Christi

- 1.4 Provide a supportive and safe campus environment
- 1.10 Manage resources efficiently and effectively.

Related Measures

M 1: Noel Levitz Survey Results - Living Condition

Noel Levitz Survey Results - Living Condition Score

Source of Evidence: Benchmarking

Target:

Living Condition score >= national score

Findings (2010-2011) - Target: Not Reported This Cycle

Data not available. Noel Levitz Survey only conducted in even years.

Related Action Plans (by Established cycle, then alpha):

Capital improvements to enhance facilities

Established in Cycle: 2007-2008

Camden Miramar will facilitate capital improvements to enhance facilities. A building rehab program will be created to allow sum...

For full information, see the *Action Plan Detail* section of this report.

M 7: Residence Life Survey - Room Condition

Residence Life Satisfaction Survey - Room Condition (study performed by the Office of Planning and Institutional Effectiveness for University Housing)

Source of Evidence: Client satisfaction survey (student, faculty)

Target:

Residence Life Satisfaction Survey - Room Condition >= 70% Satisfied

Findings (2010-2011) - Target: Met

2011 Residence Life Satisfaction Survey - Room Condition = 76% Satisfied. Up from 72% in 2009.

Document:

[2011 Residence Life Survey Frequency Report](#)

Related Action Plans (by Established cycle, then alpha):

Create a Housing Strategic Plan for use through 2020*Established in Cycle: 2010-2011*

Create a Strategic Plan to guide University Housing through 2020.

For full information, see the *Action Plan Detail* section of this report.**M 8: Residence Life Survey - Value for Rent**

Residence Life Satisfaction Survey - Value for Rent Paid (study performed by the Office of Planning and Institutional Effectiveness for University Housing)

Source of Evidence: Client satisfaction survey (student, faculty)

Target:

Residence Life Satisfaction Survey - Value for Rent Paid >= 70% Satisfied

Findings (2010-2011) - Target: Not Met

2011 Residence Life Satisfaction Survey - Value for Rent Paid = 40% Satisfied. Up from 34% in 2009.

Documents:

[2011 Res Life Survey - Value for Rent Paid Slide](#)
[2011 Residence Life Survey Frequency Report](#)

Related Action Plans (by Established cycle, then alpha):**Capital improvements to enhance facilities***Established in Cycle: 2007-2008*

Camden Miramar will facilitate capital improvements to enhance facilities. A building rehab program will be created to allow sum...

Establish a Residence Life Advisory Board*Established in Cycle: 2008-2009*

Establish a Residence Life Advisory Board through Student Government Association to assist Camden Miramar and the University in ...

Create a Housing Strategic Plan for use through 2020*Established in Cycle: 2010-2011*

Create a Strategic Plan to guide University Housing through 2020.

For full information, see the *Action Plan Detail* section of this report.**O/O 3: Assist with the needs of off-campus students.**

Assist off-campus students with housing and transportation needs through referral services and agreements with Regional Transportation Authority.

Relevant Associations:**Standards****CAS- Council for the Advancement of Standards in Higher Education**

1 Mission

7 Equity and Access

10 Campus and External Relations

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.

Strategic Plans**Texas A&M-Corpus Christi**

1.4 Provide a supportive and safe campus environment

1.9 Expand University impact and stature.

1.10 Manage resources efficiently and effectively.

Related Measures**M 3: RTA Ridership Numbers**

Number of students riding the University WAVE shuttle and participating in the Students Ride Free Program (only using ridership from routes 5, 37 and 66).

Source of Evidence: Activity volume

Target:

Route 63 ridership >= 70 riders/day Students Ride Free ridership >= 225/day

Findings (2010-2011) - Target: Met

Route 63 ridership = 228/day and the Students Ride Free ridership = 377. RTA reported a vast increase of riders on both the 63 and the Students Ride Free program. It is unclear how or why these numbers increased so greatly over a one year span. It is hoped that it is due to the changes in the route to better accommodate students needs. Target ridership will be increased next year; however, vast changes in targets may not be made until the following cycle. RTA plans to install devices that will provide more clear and direct ridership information. Currently, ride free numbers are a combination of TAMUCC and Del Mar. Once the new data devices are installed we should be able to have a more accurate count of ridership.

Document:

[2011 RTA Numbers](#)

M 5: RTA Ridership (WAVE shuttle) Satisfaction

Satisfaction of students riding the RTA WAVE Shuttle.

Source of Evidence: Client satisfaction survey (student, faculty)

Target:

Overall, RTA Ridership of The WAVE Shuttle >= 85% satisfied.

Findings (2010-2011) - Target: Met

Overall RTA Ridership of WAVE Shuttle = 97.1%

Document:

[2011 RTA Satisfaction Survey Results](#)

Related Action Plans (by Established cycle, then alpha):

Research and address RTA WAVE Ridership service issues

Established in Cycle: 2009-2010

Use written comments and feedback on the 2010 WAVE Shuttle Survey along with ridership data to address WAVE service concerns with...

For full information, see the *Action Plan Detail* section of this report.

Action Plan Detail for This Cycle (by Established cycle, then alpha)

Develop and implement Banner interface

Develop and implement interface between Camden Miramar Resident Information System and the University's Banner system.

Established in Cycle: 2006-2007

Implementation Status: In-Progress

Priority: High

Implementation Description:

Completion Date: 04/2012

Responsible Person/Group: Director of Housing in oversight of Camden Miramar

Capital improvements to enhance facilities

Camden Miramar will facilitate capital improvements to enhance facilities. A building rehab program will be created to allow summer building closures for improvements and updates. Additional funding will be requested to make improvements.

Established in Cycle: 2007-2008

Implementation Status: Finished

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Noel Levitz Survey Results - Living Condition | **Outcome/Objective:** Provide quality on-campus housing options.

Measure: Residence Life Survey - Value for Rent | **Outcome/Objective:** Provide quality on-campus housing options.

Implementation Description: May 2009

Completion Date: 04/2011

Responsible Person/Group: Director of Housing in oversight of Camden Miramar

Fund University Housing from Housing Services

Fund University Housing Account 301110 from Housing Services Revenue Account 320081. Funds in the Housing Services account are obtained from the Camden Miramar profit sharing proceeds. Request to fund the University Housing account with these proceeds. Currently, Housing Services funds \$41,617 of this account. An additional \$41,616 is needed to meet FY09 needs plus \$1799 for merit pool and \$424 for benefit increases associated with merit. A total budget of \$85,456 to be fully funded from the Housing Services account is needed.

Established in Cycle: 2007-2008

Implementation Status: On-Hold

Priority: High

Implementation Description: September 2009

Completion Date: 08/2009

Responsible Person/Group: Director of University Housing and VP of Student Affairs

Additional Resources: No new resources but reallocation from account 320081 is needed. Partial funding currently in place. New funding would equal \$43,839 for a total budget of \$85,456

Budget Amount Requested: 85456

Establish a Residence Life Advisory Board

Establish a Residence Life Advisory Board through Student Government Association to assist Camden Miramar and the University in identifying issues of concern to resident students and facilitate resident education on housing issues. By establishing the committee through SGA the hope is that it will maintain momentum with the students.

Established in Cycle: 2008-2009

Implementation Status: In-Progress

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Noel Levitz Survey - Regulations | **Outcome/Objective:** Build a residential environment of engaged learning.

