

Texas A&M University-Corpus Christi

Detailed Assessment Report

2011-2012 VP Student Engagement and Success Annual Report

As of: 5/01/2014 12:26 PM CST

(Includes those Action Plans with Budget Amounts marked *One-Time, Recurring, No Request*.)

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:

Standard Associations

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 Plan Associations

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.

Finding (2011-2012) - Target: Met

2012 Noel Levitz - Commitment to racial harmony = 5.5 which is equal to the national score and a .1 increase over 2010.

Connected Document

[2012 Noel Levitz - Commitment to Racial Harmony](#)

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.

Finding (2011-2012) - Target: Met

2012 Noel Levitz - Sense of belonging = .1 greater than national score and .1 greater than in 2010.

Connected Document

[2012 Noel Levitz - Sense of Belonging](#)

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 *Details of Action Plans* 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 >= national score.

Finding (2011-2012) - Target: Met

2012 Noel Levitz - Enjoy being a student on this campus = .2 greater than national; and .3 greater than in 2010.

Connected Document

[2012 Noel Levitz - Enjoy Being a Student Here](#)

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 existing data and information to discover what is ne...

For full information, see the *Details of Action Plans* 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 >= national score.

Finding (2011-2012) - Target: Met

2012 Noel Levitz - Concern for students as individuals = .1 greater than national score and equal to 2010 score..

Connected Document

[2012 Noel Levitz - Concern for Students As Individuals](#)

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 >= national score.

Finding (2011-2012) - Target: Met

2012 Noel Levitz - Students feel welcome = .1 greater than national score; and .1 greater than in 2010.

Connected Document

[2012 Noel Levitz - Students Feel Welcome](#)

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 *Details of Action Plans* 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 >= 75% satisfaction.

Finding (2011-2012) - Target: Met

2012 Grad Survey - Appreciate teamwork and diversity = 62.2% satisfied and 34.3% very satisfied for combined satisfaction of 96.5%.

Connected Document

[2012 Graduating Student Survey - Team Work 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 >= 75% impact.

Finding (2011-2012) - Target: Met

2012 Grad Survey - Tolerance for different views = 50% major impact and 34% moderate impact for 84% combined impact.

Connected Document

[2012 Graduating Student Survey - Diverse Cultures and Values and Tolerance for Different Cultures](#)

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 >=75% impact.

Finding (2011-2012) - Target: Met

2012 Grad Survey - Understanding diverse cultures and values = 47.1% major impact and 32.8% moderate impact for 79.9% combined impact.

Connected Document

[2012 Graduating Student Survey - Diverse Cultures and Values and Tolerance for Different Cultures](#)

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.

Finding (2011-2012) - Target: Met

2012 Grad Survey - Caring and helpfulness of staff = 34.7% very satisfied and 60.6% satisfied for 95.3% combined satisfaction.

Connected Document

[2012 Graduating Student Survey - Caring and Helpfulness of Staff](#)

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.

Finding (2011-2012) - Target: Not Reported This Cycle

Data not available. NSSE Survey only conducted in odd 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 existing data and information to discover what is ne...

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 *Details of Action Plans* 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.

Finding (2011-2012) - Target: Not Reported This Cycle

Data not available. NSSE Survey only conducted in odd cycles.

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For full information, see the *Details of Action Plans* 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.

Finding (2011-2012) - Target: Not Reported This Cycle

Data not available. NSSE Survey only conducted in odd cycles.

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

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

Relevant Associations:**Standard Associations****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 Plan Associations**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.

Finding (2011-2012) - Target: Not Met

2012 Noel Levitz - I generally know what is happening on campus = .2 less than the national score

Connected Document

[2012 Noel Levitz - Knowledge of Campus Happenings](#)

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

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 *Details of Action Plans* section of this report.

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.

Finding (2011-2012) - Target: Met

2010 Noel Levitz - Easily get involved in organizations = 5.3 which is equal to the national score and .3 greater than in 2010.

Connected Document

[2012 Noel Levitz - Campus Organization Involvement](#)

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.

