

Texas A&M University-Corpus Christi

Detailed Assessment Report

2012-2013 VP Student Engagement and Success Annual Report

As of: 5/01/2014 11:59 AM CST

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

Mission / Purpose

The Division of Student Engagement and Success 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, lifelong learning and responsible citizenship.

Goals

G 1: Excellent Programs that Engage Students

Provide excellent programs and services that engage students in their campus and community.

G 2: Manage Resources Effectively and Efficiently to Meet the Needs of Expansion

Manage resources effectively and efficiently to meet the need of expansion.

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

O/O 1: Prepare Students for Lifelong Learning and Responsible Citizenship in a Global Community.

Prepare students for lifelong learning and responsible citizenship in a global community.

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.

Related Measures

M 1: NSSE - Hours spent per week doing community service or volunteer work

NSSE - Hours spent per week doing community service or volunteer work

Source of Evidence: Benchmarking

Target:

NSSE - Hours spent per week doing community service or volunteer work >/= peer institutions.

Finding (2012-2013) - Target: Not Met

Freshman Score = Average 2.3 hours (Peers 2.7) Senior Score = Average 3.0 hours (Peers 3.5)

Connected Document

[2013 NSSE Community Service Hours](#)

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

Create and Implement a Student Engagement and Success Strategic Plan

Established in Cycle: 2010-2011

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

Partner With Academic Affairs on a High Impact PRACTICE Initiative for Students Beyond the First Year

Established in Cycle: 2012-2013

Partner with academic affairs on a high impact practice (HIP) initiative for students beyond the first year.

Promote Volunteer Opportunities to Students

Established in Cycle: 2012-2013

Promote volunteer opportunities to students through the Org Sync Weekly Service Snapshot.

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

O/O 2: Provide a Safe and Supportive Campus Environment that Encourages Leadership Development and Engaged Learning

Provide a safe and supportive campus environment that encourages leadership development and engaged learning.

Relevant Associations:

Standard Associations

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 Plan Associations

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 2: Noel Levitz - The staff is concerned about me as an individual

Noel Levitz - The staff is concerned about me as an individual

Source of Evidence: Benchmarking

Target:

Noel Levitz - The staff is concerned about me as an individual \geq the national average

Finding (2012-2013) - Target: Not Reported This Cycle

The Noel Levitz Survey only occurs in even numbered cycles.

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

Create and Implement a Student Engagement and Success Strategic Plan

Established in Cycle: 2010-2011

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

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

M 3: Noel Levitz - I feel a sense of belonging on campus

Noel Levitz - I feel a sense of belonging on campus

Source of Evidence: Benchmarking

Target:

Noel Levitz - I feel a sense of belonging on campus \geq the national average

Finding (2012-2013) - Target: Not Reported This Cycle

The Noel Levitz Survey only occurs in even numbered cycles.

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

Create and Implement a Student Engagement and Success Strategic Plan

Established in Cycle: 2010-2011

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

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

M 4: Noel Levitz - Students feel welcome on campus

Noel Levitz - Students feel welcome on campus

Source of Evidence: Benchmarking

Target:

Noel Levitz - Students feel welcome on campus \geq the national average

Finding (2012-2013) - Target: Not Reported This Cycle

The Noel Levitz Survey only occurs in even numbered cycles.

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

Create and Implement a Student Engagement and Success Strategic Plan

Established in Cycle: 2010-2011

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

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

M 5: Noel Levitz - I enjoy being a student here

Noel Levitz - I enjoy being a student here

Source of Evidence: Benchmarking

Target:

Noel Levitz - I enjoy being a student here \geq the national average

Finding (2012-2013) - Target: Not Reported This Cycle

The Noel Levitz Survey only occurs in even numbered cycles.

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

Create and Implement a Student Engagement and Success Strategic Plan

Established in Cycle: 2010-2011

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

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

M 6: CORE Study - Alcohol and other drug study

CORE Study - Alcohol and other drug study

Source of Evidence: Benchmarking

Target:

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

concerns.

Finding (2012-2013) - Target: Not Reported This Cycle

The Core Alcohol and Drug Survey only occurs in even numbered cycles.

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

Create and Implement a Student Engagement and Success Strategic Plan

Established in Cycle: 2010-2011

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

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

O/O 3: Provide Programs, Services and Opportunities to Develop Diverse and Highly Qualified Graduates

Provide programs, services and opportunities to develop diverse and highly qualified graduates.

Relevant Associations:

Standard Associations

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 Plan Associations

Texas A&M-Corpus Christi

1.6 Commitment to student diversity and quality.

Related Measures

M 7: NSSE - Had conversations with students from different economic backgrounds

NSSE - Had conversations with students from different economic backgrounds

Source of Evidence: Benchmarking

Target:

NSSE - Had conversations with students from different economic backgrounds \geq Peer Institutions

Finding (2012-2013) - Target: Met

Freshman Score = 71 (Peers 70) Senior Score = 76 (Peers 76)

Connected Document

[2013 NSSE Discussion with Diverse Others Results](#)

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

Create and Implement a Student Engagement and Success Strategic Plan

Established in Cycle: 2010-2011

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

Develop Events Based on Social and Political Issues to Stimulate Conversations

Established in Cycle: 2012-2013

Develop events based on social and political issues to stimulate conversations among people of different backgrounds.