Measure: Noel Levitz Survey - Staff Concern | **Outcome/Objective:** Build a residential environment of engaged learning.

Measure: Residence Life Survey - Value for Rent | **Outcome/Objective:** Provide quality on-campus housing options.

Completion Date: 04/2012

Responsible Person/Group: Director of University Housing and the Camden Miramar Assistant Director of Residence Life

Implement use of University Housing Student Learning Outcomes

Implement use of University Housing Student Learning Outcomes identified in response to the CAS Action Plan. Learning Outcomes for Housing were identified based on Learning Reconsidered Domains and implementation is planned over a three year period. Base measures will be taken for the first phase of outcomes in 2009-2010. Any needed adjustments will be made to the outcomes and measures in the following cycle.

Established in Cycle: 2008-2009

Implementation Status: Finished

Priority: High

Implementation Description: Learning Outcomes identified and tested in FY 2010. Some changes will be made for further implementation in FY 2011

Completion Date: 04/2011

Responsible Person/Group: Director of University Housing with Camden Miramar Director and Assistant Director of Residence Life

Additional Resources: Survey tool

Budget Amount Requested: 300

Collect information to prepare for Phase VIII of housing request

Collect information to use in a request to the private developer to build phase VIII of housing (an additional 75 beds).

Established in Cycle: 2009-2010

Implementation Status: Finished

Priority: High

Completion Date: 07/2011

Responsible Person/Group: Director of University Housing

Obtain funding to establish new office

University Housing will move outside the Student Affairs suite in October 2010. Funding is needed to provide adequate equipment, services and coverage. These needs include office furniture (\$8,000), 1 student worker (\$8000), telephones (\$1000), Printer scanner and cartridges (\$1100). At this time office supplies are provided by Student Affairs. If this changes, additional funds will be needed for this expense.

Established in Cycle: 2009-2010

Implementation Status: Finished

Priority: High

Completion Date: 10/2010

Responsible Person/Group: Director of University Housing with Vice President of Student Affairs

Budget Amount Requested: 18100

Research and address RTA WAVE Ridership service issues

Use written comments and feedback on the 2010 WAVE Shuttle Survey along with ridership data to address WAVE service concerns with RTA. The RTA will conduct an on/off location analysis to assist in better identifying route issues. Many comments included timeliness of service and that the driver is often late. The route is very full and further analysis is needed to identify what changes should/can be made. Any changes that can be affected immediately will occur for the 2010-2011 year. Any long-term changes will be addressed in the FY 2012 budget request cycle. The on/off analysis was conducted and the route was changed for 2010-11. Satisfaction will be re-evaluated in the spring 2011.

Established in Cycle: 2009-2010

Implementation Status: Finished

Priority: Medium

Relationships (Measure | Outcome/Objective):

Measure: RTA Ridership (WAVE shuttle) Satisfaction | **Outcome/Objective:** Assist with the needs of off-campus students.

Implementation Description: The RTA will conduct an on/off location analysis to assist in better identifying route issues. Many comments included timeliness of service and that the driver is often late. The route is very full and further analysis is needed to identify what changes should/can be made. Any changes that can be affected immediately will occur for the 2010-2011 year. Any long-term changes will be addressed in the FY 2012 budget request cycle.

Completion Date: 07/2012

Responsible Person/Group: Director of University Housing

Create a Housing Strategic Plan for use through 2020

Create a Strategic Plan to guide University Housing through 2020.

Established in Cycle: 2010-2011

Implementation Status: Planned

Priority: Medium

Relationships (Measure | Outcome/Objective):

Measure: Residence Life Survey - Room Condition | **Outcome/Objective:** Provide quality on-campus housing options.

Measure: Residence Life Survey - Value for Rent | **Outcome/Objective:** Provide quality on-campus housing options.

Completion Date: 01/2012

Responsible Person/Group: Director of Assessment and Housing with Camden Miramar

Educate Resident Advisors on Learning Outcomes and Measurement Practices

Educate Resident Advisors on Learning Outcomes and Measurement Practices to facilitate better programs to deliver outcomes and measures of program effectiveness.

Established in Cycle: 2010-2011

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Diversity Program Outcome Data | **Outcome/Objective:** Demonstrate awareness of diverse cultures and lifestyles

Completion Date: 08/2012

Responsible Person/Group: Assistant Director of Camden Miramar

Additional Resources: Funding for outcome related programming.

Budget Amount Requested: 5000

Implement new initiatives to increase/enhance resident contact with different backgrounds

Investigate and implement new initiatives to increase/enhance resident contact with different backgrounds

Established in Cycle: 2010-2011

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: NSSE Crosstab - Diversity | **Outcome/Objective:** Demonstrate awareness of diverse cultures and lifestyles

Completion Date: 01/2012

Responsible Person/Group: Director of Assessment and Housing with Camden Miramar Residence Life Staff

Additional Resources: programming money

Budget Amount Requested: 500

Analysis Questions and Analysis Answers

What specifically did your assessments show regarding proven strengths or progress you made on outcomes/objectives?

Assessment outcomes indicated significant improvement in the satisfaction of residents with on-campus housing through the Residence Life Survey. While the department continues to address "value" perceptions, the residents indicated overall satisfaction with the housing program. This initial year of measuring student learning outcomes in housing provided tremendous information and opportunities. While the department desires to see improvement in some scores, a great deal was learned about the process of measuring learning and areas of needed improvement were identified and addressed. Due to changes made after the prior cycle, the number of students utilizing the RTA bus programs and the satisfaction with the programs has greatly increased with over 97% satisfaction. The department will continue to monitor these programs to assure that changes are made as needed.

What specifically did your assessments show regarding any outcomes/objectives that will require continued attention?

University Housing, in conjunction with Camden Miramar, continues to address the perception of the value received for the rent paid by students. This finding has doubled in satisfaction over the last three administrations of the Residence Life Study. Efforts to increase the perceived value of living on campus will continue. The NSSE results indicate a lower score by residents for "encouraging contact with others from different backgrounds" and other engagement scores. The department is working to dig deeper into these findings to determine why this is the case. In addition to the experiences in the classroom and across campus that they share with non-residents, on-campus residents are housed in close quarters with students from various cultures (economic, social, racial, ethnic, sexual orientation, etc). University Housing is working to develop a strategic plan based on the university and division plans. Issues related to the total program (facilities, programs etc) are addressed in the plan.

