

# Texas A&M University-Corpus Christi

## Detailed Assessment Report

### 2015-2016 VP Student Engagement and Success Annual Report

As of: 4/13/2017 07:56 AM EST

(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 assists students in attaining their educational goals. Our services create a supportive learning environment for personal and professional development to prepare students for responsible citizenship and lifelong learning. We strive for excellence in serving our students, campus and community engagement, leadership development and inclusion.

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

#### Goals

---

**G 1: Provide a challenging, learning-centered environment that promotes student success.**

Provide a challenging, learning-centered environment that promotes student success.

**G 2: Enhance a supportive campus that celebrates engaged learning in an inclusive environment.**

Enhance a supportive campus that celebrates engaged learning in an inclusive environment.

**G 3: Build and sustain mutually beneficial relationships with stakeholders through community engagement.**

Build and sustain mutually beneficial relationships with stakeholders through community engagement.

**G 4: Develop and manage resources to efficiently and effectively achieve the mission of the Division of Student Engagement & Success.**

Develop and manage resources to efficiently and effectively achieve the mission of the Division of Student Engagement & Success.

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

---

**O/O 1: Facilitate learning-centered, co-curricular initiatives based on student learning outcomes.**

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

Relevant Associations:

**Standard Associations**

***Southern Association of Colleges and Schools***

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

3.3.1.3 Educational Support Services

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

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

Relevant Associations:

**Standard Associations**

***Southern Association of Colleges and Schools***

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

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

Develop an environment of inclusiveness and mutual respect.

Relevant Associations:

**Standard Associations**

***Southern Association of Colleges and Schools***

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

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

Provide a supportive campus environment for learning and development.

Relevant Associations:

**Standard Associations**

***Southern Association of Colleges and Schools***

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

3.3.1.3 Educational Support Services

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

Encourage a culture of excellence and service.

**Relevant Associations:**

**Standard Associations**

***Southern Association of Colleges and Schools***

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

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

Celebrate university traditions and achievements.

**Relevant Associations:**

**Standard Associations**

***Southern Association of Colleges and Schools***

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

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

Increase intentional and visible engagement in our community.

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

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

**Relevant Associations:**

**Standard Associations**

***Southern Association of Colleges and Schools***

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

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

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

**Relevant Associations:**

**Standard Associations**

***Southern Association of Colleges and Schools***

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

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

Manage human resources to provide optimal staffing.

**Relevant Associations:**

**Standard Associations**

***Southern Association of Colleges and Schools***

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

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

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

**Relevant Associations:**

**Standard Associations**

***Southern Association of Colleges and Schools***

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

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

Manage financial, physical and technological resources efficiently, effectively and responsibly.

**Relevant Associations:**

**Standard Associations**

***Southern Association of Colleges and Schools***

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

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

---

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

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

**Established in Cycle:** 2013-2014

**Implementation Status:** In-Progress

**Priority:** High

**Projected Completion Date:** 08/2020

**Responsible Person/Group:** Executive Director of Strategic Engagement Initiatives and Vice President for Student Engagement and Success

**Analysis Questions and Analysis Answers**

---

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

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

**EmpowerU SLO Assessment:** This year, the division assessed Communication and Critical Thinking student learning outcomes. Communication was measured through various initiatives. Students achieved exemplary ratings in resume writing and mock interviewing, and proficient scores in articulating healthy communication skills and effectively utilizing bystander intervention language. Improvement was needed in some professional communication measures but an action plan was developed to address the deficiency. Students also received exemplary ratings regarding their critical thinking skills as it related to job searches.

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

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

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

An initiative to assist students in identifying marketable skills attained through employment and co-curricular experiences was initiated this cycle. Each on campus job posting now includes a listing of marketable skills that can be attained through the position and a method for tracking skills attained through co-curricular programs is in development.

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

One of the greatest challenges with the Division's budgets is how to absorb the impact of waivers and exemptions on income. The Student Service fee exemption rate is 1.65%, the Student Center Complex fee is 15.7%, Recreational Sports fee is 14.3% and the University Health Center fee is 15.5%. The exemption and waiver rate increases each year. In FY 17, the total amount of projected exemptions across the Division is \$1,278,265. This has a tremendous impact in the ability for programs to meet student needs.