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

M 8: NSSE - Had conversations with people of a different race or ethnicity

NSSE - Had conversations with people of a different race or ethnicity

Source of Evidence: Benchmarking

Target:

NSSE - Had conversations with people of a different race or ethnicity \geq Peer Institutions

Finding (2012-2013) - Target: Met

Freshman Score = 72 (Peers 71) Senior Score = 79 (Peers 77)

Connected Document

[2013 NSSE Discussion with Diverse Others Results](#)

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

Create and Implement a Student Engagement and Success Strategic Plan

Established in Cycle: 2010-2011

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

Develop Events Based on Social and Political Issues to Stimulate Conversations

Established in Cycle: 2012-2013

Develop events based on social and political issues to stimulate conversations among people of different backgrounds.

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

M 9: NSSE - Had conversations with people from a different religious belief

NSSE - Had conversations with people from a different religious belief

Source of Evidence: Benchmarking

Target:

NSSE - Had conversations with people from a different religious belief \geq Peer Institutions

Finding (2012-2013) - Target: Partially Met

Freshman Score = 69 (Peers 65) Senior Score = 70 (Peers 71)

Connected Document

[2013 NSSE Discussion with Diverse Others Results](#)

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

Create and Implement a Student Engagement and Success Strategic Plan

Established in Cycle: 2010-2011

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

Develop Events Based on Social and Political Issues to Stimulate Conversations

Established in Cycle: 2012-2013

Develop events based on social and political issues to stimulate conversations among people of different backgrounds.

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

M 10: NSSE - Had conversations with people with different political views

NSSE - Had conversations with people with different political views

Source of Evidence: Benchmarking

Target:

NSSE - Had conversations with people with different political views >/= Peer Institutions

Finding (2012-2013) - Target: Partially Met

Freshman Score = 73 (Peers 68) Senior Score = 72 (Peers 73)

Connected Document

[2013 NSSE Discussion with Diverse Others Results](#)

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

Create and Implement a Student Engagement and Success Strategic Plan

Established in Cycle: 2010-2011

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

Develop Events Based on Social and Political Issues to Stimulate Conversations

Established in Cycle: 2012-2013

Develop events based on social and political issues to stimulate conversations among people of different backgrounds.

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

O/O 4: Attract and Support Highly Qualified Staff Committed to Fulfilling the Mission of the Division of Student Engagement and Success

Attract and support highly qualified staff committed to fulfilling the mission of the Division of Student Engagement and Success.

Relevant Associations:

Standard Associations

CAS- Council for the Advancement of Standards in Higher Education

3 Leadership

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 Plan Associations

Texas A&M-Corpus Christi

1.7 Commitment to faculty & staff diversity & quality.

Related Measures

M 11: SEE - Survey of Employee Engagement

Survey of Employee Engagement findings for division staff

Source of Evidence: Benchmarking

Target:

Overall, the division will score higher than the other areas of the university on every dimension of the survey including information, personal, climate, work groups, accommodations and organizational features

Finding (2012-2013) - Target: Not Reported This Cycle

The SEE Results are only available in even cycles.

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

Create and Implement a Student Engagement and Success Strategic Plan

Established in Cycle: 2010-2011

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

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

O/O 5: Build and Sustain Supportive Relationships with the Campus and Community

Build and sustain supportive relationships with the campus and community.

Relevant Associations:

Standard Associations

CAS- Council for the Advancement of Standards in Higher Education

- 1 Mission
- 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 Plan Associations

Texas A&M-Corpus Christi

- 1.8 Build & sustain mutually supportive relationships.

Related Measures

M 12: Record of Collaborations, Partnerships and MOUs

Record of Campus Collaborations, Community Partnerships and MOUs.

Source of Evidence: Administrative measure - other

Target:

Create a Baseline Record of Campus Collaborations, Community Partnerships and MOUs

Finding (2012-2013) - Target: Met

A baseline record of campus collaborations, community partnerships and MOUs was created. In FY 2013, the division recorded 14 campus collaborations, 38 community partnerships and 10 MOUs.

Connected Document

[FY 2013 Campus Collaborations, Community Partnerships and MOUs](#)

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

Create and Implement a Student Engagement and Success Strategic Plan

Established in Cycle: 2010-2011

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

Partner With Academic Affairs on a High Impact PRACTICE Initiative for Students Beyond the First Year

Established in Cycle: 2012-2013

Partner with academic affairs on a high impact practice (HIP) initiative for students beyond the first year.

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

M 13: Record of staff leadership in professional and community groups

Record of staff leadership in professional and community groups

Source of Evidence: Administrative measure - other

Target:

Record will indicate professional and/or community involvement of at least 75% of division staff.

Finding (2012-2013) - Target: Met

75.8% (47 of 62) of division staff were active in a community and/or professional association. 37 staff were involved in 93 volunteer activities 23 staff were involved in 65 professional activities.