Annual Report Section Responses

Executive Summary: Year in Review (Required)

The Department of University Housing offers on-campus housing through Camden Miramar, the exclusive on-campus housing provider for Texas A&M University-Corpus Christi. Camden Miramar opened fall 2010 with 100% occupancy and averaged 98.3% occupancy throughout the academic year. TAMUCC University Housing and the Regional Transportation Authority (RTA) offered the WAVE #63 Shuttles servicing the university and several off-campus areas and the Islanders Ride Free program. The WAVE shuttle service provides service to student leaving campus after the regular operating hours of the RTA. Use of RTA bus services continues to increase as the student population grows. University Housing strives to facilitate the educational mission of the university by creating a living environment that engages on-campus residents. In 2010-11 the department implemented and measured student learning outcomes to better focus efforts. As a result of measuring outcomes, the department was able to implement some improvements as the year progressed and plan for others to be implemented in the next cycle. The department also learned that some instruments for measurement need to be refined. Program highlights in 2010-11 include: Assessment of resident vs. non-resident grade point averages indicates that students who reside on campus have higher rates of success. Construction and opening of the 8th phase of housing consisting of 75 beds. Implemented the Residence Life Survey- overall satisfaction increased significantly. Implemented Student Learning Outcomes Hired a new Residence Life Coordinator for Camden. Camden Facebook page has over 1000 fans, Partnered with an Off-campus search engine provider. Increased efficiency and satisfaction with RTA WAVE shuttle route. Converted several buildings to high security, electronic key system, Conducted rehab work on three buildings summer 2011. Painted all exterior apartment buildings and doors. University Housing continues to face the challenge of competition from newly developed off-campus housing providers. While occupancy rates were steady this cycle, this competition, along with current economic conditions, have affected on-campus occupancy. The department also continues to lack needed funding increases to keep up with the rising cost of providing services. New initiatives for the 2010-11 cycle will include the development of a strategic plan to guide the department through 2020.

Documents:

[Certificate of Occupancy Phase VIII - Pelican Hall](#)

[Phase VIII - Pelican Hall - image](#)

[Resident vs. Non-resident grade point averages](#)

Accomplishments of Administrative and Academic Support Entities

Highlights/Accomplishments Opened at 100% occupancy. Implemented the Residence Life Survey – overall, satisfaction increased significantly Core Learning Outcomes for Residence Life implemented for measurement. Construction of Phase VIII. Second Place Spirit Competition at Homecoming 2011. Hired new Residence Life Coordinator for Camden Miramar. Partnered with Off-Campus Search Engine Provider Increased efficiency, and satisfaction with, RTA WAVE shuttle Camden Miramar Facebook page has 1000 fans Program Participation On-Campus Housing Program – University Housing offers on-campus housing through Camden Miramar. Opened Fall 2010 at 100% occupancy. Average occupancy for the 2010-2011 academic year was 98.3%. 2009 2010 2011 Total Occupancy 1278 1276 1391 Occupancy Percentage 96% 95.2 98.3 Male 43.3% 39.6% 38.1% Female 57% 60.4% 61.9% Freshman 54.6% 67.5% 65.6% Sophomore 20.8% 16.0% 17.8% Junior 12.7% 7.8% 8.2% Senior 7.0% 5.7% 5.2% Graduate 04.9% 3.0% 3.2% Asian/Pacific Islander 2.6% 2.5% 2.7% Black 9.6% 9.4% 6.7% Hispanic 29.9% 35.4% 22.4% International 15.1% 6.2% 7.9% Native American .5% .4% .4% White 42.3% 45.4% 32.9% Not classified .7% 26.8% ESLI 2.9% Student Athlete 6.6% RTA Shuttle and Transportation Programs – TAMU-CC and the Regional Transportation Authority (RTA) offered two programs for students seeking transportation services. They are as follows: Average Riders Per Day 2009 2010 2011 The Wave (63) 70 87 228 Islanders Ride Free 259 301 377 Note: RTA is not able to provide TAMUCC specific data for the Islanders Ride Free program. Data is a composite of TAMUCC and Del Mar ridership. Wellness Programming- Resident Advisors hosted 131 programs covering all categories of the Wellness Wheel as well as cultural programming. The programs served over 3700 participants. A summary breakdown of programs by category may be seen below: Category 2009 2010 2011 Social Wellness 134 125 129 Emotional Wellness 20 18 18 Physical Wellness 38 45 42 Intellectual Wellness 51 97 107 Spiritual Wellness 26 12 3 Occupational Wellness 2 2 2 Total Programs 187 144 131 Community Service Programming Safe Treat (Provided safe trick or treating for campus and community) Pool for the TaTas Treasure Your Chest The World Food Day Canned Food Drive Homecoming Hoopla Bar B Q for You and Me New Initiatives Implemented Core Student Learning Outcomes for Residence Life. Began measuring outcomes. Began Strategic Planning Process to guide the department through 2020. Facilities Phase VIII Construction. 75 bed facility opened August 2011. Closed Building 6, Port and

Harbor for rehab work including paint and flooring in summer 2011. New furnishings purchased for apartment buildings 6 and 9. Built new maintenance shop to increase ability to keep parts in stock for repairs. Painted all exterior apartments and doors. Resurfaced and seal coated all parking and repainted stripes. Converted Port, Harbor, Surf, Jetty and Building 6 to higher security electronic locks. Completed community BBQ island installations.

Documents:

[Certificate of Occupancy Phase VIII - Pelican Hall](#)
[Phase VIII - Pelican Hall - image](#)
[Resident vs. Non-resident grade point averages](#)

Teaching Results/ Accomplishments

Research/Scholar Activity Accomplishment

Public/Community Service

The Camden Resident Advisor staff lead students in six community service programs during 2010-11: Safe Treat (Provided safe trick or treating for campus and community) Pool for the TaTas Treasure Your Chest The World Food Day Canned Food Drive Homecoming Hoopla Bar B Q for You and Me Amanda Chesser Drum, Ph.D. Director of University Housing, Texas A&M-Corpus Christi Service to the Community City of Corpus Christi Bicycle and Pedestrian sub-committee Texans Standing Tall Coalition member Safe Communities Coalition member Service to the Profession TACUSPA Past President Foundation Board of Trustees (ex-officio) TACUSPA Finance Advisory Board Texans Standing Tall Grant Contract Principle Investigator Texas Behavioural Science Institute, Presenter Service to the University Student Affairs Council Housing Management Committee, Chair Student Affairs Strategic Planning Committee, Chair Student Affairs Assessment Committee, Chair I-ADAPT, Co-Chair Environmental Health and Safety Committee Committee on Committees Parking and Transportation Committee Waves of Welcome Annual Fire Safety Report Committee, Chair UCSA Advisory Council Richard Whatcott Director of Housing & Residence Life, Camden Miramar Service to the University Housing Management Committee ICARE Team Student Affairs Council Waves of Welcome Committee. Evaluations Sub-Committee Co-chair Jill Underbrink Assistant Director of Housing Operations, Camden Miramar Service to the University Environmental Health and Safety Committee Donna Mahan Assistant Director of Residence Life, Camden Miramar Service to the University I-ADAPT I-ADAPT Annise Richard Residence Life Coordinator, Camden Miramar Service to the University University Homecoming Committee Waves of Welcome

Anticipated Challenges (Required)

University Housing continues to face the challenge of competition from newly developed off-campus housing providers. While occupancy rates were steady this cycle, this competition, along with current economic conditions, have affected on-campus occupancy. The department also continues to lack needed funding increases to keep up with the rising cost of providing programs and services. This has been a challenge for many years but with the budgets cuts that occurred for FY 2012, almost all M&O was eliminated from the budget. This makes it very challenging to deliver the educational programs needed to ensure that students are learning from their on-campus experience. The department will develop a strategic plan to guide the department through 2020.