Finding (2011-2012) - Target: Not Reported This Cycle

Data not available. NSSE Survey only conducted in odd 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 existing data and information to discover what is ne...

Create and Implement a Student Affairs Strategic Plan

Established in Cycle: 2010-2011

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For full information, see the *Details of Action Plans* 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.

Finding (2011-2012) - Target: Not Reported This Cycle

Data not available. NSSE Survey only conducted in odd cycles.

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:

Standard Associations

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 Plan Associations

Texas A&M-Corpus Christi

- 1.4 Provide a supportive and safe campus environment

Related Measures

M 16: 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

Finding (2011-2012) - Target: Met

A Student Fee Referendum was held in March 2012. 340 students voted in favor and 170 voted opposed. The fee referendum passed. Further planning for the expansion of the center will proceed in the coming cycle.

Connected Document

[University Center Referendum Results Notification](#)

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...

Expand the University Center

Established in Cycle: 2011-2012

Work with architectural firm and then the construction contractor to expand the University Center as approved by a student ref...

For full information, see the *Details of Action Plans* section of this report.

M 17: 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.

Finding (2011-2012) - Target: Met

The CORE Survey was conducted Spring 2012. The results were analyzed and actions taken to address any concerns arising from the results. Data indicates the following:

- 78.2% of the students consumed alcohol in the past year.
- 61.9% of the students consumed alcohol in the past 30 days.
- 46.8% of underage students consumed alcohol in the previous 30 days.
- 28.1% of students reported binge drinking in the previous two weeks.
- 21.3% of the students have used marijuana in the past year.
- 11.4% of the students are current marijuana users.
- 9.2% of the students have used an illegal drug other than marijuana in the past year.
- 4.7% of the students are current users of illegal drugs other than marijuana.
- 84.3% of students believe the average student on campus uses alcohol once a week or more.
- 60.9% of students believe the average student on this campus uses some form of illegal drug at least once a week.

Connected Documents

[2012 Alcohol Wise Outcome Report](#)

[2012 CORE Survey Executive Summary](#)

O/O 4: Manage resources EFFECTIVELY.

Develop personnel and manage all resources EFFECTIVELY.

Relevant Associations:

Standard Associations

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 Plan Associations

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.

Finding (2011-2012) - Target: Not Met

2012 Noel Levitz - Student activity fee use = .1 less than the national score and .1 less than in 2010.

Connected Document

[2012 Noel Levitz - Student Activity Fees Are Put To Good Use](#)

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

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 *Details of Action Plans* section of this report.

M 18: SEE - Information

Survey of Employee Engagement - 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.

Finding (2011-2012) - Target: Met

2011 SEE- Information Score > University Mean. The Division of Student Affairs staff rated every component of this construct higher than the university mean

Connected Document

[2011 Survey of Employee Engagement \(SEE\)](#)

M 19: SEE - Personal

Survey of Employee Engagement - 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.

Finding (2011-2012) - Target: Met

2011 SEE - Personal Demands > University Mean. The Division of Student Affairs staff rated every component of this construct higher than the university mean

Connected Document

[2011 Survey of Employee Engagement \(SEE\)](#)

M 20: SEE - Climate

Survey of Employee Engagement - Overall climate dimension to include atmosphere, ethics, fairness, feedback and management.

Source of Evidence: Benchmarking

Target:

Overall climate for Student Affairs >= University Mean.

Finding (2011-2012) - Target: Met

2011 SEE - Climate > University Mean. The Division of Student Affairs staff rated every component of this construct higher than the university mean.

Connected Document

[2011 Survey of Employee Engagement \(SEE\)](#)

M 21: SEE - Work Group

Survey of Employee 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.

Finding (2011-2012) - Target: Met

2011 SEE - Work Group Perceptions > University Mean. The Division of Student Affairs staff rated every component of this construct higher than the university mean.

Connected Document

[2011 Survey of Employee Engagement \(SEE\)](#)

M 22: SEE - Accommodations

Survey of Employee Engagement - 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.