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

**EmpowerU SLO Assessment:** The division continues to find ways to incorporate the EmpowerU learning outcomes into programs. Most programs are able to support these outcomes but developing meaningful direct measures of achievement is a challenge in a co-curricular setting. This is not unique to this campus. Student Affairs professionals nation-wide are facing the same challenge. The nature of co-curricular experiences does not easily lend itself to direct measures that are meaningful or representative.

Some assessment results of Communication and Critical Thinking were below the target level of Proficient. Action plans have been created to address these areas. Also, departments are seeking more reliable and meaningful ways to measure the learning that takes place through student employment and volunteerism.

## **Annual Report Section Responses**

---

### **Summary of Program Accomplishments for the Year**

The Vice President for Student Engagement and Success (VPSEAS) oversees and provides leadership and direction for programming and services that support the University's mission. The Division operates under a strategic plan that aligns with the University Momentum 20/20 plan. The plan consists of twelve objectives that align with the mission and Division goals:

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

The strategic plan also encompasses the TAMUS EmpowerU learning outcomes. Two of the six outcomes are measured annually by each area as part of the annual assessment cycle. This year the division focused on the assessment of Communication and Critical Thinking outcomes.

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

The Division is committed to working collaboratively across the institution. Staff members often take leadership roles on various committees and working groups. The Division continued to collaborate with Academic Affairs on numerous initiatives and took an active part in writing the SACS-COC Five Year Report. In an effort to improve communication and marketing efforts, a monthly parent's newsletter began Fall 2015 and departments have improved and enhanced social media marketing efforts with the assistance of the Division's Communication Specialist.

The Division continued the annual Leadership and Service Awards program. The awards recognize Islanders who have had a positive impact on campus through leadership, involvement and service. The Division awarded 27 \$500 and \$1000 scholarships with funding made available from the Student Scholarship Endowment. Scholarship recipients were selected from Who's Who Among Students in American Universities and Colleges award recipients. Leadership award winners, scholarship recipients, and 57 recipients of Who's Who Among Students in American Universities and Colleges were recognized at the event. Sixteen awards were presented to students, student organizations, faculty and staff. Funding from the Student Scholarship Endowment was also used to provide scholarships for students participating in internships and resident advisors.

Division staff members continue to be active in the community and in professional associations. The Division's Staff Development Committee facilitated university wide participation in the 2<sup>nd</sup> Annual #GivingTuesday program in December. More than 80% of Division staff participated in the event. Campus-wide, 140 staff and faculty logged over 329 volunteer hours at Metro Ministries, the Food Bank of Corpus Christi, The Women's Shelter, Rainbow House, Hick's Elementary, Late Night Breakfast, Paws on the Island, the Blood Bank of the Coastal Bend and other locations across the city.

The Division continues to grow to meet the needs of the students. New positions were approved for FY 2016 including Director of Student Activities, Career Services Internship Coordinator, Recreational Sports Dietitian, and Coordinator for Special Events. Also, two new 9-month Graduate Assistant positions were funded from Student Service Fees while the College of Graduate Studies funded three 12-month assistantships. This year, the University honored 12 staff members with service award pins including five with 5 Year Pins, three with 10 Year pins, three with 15 Year Pins, and one with a 20 Year Pin.

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

## Strategic Engagement Initiatives

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

### Strategic Planning and Assessment

Strategic Planning and Assessment (SPA) oversees the reporting of performance indicators for the Division's strategic plan and assessment efforts. The Division reported findings for two of the six Empower U outcome domains (Ethical Decision Making & Social Responsibility and Diversity & Globalization) to the Board of Regents through the university report and measured the outcome domains of Communication and Critical Thinking for inclusion on the 2016 report.

-

A Council for the Advancement of Standards in Higher Education (CAS) program review was conducted for Multicultural Student Programs which consists of the two Division functional areas of Intercultural Student Alliance (ICA) and the Inclusive Islander Network (Inclusion Programs). Action plans in response to the study were created and a proposal for a combined Office of Multiculturalism and Inclusion was submitted.

