

AY 2017-2018 Assessment

Department of Student Life

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Northwestern Mission. Northwestern State University is a responsive, student-oriented institution that is committed to the creation, dissemination, and acquisition of knowledge through teaching, research, and service. The University maintains as its highest priority excellence in teaching in graduate and undergraduate programs. Northwestern State University prepares its Students to become productive members of society and promotes economic development and improvements in the quality of life of the citizens in its region.

The Student Experience Mission Statement. The Student Experience provides the University community with programs and services to support the academic mission of creating, disseminating and acquiring knowledge through teaching, research and service while empowering a diverse student population to achieve their highest educational potential. The Student Experience creates a stimulating and inclusive educational environment that is conducive to holistic personal growth. The commitment to students initiates prior to entrance, sustains throughout the college experience and continues beyond graduation. Enrollment Services provides equal access for education to potential students throughout the state and region and promotes economic stability and financial access to citizens. Student Affairs enhances student development and broadens intellectual, social, cultural, ethical and occupational growth. The Student Experience works closely with faculty, staff, students, and the community to ensure graduates have the capability to promote economic development and improvements in the region.

Student Affairs Mission. The Division of Student Affairs prepares students to be productive members of society and to improve the quality of life of students. Student Affairs provides support services in career development and placement, advocacy and accountability, academic support, mental and physical health, disability accommodations, student activities and organizations, student union life, and opportunities in leadership, community service, and programs for new students. Through hands on involvement in programs and services, Student Affairs promotes personal development in a student-centered environment, which delivers innovative practices in an environment of respect. Student Affairs encourages integrity, diversity and collaboration with all members of the university community

Department of Student Life Mission. Northwestern State Department of Student Life serves to build campus community among students, faculty, staff, alumni and guests by providing opportunities for students to learn and practice leadership, program planning, organizational management, social and civic responsibility, and interpersonal skills.

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Through educational, social, and cultural programs, services, and facilities, the Department of Student Life enhances the quality of campus life.

Methodology: The assessment process includes:

- (1) The assessment process for Student Life will be evaluated through multiple direct and indirect assessment tools;
- (2) Each area Director will analyze the data to determine whether the applicable outcomes are met and report to the Executive Director;
- (3) Results from the assessment will be discussed with the appropriate students and constituent groups;
- (4) Individual meetings will be held with students and constituent groups as required;
- (5) The executive director, in collaboration with the area directors, will determine proposed changes to measurable outcomes, assessment tools for the next assessment period and, where needed, service changes.

Student Life Effectiveness

Service Outcomes:

SO 1. Build campus community by providing opportunities for student to learn and practice leadership and social & civic responsibility.

Measure 1.1. Develop a sense of campus community among students that fosters civic competency through Student Government Association programs. Internal assessment using portions of the US Citizenship Test and key components of university resources is completed at the beginning and the end of the year for the Northwestern State University Student Government Association members. Success through this initiative is defined by the quantitative results of the pre and posttest instrument distributed to the students involved with the Student Government Association. Goal will be for students to score at least 80% on posttest.

Finding: Target met. The scores were 55.6% for the pre-test and 83.71% for the post-test.

Analysis: The partially met data from the 2016-2017 year indicated the importance of civic engagement among our Student Government members. Last year a pre- and post-test was not administered, only an assessment. As a result, in AY 2017-2018 a pre and posttest was administered. The scores were 55.6% for the pre-test and 83.71% for the post-test.

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Members of the Student Government Association have demonstrated an increased capacity for competent engagement in local, state, and national government. Members demonstrated an increase in knowledge of basic functions of government and applied that new knowledge in their experience as representatives on the university student government association, particularly in addressing the needs of their respective constituencies (i.e. student concerns, drafting of legislation, debate, and implementation of programs and initiatives.)

Further, SGA members have demonstrated an increased interest in following developments in government on a local, state, and national level through news, meetings, and attendance of programs and events.

These findings demonstrate that membership in student government can positively affect the development of civic competencies in students who participate in executive leadership. There is a need to further assess the effect of student government on general membership (senators) and if the programs provided can increase civic competence in the student body.

Action - Decision or Recommendation: Based on the analysis of this year's results we will continue our civic assessment of the SGA members with a pre and post-test at the beginning of the fall 2018 semester and end of the 2019 spring semester, respectively. Additional areas of focus will be to continue to incorporate additional civic educational components into their experience such as meeting with state officials, visits to the State Capitol, and other sites focused on learning more about local, state, federal, and international government.