Finding (2011-2012) - Target: Met

2011 SEE - Accommodations > University Mean. The Division of Student Affairs staff rated every component of this construct higher than the university mean.

Connected Document

[2011 Survey of Employee Engagement \(SEE\)](#)

M 23: SEE - Organizational Features

Survey of Employee Engagement - 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.

Finding (2011-2012) - Target: Met

2011 SEE - Organizational Features > University Mean. The Division of Student Affairs staff rated every component of this construct higher than the university mean.

Connected Document

[2011 Survey of Employee Engagement \(SEE\)](#)

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.

Finding (2011-2012) - Target: Met

The SFAC met Spring 2012 and submitted a report. All recommendations were considered and most were implemented.

Connected Documents

[2012 SFAC Report](#)

[SFAC Procedures](#)

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

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: Finished

Priority: High

Relationships (Measure | Outcome/Objective):

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

Projected Completion Date: 11/2010

Responsible Person/Group: VP Student Affairs

Additional Resources: building funds

Budget Amount Requested: \$26,000,000.00 (recurring)

Connected Document

[University Center Referendum Results Notification](#)

Analyze data and information to discover needed actions

Work with the Office of Planning and Institutional Effectiveness to analyze existing 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: Finished

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.

Projected 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: Finished

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.

Projected 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: In-Progress
Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Noel Levitz - Knowledge of campus happenings | **Outcome/Objective:** ENGAGE students in their campus and community.

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

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.

Projected Completion Date: 12/2011

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

Connected Document

[Strategic Plan](#)

Build Phase IX of Housing

Contract with Camden Miramar to build up to 300 beds for Phase IX of Housing.

Established in Cycle: 2011-2012

Implementation Status: Planned

Priority: High

Projected Completion Date: 07/2013

Responsible Person/Group: VPSES, Director of Assessment and Housing and Camden Property Trust

Expand the University Center

Work with architectural firm and then the construction contractor to expand the University Center as approved by a student referendum in Spring 2012.

Established in Cycle: 2011-2012

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

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

Projected Completion Date: 08/2015

Responsible Person/Group: VPSES

Analysis Questions and Analysis Answers

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

Assessment findings indicate that students are very satisfied with most programs and services. Results indicate that students feel welcome, a sense of belonging and that the personnel cares about them as individuals. Students enjoy being a student at the university. Also, students perceive that the campus has a commitment to racial harmony and experiences on campus provide them with tolerance for different viewpoints and skills to work as a team with people from backgrounds different than their own. Assessment data also indicates that most students at Texas A&M University -Corpus Christi use alcohol and drugs less than students nationwide and that they are aware of the University's commitment to promote safe and healthy choices.

The division places a particular emphasis on the growth and development of staff members at all levels. The findings from the Survey of Employee Engagement suggests that staff in the division are more satisfied with all components of their employment than overall university staff.

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

Based on the findings of the Noel Levitz Survey, students feel more welcome, a greater sense of belonging and a higher perception of the university's commitment to racial harmony than in past administrations. They also indicate greater satisfaction with the process of joining a student organization.

This year the students voted to approve a referendum to increase the University Center fee. This was a great vote of confidence from the student body because in the prior cycle they had voted against such a fee increase. This fee increase will allow for an expansion of the University Center to meet the needs of a growing student body.

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

Based on the results of the Noel Levitz survey, the university continues to score below the national average in communicating with students. Students report that they do not, generally, know what is happening on campus. As technology and preferred communication outlets change, the university must meet student needs in this critical area. As part of the Division Strategic Plan, the division hopes to partner with critical areas in providing weekly communication updates to the student body.

For the first time, students reported on the Noel Levitz Survey that they were not as satisfied with the use of student activity fees as the national aggregate. The university score was only .1 less than the national score and was not statistically significant. This may be an insignificant fluctuation but the university must consider this when looking at future fee increases and use.

Annual Report Section Responses

Summary of Program Accomplishments for the Year

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. The Vice President 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 as well as the Director of Assessment and Housing and the Associate Dean of Students.