The office has taken the lead in identifying a method for the University to capture and track student participation in programs/services and attainment of marketable skills through programming. The committee plans to use a module in the student organization platform to develop and track the curriculum. Campus Labs has a module that can be used for tracking.

SPA assisted with numerous Division surveys including the Concealed Carry Survey, Smoke Free 2017 Opinion Survey, RTA Rider Satisfaction Survey, and Islander Leadership Class Leadership Philosophy Assessment. The office also facilitated the Division efforts for the SACS-COC Five Year Report.

### Engagement Initiatives (Prevention and Inclusion)

The Office of Engagement Initiatives oversees Prevention Programming, Inclusion Programs and the I-TEAM (Islanders Teaching, Engaging and Motivating) Peer Educators. Prevention Programming focuses on teaching and modeling healthy and safe behaviors that lead to overall wellness and student success. Programming focuses on evidence-based approaches to education and prevention.

The I-TEAM peer educators planned and/or helped facilitate 28 programs. Each member was trained as a BACCHUS Certified Peer Educator. The I-TEAM led the campus in a Smoke-Free 2017 initiative. In conjunction with Student Government Association they hosted two town hall meetings on the topic and administered a survey. Over 1,200 responses were collected from the campus community. Overall, 56% of the campus is in favor of going 100% smoke free and an additional 13% are in favor of the policy with small modifications. A modified proposal permitting smoking areas was submitted to President's Cabinet.

Alcohol and other drug prevention is coordinated in conjunction with the Islanders Alcohol and Drug Abuse Prevention Team (I-ADAPT). The program partnered with the statewide coalition Texans Standing Tall for the sixth year to conduct Screening and Brief Interventions as a prevention strategy on campus. This provided \$7,000 in direct funding plus training for 48 faculty and staff and enabled screening and interventions with 381 students. Prevention Programs also received funding from the Substance Abuse and Mental Health Services Administration (SAMHSA) to conduct a town hall meeting on underage and high risk drinking. Speakers included Representative Todd Hunter, District Attorney Mark

Skurka, CCISD Chief of Police Kirby Warnke, Tiffany Collie from Project HOPE and Claudia Ayala from the TAMU-CC Counseling Center and I-ADAPT.

The Inclusive Islander Network is a network of students, staff and faculty who pledge to create a welcoming environment for all Islanders. Inclusive Islander training workshops included "*Valuing Inclusion*," "*Creating Inclusion*," "*Safe Zone*," "*Men and Masculinity*," "*The Modern Feminist*," and "*Gender in General*." This year, 303 students, faculty and staff pledged to be an Inclusive Islander and several were trained in multiple aspects of inclusion by participation in up to six workshops each. A Lavender Graduation Ceremony was held in May to celebrate LGBT+ students who completed their degree.

### **Islander Housing**

University Housing rebranded itself as Islander Housing. Camden Miramar, which features 1790 student spaces, opened at 104% occupancy. Momentum Village construction was completed and opened Fall 2015 at 100% occupancy with 482 apartment and townhome bed spaces. Both properties had extensive wait lists. Construction is underway for Phase II of Momentum Village including 560 additional bed spaces.

Collegiate Housing Foundation (CHF) and Camden Property Trust entered into a sale agreement in January 2016. University staff assisted with the collection of data, inspections, due diligence and bond sale preparation. On August 1, 2016, Camden Property Trust notified the University that a final sale price was not agreed upon and the sale would not move forward.

Resident Advisors at both properties hosted programs covering all areas of the identified student learning outcomes. The Islander Leadership Seminar continues to develop future leaders to serve as Resident Advisors and in other roles across campus. This year, 65 students successfully completed and graduated from the seminar. This is a completion rate of 78%.

The University partnership with the Regional Transportation Authority continues to flourish. The long-running #63 Wave Shuttle service was rerouted in Fall 2015 to maximize efficiency. The service expanded to weekends and summer school to serve Momentum Village residents.