Closing the Loop (Plans for upcoming year) (Required)

University Housing will focus on developing a strategic plan to guide the department through 2020. This plan will encompass number and type of housing units needed as well as programmatic efforts. The planning started at a retreat in June 2011 and will continue through the fall 2011. The plan is modeled after the university and division plans. More efforts are being made to educate the Resident Advisor staff on Learning Outcomes and measurement practices. After a couple of failed attempts at measuring learning, it was realized that the RA staff need more training in this area. Funding is needed to support this training as well as programming efforts. Efforts will continue to be made to increase/enhance resident contact with people of different backgrounds and cultures. This will be done primarily through resident programming and continuing to assure that international students are assigned throughout the complex rather than all in one area. The department will continue to work on developing a banner interface with Camden software. Camden is currently investigating new software options as their current software does not interface well and presents other challenges. Work will continue as well on the establishment of a Resident Advisory Board.

Summary of Requested Resources (Optional)

The University Housing budget has traditionally been very small with only a small amount for programming. With a focus on student learning, that budget was strained to meet needs. Due to FY 2012 budget cuts, the majority of that budget was eliminated. To properly focus student learning, program funding is needed.

Detailed Assessment Report 2010-2011 Women's Center

Mission / Purpose

Mission: The Women's Center for Education and Service supports the mission of Texas A&M University-Corpus Christi by promoting a supportive, equitable and safe environment, advancing gender and diversity issues and affirming the inherent dignity and worth of women through education, advocacy, and service endeavors.

Goals

G 1: Equitable opportunity and treatment.

Equitable opportunity and treatment of women in education and employment.

G 2: Health, safety, and success.

Engage the campus community in intellectual exchanges that address health, safety, and success.

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

O/O 1: Educate the campus community.

Providing information, referrals, speakers, performers, events, and activities about issues that disproportionately affect women, such as sexual harassment, relationship violence, rape, and eating disorders.

Relevant Associations:

Standards

CAS- Council for the Advancement of Standards in Higher Education

- 1 Mission
- 2.1 knowledge acquisition, integration, construction, and application
- 2.6 practical competence
- 7 Equity and Access
- 8 Diversity

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.

Strategic Plans

Texas A&M-Corpus Christi

- 1.3 Promote lifelong learning and global citizenship.
- 1.4 Provide a supportive and safe campus environment

Related Measures

M 1: Program offerings and Information outlets

Number of program offerings and Information outlets

Source of Evidence: Activity volume

Target:

Total number of programs and information outlets offered greater than or equal to previous years' offerings.

Findings (2010-2011) - Target: Met

Total Programs in 10-11 = 16, Total Programs in 09-10 = 16. Information Tables in 10-11 = 8, Information Tables in 09-10 = 7. Total Co-sponsored Programs in 10-11 = 10. Total Program Attendance in 10-11 = 1449, Total Program Attendance in 09-10 = 1244.

Document:

[womctr 10-11 summary](#)

Related Action Plans (by Established cycle, then alpha):**Re-evaluate traditional program offerings**

Established in Cycle: 2007-2008

Re-assess the relevance of traditional programs. Re-invent the programs to make them more relevant to today's students. Explore ...

Hire Program Coordinator for Advocacy & Violence Prevention

Established in Cycle: 2008-2009

Hire Program Coordinator for Advocacy & Violence Prevention.

Hire Program Coordinator for Programming & Leadership Development

Established in Cycle: 2008-2009

Hire a Program Coordinator for Programming and Leadership Development.

Create a Strategic Plan to focus efforts.

Established in Cycle: 2009-2010

Create a Strategic Plan to focus and prioritize the department's efforts. The plan will identify objectives and measurements fo...

For full information, see the *Action Plan Detail* section of this report.

M 2: Vagina Monologues Audience Evaluation

Vagina Monologues Audience Evaluation

Source of Evidence: Evaluations

Target:

65% of audience attending the event are familiar with the goals of the V-Day Movement.

Findings (2010-2011) - Target: Not Reported This Cycle

No assessment was done for this measure.

Related Action Plans (by Established cycle, then alpha):**Create a Strategic Plan to focus efforts.**

Established in Cycle: 2009-2010

Create a Strategic Plan to focus and prioritize the department's efforts. The plan will identify objectives and measurements fo...

For full information, see the *Action Plan Detail* section of this report.

M 3: Vagina Monologues Participation

Comparison of attendance from previous year

Source of Evidence: Activity volume

Target:

Attendance at event greater than or equal to previous year's attendance.

Findings (2010-2011) - Target: Not Met

The attendance at the 2011 Vagina Monologues (VM) was less than the previous year. 2011 attendance = 639, 2010 attendance = 689. The decrease in attendance this year may be attributed to the VMs being hosted on a Thursday/Friday instead of Friday/Saturday, the Center's usually scheduled time. Majority of the attendees at VM are students. Therefore, hosting the VM on a week night during regular class schedules may have directly affected the attendance numbers. Also, this was the first year there was a split from the Theater Department and there was a theater production opening the same week as the VM.

Document:

[vm 2011 ticket numbers](#)

Related Action Plans (by Established cycle, then alpha):**Create a Strategic Plan to focus efforts.***Established in Cycle: 2009-2010*

Create a Strategic Plan to focus and prioritize the department's efforts. The plan will identify objectives and measurements fo...

For full information, see the *Action Plan Detail* section of this report.

M 4: Paint the Island Pink Evaluations

Paint the Island Pink Evaluations

Source of Evidence: Evaluations

Target:

70% of the participants attending the event are familiar with how often to perform a breast self-exam.

Findings (2010-2011) - Target: Met

71% of the participants attending the event were familiar with how often to perform a breast self-exam.

Document:

[ptip 2010 learning outcomes](#)

M 5: Paint the Island Pink Participation

Attendance at annual Paint the Island Pink event

Source of Evidence: Activity volume

Target:

Attendance at event greater than or equal to previous year's attendance

Findings (2010-2011) - Target: Met

2010-2011 Paint the Island Pink Expo attendance = 80. 2009-2010 Paint the Island Pink Expo attendance = 79. Attendance was based on returns of pre- and post-tests and distribution of gift bags.

Document:

[ptip 2010 learning outcomes](#)

M 9: Referral and information requests

Total requests for referrals, requesting information and assistance via the phone and/or office visits.

Source of Evidence: Activity volume

Target:

The number of students served in the office via phone and in person greater than or equal to previous year

Findings (2010-2011) - Target: Met

10-11 office visits = 47, 09-10 office visits = 45; 10-11 referral phone calls = 27, 09-10 referral phone calls = 20.

Document:

[womctr 10-11 Summary](#)

Related Action Plans (by Established cycle, then alpha):**Create a Strategic Plan to focus efforts.***Established in Cycle: 2009-2010*

Create a Strategic Plan to focus and prioritize the department's efforts. The plan will identify objectives and measurements fo...

For full information, see the *Action Plan Detail* section of this report.

O/O 2: Provide educational opportunities

Provide educational opportunities for female students.

Relevant Associations:**Standards**

CAS- Council for the Advancement of Standards in Higher Education

1 Mission

2.1 knowledge acquisition, integration, construction, and application

2.6 practical competence

7 Equity and Access

8 Diversity

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.

Strategic Plans**Texas A&M-Corpus Christi**

1.3 Promote lifelong learning and global citizenship.

Related Measures**M 6: Vagina Monologues Evaluation - Cast & Crew**

Vagina Monologues Evaluation

Source of Evidence: Evaluations

Target:

80% of student cast and crew understand the importance of the V-Day movement.

Findings (2010-2011) - Target: Not Met

Sixteen cast and crew members completed the post-test; 70% were familiar with the V-day campaign and can articulate it's importance.