Measure 1.2. Promote and encourage active participation in campus and community life through student program planning and assessment. Program evaluation forms will be distributed to students and student leaders to evaluate effectiveness of programs and provide suggestions on future programming options. Evaluation procedures will yield evidence relative to program's success by the achievement of the program goals, responsiveness to expressed interest in our constituents, program attendance, and staff performance. Success is defined as 80% of the respondents responding satisfied or higher.

Finding: Target Met.

Analysis: In 2016-2017, 86% of those surveyed were satisfied or very satisfied with the programs offered and 83% were satisfied or very satisfied with our programming staff. Based on the analysis of the results from 2016-17 the student activities board appointed individuals at each event to oversee survey distribution and collection to better understand the needs of students during events. As a result, in 2017-18 participants rated our staff at a satisfied (33.3%) and very satisfied (55.6%) rate with a total rate of 88.9%. Event participants stated they were 90.4% satisfied or very satisfied with the events hosted by SAB, while 3.8%

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stated they were indifferent, and 5.8% dissatisfied. Of the evaluations submitted, 90.4% were satisfied or very satisfied with the overall programming offered. Evaluations were completed by the SAB member in charge & students who attended the events.

Action-Decision-Recommendation: Based on the analysis of this year's results our focus will be to increase the number of surveys from the previous year, as more surveys are needed. To help increase the number of survey submissions, the student activities board will continue to appoint individuals at each event to oversee survey distribution and collection to better understand the needs of students during events.

Measure 1.3. Educate students as it relates to health and safety management through risk management initiatives. Offering educational sessions regarding risk management and assessing the knowledge gained by providing a pre-session survey and a post-session survey. Success through this initiative is defined by the quantitative results of the pre and posttest instrument distributed to NSU students during the trainings held each academic year. Goal will be for students to score at least 80% on posttest.

Finding: Target met.

Analysis: For the 2016-2017 academic year, 96 individuals whose attendance was required underwent trainings by Dr. Lori Hart and Dr. Gentry McCreary on risk management and hazing prevention. Unfortunately, no assessment of this training occurred. For the 2017-2018 academic year, each Greek social organization and governing council executive membership underwent training, education, and assessment by the Director of Greek Life and national consultant and presenter on risk management and hazing prevention.

The risk management training and assessment focused on achieving a better understanding of the framework of stages of change, harm reduction, and brain development, as well as compliance with and understanding of the FIPG Risk Management Guidelines as adopted by the Fraternity Executives Association.

The score for the risk management pre-test for 2017- 2018 was a 50.17%. The score for the 2017-2018 post-test was an 80%. Learning outcomes for the hazing prevention training was for students to demonstrate less tolerance for hazing within their organization, be able to identify key strategies for reducing hazing within their organization, demonstrate increased willingness to hold individual members accountable for hazing activities, and demonstrate increased motivation for replacing hazing with meaningful new member activities.

Those attending demonstrated an increased capacity for learning to plan safe events in compliance with the FIPG Risk Management Guidelines as well as demonstrating less tolerance for hazing within their organizations, and an

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increased willingness to replace hazing with meaningful new member activities specifically.

Action - Decision or Recommendation: Based on the analysis of 2017-18 results we will continue to follow the recommendation from 2016-17, students were measured individually on their comprehension of the risk management policies. There will be a continued effort to increase training on these topics throughout the academic year and to get feedback from students on their efforts to improve health and safety initiatives.

SO 2. Provide opportunities for student leaders to develop program planning, organizational management, and interpersonal skills.

Measure 2.1. Insure student input is included in the planning and execution of programs and initiatives. Students are appointed to university committees by the Dean of Students, the Student Government Association, and Student Activities Board Presidents to have the student provide their input regarding events, policies and procedures at the university. An assessment of their experience will occur at the end of the appointments. Success is defined as 80% of the respondents responding agree or higher in terms of their voice and input.

Finding: Target Met.

Analysis: University committees offer a wide variety of services to the campus community. Some committees meet on a regular basis and some meet when needed. The “university committee membership survey” was distributed at the end of the academic year. In 2016-2017, 84.62% felt as though their voice and input was well received through the committees to which they served. At the end of the 2016-2017 academic year, it was recommended that the University Committee Membership survey should be distributed at the end of the committee work and not at the end of the academic year. After review of the committee structures for the 2017-2018 academic year, it was determined that the work of all committees conclude at the end of the term. Thus, the distribution of the survey was disseminated at the end of the academic year again. For the 2017-2018 year, 80% of student committee members stated they felt as though their voice and input was well received through the committees to which they served.