Connected Document

[2012-13 Division Staff Involvement in Community and Professional Activities](#)

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

Create and Implement a Student Engagement and Success Strategic Plan

Established in Cycle: 2010-2011

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

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

O/O 6: Manage Resources Efficiently, Effectively and Responsibly

Manage resources efficiently, effectively and responsibly.

Relevant Associations:

Standard Associations

CAS- Council for the Advancement of Standards in Higher Education

- 11 Financial Resources
- 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.

Strategic Plan Associations

Texas A&M-Corpus Christi

- 1.10 Manage resources efficiently and effectively.

Related Measures

M 14: Noel Levitz - Use of student activity fee

Noel Levitz - Use of student activity fee

Source of Evidence: Benchmarking

Target:

Noel Levitz - Use of student activity fee >= the national average

Finding (2012-2013) - Target: Not Reported This Cycle

The Noel Levitz Survey only occurs in even numbered cycles.

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

Create and Implement a Student Engagement and Success Strategic Plan

Established in Cycle: 2010-2011

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

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

M 15: Utilize student feedback to formulate budgets

Utilize student feedback to formulate budgets

Source of Evidence: Administrative measure - other

Target:

Student Fee Allocation Committee Report and Response. The majority of recommendations are utilized in the final budget.

Finding (2012-2013) - Target: Met

The Student Fee Advisory Committee met throughout the Spring 2013 term and made recommendations on all Student Service Fee accounts. Most recommendations were utilized in the final budget.

Connected Documents

[2013 SFAC Report](#)

[2013 Use of New Funds](#)

[SFAC webpage](#)

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

Create and Implement a Student Engagement and Success Strategic Plan

Established in Cycle: 2010-2011

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

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

O/O 7: Expand Programs, Services and Facilities to Keep Pace with an Expanding Student Enrollment

Expand programs, services and facilities to keep pace with an expanding student enrollment.

Relevant Associations:

Standard Associations

CAS- Council for the Advancement of Standards in Higher Education

1 Mission

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.

Strategic Plan Associations

Texas A&M-Corpus Christi

1.9 Expand University impact and stature.

Related Measures

M 16: University Center Expansion

University Center Expansion

Source of Evidence: Administrative measure - other

Target:

Will accomplish 100% design drawings and commence construction

Finding (2012-2013) - Target: Met

The University received the Notice to Proceed on the University Center Expansion project on August 28, 2013 to commence work on August 29.

Connected Document

[UC Notice to Proceed](#)

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

Create and Implement a Student Engagement and Success Strategic Plan

Established in Cycle: 2010-2011

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

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

M 17: Housing Expansion Activity

Housing Expansion Activity

Source of Evidence: Administrative measure - other

Target:

A new ground lease for 300 additional units will be signed and 150 of the 300 units will open fall 2013

Finding (2012-2013) - Target: Met

The ground lease was signed and the first 150 of 300 beds opened fall 2013.

Connected Document

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

Create and Implement a Student Engagement and Success Strategic Plan

Established in Cycle: 2010-2011

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

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

M 18: Dining Hall and Meal Plans

The planning and construction of a dining hall and implementation of a dining plan targeted to residential students.

Source of Evidence: Activity volume

Target:

A Campus Dining Hall will be designed and approval from Board of Regents to begin construction will be granted.

Finding (2012-2013) - Target: Met

The dining hall was designed and the TAMUS Board of Regents approved construction. Construction is scheduled to begin September 2013.

Connected Document

[New Dining Hall Groundbreaking](#)

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

Create and Implement a Student Engagement and Success Strategic Plan

Established in Cycle: 2010-2011

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

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

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

Create and Implement a Student Engagement and Success Strategic Plan

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

Established in Cycle: 2010-2011

Implementation Status: In-Progress

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: CORE Study - Alcohol and other drug study | **Outcome/Objective:** Provide a Safe and Supportive Campus Environment that Encourages Leadership Development and Engaged Learning

Measure: Dining Hall and Meal Plans | **Outcome/Objective:** Expand Programs, Services and Facilities to Keep Pace with an Expanding Student Enrollment

Measure: Housing Expansion Activity | **Outcome/Objective:** Expand Programs, Services and Facilities to Keep Pace with an Expanding Student Enrollment

Measure: Noel Levitz - I enjoy being a student here | **Outcome/Objective:** Provide a Safe and Supportive Campus Environment that Encourages Leadership Development and Engaged Learning

Measure: Noel Levitz - I feel a sense of belonging on campus | **Outcome/Objective:** Provide a Safe and Supportive Campus Environment that Encourages Leadership Development and Engaged Learning

Measure: Noel Levitz - Students feel welcome on campus | **Outcome/Objective:** Provide a Safe and Supportive Campus Environment that Encourages Leadership Development and Engaged Learning

Measure: Noel Levitz - The staff is concerned about me as an individual | **Outcome/Objective:** Provide a Safe and Supportive Campus Environment that Encourages Leadership Development and Engaged Learning

Measure: Noel Levitz - Use of student activity fee | **Outcome/Objective:** Manage Resources Efficiently, Effectively and Responsibly