The division completed the Strategic Planning process initiated in the last cycle. This plan is intended to guide the division through 2015. The plan consists of seven goals that align with the mission and division imperatives to:

- Provide EXCELLENT programs and services that ENGAGE students in the campus and community.
- Manage resources EFFICIENTLY and EFFECTIVELY to meet the needs of EXPANSION.

The division won the prestigious Ted K. Miller Achievement of Excellence Award from the Council for the Advancement of Standards in Higher Education (CAS) for efforts to create a culture of assessment and commitment to continuous improvement. The Assessment Committee refined the divisional learning outcome domains. These five domains were used to guide departments in the development of departmental learning outcomes. All departments in the division have identified three learning outcomes to focus efforts. Also, the assessment committee completed CAS reviews of three units in the division including Greek Life, Career Services and Alcohol and Drug Programming.

The division partnered with Academic Affairs to plan and implement the third year of the First Year Islander (FYI) program. These collaborations have strengthened the division's relationship with Academic Affairs to meet the needs of all students. This August, approximately 656 students participated in the Third Annual FYI Convocation. The Bridge workshop was integrated into two of the New Student Orientation programs held in the summer and served 199 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. Parent workshops have proven to be a key component of the program. As part of the QEP process, a position was developed to address the administrative duties associated with Bridge and Convocation. That position has not yet been filled as the Provost completes his re-organization process. This position is key to the continued success of the program as the current QEP Director transitions back to her full time faculty duties.

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 96%. Topics included: Riding the Wave From Good to Great, The Future of Student Affairs, Effective Searches and Hiring the Right Person, More Than Listening – Using Counseling Skills in Student Affairs Work, and The Life Cycle of a Student Affairs Practitioner.

The Division experienced a great deal of employee turn-over in the last cycle. There are 23 new employees since fall 2011. This reflects a 36% change in full-time personnel.

The Division completed a salary survey of all positions using local, regional and national data. During the FY 13 budget planning cycle, 20 salary equity issues were addressed. These were primarily in entry and mid-level position. There are still several equity issues to address in coming budget cycles. Two reclassifications were also addressed in the FY 13 budget cycle.

The Division held the Islander Lights event and coordinated the Toys for Tots toy drive as a community service project, collecting 323 toys and \$471. The event kicked off with a fun run and ended with the lighting of the campus.

The Division honored three students at the annual Islander Tribute ceremony in April 2012. This ceremony honors the lives of all Islanders who have passed away in the past year. Student Government Association is instrumental in the conducting this ceremony.

Student Government Association collaborated with Intercollegiate Athletics on a food drive resulting in a donation of over 800 food items to Metro Ministries. Lambda Theta Alpha Sorority collected the most food items and was rewarded with a free corporate suite at one of the Islander Men's Basketball home games.

The division ring recipient was Bianca Alvarado and the University Student Employee of the Year was Jose Chica. The Division awarded ten \$1000 Leadership Scholarships in the name of deceased Islanders and continued funding for scholarships in Music and ROTC.

ICARE: Behavioral Intervention Team

The behavioral intervention team (ICARE) evaluated and provided recommendations for 25 students that raised concerns for the campus community. The three most common situations managed by the ICARE team in 2011-12 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).

I-ADAPT: Alcohol and Drug Programming

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 program received funding through the Texas Alcohol Beverages Commission (TABC) and Department of Justice Office of Juvenile Justice and Delinquency Prevention (OJJDP) Enforcing Underage Drinking Laws (EUDL) grant. The \$15,000 in funding was used to implement additional Screening and Brief Intervention projects, several alcohol education programs and to enhance the campus alcohol prevention/norming campaign. The committee facilitated year three of the NCAA CHOICES grant. Year three provided \$5,000 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 second Screening and Brief Intervention research study with the Greek Life students on campus. This provided \$950 in direct funding. 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 the Higher Education Report Card for best practices for a

second year in a row. I-ADAPT also administered the CORE Alcohol and Drug Survey. Findings indicate that increased efforts in education and prevention are positively impacting the campus.

