

**Student Affairs Assessment Reports
The University of Texas at Dallas
2005-2006**

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**Detailed Assessment Report for
2005 - 2006 Student Affairs Operations (VPSA Office)**

MISSION

The role of Student Affairs is to provide innovative, first-rate services and programs to students from enrollment to graduation. Student Affairs supports the University's commitment to producing engaged graduates, prepared for life, work and leadership in a constantly changing world.

OUTCOMES/OBJECTIVES

Outcome/Objective 1:

Provide effective admissions processes

Full Description:

Provide a streamlined and simplified admissions process for prospects from pre-application through admission to UTD by analyzing the admissions process to identify potential for delays and/or road blocks in processing applications, review of marketing materials/tools, and recruitment methods.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [II-3](#): Investment in People

Institutional Priorities:

- [COM-2](#): Protect Enrollment Gains, Access and Student Quality as part of moving toward Tier One Status
- [CPT-1](#): Control enrollment expansion
- [SP-2](#): Add 5,000 New Students
- [SP-8](#): Reduce Costs

Related Measures:

- [M. 1](#): Analysis of admissions process
- [M. 2](#): Review of marketing materials and tools
- [M. 3](#): Review and analysis of recruitment methods

Related Actions:

- [A. 1](#): Implement electronic imaging system
- [A. 2](#): Re-design marketing materials
- [A. 3](#): Changed Admissions Office reporting line

Outcome/Objective 2:

Maintain high standards of service to students

Full Description:

Maintain high standards of service to prospective students, applicants and currently enrolled students by eliminating the need for students to go from office to office and by reducing the number of student complaints.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [II-3](#): Investment in People

Institutional Priorities:

- [CPT-5](#): Increase retention and graduation rates
- [SP-8](#): Reduce Costs

Related Measures:

- [M. 4](#): Student Service Needs Assessment
- [M. 5](#): Research best practices for One-Stop Centers

Related Actions:

- [A. 4](#): Create Comet One-Stop
- [A. 5](#): Student Service Building Feasibility Study

Outcome/Objective 3:

Enhance the scholarship award process

Full Description:

Enhance the efficiency of the scholarship award process through the general scholarship committee by realigning the award process with the academic calendar and ensuring endowed awards are made within the criteria defined in endowment agreements.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [II-3](#): Investment in People

Institutional Priorities:

- [COM-2](#): Protect Enrollment Gains, Access and Student Quality as part of moving toward Tier One Status
- [CPT-5](#): Increase retention and graduation rates
- [SP-5](#): Improve Annual Giving and Endowment
- [SP-8](#): Reduce Costs

Related Measures:

- [M. 6](#): Review of scholarship application & award process
- [M. 7](#): Review criteria on endowed scholarships

Related Actions:

- [A. 6](#): Rework scholarship application and award timeline
- [A. 7](#): Confirm endowed scholarship criteria

Outcome/Objective 4:

Foster high-level, knowledgeable staff performance

Full Description:

Foster high-level, knowledgeable performance throughout the Division of Student Affairs through staff development opportunities and on-going training.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [II-3](#): Investment in People
- [III-1](#): Dynamic Change Management

Institutional Priorities:

- [CPT-5](#): Increase retention and graduation rates
- [SP-8](#): Reduce Costs

Related Measures:

- [M. 8](#): Staff development needs assessment
- [M. 9](#): Staff & Director evaluation of staff development

Related Actions:

- [A. 8](#): Monthly enrollment staff development meetings
- [A. 9](#): Continue & expand monthly staff development

MEASURES

Measure 1:

Analysis of admissions process

Measure Full Description:

Analysis of admissions process to identify potential for delays and/or road blocks in processing applications (fall, 2005)

Related Outcome(s)/Objective(s):

- [Obj. 1](#): Provide effective admissions processes

Target Level:

Time to decision rendered on completed application shortened by 2 weeks

Findings:

Time to decision on completed applications was taking as much as 3 to 4 weeks; most delays had to do with academic policies out of the control of the Admissions Office and different definitions of a complete application

Target Level Achievement: Partially Met

Further Action Planned? Yes

Measure 2:

Review of marketing materials and tools

Measure Full Description:

Review of marketing materials and tools (fall, 2005)

Related Outcome(s)/Objective(s):

- [Obj. 1](#): Provide effective admissions processes

Target Level:

Marketing materials and tools look professional, are easy to understand and deliver the UTD message in an effective way

Findings:

Review showed too many marketing pieces and not one piece that truly communicated the UTD story. Materials also do not have a consistent look.

Target Level Achievement: Not Met

Further Action Planned? Yes

Measure 3:

Review and analysis of recruitment methods

Measure Full Description:

Review and analysis of recruitment methods

Related Outcome(s)/Objective(s):

- [Obj. 1](#): Provide effective admissions processes

Target Level:

Recruitment methods that lead to at least a 4% increase in the undergraduate class for the next year.

Findings:

Enrollment for next year is tracking at just under a 2% enrollment growth.
Found need for a more comprehensive enrollment management approach that involves more faculty.

Target Level Achievement: Not Met

Further Action Planned? Yes

Measure 4:

Student Service Needs Assessment

Measure Full Description:

Conduct needs assessment through meetings with student groups, faculty and staff

Related Outcome(s)/Objective(s):

- [Obj. 2:](#) Maintain high standards of service to students

Target Level:

Reduction in complaints (by at least 20%) and handoffs between departments; more satisfied customers.

Findings:

Students were being passed around from department to department to have their needs met; students also feel they need more space for student activities in the Student Union; number of complaints that made their way to the VP office was reduced by approximately 25% from previous year.

Target Level Achievement: Partially Met

Further Action Planned? Yes

Measure 5:

Research best practices for One-Stop Centers

Measure Full Description:

Researched "best practices" on other campuses related to One-Stop Centers

Related Outcome(s)/Objective(s):

- [Obj. 2](#): Maintain high standards of service to students

Target Level:

Report of successful practices related to the operation of One-Stop Centers on other campuses.

Findings:

Report of practices on other campuses revealed the greatest success with one-stop centers when the majority of service areas were located in a single building with a common reception/intake area; they also had a strong one-stop web presence through some kind of web portal.

Target Level Achievement: Partially Met

Further Action Planned? Yes

Measure 6:

Review of scholarship application & award process

Measure Full Description:

Review of the scholarship application and award timeline (spring, 2006)

Related Outcome(s)/Objective(s):

- [Obj. 3](#): Enhance the scholarship award process

Target Level:

Timely applications and awards at the beginning of semesters.

Findings:

Found that many awards were continuing to be made well into the semester, causing original financial aid packages to be re-worked. Found a potential need for additional staff in the financial aid office to support the scholarship award process.

Target Level Achievement: Partially Met

Further Action Planned? Yes

Measure 7:

Review criteria on endowed scholarships

Measure Full Description:

Review and confirm criteria for award eligibility on all endowed scholarships awarded through the general scholarship committee. (spring, 2006)

Related Outcome(s)/Objective(s):

- [Obj. 3](#): Enhance the scholarship award process

Target Level:

Endowed scholarship criteria being used to award scholarships matches the official endowment agreement on file with UT System.

Findings:

Advertised criteria for endowed scholarships does not always match the criteria on the original endowment agreement on file with UT System.

Target Level Achievement: Partially Met

Further Action Planned? Yes

Measure 8:

Staff development needs assessment

Measure Full Description:

Conduct assessment of need for staff development in the enrollment management branch of Student Affairs through meetings with leaders and staff. (fall, 2005)

Related Outcome(s)/Objective(s):

- [Obj. 4](#): Foster high-level, knowledgeable staff performance

Target Level:

All enrollment management staff have the opportunity to participate in frequent, high quality professional development activities that includes job-specific skills, interaction with staff from other units on campus and the opportunity to gain greater knowledge about the university in general.