Measure: NSSE - Had conversations with people from a different religious belief | **Outcome/Objective:** Provide Programs, Services and Opportunities to Develop Diverse and Highly Qualified Graduates

Measure: NSSE - Had conversations with people of a different race or ethnicity | **Outcome/Objective:** Provide Programs, Services and Opportunities to Develop Diverse and Highly Qualified Graduates

Measure: NSSE - Had conversations with people with different political views | **Outcome/Objective:** Provide Programs, Services and Opportunities to Develop Diverse and Highly Qualified Graduates

Measure: NSSE - Had conversations with students from different economic backgrounds | **Outcome/Objective:** Provide Programs, Services and Opportunities to Develop Diverse and Highly Qualified Graduates

Measure: NSSE - Hours spent per week doing community service or volunteer work | **Outcome/Objective:** Prepare Students for Lifelong Learning and Responsible Citizenship in a Global Community.

Measure: Record of Collaborations, Partnerships and MOUs | **Outcome/Objective:** Build and Sustain Supportive Relationships with the Campus and Community

Measure: Record of staff leadership in professional and community groups | **Outcome/Objective:** Build and Sustain Supportive Relationships with the Campus and Community

Measure: SEE - Survey of Employee Engagement | **Outcome/Objective:** Attract and Support Highly Qualified Staff Committed to Fulfilling the Mission of the Division of Student Engagement and Success

Measure: University Center Expansion | **Outcome/Objective:** Expand Programs, Services and Facilities to Keep Pace with an Expanding Student Enrollment

Measure: Utilize student feedback to formulate budgets | **Outcome/Objective:** Manage Resources Efficiently, Effectively and Responsibly

Projected Completion Date: 12/2011

Responsible Person/Group: VPSES and Executive Director of SEI

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: In-Progress

Priority: High

Projected Completion Date: 07/2013

Responsible Person/Group: VPSES, Executive Director of SEI 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: In-Progress

Priority: High

Projected Completion Date: 10/2015

Responsible Person/Group: VPSES

Develop Events Based on Social and Political Issues to Stimulate Conversations

Develop events based on social and political issues to stimulate conversations among people of different backgrounds.

Established in Cycle: 2012-2013

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: NSSE - Had conversations with people from a different religious belief | **Outcome/Objective:**

Provide Programs, Services and Opportunities to Develop Diverse and Highly Qualified Graduates

Measure: NSSE - Had conversations with people of a different race or ethnicity | **Outcome/Objective:**

Provide Programs, Services and Opportunities to Develop Diverse and Highly Qualified Graduates

Measure: NSSE - Had conversations with people with different political views | **Outcome/Objective:**

Provide Programs, Services and Opportunities to Develop Diverse and Highly Qualified Graduates

Measure: NSSE - Had conversations with students from different economic backgrounds |

Outcome/Objective: Provide Programs, Services and Opportunities to Develop Diverse and Highly Qualified Graduates

Projected Completion Date: 05/2015

Responsible Person/Group: University Center and Student Activities Department

Investigate Housing Options for the Momentum Campus

Investigate housing options for the Momentum Campus.

Established in Cycle: 2012-2013

Implementation Status: Planned

Priority: High

Projected Completion Date: 10/2015

Responsible Person/Group: VPSES and Executive Director of SEI

Partner With Academic Affairs on a High Impact PRACTICE Initiative for Students Beyond the First Year

Partner with academic affairs on a high impact practice (HIP) initiative for students beyond the first year.

Established in Cycle: 2012-2013

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: NSSE - Hours spent per week doing community service or volunteer work |

Outcome/Objective: Prepare Students for Lifelong Learning and Responsible Citizenship in a Global Community.

Measure: Record of Collaborations, Partnerships and MOUs | **Outcome/Objective:** Build and Sustain Supportive Relationships with the Campus and Community

Responsible Person/Group: Executive Director of Student Engagement Initiatives

Promote Volunteer Opportunities to Students

Promote volunteer opportunities to students through the Org Sync Weekly Service Snapshot.

Established in Cycle: 2012-2013

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: NSSE - Hours spent per week doing community service or volunteer work |

Outcome/Objective: Prepare Students for Lifelong Learning and Responsible Citizenship in a Global Community.

Responsible Person/Group: University Center and Student Activities

Analysis Questions and Analysis Answers

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

According to the findings, the division has made significant progress in implementing its strategic plan. This is particularly true regarding the objectives to provide programs, services and opportunities to develop diverse and highly qualified graduates, build and sustain relationships with the campus and community, effectively manage resources and to expand programs to keep pace with an expanding student enrollment.

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

As the division only began fully measuring its current strategic plan objectives this cycle, it is difficult to accurately assess improvement over previous cycles. This cycle, many baseline scores were determined. Also, many of the questions, as well as the comparison group for the NSE measures, have changed since the last administration making it difficult to determine improvement. This will be monitored in future cycles.

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

Results of the NSSE survey indicate that TAMU-CC students are spending less time per week in community service or volunteer work than students at peer institutions. Also, fewer report having conversations with people of a different political or religious view. Action plans will be developed to encourage these engagement and development experiences.