## **Student Life**

Dr. Lisa Perez leads the Student Life unit. This unit is composed of the University Center, Student Activities, and Recreational Sports departments. The Sr. Executive Director also advises the Student Government Association.

### **University Center (UC)**

The University Center serves as the living room of the campus. Over 25,000 room reservations were created for a host of meetings and events for the campus community. The majority of bookings were from University related areas but the UC is also being used more and more by the community.

A thermal people counter system was installed at all first floor entrances. Between April and August, foot traffic totaled

310,660. Other building improvements included the addition of a laundry facility to clean building linens, sun shade installation in the Student Involvement Center, Bookstore and Suite 204 and the creation of dedicated lounge space for Student Veterans.

The department also served the campus through a variety of programs including Karaoke, Motivational Monday, MidDay Munchies, Constitution Day Celebration, Paint With Me, Door Decorating Contests, Study Center, Late Night Breakfasts and on-going programs in the Breakers Game Room and throughout the building. The UC Lost and Found service assisted 630 students in claiming lost items and raised \$955 for the Student Employee Gift account.

### **Student Activities**

The Department of Student Activities split into a separate unit with the hire of a Director of Student Activities this cycle. This split will enable both units to grow as the student population increases.

Community service programming continued to thrive and grow. Over 600 students participated in The Big Event and 185 students participated in Islander Clean events throughout the year.

In January 2016, 16 students participated in the Alternative Winter Break trip to McAllen, Texas, and 19 students traveled to Tuscan, Arizona on the Alternative Spring Break Trip in March.

Greek Life experienced its greatest growth to date with 228 new members recruited in Fall 2015. The Panhellenic Council increased 33% and the Multicultural Greek Council (MGC) increased 10%. Greek Life students participated in 1,600 service hours and raised over \$23,000 for charity.

Registered Student Organizations (RSOs) have continued to thrive on campus and 10 new RSOs were formed this year. The National Society for Leadership and Success, also known as Sigma Alpha Pi has had an incredible year. The TAMU-CC chapter was named National Chapter of the Year out of 504 college campuses across the United States.

The Islander Cultural Alliance (ICA) hosted six Real Talk sessions in partnership with the Inclusive Islander Network as well as a highly successful MLK Awards Luncheon. Aloha Days had 287 campers. This is a 12.8% increase over the prior year.

The 2016 Homecoming celebration included a full calendar of 20 events. Highlights included the 33 unit parade, a Cultural Fashion show coordinated by ICA and MGC and *Lighting of the I*. Many guests from Island Day attended this event.

Islander Lights celebrated its 10<sup>th</sup> anniversary this year. Snow was brought in as a highlight of the celebration, and was very popular despite the rainy weather. Over \$1000 was raised and 272 toys collected for Toys for Tots as a part of the event.

### **Recreational Sports**

Recreational Sports programming continues to expand to meet university growth. Participation was high for fitness and wellness, aquatics, intramurals, sport clubs, and open recreation. 207,145 participants swiped in to use the Dugan Wellness Center this year. Aquatic facility use increased to 9,439 participants.

Beginning Fall 2015, the increased Recreational Sports Fee (cap of \$175) was collected. Revenue from this fee increase was used to create new staff positions, increase student employee wages, and for construction of the support building on the Momentum Fields.

The Momentum fields opened Fall 2015 and the support building was constructed and opened in August. Students have enjoyed using the fields for open recreation and sport club practices. The Lacrosse Club hosted their first home match on the fields in March 2016. The weight room was updated during Spring Break and cardio equipment was modernized as well. Remodeling of the office suite and front desk areas was completed.

Faculty and staff continue to be served through the Employee Wellness Program and the Chancellor's Wellness Initiative Grant that is managed by Recreational sports. The Chancellor's Wellness Initiative provided an additional \$14,000 for campus wellness programs.

The university continues to be involved with the Partnership for a Healthier America (PHA) higher education initiative which promotes wellness programming in activities and nutrition. Current feedback shows the university is on par or above many of the institutions that joined PHA in the pilot group.