Findings:

Found that all of the staff in the enrollment management areas received some professional development through their own departments and participation in professional conferences and workshops but did not, in many cases, have ample knowledge of other areas of campus or opportunity to interact or collaborate with other areas on a regular basis. Also found that there is no formal mechanism for staff to share key learnings, new ideas, etc., from conferences and workshops they attend.

Target Level Achievement: Partially Met

Further Action Planned? Yes

Measure 9:

Staff & Director evaluation of staff development

Measure Full Description:

Polled staff and directors for evaluation of monthly staff development program and interest in continuing the monthly all-staff meetings. (Spring, 2006)

Related Outcome(s)/Objective(s):

- [Obj. 4](#): Foster high-level, knowledgeable staff performance

Target Level:

Opportunities provided are perceived as useful and productive by at least 85% of directors and their staff members.

Findings:

100% of Directors and most of their (% not known) staff believe the programs implemented have been useful, informative and worth the time and effort.

Target Level Achievement: Met

Further Action Planned? Yes

ACTIONS

Action 1:

Implement electronic imaging system

Full Description

Implement an electronic imaging system to allow front-end scanning of all application materials and electronic workflow of documents for approval. Discuss the value in considering a change in reporting line for the Admissions Office from Student Affairs to Academic Affairs where the academic policies are set and managed.

Related Objectives:

- [Obj. 1](#): Provide effective admissions processes

Related Measures:

- [M. 1](#): Analysis of admissions process

Person/group responsible for the action Admissions Director

Target date to implement the Summer, 2006

action

Priority

High

Action 2:

Re-design marketing materials

Full Description

Work with new UTD marketing office to re-design marketing materials, both print and electronic, to better tell the UTD story and present a more consistent UTD look.

Related Objectives:

- [Obj. 1](#): Provide effective admissions processes

Related Measures:

- [M. 2](#): Review of marketing materials and tools

Person/group responsible for the action

Admissions Director

Target date to implement the action

Summer, 2006

Priority

High

Action 3:

Changed Admissions Office reporting line

Full Description

Changed the reporting line of the Admissions Office from Student Affairs to the Provost in an attempt to get more faculty involved in the recruiting process and to improve efficiency of application processing

Related Objectives:

- [Obj. 1](#): Provide effective admissions processes

Related Measures:

- [M. 3](#): Review and analysis of recruitment methods

Person/group responsible for the action

VP Student Affairs and Provost

Target date to implement the action Spring, 2006

Priority High

Action 4:

Create Comet One-Stop

Full Description

Created the Comet One-Stop in the Office of Admissions; Met with student leaders to determine interest in conducting a referendum to establish an additional fee to fund a new student services building; included the referendum in the Spring, 2006 elections and it passed a vote of the students.

Related Objectives:

- [Obj. 2](#): Maintain high standards of service to students

Related Measures:

- [M. 4](#): Student Service Needs Assessment

Person/group responsible for the action VP Student Affairs and Director of Admissions

Target date to implement the action Fall, 2005 & Spring, 2006

Priority High

Additional resources

Additional staff and renovated space to accommodate the center in the Admissions Office.

Action 5:

Student Service Building Feasibility Study

Full Description

Hired an architectural firm to perform a feasibility study to determine cost of building and maintaining a student services building; moving forward to take the initiative to the Regents and the legislature.

Related Objectives:

- [Obj. 2](#): Maintain high standards of service to students

Related Measures:

- [M. 5](#): Research best practices for One-Stop Centers

Person/group responsible for the action VP Student Affairs

Target date to implement the action Spring, 2006

Priority High

Additional resources

Funding source

Action 6:

Rework scholarship application and award timeline

Full Description

Re-worked the timeline so the advertising of scholarships for the next academic year starts in the prior spring and awards for the following academic year can be made during the summer months. The timeline also accommodates the early advertising of spring scholarships early in the fall semester to facilitate earlier award notifications. Also hired an additional staff member and realigned staff in the Financial Aid Office to provide greater support for the scholarship award process.