Annual Report Section Responses

Summary of Program Accomplishments for the Year

The Vice President for Student Engagement and Success (VPSES) oversees and provides leadership and direction for programming and services which support the University's mission. The division continues to implement the Strategic Plan developed in 2011 which 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 Strategic Planning and Assessment Committee led the division in the identification and assessment of strategic planning performance indicators for actions targeted in this cycle. Also, the committee completed CAS reviews of Disability Services, University Counseling Center and Leadership Programs. This cycle, the division is led by the Vice President of Student Engagement and Success and the Associate Vice President/Dean of Students. The Associate Dean of Students and Director of Assessment and Housing report directly to the Vice President while Career Services, University Center and Student Activities, Recreational Sports, University Counseling and Health Centers and Disability Services report through the Associate Vice President. The division will be restructured for the FY 2014 to better prepare the division to support our growing student body. There will be three division units reporting to the Vice President to provide the structure and flexibility to more strategically engage and support our students. These units are Student Services, Student Life and Strategic Engagement Initiatives. The division experienced a great deal of employee turn-over since last cycle, including a new Vice President. Since April 2012, 32% of the staff is new and a new physician was contracted for the University Health Center. The division held monthly staff development training on various topics including Strengths Finder, ICARE, Serving Veterans, Student Development Theory, International Education, Clery Act, Title IX and Information Security. These sessions were attended by 98% of division staff. The division also held Engaging Success Roundtables on Maximizing OrgSync, Healthy Campus 2020 and The Incident Command Structure. The division is committed to working collaboratively across the institution with staff members taking leadership roles on various committees and working groups. The division is very involved in the strategic planning effort that is underway for the university. There are two division staff members on each theme group with five of the nine theme groups either co-chaired or facilitated by division staff and division representation on the planning committee. The division partnered with Academic Affairs to plan and facilitate commencement services. Associate Vice President and Dean of Students Ann Degaish co-chaired the effort. There were 100 staff members working various components of fall commencement (UPD, Academic Advising, Facility Services, etc.). Twenty five of the 100 were assigned to directly assist the co-chairs. Fourteen of 25 volunteers working the event were from the division. In the fall there were 729 graduates in one ceremony and this spring 929 students graduated in two ceremonies. Planning commencement was a vast undertaking that consumed a great deal of time for the Associate Vice President and other division volunteers. Procedures from graduation were not previously documented and the ceremony for fall was developed with very little direction or information from the previous coordinator. Dean DeGaish created an operation manual with information on logistics, protocol, etc. for future coordinators. The division also worked with Academic Affairs to implement the fourth year of the First Year Islander (FYI) program. The Bridge workshop was integrated into the orientation schedule for all incoming freshmen in 2013. It is hoped that this move will better prepare all incoming freshmen for the college experience. As part of the QEP process, a position description was developed to address the administrative duties associated with Bridge and Convocation. That position has not yet been filled. This position is key to the continued success of the program as the current QEP Director transitions back to her full time faculty duties. In an effort to improve overall campus communications to the student body, the division implemented a weekly email announcement called "iNews" during the spring semester. Campus announcements are sent to current student email addresses each Thursday to make them aware of campus events and important messages. A recent assessment of the communication indicated an overall satisfaction with the service of 81%. The survey also gathered recommendations of other news to feature in the announcement and the results will be used to improve the communication. The division collaborated with Del Mar College to sponsor the 2013 Martin Luther King, Jr. Community Celebration. This year's event was held at Del Mar College with over 800 people in attendance. Tavis Smiley served as the keynote speaker. This is planned to become an annual event and collaboration. The 2014 event will be held on campus at TAMU-CC. The division held the Islander Lights event and coordinated the Toys for Tots toy drive as a community service project, collecting 481 toys and \$375.59. The event kicked off with a fun run and ended with the lighting of the campus. Student Government Association collaborated with Intercollegiate Athletics on a food drive resulting in a donation of over 480 food items to Metro Ministries. Lambda Theta Alpha Latin Sorority, Inc. collected the most food items and was rewarded with a free corporate suite at one of the Islander Men's Basketball home games. Student Government completed elections for 2013-14. As part of the election process they asked students for feedback on ways to improve the university. That feedback has been developed into a report and is being distributed to the areas where feedback was given. The division honored five students at the annual Islander Tribute ceremony in April 2013. 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. The division ring recipient was Marco Bazan and the University Student Employee of the Year was Alan Briseno. The division awarded ten \$1000 Leadership Scholarships in the name of deceased Islanders and continued funding for scholarships in Music and ROTC. Division staff members were also recognized for their achievements in the last year. Claudia Ayala from the University Counseling Center was the finalist for the Excellence Award and several other staff was nominated including Maria DeLeon (Excellence), Ralph McFarland (Engagement), and Nancy Salinas (Engagement). ICARE: Behavioral Intervention Team The behavioral intervention team (ICARE) evaluated and provided recommendations for 29 students that raised concerns for the campus community. The three most common situations managed by the ICARE team in 2012-13 involved the following: · Students exhibiting symptoms of depression. · Students having difficulty dealing with a family tragedy. · Students causing harm to themselves. The Case Manager position was vacated in the spring term. The position has been posted and a judicial backup component was added. 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 TAMU-CC campus community in order to reduce the negative consequences of alcohol and drug use/abuse. The committee partnered with the statewide coalition Texans Standing Tall to implement a follow-up study on the efficacy of Screening and Brief Intervention in a non-judicial setting. This partnership provided \$6,000 in direct funding plus training for over 30 faculty and staff and resulted in the screening of 241 freshmen students. The committee also collaborated with the Texas Transportation Institute, the Texas Department of Public Safety and the Texas Department of Transportation to address drinking and driving issues. Moving forward, the committee is partnering with Dr. Michelle Hollenbaugh from the College of Education to conduct a study on the impact of the Alcohol Wise course on student success and retention. Also, to assist with sexual misconduct education efforts, the Consent and Respect Module will be added to the Alcohol wise course. Department Highlights Judicial Affairs Judicial Affairs heard 350 cases. There were 293 behavioral conduct and 57 academic misconduct cases