The department continues to strive to provide programs and services to the community as a whole. Islander Rec Camp continues to have waitlists despite program expansion. The Paws for a Cause program collected \$200 for First Friday to provide free mammograms. Over 300 pounds of non-perishable food was collected for the Corpus Christi Food Bank at the Turkey Trot fun run, and 769.5 community service hours were completed by Sport Club participants. The Wellness Expo involved 60 vendors and approximately 400 participants.

### **Student Government Association (SGA)**

SGA's membership grew to 29 members on the executive board, senate and judicial branches. A Freshman Council was developed as way to groom students to become more engaged and active in the association as well as consider future positions within SGA.

SGA transitioned general elections to OrgSync. This resulted in four times the amount of ballots cast over the previous year. During the Fall elections, the student body approved and ratified amendments to the constitution. Spring elections were held April 20-21, 2016 for President and Vice President. There was a 44.8% increase in the number of ballots cast from Fall 2015. Garrett Ransom and Andrea Gilson were elected as President and Vice President respectively.

SGA collected input from students through open forums to assist in making recommendations on the Concealed Campus Carry policy and the Smoke-Free 2017 Initiative. SGA approved a resolution urging the administration to develop, implement, and enforce formal policies and procedures for posting of mid-term grades. The senate voted to support Athletics in developing the UTRGV Rivalry Series. In addition, SGA successfully drafted and approved a bill to support an increase of 3.3% to the Athletics Fee.

During Homecoming Week, SGA again hosted Friday Fiesta and had a Penny Wars competition. This year \$1,069 was raised for the Hector P. Garcia Book Scholarship. Six students were able to attend the Conference on Student Government Associations (COSGA) in College Station. They came back with many ideas and are ready to implement plans.

## **Student Services**

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

### **Dean of Students Office**

The Associate Vice President and Dean of Students (AVP/DOS) is dedicated to supporting students who need assistance in resolving complex personal and academic matters. FY 2016, 302 students asked for assistance compared to 78 the previous year. The circumstances ranged from personal illness and car accidents to family emergencies. A Student Assistance Coordinator position to assist in this work was approved for FY17.

This year, the AVP/DOS served as chair of the Veterans Affairs Committee. The committee forwarded a list of recommendations to Provost Quintanilla.

The AVP/DOS facilitates several Division initiatives. The Division hosts monthly staff development meetings for all full time staff and graduate assistants. The AVP/DOS chairs the planning committee. A State of the Division address by Dr. Albrecht; Understanding Mental Health; I-CARE; Active Shooter Training; Values Inclusion; and Interacting with Student Veterans were some of the topics offered. Participation was 98% overall.

The Student Fee Advisory Committee reviews budgets associated with the Student Service Fee, the Recreational Sports Fee, the University Health Center Fee and the Student Center Complex Fee. The committee reviewed 49 accounts and made recommendations on \$12,151,532 for FY 17. As part of the System initiative to review positions and pay plans, the AVP/DOS and Human Resources conducted a review of each position by title and pay grade. The proposed new plan streamlined positions and aligns with 26 different titles across the proposed pay grades.

The office worked with the Student Government Association to honor five students who passed away during the year at the annual Islander Tribute ceremony. This year a permanent marker was placed in Lee Plaza to identify the memorial area. Sixty-two students were honored since 2002.

A Girls Night Out event was sponsored by the Laura Bush Institute for Women's Health. The keynote address was given by Ms. Beth Holloway mother of Natalie Holloway who disappeared on a school sponsored trip to Aruba. Over 500 women attended. Plans are underway to also hold an event for male students in Fall of 2016.

### **Judicial Affairs**

There was a 32% increase in Academic Misconduct cases, a 52% increase in Behavioral Conduct cases and a 30% increase in Title IX cases. The majority of the behavioral cases involved alcohol and drugs with an 83% increase in the number of alcohol charges and a 4% increase in drug charges. There have been more cases involving technology; both academic and behavioral and there was an increase in crossover of Student Conduct and I-CARE cases. Also, parental involvement in the Student Conduct process increased.