Document:[vagina monologues 2011 learning outcomes](#)**Related Action Plans (by Established cycle, then alpha):****Create a Strategic Plan to focus efforts.***Established in Cycle: 2009-2010*

Create a Strategic Plan to focus and prioritize the department's efforts. The plan will identify objectives and measurements fo...

For full information, see the *Action Plan Detail* section of this report.

M 7: Student Coordination of Programs

Student workers/interns and volunteer will gain leadership skills through coordination and planning of sponsored programs by the Women's Center.

Source of Evidence: Evaluations

Target:

Evaluations will indicate that 70% of the student volunteers/interns/student workers believed they gained leadership skills as a result of their participation in assisting with Women Center's programs.

Findings (2010-2011) - Target: Not Reported This Cycle

Not reported this cycle.

Related Action Plans (by Established cycle, then alpha):**Create a Strategic Plan to focus efforts.***Established in Cycle: 2009-2010*

Create a Strategic Plan to focus and prioritize the department's efforts. The plan will identify objectives and measurements fo...

For full information, see the *Action Plan Detail* section of this report.

O/O 3: Serve as a clearinghouse & resource

Serve as a clearinghouse and resource on women's health and safety issues.

Relevant Associations:**Standards****CAS- Council for the Advancement of Standards in Higher Education**

- 1 Mission
- 2.1 knowledge acquisition, integration, construction, and application
- 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.

Strategic Plans

Texas A&M-Corpus Christi

- 1.4 Provide a supportive and safe campus environment

Related Measures

M 8: Community Connections

Connections with community organizations

Source of Evidence: Activity volume

Target:

Women's Center staff will maintain contact with a local, regional, or national organization serving victims of sexual violence \geq the previous year.

Findings (2010-2011) - Target: Met

The Women's Center worked with the V-Day Movement, Walk a Mile in Her Shoes, the YWCA, the Women's Shelter of South Texas, and Family Planning of the Coastal Bend, Inc. (Formerly Planned Parenthood of South Texas); 3 local and 2 national organizations. Last year the Women's Center also worked with 3 local and 2 national organizations.

Document:

[10-11 Community Connections](#)

M 9: Referral and information requests

Total requests for referrals, requesting information and assistance via the phone and/or office visits.

Source of Evidence: Activity volume

Target:

The number of students served in the office via phone and in person greater than or equal to previous year

Findings (2010-2011) - Target: Met

10-11 office visits = 47, 09-10 office visits = 45; 10-11 referral phone calls = 27, 09-10 referral phone calls = 20.

Related Action Plans (by Established cycle, then alpha):

Create a Strategic Plan to focus efforts.

Established in Cycle: 2009-2010

Create a Strategic Plan to focus and prioritize the department's efforts. The plan will identify objectives and measurements fo...

For full information, see the *Action Plan Detail* section of this report.

Action Plan Detail for This Cycle (by Established cycle, then alpha)

Re-evaluate traditional program offerings

Re-assess the relevance of traditional programs. Re-invent the programs to make them more relevant to today's students. Explore ways to integrate programs with academic courses.

Established in Cycle: 2007-2008

Implementation Status: Finished

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Program offerings and Information outlets | **Outcome/Objective:** Educate the campus community.

Implementation Description: Fall 2008

Completion Date: 05/2011

Responsible Person/Group: Women`s Center Director

Hire Program Coordinator for Advocacy & Violence Prevention

Hire Program Coordinator for Advocacy & Violence Prevention.

Established in Cycle: 2008-2009

Implementation Status: On-Hold

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Program offerings and Information outlets | **Outcome/Objective:**
Educate the campus community.

Implementation Description: Hire within the next three years

Completion Date: 08/2012

Responsible Person/Group: Assistant Dean of Students and Women's Center Director

Additional Resources: Salary, office space and computer equipment

Budget Amount Requested: 45000

Hire Program Coordinator for Programming & Leadership Development

Hire a Program Coordinator for Programming and Leadership Development.

Established in Cycle: 2008-2009

Implementation Status: On-Hold

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Program offerings and Information outlets | **Outcome/Objective:**
Educate the campus community.

Implementation Description: Hire Program Coordinator within three years.

Completion Date: 08/2012

Responsible Person/Group: Assistant Dean of Students and Women's Center Director

Additional Resources: Budgeted salary for the position, office space for the Program Coordinator, and computer equipment.

Budget Amount Requested: 45000

Increase in Programming Funds

The Women's Center has operated with inadequate funding for programming. Additional funding is needed to grow existing and new programming initiatives such as the following: Vagina Monologues, Women's History Month, Sexual Assault Awareness Week, Week Without Violence, Paint the Island Pink, Women Health Wellness & Education Program.

Established in Cycle: 2008-2009

Implementation Status: Finished

Priority: Medium

Implementation Description: September 2009

Completion Date: 08/2009

Responsible Person/Group: Assistant Dean of Students

Additional Resources: programming funds

Budget Amount Requested: 5706

Wage Adjustment for Student Workers

The federal minimum wage increase greatly affects this office. This office is run by only two full-time staff positions and two student workers. Without increased wages, the office will often be unmanned.

Established in Cycle: 2008-2009

Implementation Status: Finished

Priority: High

Implementation Description: September 2009 Student wages were increased to meet the federal minimum wage requirement.

Completion Date: 08/2009

Responsible Person/Group: Assistant Dean of Students

Additional Resources: wages

Budget Amount Requested: 4021

Create a Strategic Plan to focus efforts.

Create a Strategic Plan to focus and prioritize the department's efforts. The plan will identify objectives and measurements for future cycles.

Established in Cycle: 2009-2010

Implementation Status: On-Hold

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Program offerings and Information outlets | **Outcome/Objective:** Educate the campus community.

Measure: Referral and information requests | **Outcome/Objective:** Educate the campus community.

| Serve as a clearinghouse & resource

Measure: Student Coordination of Programs | **Outcome/Objective:** Provide educational opportunities

Measure: Vagina Monologues Audience Evaluation | **Outcome/Objective:** Educate the campus community.

Measure: Vagina Monologues Evaluation - Cast & Crew | **Outcome/Objective:** Provide educational opportunities

Measure: Vagina Monologues Participation | **Outcome/Objective:** Educate the campus community.

Implementation Description: A strategic plan was created. However, the Director of the Women's Center resigned and current discussion is on going regarding whether to re-hire for the vacant position, change the structure or closed the Center.

Completion Date: 10/2010

Responsible Person/Group: Director, Women's Center

Document:

[womctr strategic plan 2010-2015](#)

Increase Facility Space

Request increased facility space for offices and a private meeting/consultation room. Currently the Women's Center is housed in two rooms on the third floor of the University Center. With 3 student assistants and 2 full time staff, the two room office is extremely cramped. When additional professional staff is hired, the current space will not be sufficient.

Established in Cycle: 2009-2010

Implementation Status: On-Hold

Priority: High

Implementation Description: Since the Director resigned, all request is on hold until a decision is reached regarding what will happen with the Women's Center.