referred to Judicial Affairs this year. Judicial Affairs developed and implemented the Step UP! Behavioral Intervention Program. This program educates the campus community to be proactive in helping others. Step UP! is a 90 minute training that incorporates videos, group scenarios and interaction that explains the bystander effect, teaches life skills in intervention and communication. Judicial Affairs facilitated three training sessions for CAB, Recreational Sports, and the Resident Advisor staff at Camden Miramar. 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 formed the Sexual Misconduct Taskforce, which includes representatives from Judicial Affairs, University Police, Employee Development and Compliance Services and one faculty representative from the College of Education. The Taskforce developed an action plan to address community education and has formed a Sexual Misconduct Hearing Board to adjudicate sexual misconduct cases. Students, staff and faculty will serve on the Board. Judicial Affairs initiated an Anti-hazing Awareness Taskforce to address university rules to include a non-retaliation component and a requirement for timelier reporting of suspected incidents, education and training issues related to hazing. The taskforce includes representatives from University Police, UCSA, and Employee Development and Compliance Services. Housing Camden opened fall 2012 at 104% occupancy with a vast number of students on a wait list to acquire overflow housing accommodations. In preparation for future growth, Camden Property Trust opened two buildings with 150 beds in August 2013 and will construct an additional 150 beds for August 2014. The university profit shared with Camden and received a check of \$363,308 as well as \$43,800 for the ground lease. Camden launched a new resident portal which allows prospective students to apply for housing, pick roommates, select an assignment and sign a lease online. Extensive efforts were made to create an interface between the Camden system and Banner. Students now sign into the Camden system with their Islander credentials and the two systems communicate in both directions. This allows Camden to screen applicants for admission status and allows Enrollment Management staff full access to application information that will better inform their recruitment efforts. Camden also reframed the Islander Leadership Seminar to provide a foundation of theory, self-knowledge and practical skills to emerging leaders in an effort to enhance overall leadership training and preparation to Resident Advisor applicants. University Center and Student Activities The University Center and Student Activities (UCSA) staff has been actively planning and preparing for the University Center expansion project. Once complete, the expansion will bring tremendous opportunities for program growth but during construction the campus will face additional space shortages as some of the space is off-line. The UCSA team is working to develop plans to meet the needs of the campus in the interim. UCSA also focused on providing learning-centered programming and streamlining processes to provide greater efficiency to student organizations and others on campus. The Greek Community has increased from 13 chapters to 16 and they have developed and implemented the UCSA Leads Certification Program which awards an Emerging Leaders Certificate to a student who attends five or more leadership workshops in the year. They have also added a Graduate Assistant and Faculty Advisor for the Island Waves Newspaper. 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. In 2013, the two units made efforts to increase coordination through joint strategic planning and training programs. Both clinics experienced staff turn-over and, together, filled four vacant positions. They continue to operate at maximum capacity for their staffing and their space. University Counseling experienced a 47% increase in the number of students seen for counseling with a 59% decrease in client intakes and an 8% decrease in psychiatric sessions. Of the students seen at the Counseling Center, 11% receive psychiatric services. On average, Counseling Center clients were seen for 6.9 sessions. The most common problems/symptoms presented by clients at intake were anxiety, depression and relationship issues with anxiety issues being most frequent. This year group services have grown considerably accounting for 485 counseling visits (86 clients). University Health provided 5276 health visits to 2167 patients. This is an increase of 5% over the previous year. The increase is despite staff turn-over and having a half-time provider out on medical leave for 4 months. Of the students seen at the Health Center, 10% were seen by the Physician (0.2 FTE), 49% were seen by a Nurse Practitioner and 37% were seen primarily by an RN. 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%). University Counseling expanded the group therapy program by offering more groups to the student population, with various themes, in order to serve an increased number of students. The Health Center provided TB Screenings for international students and provided Bacterial Meningitis vaccinations to meet new university guidelines. They also instituted new women's health exam guidelines to increase appointment availability for ill students to be seen. The two clinics worked together to collaborate on the treatment of students facing eating disorders. The current Health Center Fee structure was analyzed and a proposal to increase the fee for the 2014-15 academic year will be developed. The fee was designed to cover all the operations of the University Health Center; that is not being accomplished under the current structure. The proposal will be designed so that the fee will cover current operations as well as provide for some growth in services and personnel. Career Services Career Services continues to seek new ways to connect students with jobs. There was a 24% overall increase of employers participating in Career Fairs over last cycle. While this increase does not bring participation numbers to the level prior to the economic down-turn, it is a great improvement. There was also a 22% increase in the number of internships and intern placements recorded in the Hire an Islander database. Despite this improvement, 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. Discussions with the Provost have resulted in a possible solution to this issue. Students participating in an internship will enroll in a no cost, zero-credit course so that the internship can be tracked and the student will have a record of their participation on their transcript. Career Services continues to offer the Small Business Internship Program and has secured a small increase in funding for 2013-14. 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. Career Services also created and implemented the first "The Islander Apprentice Program," and conducted a very successful National Student Employment Week program with a 20% increase in students who attended the Student Employee Bash and a 47% increase in departments nominating student for Student Employee of the Year. The Director of Career Services position was vacated at the end of July 2013. The position has been posted. 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 program experienced a large amount of turn-over among the staff this year and time has been spent on transitioning new staff members and team building. Despite vacancies and transition, programs continued and participation in Intramurals increased significantly. The summer camp program also increased to seven weeks with each session filling with a waiting list for open spaces. The new recreation fields, located on the Momentum Campus, are under development. Funds from the department's reserve account were used for part of the construction cost. Lighting is being considered in the future but will be dependent upon available funds. Fencing will also need to be added once the rest of the site becomes developed. High demand for the swimming pool during the summer gives strong indication that the pool serves many entities on campus. However, continued maintenance and repair expense are a significant drain on resources. Replacement of the pool is in the campus master plan, but not for several years. The department is primarily funded through a dedicated student fee (\$10/sch with a cap of \$90). A portion of the debt service for the Dugan Wellness Center is transferred in from Student Service Fees. Eventually, it is desired that the debt service be paid entirely by the Recreational Sports Fee. In addition, fee waivers have increased significantly in recent years. Therefore, although