Related Objectives:

- [Obj. 3](#): Enhance the scholarship award process

Related Measures:

- [M. 6](#): Review of scholarship application & award process

Person/group responsible for the action Asst. VP for Student Affairs, Committee Chair

Target date to implement the action Summer, 2006

Priority High

Action 7:

Confirm endowed scholarship criteria

Full Description

Working closely with the Endowment Compliance Officer, all endowed

scholarship criteria is being confirmed with UT System, and appropriate criteria will be included in all advertising. New endowment agreements are to include the basic UTD scholarship criteria with a statement that this criteria will be applied when awarding the scholarship unless otherwise specified by the donor.

Related Objectives:

- [Obj. 3](#): Enhance the scholarship award process

Related Measures:

- [M. 7](#): Review criteria on endowed scholarships

Person/group responsible for the action	Ass't. VP for Student Affairs, Endowment Compliance Director
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Target date to implement the action	Spring, 2006
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Priority	High
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Action 8:

Monthly enrollment staff development meetings

Full Description

Took one of the regular weekly director meetings to establish a joint monthly staff development event for staff in all enrollment management offices. A cross-departmental volunteer staff development committee was established to plan the monthly meetings, creating a professional development opportunity for those who volunteered. A cross-departmental volunteer staff awards committee was also established to create an annual recognition banquet and to establish several staff awards as a way for peers and directors to recognize and reward the special efforts of staff members. Consider implementing "trip reports"(written and/or oral) after attendance at conferences and workshops.

Related Objectives:

- [Obj. 4](#): Foster high-level, knowledgeable staff performance

Related Measures:

- [M. 8](#): Staff development needs assessment

Person/group responsible for the action	Asst. VPSA & Staff Development Committee
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Target date to implement the action	Fall, 2005
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Priority High

Additional resources

Funding

Action 9:

Continue & expand monthly staff development

Full Description

Continue the monthly staff development meetings with a volunteer committee to coordinate the program. The committee will work more directly with the Assistant VP for Student Affairs in planning and coordinating the monthly meetings.

Related Objectives:

- [Obj. 4:](#) Foster high-level, knowledgeable staff performance

Related Measures:

- [M. 9:](#) Staff & Director evaluation of staff development

Person/group responsible for the action

Staff Development Committee & Asst. VPSA

Target date to implement the action

Fall, 2006

Priority

High

ANALYSIS

Strength

The creation of the Comet One-Stop in the Admissions Office, the rearrangement of reporting lines, the implementation of monthly staff development meetings, and streamlined admissions and scholarship awards processes have all allowed for a more efficient operation and a higher quality of service to students.

Attention Needed

To offer the highest quality service to students, the Comet-One Stop will need to be expanded when space is available to locate all vital student services in one building. Staff will need continuous training in customer service skills and information about the university. The scholarship award process needs continuous monitoring to ensure compliance with all donor agreements.

ANNUAL REPORT

Executive Summary

Fiscal year 2005-2006 was a year of much transition and reorganization with the official appointment of a new Vice President for Student Affairs (VPSA). The new VPSA was given responsibility for all areas of enrollment management, student life and student information systems. The Office of the Vice President for Student Affairs (OVPSA) provided leadership and oversight for the programmatic and fiscal operations of these units with a focus on the delivery of high-quality customer service, the responsible use of available resources and the implementation of proven best practices across all units.

Contributions to the Institution

The individual units within the Division of Student Affairs have outlined their respective contributions to the institution under separate sections of the WEAVEonline Assessment Management System. The Office of the Vice President for Student Affairs (OVPSA) contributed oversight and advisement for each of these areas. In addition, the OVPSA coordinated staff development events, conducted project feasibility studies, facilitated new endeavors to enhance the quality of service to students and provided oversight for a revised scholarship award process that is more student-friendly and fiscally responsible.