Completion Date: 08/2012

Responsible Person/Group: Women's Center Director, Assistant Dean of Students

Determine Future for Women's Center

Since the Director resigned, the Division of Student Affairs is reviewing and assessing the need of a Women's Center. Several recommendations have been brought forward for review. There are the following: Transition the Director's position to a Coordinator position and leave it under the umbrella of the Assistant Dean of Students. The Senior Secretary position could then be transitioned to serve the Women's Center Coordinator, Assistant Dean of Students, Student Conduct Officer, I-CARE Case Manager, and Housing. This would also free up funding to hire 2-3 additional student assistants to help the Women's Center Coordinator with programming. Under either of these recommendation, the Senior Secretary position could also remain under the umbrella of the Assistant Dean of Students and be assigned duties including web design and maintenance for the Division, marketing design, and liaison duties between the Division and Marketing and Communications, Web Council, and the Office of Distance Education, etc... Transition the Director's position to a Coordinator position and put it under the umbrella of University Center and Student Activities. The position could then, possibly, be responsible for a number of other diversity and equity related programs, services, and events. The Senior Secretary position could then be transitioned to the Housing Director's office. In addition to secretarial duties for the Director of Housing, the position could be assigned duties including web design and maintenance for the Division, marketing design, and liaison duties between the Division and Marketing and Communications, Web Council, and the Office of Distance Education, etc... In this case the position should be upgraded to at least the

Administrative Assistant level. If staffing and funding levels are increased the following recommendation applies: The Director position should be re-hired along with two Program Coordinator positions. One Program Coordinator position would handle access and equity programs and the other Program Coordinator position would handle health, safety, and success initiatives. The Senior Secretary position would need to be upgraded to an Administrative Assistant position and keep its current duties in addition to secretarial duties for the Director of Housing. The Center would also need funding for at least two Student Assistant positions.

Established in Cycle: 2010-2011

Implementation Status: Planned

Priority: High

Completion Date: 01/2012

Responsible Person/Group: Vice President Student Affairs, Associate Vice President/Dean of Students, and the Associate Dean of Students

Analysis Questions and Analysis Answers

What specifically did your assessments show regarding proven strengths or progress you made on outcomes/objectives?

We had an increase in program attendance of 269 for the FY 2010-2011 compared to the FY 2009-2010. We hosted more programs and information tables than we did the previous year and we collaborated on 16 programs (an increase of 7 from the 09-10 year). The total number of programs this year was 28, which was an increase of 12 program and events in FY 2010-2011 compared to FY 2009-2010. The Women's Center established more partnerships with faculty members through co-sponsorships of events and programs.

What specifically did your assessments show regarding any outcomes/objectives that will require continued attention?

The assessment indicated a particular area of concern regarding the number of office visits. The number of office visits and referrals this year as only 47. What are the low numbers attributed to? There are two reasons why. The first reason is although the Women's Center location is ideal for maintaining confidentiality for our visitors, it is located in a site that is not well visible. As a result, it becomes extremely challenging to connect with the campus community when hidden off in a corner of a building. The second reason, may be attributed to using social media to communicate upcoming events and initiatives. The WC established a Facebook and Twitter account. From 9/1/2010 through 8/31/2011, the WC received over 2000 hits on its facebook account. These numbers are not accounted for when calculating the number of office visits and referrals. If the WC continues in the future, an assessment needs to be developed to determine what are more effective ways to reach out to our constituents.

Annual Report Section Responses

Executive Summary: Year in Review (Required)

The Women's Center for Education and Service supports the mission of Texas A&M University-Corpus Christi by promoting a supportive, equitable and safe environment that advances and affirms the inherent dignity and worth of women through education, advocacy, and service endeavors. The Center is committed to: empowering students to create a campus culture that values women, their many identities, and various experiences; providing information, referrals, speakers, performers, events, and activities about issues that disproportionately affect women, such as sexual harassment, relationship violence, rape, and eating disorders. The Center's staff provides a full calendar of educational programs, leadership development, special events, referral counseling, community resource information, and other resources from a wide variety of perspectives that take into account individual differences. Since the Director resigned, the Division of Student Affairs is reviewing and assessing the need of a Women's Center. Several recommendations have been brought forward for review. There are the following: Transition the Director's position to a Coordinator position and leave it under the umbrella of the Assistant Dean of Students. The Senior Secretary position could then be transitioned to serve the Women's Center Coordinator, Assistant Dean of Students, Student Conduct Officer, I-CARE Case Manager, and Housing. This would also free up funding to hire 2-3 additional student assistants to help the Women's Center Coordinator with programming. Under either of these recommendation, the Senior Secretary position could also remain under the umbrella of the Assistant Dean of Students and be assigned duties including web design and maintenance for the Division, marketing design,

and liaison duties between the Division and Marketing and Communications, Web Council, and the Office of Distance Education, etc... Transition the Director's position to a Coordinator position and put it under the umbrella of University Center and Student Activities. The position could then, possibly, be responsible for a number of other diversity and equity related programs, services, and events. The Senior Secretary position could then be transitioned to the Housing Director's office. In addition to secretarial duties for the Director of Housing, the position could be assigned duties including web design and maintenance for the Division, marketing design, and liaison duties between the Division and Marketing and Communications, Web Council, and the Office of Distance Education, etc... In this case the position should be upgraded to at least the Administrative Assistant level. If staffing and funding levels are increased the following recommendation applies: The Director position should be re-hired along with two Program Coordinator positions. One Program Coordinator position would handle access and equity programs and the other Program Coordinator position would handle health, safety, and success initiatives. The Senior Secretary position would need to be upgraded to an Administrative Assistant position and keep its current duties in addition to secretarial duties for the Director of Housing. The Center would also need funding for at least two Student Assistant positions.