enrollment has increased, it has not been at a rate to allow the Recreational Sports Fee to cover the debt service and growing program needs. New funds are needed to ensure the department can continue to provide quality facilities and programming for the university community. Disability Services Disability Services worked collaboratively with several areas this year to improve the classroom experience for students with disabilities. In collaboration with the Employee Development and Compliance Services Office they developed an on-line, comprehensive presentation for New Faculty Orientation. They also worked with the Distance Education Office to develop an accessible on-line teaching/training program and have conducted several presentations. In addition, the Assistive Technology Specialist reviewed several on-line courses for accessibility compliance. 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. The office is currently developing a policy to address use of emotional support animals on campus. The department renegotiated contracts with the Corpus Christi Area Council for the Deaf and Rehabilitative Services to provide improved services to students and conducted an internal self-study using the CAS Standards and is in the process of creating an action plan for quality improvement based on the findings.

Connected Documents

[CAS SAG-Counseling Center](#)
[CAS SAG-Disability Services](#)
[CAS SAG-Leadership Programs](#)
[CAS-Counseling Action Plan](#)
[CAS-Disability Services Action Plan](#)
[CAS-Leadership Action Plan](#)
[FY 2013 Alcohol Wise Outcome Report - Final](#)
[iNews assessment results fall 2013](#)
[Memo regarding FY14 SES Reorganization](#)
[SES Organizational Chart Effective 9-1-13](#)