Action - Decision or Recommendation: Based on the analysis of this year’s results, the student committee members indicated that they would like to have more meetings or at least one meeting in an academic year. Student Life will suggest that the VPSE/DOS conduct a restructuring of committees and update processes for student selection, participation, and assessment. The committees function and purpose may need to be explained to committee members at the beginning of their term or before they are appointed to ensure the committee members know what to expect for the academic year. Furthermore, the distribution

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of the survey should continue to occur at the end of the academic year to help increase the number of submitted evaluations. For this to occur a list of committee members is needed to target the appropriate students and not blanket the campus community through digital distribution.

Measure 2.2. Participation in trainings, retreats, workshops and conferences are offered through a variety of experiences that develop organizational management competency. Students will attend retreats and trainings as well as regional and national conferences to learn from and share experiences with peers at other institutions. Students will have the opportunity to reflect on their experience after events. Skills and knowledge obtained at retreats and conferences will be measured by surveys distributed at the end of the experience.

Findings: Target Met.

Analysis: In 2016-2017, there were 41 submissions of the Organizational Management Survey (OMS) and 13 submissions of the Leadership NSU Evaluation. For the 2017-2018 academic year, there were 27 submissions of the Organizational Management Survey (OMS) and instead of a formalized evaluation process, a Leadership NSU team met and discussed key findings for the 2018 program.

Individuals who submitted the current OMS indicated that the most popular type of event attended was a conference with 77.8% and the top four skills learned due to these events were communication skills (100%), Networking Skills (92.6%), Leadership Skills (88.9%), and collaboration (81.5%). Out of the 27 responses, only one individual indicated that they did not change anything after attending an event such as a training, retreat, workshop or conference but the new leadership will.

Members of the Leadership NSU Planning Committee consisting of students from SGA, SAB, Greek Life, FYE, and general student organizations met to discuss the Leadership NSU program for 2018 and offered the following recommendations: the format of the conference should be changed to include only 2 keynotes, there should be a career component to the conference such as resume building or how to secure an internship, the second day should be more focused on workshops that take place longer vs shorter general sessions.

Action - Decision or Recommendation: These surveys aid with program planning and evaluation, so it is imperative that these students reflect on their experiences. More than 27 students attended some type of retreat, workshop, conference or training during the 2017-2018 academic year and did not complete the OMS. Analysis of the data indicated a need for increased participation of the OMS survey. To help increase the submissions of the survey we will distribute the OMS survey to all individuals who receive grant money from the Student

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Government Association ORF grant. Furthermore, we will reach out to the groups that attend yearly retreats, workshops, conferences, and so forth, requesting that they have their participants fill out the OMS upon return of their trip or conclusion of the event and not at the end of the semester.

SO 3. Enhance quality of campus life through educational, social, and cultural programs, services, and facilities.

Measure 3.1. Provide excellent customer service and ensure facility usage satisfaction of all patrons. Assessing the use of the Friedman Student Union and other campus facilities by students and patrons provides an indicator of the extent to which students and patrons are aware of spaces in the building(s) and in a general sense how those spaces meet their needs. Usage reports as well as attendance figures are generated monthly, quarterly and annually and are compared to previous time-periods. These quantitative components are retained from one assessment cycle to the next and are used for comparative analysis of the services and facility usage through time. Success is defined at 80% or higher in terms of satisfaction of their overall experience based on question #6.

Finding: Target Met. 38 individuals completed the Student Union Reservation Survey. 68.4% were very satisfied and 23.7% were satisfied with the Student Union. The overall satisfaction score was 92.1%.

Analysis: Data from the 2016-2017 academic year indicated 100% Student Union satisfaction. The current academic year data indicates an overall satisfaction score of 92.1%. Most of the reservations are made for the Student Union Ballroom, Cane River Room and the President's Room all located on the 2nd floor of the Student Union. About 96.3% of respondents responded positively that the Student Union booking system/confirmation/pricing, contract/rules, and booking staff were reasonable, convenient and helpful, respectively. In terms of location, building cleanliness, restroom cleanliness, and special requests, 90.5% responded positively. While 92.1% of respondents are very likely or likely to recommend the rental of the Student Union in the future and 86.8% are very likely or likely to host another event themselves at the venue. In 17-18 we received very positive results like 16-17. We will continue to strive to provide the absolute best customer service possible.