Departmental Highlights

Judicial Affairs

Judicial Affairs heard 361 cases. There were 282 behavioral conduct and 79 academic misconduct cases referred to Judicial Affairs this year. Due to the implementation of Maxient, a judicial database system, conduct cases are processed more efficiently with more secure methods of communicating information between campus community members and a more streamlined process for reporting incidents. As a proactive measure to address community spirit and conduct, the office led the university in the implementation of the Islander Pledge. The Pledge was first introduced to incoming freshmen at the 2011 Freshman Convocation.

In response to the Office of Civil Rights (OCR) Title IX mandate requiring universities to respond in a specific manner to sexual misconduct allegations, Judicial Affairs implemented a formal procedure in collaboration with the EEOC/Employee Relations Office. The development and implementation of this procedure was the result of a six month process of meetings and training across the university.

Women's Center

The Director for the Women's Center, Ms. Randa Schell, left the university. The division convened a task force to determine the best course of action regarding the center. The center faced several fiscal and human resource challenges. Also, many of the services of the center could be offered through other programs. The center was closed May 2012.

Housing

The partnership with Camden Property Trust continues to grow. Camden opened Fall 2012 at 104% occupancy with a vast number of students on a wait list to acquire overflow housing accommodations. Off campus properties located in Corpus Christi also filled to capacity and maintained waitlists. This housing shortage is a direct reflection of a surge in freshman enrollment. In preparation for future growth, Camden Property Trust plans to build 150 beds, in two buildings, to open August 2013 and an additional 150 beds for August 2014.

The University profit shared with Camden and received a check of \$510,104 as well as \$43,800 for the ground lease. Students who reside on campus at Camden Miramar continue to achieve higher grades than those who reside off campus. Data 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. It is believed that this is due to a greater level of involvement among on-campus residents.

University Center and Student Activities

The University Center and Student Activities has focused on providing learning-focused programming and streamlining processes to provide greater efficiency to campus student organizations and others on campus. Programmatic changes were made to Alternative Spring Break, EDGE and Homecoming to enhance the experience, improve efficiency and improve participation. Also, a UCSA L.E.A.D.S. program was established to provide leadership development workshops to the campus community.

The University Center experienced an 11.65% increase in total traffic. As the student population has grown, the department has been continually challenged to maintain the University Center as a comfortable place to be on campus and to provide adequate space for programs and meetings. A student referendum was held to fund the \$26 million university expansion project. The students voted in favor of increasing the University Center fee (340 in favor and 190 opposed). Planning for the expansion of the facility has already begun.

University Counseling and Health Services Centers

The University Counseling and Health Services Centers were brought together under the leadership of one Executive Director in FY10. Since then, the entities have been working together as one unit with two parts. During the FY12 cycle, additional steps were taken to enhance this merge.

During the fall semester the Counseling and Health Center staff participated in the National College Depression Partnership webinar series. The program promotes an evidence-based approach to screening for depression in Counseling and Health Centers. The program focused on identifying students with depression, increasing collaboration in treatment and referrals between Counseling and Health Centers and proactive preventative services. This is the first in a series of trainings to promote increased partnership and collaboration between staff with the Counseling and Health Centers.

University Counseling experienced a 35% decrease in the number of students seen for counseling with a 24% decrease in client intakes and a 8% decrease in psychiatric sessions. Of the students seen at the Counseling Center, 20% receive psychiatric services. On average, Counseling Center clients were seen for 4.8 sessions. The most common problems/symptoms presented by clients at intake were anxiety, depression and relationship issues with anxiety issues being most frequent.

Anonymous online mental health screenings were again available via the UCC website through Screenings for Mental Health, Inc. This year 378 screenings were completed which is an increase of 25% over last year. Online screening topics include Depression, Alcohol Problems, Eating Disorder, Bipolar Disorder, Generalized Anxiety or PTSD. Individuals participating in the screenings were referred for further evaluation as appropriate.