Highlights

Under the leadership of the OVPSA, the Offices of Admissions and Enrollment Services were consolidated into one unit, and the Comet One-Stop was created in the Office of Admissions as the first phase of providing one-stop service to students. The reporting line for the new Office of Enrollment Services was then transferred to the Office of the Provost to provide a stronger connection to Academic Affairs, where all admissions policies are determined. The OVPSA also facilitated a successful student referendum for a fee to support a new Student Services Building in order to provide a fully integrated one-stop service center for all student services. The Office of Housing Operations was established in response to the Waterview Commission report, and the scholarship award process was re-worked so that award could be determined prior to the beginning of the semester they would be applied.

Teaching Activities

Nothing to report.

Research and Scholarly Activities

Nothing to report.

Public/Community Service

The Assistant VP for Student Affairs served as the university's representative on the policy board of the Destination Graduation program, a joint program between the Dallas Independent School District and the United Way of Dallas.

International Activities

Nothing to report.

Challenges

Nothing to report.

Detailed Assessment Report for 2005 - 2006 Financial Aid

MISSION

The mission of the Financial Aid Office is to provide our students with the federal, state, and institutional financial assistance they are eligible to receive in a timely and efficient manner as they pursue their educational goals at The University of Texas at Dallas

OUTCOMES/OBJECTIVES

Outcome/Objective 1:

Expedite the delivery of Parent Loan funds

Full Description:

Decrease application timeframe by streamlining and expediting the acceptance and delivery of Parent Loan funds to students whose parent choose this type of financial aid program.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [II-3](#): Investment in People

Institutional Priorities:

- [SP-8](#): Reduce Costs

Related Measures:

- [M. 1](#): PLUS Loan Process Analysis

Related Actions:

- [A. 1](#): Initiate electronic transmission of PLUS data

Outcome/Objective 2:

Improve scholarship application review process

Full Description:

Establish secure, scanning protocol of scholarship applications and supplemental documents enabling scholarship committee membership electronic access to applicant data.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [II-3](#): Investment in People

Institutional Priorities:

- [SP-8](#): Reduce Costs

Related Measures:

- [M. 3](#): Scholarship application review process analysis

Related Actions:

- [A. 2](#): Implement electronic recommendation letters

Outcome/Objective 3:

Streamline financial aid document review

Full Description:

Facilitate electronic access to supplemental financial aid documents by financial aid evaluators to streamline the review aid award process with a secure, electronic system.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [II-3](#): Investment in People

Institutional Priorities:

- [SP-8](#): Reduce Costs

Related Measures:

- [M. 2](#): Financial Aid document review process analysis

Related Actions:

- [A. 3](#): Implement electronic document imaging and workflow

MEASURES

Measure 1:

PLUS Loan Process Analysis

Measure Full Description:

Track, review and analyze the PLUS loan application process from the parents' acceptance of the loan through the delivery of approved funds.

Related Outcome(s)/Objective(s):

- [Obj. 1](#): Expedite the delivery of Parent Loan funds

Target Level:

Reduce turnaround of application information to 72 hours or less.

Findings:

Comparison of manual application process vs electronic application process demonstrated a reduction of no less than 10 working days in having the application data available to parents borrowing through the PLUS program. A 72-hour turn around time was achieved with the implementation of the electronic application process.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 2:

Financial Aid document review process analysis

Measure Full Description:

Track, review and analyze the process of distributing financial aid documents to reviewers.

Related Outcome(s)/Objective(s):

- [Obj. 3](#): Streamline financial aid document review

Target Level:

Reduce time from 5 working days to 24 hours in the distribution of financial aid files to appropriate financial aid personnel for review and final awarding of aid.

Findings:

Manual distribution of financial aid documents to reviewers was taking approximately 5 working days, and documents were sometimes mis-filed and distributed to the wrong reviewer.