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

Dr. Don Albrecht, Vice President for Student Engagement and Success contributed to the profession and the university as follows: The Profession: TACUSPA Foundation – board member through 2014; Past-Chair 2012-13 COSSVP – Historian 2011-13 NASPA Region III – 2013 Summer Symposium conference planning committee The University: Inclusive Excellence Committee, Chair SES Council, Chair Incident Command Structure Team, Section Chief Chancellor's Student Advisory Council, TAMUCC Representatives Advisor President's Ambassadors, Advisor President's Cabinet Space Management Committee Intercollegiate Athletics Council Housing Management Committee Master Planning Steering Committee Strategic Planning Council Student Publications Committee Student Success and Retention Council University Center Expansion Project, User Coordinator New Dining Hall Project, Design Development Team TAMUS Co-Curricular Learning Outcomes Task Force member Ms. Ann DeGaish, Associate Vice President and Dean of Students contributed to the community, the profession, and the university as follows: The Community: Special Olympics Volunteer St. Patrick's School Volunteer The University: Student Engagement and Success Council Provost Leadership Team Momentum 20/20 Student Engagement Theme Group Incident Command Structure Team, Deputy Section Chief Master Planning Advisory Group FYI Advisory Committee FYI Bridge Planning Committee FYI Convocation Planning Committee Commencement, Co-Chair University Center Expansion Project Retention Task Force Ms. Angela Walker, Associate Dean of Students contributed to the community, the profession and the university as follows: The Community: Continued volunteer work in a local church The University: I-CARE Behavioral Intervention Team, Chair Retention Task Force Sexual Misconduct Prevention Task Force Student Engagement and Success Council Hazing Task Force Committee Diversity Committee University Strategic Planning Committee – Globalization Sub Committee Case Manager Search Committee, Chair Dr. Amanda Drum, Director of Assessment & Housing contributed to the community, the profession and the university as follows: The Community: City of Corpus Christi Bicycle and Pedestrian Sub-Committee Safe Communities Coalition Member The Profession: TACUSPA Finance Advisory Board TACUSPA Historian TACUSPA New Professionals Institute, Faculty and Chair-elect TACUSPA Elections Committee TACUSPA Fall Conference – Presented a session Texas A&M Assessment Conference – Presented a session TAIR Annual Conference – Presented a session NASPA Annual Conference Program Reviewer The University: Student Engagement and Success Council Strategic Planning and Continuous Improvement Council University Assessment Council Housing Management Committee, Chair SES Strategic Planning and Assessment Committee, Chair I-ADAPT, Co-Chair Committee on Committees Parking and Transportation Committee Master Planning Advisory Group Momentum 20/20 Steering Committee New Dining Hall Project, Design Development Team Director of Assessment and Continuous Improvement Search Committee SES Student Leadership Scholarship Committee, Chair High Impact Practices (HIPS) Development Team Incident Command Structure Team, Unit Leader Ms. Johanna Bratton, Business Manager contributed to the university as follows: The University: Student Fee Advisory Committee Historically Underutilized Business (HUB) Advisory Council Ms. Meredith Coplen, Senior Executive Assistant contributed to the community and the university as follows: The Community: The Cattery-Board Member American Legion Auxiliary Member People Assisting Animal Control- community volunteer The University: Student Engagement and Success Scholarship Committee Waves of Welcome Committee Student Engagement and Success Staff Development Committee Commencement Volunteer, Spring Awards, Honors and Recognition Recipient-Dorothy Yeater Scholarship 2012-2013 (Staff Council Scholarship) Ms. Veronica Munoz, Senior Executive Assistant contributed to the community and the profession as follows: The Community: River Hills Baptist Church – Bible class teacher and volunteer

Anticipated Challenges for the Next Cycle

The division is preparing to face a number of challenges in 2013-14. These include: · Solutions to meet campus needs during the University Center expansion. · 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. · Faculty issues related to attendance policies that affect students with disabilities · Lack of faculty training in Universal design. · Increased acceptance of marijuana use amongst college students – particularly as various states legalize use. · Limited resources to support assessment and lack of an integrated assessment tool. · Meeting the need for freshmen housing on campus. · Transportation to the Recreation Fields and other venues on the Momentum Campus. · Attracting and retaining Health Center personnel due to salary competition. · The size and configuration of Sandpiper and Driftwood Hall Facilities are not sufficient to meet the needs of the University Counseling and Health Centers. · The hours of availability for the Family Nurse Practitioners and Physician has not increased as the student population has increased. · The Health Center Fee does not generate sufficient funds to operate the center. · The Recreational Sports Fee is not sufficient to meet the needs of program growth. · The condition of the pool is deteriorating. · Relocation of the multipurpose fields. · Impact of outsourcing of facilities services to operations and budget.

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 Engagement and Success plans the following actions: · Continue implementation and measurement of the current division strategic plan while supporting the university planning process. Prepare to initiate a new division planning process once Momentum 20/20 is complete. · Continue to carefully plan and evaluate all programs and areas of large expenditure to curtail costs. · Conduct needs assessment(s) to guide program and service development. · Begin construction on the University Center expansion project. · Prepare for

the construction and opening of the second half of Phase IX of housing to bring total occupancy to 1790. · Plan for the implementation of a meal plan. · Hire a Coordinator of Student Engagement position to lead prevention efforts and work with students from special populations. · Expand I-ADAPT programming to include tobacco education and prevention. · Study the outcomes of the Alcohol Wise course and any relationship to student conduct, success and retention. · Identify new methods to reach students regarding the impact of drugs, particularly marijuana, on health and success. · Implement the Consent and Respect Sexual Assault Module as part of the Alcohol Wise Course. · Hire Job Developer position to work with the community to identify employment opportunities for students and graduates. · Enhance Anti-hazing education and programming. · Develop new outreach programs from the University Health Center. · Implement the new Medica Student Self- Check-in program. · Institute an RN triage model to improve patient outcomes in the Health Center. · Form a partnership with the Women's and Men's' Health Service of the Coastal Bend to provide free or reduced cost services to students without medical insurance. · Relocate the multipurpose fields and implement operational and communication procedures for the new site. · Build infrastructure, policies, procedures, training and risk management protocols for the outdoor program. · Adjust to outsourced maintenance. · Review and revise rules related to service animals and emotional support animals. · Review the Interpreter Service Handbook. · Collaborate with the Center for Faculty Excellence to provide training on Universal Design. · Collaborate with the Executive Director of Recruitment and Admissions and the Regional Educational Service Center to reach prospective students who need to connect with Disability Services.