University Counseling has experienced a shortage of space over the past several years. This year, the center was given 2700 square feet of additional space in the Driftwood Building. Space includes approximately 900 square foot on the first floor and approximately 1800 square foot on the second floor. The majority of the additional space was renovated for administrative offices, conference room, group therapy room, and relaxation/biofeedback room. Moving these offices upstairs allowed for 3 additional offices on the first floor main corridors of the Counseling Center.

University Health provided 5046 health visits to 2346 patients. This is a decrease of 16%. This is due to a decrease in the number of available appointments as a result of staff shortages. New staff has been hired and it is anticipated that the number of clinical visits for FY13 will increase significantly. In addition to numerous full-time staff changes, Dr. David Vanderheiden left the Health Center after making a decision to close his private practice. Dr. Vanderheiden had served as the contract staff physician 13 years. In February 2012, Dr. Jennifer Amaral joined the Health Center as contract staff physician.

Demographically, the majority of patients are female (70%), between the ages of 20 and 24 (57%), and in their senior year. The type of visits most frequently provided were Health and Wellness prevention visits (47%) and Women's Health visits (9%). These are followed by ear, nose and throat visits (6%), dermatology visits (5%) and respiratory visits (5%). The Health Center collaborated with other entities to assure that all incoming students received the Bacterial Meningitis vaccination as required under a new Texas state law. Also offered were several prevention programs including flu shot clinics and STD/HIV screenings.

Career Services

The economy severely impacted employer attendance at career fairs this cycle. Overall employer numbers appear good but the increase is due to the addition of two career fairs this cycle. While the economy is expected to improve next cycle, most companies have not ranked on-campus recruiting as a target for their limited financial resources. For this reason, Career Services continues to seek new ways to connect students with jobs. 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.

Centralized reporting of jobs and internships through Career Services continues to be a challenge on campus. Faculty are very effective at connecting students with employers in their fields but often fail to report the activity to Career Services. This makes accurate reporting of employment a challenge for the office. Increased efforts will be made to centralize reporting as well as seek new internship opportunities for students.

Recreational Sports

Recreational Sports continues to serve the campus community with a variety of recreation and wellness programming. They provided leadership and professional development opportunities to student staff through attendance at conferences such as TexFit and NIRSA and they collaborated with the College of Nursing and Health Science on the Career Retention Grant by providing wellness seminars and group fitness classes to nursing students.

The department faces some budget concerns in the next cycle as they address facility issues with the outdoor pool and the movement of the Intramural Fields to the Momentum Campus. Also, originally, the debt service for the Dugan Wellness Center was to be paid from Student Service Fees but due to fiscal challenges across the university, Recreational Sports contributed \$225,000 to the Dugan Wellness Center debt service in 2011-12 and will contribute \$400,000 in 2012-13.

Disability Services

The Disability Services Office moved to Corpus Christi Hall on November 9, 2011. This move has greatly benefited students with disabilities and enabled the staff to provide better service. The new location includes an Exam Services testing area with 29 individual cubicles and 3 private testing rooms for exams. The testing area also has 16 computers for on-line exams. The new location includes an Assistive Technology (AT) lab located next door to the Assistive Technology Specialist. As a result, the Specialist has greater contact with students and is more aware of issues requiring additional training or adjustments to their accommodations. The AT Lab has five workstations equipped with adaptive software and assistive technology such as scanners, CCTVs, screen readers, and text-to-speech software. The lab is used for trainings and assessments and also as a study area by students with disabilities needing assistive technology.

A renegotiated agreement with the Corpus Christi Area Council for the Deaf includes greater accountability measures on the part of the Deaf Center. Disability Services continues to conduct faculty trainings, provide information and resources and sponsor webinars to keep the campus community informed on recent court rulings regarding the Americans with Disabilities Act.

Division Transition

On May 31, 2012, Dr. Eliot Chenaux, Vice President of Student Affairs, retired after almost 36 years of service to the university. This departure had a significant impact on the division. Prior to his departure, the university announced that the division would be known as the Division of Student Engagement and Success effective July 1. With that change, the university began a search for a new Vice President for Student Engagement and Success.