Accomplishments of Administrative and Academic Support Entities

The Women's Center sponsors annual programs to enhance and educate the university community through events such as: Fall 2010 Programs and Activities Latinas & College: Our First Year Experiences Monday, September 27, 2010, 6:00-8:00 p.m. in UC Oso Room 221 Co-Sponsored by: First Year Islanders, Islander Cultural Alliance Number of attendees: 47 Summary: Panelists shared their personal first-year college experiences and led a discussion on the impact that these cultural issues have on Latina college students. Panelists: Dr. Laura Munoz, Lisa Perez, Amber Ramoz, Miranda Sanchez, Jeanette Scarsdale, Yasmin Wong, Dr. Isabel Araiza, Stacy Barrera, Rita Hernandez, Amanda Marquez, Andrea Montalvo Rating & Evaluations: 4.5/5.0 4th annual Think Pink Group Photo Wednesday, October 6, 2010, 12:00-1:00 p.m. in UC East Lawn Number of attendees: 120 Summary: Students, faculty, and staff gathered in the UC Commons wearing pink to have their picture taken. The photo was turned into a poster and was on display at the Expo the following day. Rating & Evaluations: No evaluations were distributed during this event. 7th annual Paint The Island Pink Expo Thursday, October 7, 2010; 10:00-12:00 p.m. in UC East Lawn Number of attendees: 80 Summary: This annual program included pink ribbons on trees and buildings around campus and an expo of area cancer resources. This was the first year we hosted this event outside. Exhibitors at the event were: Breast Center of South Texas, Care Regional Medical Center (North Ba Hospital), Northwest Cancer Center/South Texas Institute of Cancer, Planned Parenthood of South Texas, Inc., South Texas Family Planning & Health Clinic, Barnes & Noble, Texas Wings, Christus Spohn Health Systems/First Friday, Radiology Associates, University Mail Services, and Colleges Against Cancer Rating & Evaluations: Paint The Island Pink 2010 Learning Outcomes Paws For A Cause Friday, October 8, 2010, 6:00-7:30 p.m. in TAMU-CC Hike & Bike Trail Co-Sponsored by Recreational Sports Number of attendees: 240 dogs Summary: The Women's Center and Recreational Sports teamed up to host "Paws for a Cause" - a fundraising dog walk. A \$5 entry fee benefited "First Friday," a local group that underwrites the cost of mammograms for uninsured and underinsured people in South Texas. We raised \$1,200 for First Friday at this event. We sponsored 3 different contests: Pinkest Pup, Pinkest Pals, and Pinkest Group. We had 20 dogs entered into the Pinkest Pup contest, 14 entries for the Pinkest Pair contest, and 3 groups entered into the Pinkest Group. Rating & Evaluations: No evaluations were distributed at this event The Love Lab Monday, October 18, 2010, 3:30-5:30 p.m. in UC Tejas 106A Part of YWCA's Week Without Violence Number of attendees: 15 Summary: Dr. Elenie Opffer presented a film and led a discussion on how communication can make or break intimate relationships. Rating & Evaluations: No evaluations were distributed at this event The Battered Faces Project Wednesday, October 20, 2010, 11:00-1:00 p.m. in UC East Foyer Part of YWCA's Week Without Violence Number of attendees: 50 Summary: Student volunteers were asked to wear theatrical make-up to simulate bruising and to pass out education information relating to domestic violence to their fellow classmates throughout their day. Rating & Evaluations: No evaluations were distributed at this event RAINN Movie Night: The Girl With The Dragon Tattoo Wednesday, October 20, 2010, 6:00-9:00 p.m. in UC Lonestar Ballroom AB Part of YWCA's Week Without Violence, Co-Sponsored by: Women's Shelter, Counseling Center, RAINN, Music Box Films Number of attendees: 12 Summary: The Women's Center, Women's Shelter, and Counseling Center joined forces with RAINN and Music Box Films for a special screening of The Girl With The Dragon Tattoo followed by a frank discussion on the representation of sexual violence in the media and what impact that has on our society. Rating & Evaluations: 4.8/5.0 Celebration of Women in the Arts Thursday, November 11, 2010, 5:30-8:00 p.m. in UC Lonestar Ballroom A Number of attendees: 50 Summary: We had 10 artists on hand to display and sell their work at this event. We had 6 students participate in the floorshow. We had 7 interactive

stations: Cake Decorating with Melba from Amigo's Bakery, Hula hooping with Roni, Henna, Basic sewing technique with Marcia from Stitch Witch, Massages by Joe Lopez, Mary Kay makeovers with Jessica, and Therapeutic Collage with Theresa Sharpe. Henna was again provided by Sandi Clark, a local henna artist. Rating & Evaluations: 4.5/5.0

Spring 2011 Programs and Activities The Vagina Monologues Thursday, February 10, 2011, 5:30 – 10:00 P.M. in the Performing Arts Center Friday, February 11, 2011, 5:30 – 10:00 P.M. in the Performing Arts Center Number of attendees: 639 (294 Thursday; 345 Friday) Summary: This was our sixth year to perform this piece on campus and our first year without working with the Theatre Department. We sold tickets in the UC, out of our office and at the door both nights of the event. We also sold t-shirts and buttons to promote the production. A silent auction was organized by student assistants Dakota Flores and Marissa Robledo that netted \$486.65. The production was co-directed by Nicholas Sheffield and Sabrina Krueger. We had a cast of 16 women. This production has proven to be a successful fundraiser for the Women's Center and an excellent event planning and directorial experience for students. Marketing materials, the program, and t-shirt designs for this production are included below. Total Profits: \$2,432.87; V-Day Donation: \$270.32

Rating & Evaluations: Learning outcomes based on the V-Day mission were distributed. Film: Beauty Mark Tuesday, February 22, 2011, 2:00-3:30pm in UC Swordfish 324 Part of National Eating Disorder Awareness Week, Co-Sponsored by the University Counseling Center Number of Attendees: 20 Summary: We had a screening of the short film Beauty Mark which chronicled one woman's quest to find peace with herself and her own body image. Lisa Schoelen led a brief discussion and the empowering self-proclamation that followed. Rating & Evaluations: Evaluation forms were not distributed at this event. Ask The Girlfriend Gyno Tuesday, February 22, 2011, 7:00-9:00pm in UC Bayview 320 Part of National Eating Disorder Awareness Week Co-Sponsored by the University Counseling Center & University Health Center Number of Attendees: 45 Summary: Special guest Dr. Lissa Rankin was on hand to answer questions that students may be too embarrassed to ask their own gynecologist and to sign copies of her book, What's Up Down There? Rating & Evaluations: Evaluation forms were not distributed at this event. Media Makeover: Extreme Messages Edition Thursday, February 24, 2011, 12:00-1:00pm in UC Oso Room 221 Part of National Eating Disorder Awareness Week Co-Sponsored by the University Counseling Center & University Health Center Number of Attendees: 10 Summary: This brown-bag session gave a quick glimpse into marketing and media's mixed messages, how those messages influence and shape body image, our relationship with food, and what we say about ourselves. Multi-disciplinary panel included: Dr. Michael Ramirez, Amber Marcil, JoAnna Benavides-Franke. Rating & Evaluations: Evaluation forms were not distributed at this event. Women In The Oil Industry Tuesday, March 8, 2011, 10:00-11:00am in UC Oso Room 221 Part of Women's History Month Number of Attendees: 15 Summary: Special guest Cecilia Venable gave a short presentation on the history of women working in Corpus Christi's early oil and gas industry and a history on the desk and derrick club. Rating & Evaluations: Evaluation forms were not distributed at this event. All Things Beauty Forum Tuesday, March 29, 2011, 5:00-7:00pm in UC Dolphin Room 306 Part of Women's History Month, Co-Sponsored by Denise Miller of Denise's Unlimited, Inc. Number of Attendees: 25 Summary: Rating & Evaluations: Evaluation forms were not distributed at this event. Walk A Mile In Her Shoes Thursday, April 7, 2011, 12:00-2:00pm on UC East Lawn Part of Sexual Assault Awareness Month Number of Attendees: 25 Summary: The Women's Center hosted its third awareness march on campus that was designed to include men in the fight against gender-based violence and sexual assault. Male students were also encouraged to march in women's shoes as a way for them to display their commitment and support to ending violence against women and girls. Rating & Evaluations: Evaluation forms were not distributed at this event. Texas Women Speaking Tuesday, May 10, 2011, 2:00-4:00 pm in UC Lonestar Ballroom Co-Sponsored by the College of Liberal Arts-History Faculty Number of Attendees: 100 Summary: Poster display featuring the lives of 34 Texas women based on oral histories conducted by TAMU-CC students from HIST 4390: Mexican American Women's History. Keynote address given by Mrs. Juanita Lopez. Rating & Evaluations: No evaluations were given at this event. Campus Events Passport to the Island: The Women's Center had a table at this event and promoted our calendar of events and various resource materials. Safe Living Presentation: Co-presented at Summer Orientations on campus safety issues, personal wellness, and campus hurricane preparedness. These presentations were presented to new incoming freshmen students and their parents and facilitated by various campus departments that included Judicial Affairs, University Housing, University Counseling Center, Women's Center, University Police Department and the Health Center. Party House: In collaboration with I-ADAPT and Camden Miramar, this event was planned to illustrate what can happen to college students at a party. At the first stop students receive root beer from a keg and are part of a party scene. When they arrive at the second station they are asked to check their drinks for a "pill" (tic tics slipped into their drinks by volunteers staffing the root beer keg in the other room). Our staff then talked with them about the dangers of date rape drugs and answered their questions concerning these drugs. Clothesline Project: Again this year, the Women's Center