Outreach activities to expand awareness included: the National No More campaign initiative, participation in Domestic Violence Prevention and Awareness Month, Walk a Mile in Her Shoes, the International Men's March to Stop Rape, and Sexual Assault & Gender Violence. The office also collaborated with ICA to co-sponsor the Real Talk: Sexual Violence Knows No Gender, featuring a discussion on bystander intervention.

I-CARE experienced a 70% increase in cases. There were 163 referrals compared to 87 the previous year. The number of serious cases also increased. The most common I-CARE referrals include: depression, anxiety, relationship difficulties, severe and persistent mental illness (i.e. Schizophrenia, Major Depression, and Bipolar Disorder), feeling homesick, difficulty adjusting to college life, self-harm, suicidal ideation, psychiatric hospitalizations, medical concerns, safety concerns, suicide attempts, homelessness, and death or tragedy related to a friend or family member.

### **Career Services**

-

Career Fairs were re-formatted to discipline specific fairs. The employers and attendees provided feedback that the new format was more appealing and productive. The number of employers and students attending the fairs was down slightly but was relatively strong overall.

In January 2016, the Chancellor provided \$5,000 to Career Services to create a "Lending Library." The staff used the funds to acquire a variety of interview appropriate attire to loan to students. As a result of the publicity surrounding the grant, Career Services received a number of gently used outfits from local business men & women.

An Internship Coordinator position was added FY 16. The new coordinator formalized the internship program in Career Services by making internship reporting more seamless and effortless for the colleges. Career Services awarded the Student Endowment Internship Scholarships for the first time. A total of 30 students received the scholarship.

The Assistant Director for Employer Relations continues to secure new companies to recruit on campus. Some of the new companies to post positions include: The Port of Corpus Christi, Chenier Energy, Voss Engineering, Baker Hughes, Technip, ARMDEC, and AECOM. In addition to these engineering related firms, additional new companies recruiting on campus include: The Alcohol, Tobacco & Firearms Agency (ATF), US Environmental Protection Agency, Whataburger, Walgreens Manager In Training program, IBC Bank, National Electrical Contractors, and M&G Chemicals.

Career Services conducted 116 workshop presentations to various groups.

### **Disability Services**

-

Disability Services served over 500 students in FY 16. In Fall 2015, there was an increase of 13% in the number of

students registered with the office. The most prevalent diagnoses are: Learning Disabilities, ADHD/ADD, Mental Health and Hearing Impaired. There was approximately an 8% increase in both Learning Disability and ADHD/ADD from FY13. A significant number of students served by the office have more than one diagnosis.

Last year, \$103,400 was spent on Interpreter Services. The Corpus Christi Council for the Deaf & Hard of Hearing has had difficulty in finding interpreters for some of the higher level science and math classes. As a result, the office entered into an agreement with an independent contractor. Exam Services proctored over 2200 exams for more than 240 students.

The staff in Disability Services continue to work closely with faculty in understanding the wide range of disabilities and how to properly accommodate them in the classroom.

### **University Counseling Center (UCC)**

-

There was a 31% increase in the number of counseling appointments over the prior year and an 11% increase in the number of psychiatric appointments. There were 8,343 counseling appointments and 888 psychiatric appointments. Despite an increase in service hours, there continued to be a waiting list of approximately 6 weeks for an initial appointment with the psychiatrist. Urgent consultations were worked into the schedule within 1-2 weeks.

The most common reasons for seeking counseling services were: Anxiety, Depression, Adjustment Disorders, and AD/HD. This year, 6 students were referred for evaluation for voluntary inpatient hospitalization. Ten students were hospitalized.

There was an increase in the number of students that are at the highest level of concern for UCC staff. The Collaborative Assessment and Management of Suicidality (CAMS) model was adopted by the UCC for use with all clients displaying moderate to severe levels of suicidality. This year, the UCC staff followed 56 students using the CAMS model, a 30% increase over last year.

Legislative mandates directly impacted the UCC. SB1624 (effective Fall 2016) requires entering full-time or transferring university undergraduate, graduate, or professional students to receive information regarding mental health and suicide prevention services offered by the institution and information on early warning signs and appropriate interventions. This must be a live or interactive presentation. The UCC worked with New Student Programs to ensure compliance.