Action - Decision or Recommendation: Based on the analysis of this year's results, we will continue to provide excellent customer service to our constituents. Based on the recommendations from the survey participants, the student union staff will focus on three key areas of concern as we move forward. The first area will include cleaning high traffic areas in the building to maintain or increase the level of satisfaction. We will also to continue to make renovations and updates to the rooms and technology in the Union as funds become available. Furthermore, the student union staff will continue to work with RRS on the cleanliness of the

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student union. The last focus area will be to constantly educate and inform constituents about EMS policy and procedures.

Measure 3.2. Foster diverse participation in campus activities and programs. Initiatives and programs are inclusive and embraces community members with diverse backgrounds and life experiences and supports the free and open exchange of ideas and civil discourse. University officials from a myriad of areas on campus collaborate each week to provide inclusive and diverse programming. With the exchange of ideas weekly, the accountability of fostering diversity within our programs is an ongoing initiative. Evidence of the adoptions of or the interaction with diversity related programs and departments will be a strategic indicator of success and will be documented in the weekly minutes.

Finding: Target Met.

Analysis: The Student Programming committee met 34 times during the course of the 2016-2017 academic year and invited over 14 non-committee members to the weekly meetings. In 2017-18, the programming committee met 36 times and invited 10 non-committee members to the meeting. Each week the committee members that represent areas of Student Life such as facility management, SGA, Greek Life, SAB and Student Activities; First Year Experience; Housing; Baptist Collegiate Ministries, Catholic Student Organization, intramurals and Athletics; Center for Inclusion and Diversity; International Student Office, and some Academic Departments meet to discuss programming and planning initiatives across campus. The committee visited with community and campus entities throughout the year to promote and support their initiatives and to foster collaboration.

Action - Decision or Recommendation: Based on the analysis of this year's results we will continue to invite new members and guests to the committee meetings to foster collaboration and exchange of ideas among faculty, staff, students and our third-party partners to enrich the campus culture. We will set a goal to meet at least 30 times during 18-19. This will ensure that we meet more than every other week throughout the year.

Comprehensive summary of key evidence of improvements based on analysis of results.

- Civic responsibility assessment of the SGA members through a pre and post-test will continue with a focus of local, state, federal and international government.
- Appoint individuals at each event to oversee survey distribution and collection to better understand the needs of students during events.
- Students will continue to be measured individually on their comprehension of the risk management policies through training and assessment.

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- University committees function, purpose, and frequency of meetings will be explained to student committee members at the beginning of their term. Furthermore, the distribution of the Committee Membership survey will occur at the end of the committee work.
- We will distribute the OMS survey to all individuals who receive grant money from the Student Government Association ORF grant. Furthermore, we will reach out to the groups that attend yearly retreats, workshops, conferences, and so forth, requesting that they have their participants fill out the OMS.
- We will continue to provide excellent customer service to our constituents through these three key areas of concern: cleaning high traffic areas in the building; renovations and cleanliness of the student union; educate and inform constituents about EMS policy and procedures.
- Invite new members and guests to Student Programming committee meetings to foster collaboration and exchange of ideas among faculty, staff, students and our third-party partners to enrich the campus culture.

Plan of action moving forward.

As indicated in our survey responses, the need to increase survey submissions is paramount. We will work diligently to keep assessment as a key initiative within each area in Student Life through online and hard copy distribution. Customer service is a primary function of our area as well and we will work with university and non-university constituents and our partners to ensure quality customer service is delivered. We will continue to evaluate our internal student organization policies regarding conduct and risk management to align with the new policies nationwide. Further upgrades are on the horizon for the student union facility in order to maintain and enhance the environment for our students.

Source Map: *Minutes from meetings and focus groups; Post-event Member Evaluation; Post-Event Evaluations; US Citizenship Test; Campus Beautification survey; University Committee Effectiveness Survey; Facility Use Survey; University Committee Attendance Sheets; Orgsync; Institutional Research; Event Management System; North American Interfraternity Conference; National Panhellenic Council; Dyad Strategies; Council for the Advancement of Standards in Higher Education)*