After a successful search, Dr. Don Albrecht began his tenure with the university as Vice President of Student Engagement and Success on July 9, 2012. Dr. Albrecht graduated from Texas A&M University in 1976 with a Bachelor of Business Administration. He earned his Master of Education degree from Texas A&M in 1977 and, in August 1989, was awarded his Doctor of Philosophy in Educational Administration, also from Texas A&M University. He had served West Texas A&M University as Vice President for Student Affairs since 1993.

Connected Documents

[2011-12 Staff Development Schedule](#)
[2012 Alcohol Wise Outcome Report](#)
[2012 CORE Survey Executive Summary](#)
[CAS Action Plan - Career Services](#)
[CAS Action Plan - Greek Life](#)
[CAS Action Plan - I-ADAPT](#)
[Chenaux Retirement Reception](#)
[Don Albrecht Announcement](#)
[Islander Pledge](#)
[NCAA Choices Grant Final Report](#)
[Strategic Plan](#)
[Student Sexual Misconduct Process](#)

[TABC EUDL Grant Final Report](#)
[Ted K. Miller Award from Council for the Advancement of Standards in Higher Education](#)
[University Center Referendum Results Notification](#)
[Women's Center Task Force Report 2012](#)
[Women's Center Task Force Results](#)

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

Dr. Don Albrecht joined the university on July 9, 2012 as the Vice President for Student Engagement and Success. Dr. Albrecht contributed to the university, the community and the profession as follows:

The University:

President's Cabinet
Housing Management Committee
Space Management Committee
Student Engagement and Success Council, Chair
University Center Expansion Planning Committee
Chancellor Student Advisory Board Members, Advisor
President Ambassadors, Advisor

The Profession:

COSS/VP Historian
TACUSPA Foundation Chair

Dr. H. Eliot Chenaux retired as the Vice President of Student Affairs on May 31, 2012. In addition to the campus events honoring his accomplishments, the Council of Student Service Vice Presidents honored him with a resolution in their meeting in February 2012. During 2011-12, Dr. Chenaux contributed to the university, the community and the profession as follows:

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)

The Community:

Neighborhood Center, Board
Art Museum of South Texas, Executive Committee
Art Museum of south Texas, Exhibits Committee, Chair

The Profession:

TACUSPA Mentor

Ann DeGaish, Associate Vice President of Student Affairs contributed to the university, the community and the profession as follows:

The University:

Search Committee for the Vice President of Student Engagement & Success
FYI Advisory Group
FYI Convocation Committee
FYI Bridge Planning Committee
Student Fee Advisory Committee (ex-officio)

Selection Committee for new contract physician

President's Cabinet, Six week appointment during Vice President transition

Space Management Committee, Six week appointment during Vice President transition

The Community:

Special Olympics Volunteer

St. Patrick's School Volunteer

Anticipated Challenges for the Next Cycle

The division is preparing to face a number of challenges in 2012-13. 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).
- Planning short-term solutions to meet campus needs during the University Center expansion.
- On-campus housing shortage possible for 2012-13.
- 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.

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, and the University Center Complex fees) except the Health Service Fee. All departments maintained their budgets and all funds not spent were deposited into the Student Service Fee Fund Balance. Each year, \$50,000 is taken from the fund balance for debt service of the University Center. This was the 13th year of a 20 year commitment. In addition, each year funds are set aside for the Jack and Susie Dugan Wellness Center.

Continuous Improvement Initiatives Planned for the Next Cycle (Closing the Loop)

As a result of this year's assessment and planning, the Division of Student Affairs plans the following actions:

- Implement the division name change to Student Engagement and Success
- Implement the division strategic plan
- Continue to carefully plan and evaluate all programs and areas of large expenditure to curtail costs
- Plan the University Center expansion project
- Build the first half of On-Campus Housing Phase IX (150 beds).
- Plan for the implementation of a meal plan and construction of a dining facility.