partnered with the Counseling Center to design and promote a TAMU-CC Clothesline Project. The Clothesline Project is a nationally recognized program that educates about the personal impact of domestic violence. Survivors of domestic violence or friends and family or victims are invited to design a t-shirt focused on how domestic violence has impacted them. We began with eight very powerful shirts and continue to expand as the project gets more publicized and better known. The Project was displayed as part of our Vagina Monologues PAC Lobby display. Wild & Wacky Wednesday: The Women's Center once again participated in this annual event. The event focuses on spring break safety. The Women's Center promoted a "Stay Classy" campaign that asked students to make smart decisions regarding their safety over Spring Break. Students were asked to play a jeopardy-style game and answer a question on spring break safety. We distributed Mardi gras beads with local resource phone numbers and bandanas to those students who participated. FYI Convocation: Amber helped design handouts and the event program; in the Summer 2011 she also designed the FYI Convocation t-shirt. Student Interaction Middle Eastern Dance Club: This group promotes an activity that fosters a healthy body image and acceptance of people of all races, religions, and nationalities. This group proved successful again this year and has been involved in excellent community service activities. This organization has been embraced by different areas of the University, and has received numerous awards. They are now being advised by Amber Marcil, who is also a long-running member of the club. Black Women United: Randa served as their advisor. Community Collaborations & Outreach YWCA The Women's Center continues to sponsor events in October as part of the YWCA's national Week Without Violence Campaign. Planned Parenthood of South Texas/Family Planning of the Coastal Bend, Inc. The Women's Center has worked with Planned Parenthood on several projects. Planned Parenthood's Director of Education Cinda LeBus serves as a "Paint the Island Pink" panelist, and her organization had a table highlighting the importance of breast self-exams. In January 2011 they underwent a name change and are now known as Family Planning of the Coastal Bend, Inc. Women's Shelter of South Texas The Women's Center continues to work with the Women's Shelter on various community projects. In 10-11 we collaborated with the Women's Shelter on the following programs: The Girl with the Dragon Tattoo. Walk A Mile In Her Shoes: The International Men's March to Stop Rape, Sexual Assault & Gender Violence Walk a Mile is a national organization that is geared toward encouraging men to acknowledge and speak out against gendered and sexual violence in their communities. Walk a Mile in Her Shoes® is a fun opportunity for men to educate the community about a very serious subject and to rally the community to take action to prevent sexualized violence. There is an old saying: "You can't really understand another person's experience until you've walked a mile in their shoes." Walk a Mile in Her Shoes® asks men to literally walk one mile in women's high-heeled shoes. It's not easy walking in these shoes, but its fun and it gets the community to talk about something that's really difficult to talk about: gender relations and sexual violence. V-Day V-Day is a global activist movement to stop violence against women and girls. V-Day is a catalyst that promotes creative events to increase awareness, raise money and revitalize the spirit of existing anti-violence organizations. V-Day generates broader attention for the fight to stop violence against women and girls, including rape, battery, incest, female genital mutilation (FGM) and sex slavery. Through V-Day campaigns, local volunteers and college students produce annual benefit performances of The Vagina Monologues. The TAMUCC production of the Vagina Monologues was February 10th and 11th.

Documents:

[10-11 Womctr Annual Report](#)
[womctr strategic plan 2010-2015](#)

Teaching Results/ Accomplishments

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Research/Scholar Activity Accomplishment

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Public/Community Service

Director served on the following campus committees during the 2010-2011 academic year:
 Director served on the following campus committees during the 2010-2011 academic year:
 Student Affairs Assessment Committee Student Affairs Strategic Planning Committee Diversity Committee I-ADAPT FYI Convocation Committee UCSA Advisory Council Homecoming Committee Student Affairs Scholarship Committee Safe Living/New Student Orientation Sexual Assault Task Force Black Women United, Advisor Senior Secretary served on the following committee: Web Council Middle Eastern Dance Club, Advisor Senior Volunteer for the Texas Marine Mammal Stranding Network

Anticipated Challenges (Required)

The Director of the Women's Center resigned August 31, 2011. The Division of Student Affairs is deciding whether to conduct another search for the Director's position, restructure the Center or close the center. If staffing and funding levels in the Women's Center remain at their current levels, the future of the Center should be carefully investigated. The Center is operable at the current staffing and funding levels, but the ability to grow is hindered by the fact that this is essentially a one person operation. When the previous Director was hired, a choice was made to host a few larger scale programs rather than many smaller scale workshops because of limited resources. The high expectations and goals for the Women's Center were difficult to accomplish with very limited resources. The Women's Center is housed in the University Center, rooms 303 and 303 A. With three student workers and two interns (Vagina Monologue student directors), the space has become increasingly crowded. We have maximized the available storage inside the office for program materials and there is no room for expansion. At this time, the Center's space has capped our ability to expand our student or professional staff, and our ability to provide a quiet, confidential space for student consultations.

Closing the Loop (Plans for upcoming year) (Required)

Since the Director resigned, the Division of Student Affairs is reviewing and assessing the need of a Women's Center. Several recommendations have been brought forward for review. There are the following: Transition the Director's position to a Coordinator position and leave it under the umbrella of the Assistant Dean of Students. The Senior Secretary position could then be transitioned to serve the Women's Center Coordinator, Assistant Dean of Students, Student Conduct Officer, I-CARE Case Manager, and Housing. This would also free up funding to hire 2-3 additional student assistants to help the Women's Center Coordinator with programming. Under either of these recommendation, the Senior Secretary position could also remain under the umbrella of the Assistant Dean of Students and be assigned duties including web design and maintenance for the Division, marketing design, and liaison duties between the Division and Marketing and Communications, Web Council, and the Office of Distance Education, etc... Transition the Director's position to a Coordinator position and put it under the umbrella of University Center and Student Activities. The position could then, possibly, be responsible for a number of other diversity and equity related programs, services, and events. The Senior Secretary position could then be transitioned to the Housing Director's office. In addition to secretarial duties for the Director of Housing, the position could be assigned duties including web design and maintenance for the Division, marketing design, and liaison duties between the Division and Marketing and Communications, Web Council, and the Office of Distance Education, etc... In this case the position should be upgraded to at least the Administrative Assistant level. If staffing and funding levels are increased the following recommendation applies: The Director position should be re-hired along with two Program Coordinator positions. One Program Coordinator position would handle access and equity programs and the other Program Coordinator position would handle health, safety, and success initiatives. The Senior Secretary position would need to be upgraded to an Administrative Assistant position and keep its current duties in addition to secretarial duties for the Director of Housing. The Center would also need funding for at least two Student Assistant positions.

Summary of Requested Resources (Optional)

No request at this time.