The UCC filled a psychologist position that had been vacant for a year. The individual hired has 10 years of military experience and was a tremendous addition to the staff. As a result of her efforts, more student veterans now seek services at the UCC. Unfortunately, this psychologist is an active reservist and was deployed in May 2016 for a period of one year. The UCC worked with local community resources to identify a temporary person to assist while the full time person is deployed.

The UCC reached over 1,100 students through 173 outreach programs. Programs include: Paws on the Island, the Clothesline Project, the Happiness Challenge, and Suicide Prevention Programming (QPR and Dora).

### **University Health Center (UHC)**

The UHC experienced a 17% increase in the number of medical appointments over last year. The most common reasons for seeking medical services were: Health and Wellness Promotion, Gynecology, Ear, Nose and Throat, and Dermatology. There were 6,753 medical appointments. The complexity and intensity of the medical issues has also increased over the last few years. This year, 20% of provider visits addressed moderate to high severity of presenting issues and required a moderate to high complexity of treatment.

Over 2,800 calls to the Nurse Call line created estimated cost avoidance for students of over \$5,000. The UHC made 185 referrals for more extensive evaluation or treatment. The addition of a Family Nurse Practitioner enabled the UHC to bring a new triage system on board.

The Texas Board of Nursing rules for Advanced Practice Registered Nurses (APRNs) now dictate that APRNs cannot prescribe Schedule II drugs within the campus Health Center facility.

The UHC reached over 2,500 students through 32 including: Get Yourself Tested (CDC sponsored event; free STD testing & education); World Health Day; World AIDS Day; Sex in the Dark and participation in the Wellness Expo.

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

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

-

#### Service to the Community:

American Heart Association- Corpus Christi Heart Walk Executive Leadership Team, 2015 & 16

Parkway Presbyterian Church – Endowment Committee; Properties Committee

#Giving Tuesday SEAS Participant

#### Service to the Profession:

Texas Council of Chief Student Affairs Officers (TCCSA, formerly COSSVP), Historian

#### Service to the University:

Concealed Campus Carry Rule Development Task Force, Chair

President's Cabinet

Student Engagement and Success Council, Chair

Inclusive Excellence Committee, Co-Chair

Expressive Activity Committee, Chair

Who's Who Among Students Selection Committee, Chair

Student Endowment Scholarship Committee, Chair

Incident Command Team, Section Chief

Chancellor's Student Advisory Council, TAMU-CC Representatives, Co-Advisor

President's Ambassadors, Advisor

Student Government Association, Advisor

Space Management Committee

Institutional Effectiveness Council

Strategic Planning Council  
Intercollegiate Athletics Council  
Honors Council  
Housing Management Committees (Miramar and Momentum Village)  
Momentum Village Housing Development Team  
Miramar Acquisition Team

Service to the A&M System

A&M System IT Governance, Administrative Computing Council member  
A&M System Chief Student Affairs Council member

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

Service to the Community

Special Olympics Volunteer  
Incarnate Word parent volunteer  
#Giving Tuesday Program Coordinator

Service to the University

Veterans Affairs Committee, chair  
Student Fee Advisory Committee, chair  
Excessive Hours Task Force, member  
Campus Carry Task Force, member  
Student Engagement & Success Council, member  
Division Staff Development Committee, chair  
FYI Convocation Committee  
Incident Command Team  
Numerous search committees & interview panels  
Girls Night Out Event Coordinator

**Dr. Lisa Perez, Senior Executive Director of Student Life contributed to the community, the profession and the university as follows:**

-

Service to the Community

Most Precious Blood Catholic Church Lector  
Islander Lights Toy Drive

-

Service to the Profession

TACUSPA Fall 2015 Conference Co-Chair  
Co-Presented at ACUI Conference (March 2016)

Presenter TWHE Conference (April 2016)

-

Service to the University

Student Engagement & Success Council

Calendar Committee

Facilities Use Committee

Expressive Activities Committee Co-Chair

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

Service to the Community:

City of Corpus Christi Transportation Commission, ex-officio representative

Corpus Christi MPO Active Mobility Committee

Safe Communities Coalition Member

Texans Standing Tall Coalition Member

Youth Continuum of Care Coalition Member

#Giving Tuesday Volunteer – Metro Ministries

Service to the Profession:

TACUSPA Foundation Committee

TACUSPA Finance Advisory Board

TACUSPA Historian

TACUSPA 90<sup>th</sup> Anniversary Chair

NASPA Annual Conference Program Reviewer

NASPA Assessment Conference Program Reviewer

NASPA Alcohol and Mental Health Conference Program Reviewer

Service to the University:

SEAS Strategic Planning and Assessment Committee, Chair

Housing Management Committees (Miramar and Momentum Village)

Momentum Village Phase II Housing Development Team

Islanders Alcohol and Drug Abuse Prevention Team (I-ADAPT)

Incident Command Team, Unit Leader

Student Engagement and Success Council

Strategic Planning and Continuous Improvement Council

SACS-COC 5 Year Report Writing Team for 4.5 and 2.10

University Assessment Council

Committee on Committees

Employee Development Day, Presenter

SEAS Programs and Services Marketable Skills Working Group, Chair

Miramar Acquisition Team

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

Service to the Community

Tigerette Parents Club Vice President

Service to the University:

Islander Lights Committee

Homecoming Committee

Convocation Committee

Waves of Welcome Committee

SEAS Staff Development Committee

Student Engagement and Success Council

**Ms. Johanna Bratton, Business Manager contributed to the community and the university as follows:**

Service to the Community:

#Giving Tuesday SEAS Participant

Corpus Christi Aggie Mom's Club Board Member

St. Philips Catholic Church – active parishioner

Service to the University:

Student Engagement and Success Council

Financial Users Network Group member

Historical Underutilized Business (HUB) committee member

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

Service to the University:

Staff Council-President

Staff Council Executive Committee

Dorothy Yeater Scholarship Committee, Chair

Employee Excellence Committee

Calendar Committee

Student Engagement and Success Council

**Anticipated Challenges for the Next Cycle**

The Division is preparing to face a number of challenges. These include:

- Limited financial, physical (space) and human resources to meet the needs of a growing student population (need for additional staff; funding concerns due to increased fee exemptions/waivers, etc.).
- The recruitment of qualified staff willing to work for the salary budgeted.
- Fair Labor Standards Act (FLSA) considerations.
- Meeting the needs of an increasing distance learning student population.
- Increased demand for accommodation services.
- The escalation in the severity of clients seeking services at the University Counseling Center.
- Increased acceptance of marijuana use among college students – particularly as various states legalize use.
- Condition of the swimming pool is not sufficient for longevity.
- Maintaining compliance with Title IX mandates.
- Faculty reluctance to address disruptive behaviors in the classroom
- Rising cost of utilities and services provided by SSC.
- Anticipated 4% budget reduction for FY 2018 will impact budget process in 2017.
- Reduction in profit share from Camden Miramar due to needed capital improvements.

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

The Division of Student Engagement and Success plans the following actions:

- Continue to implement and measure the Division strategic plan.
- Review the five year plan for staffing to achieve the objectives of the 20/20 Strategic Plan and develop a strategic recruitment plan for difficult to fill positions.
- Hire staff to fill new and vacant positions.
- Develop plans for long-term facility needs.
- Develop a tracking system to assist students in better identifying marketable/career readiness skills gained through co-curricular experiences so that they can better communicate these skills to potential employers.
- Increased focus on student employees and the skills they acquire through training and work experiences.
- Develop key relationships with employers and faculty to assist students in finding employment upon graduation.
- Implementing external CAS program reviews.
- Continue to carefully plan and evaluate all programs and areas of large expenditure for efficiency and effectiveness.

#### **Assessment Timeline (optional)**

Strategic Engagement Initiatives utilizes the assessment timeline adopted by Student Engagement and Success to ensure all University report deadlines are met.