Target Level Achievement: Not Met

Further Action Planned? Yes

Measure 3:

Scholarship application review process analysis

Measure Full Description:

Track, review and analyze time and effort to prepare and distribute scholarship applications to committee reviewers.

Related Outcome(s)/Objective(s):

- [Obj. 2](#): Improve scholarship application review process

Target Level:

Eliminate need to make and route multiple copies of applications and provide immediate access to the documents in a secure, electronic format.

Findings:

Manual process was time-consuming. Multiple copies were being distributed in hard copy format, which added to the time it took to get them ready for review. Documents included student information that needed to be protected under FERPA. The need to make and route multiple copies of the scholarship applications was eliminated when the Financial Aid Office began scanning the applications into an electronic format. The electronic versions of these documents were placed in a password-protected folder on a secure server to which scholarship committee members were given access.

Target Level Achievement: Partially Met

Further Action Planned? Yes

ACTIONS

Action 1:

Initiate electronic transmission of PLUS data

Full Description

Analyze and initiate programming to electronically transmit and retrieve PLUS application and approval data for updating internal student system and integrate with external guarantor's Loans by Web system.

Related Objectives:

- [Obj. 1](#): Expedite the delivery of Parent Loan funds

Related Measures:

- [M. 1](#): PLUS Loan Process Analysis

Person/group responsible for James Hubener/ University Management

the action

Target date to implement the action Spring 2006

Priority High

Action 2:

Implement electronic recommendation letters

Full Description

Implement protocol for faculty to complete and submit scholarship letters of recommendation through electronic imaging system.

Related Objectives:

- [Obj. 2:](#) Improve scholarship application review process

Related Measures:

- [M. 3:](#) Scholarship application review process analysis

Person/group responsible for the action Beverly Wilson, Paula Craig and University Management personnel

Target date to implement the action Spring 2007

Priority Med

Action 3:

Implement electronic document imaging and workflow

Full Description

Implement electronic document imaging solution and corresponding workflow of financial aid documents to facilitate the secure, electronic distribution of documents to appropriate financial aid staff.

Related Objectives:

- [Obj. 3:](#) Streamline financial aid document review

Related Measures:

- [M. 2:](#) Financial Aid document review process analysis

Person/group responsible for the action Beverly Wilson, Kim Bomnskie, University Management staff, Matrix vendor consultant

Target date to implement the action Spring 2007

Priority High

Additional resources

Programming by University Management assigned personnel

ANALYSIS

Strength

Migrating from manual and paper systems to electronic transmission of PLUS application data and retrieval of acceptance data reduced time from 10 working days to 72 hours or less. The implementation of the electronic imaging system that includes electronic workflow has not only improved efficiency but has also provided a more secure way to store, distribute and retrieve official documents.

Attention Needed

Analysis demonstrated the need to monitor scheduling of nightly computer batch jobs to assure continuous electronic communication of applicant and approval data.

ANNUAL REPORT

Executive Summary

The Financial Aid Office continues to fulfill its mission by replacing cumbersome manual systems with the implementation of streamlined, efficient, electronic systems that maximize the timely delivery of financial aid services and financial aid funds to students pursuing their educational goals at The University of Texas at Dallas.

Contributions to the Institution

Implementation of the electronic PLUS system provided funds to the institution in an efficient, streamlined fashion while simultaneously eliminating time consuming manual processing. Implementation of the basic imaging solution for scholarship applications and supporting documents provided a streamlined, efficient, electronic, and decentralized solution for the scholarship faculty committee membership to retrieve documents for reviewing in the convenience of their offices.

Highlights

Eliminating inefficient manual processes for electronic ones increased the functionality of financial aid services to students and expedited the delivery of financial aid funds to students. Implementation of the electronic PLUS application process provided an efficient, streamlined, cost effective, system for parents to apply and accept this type of financial aid program.

Teaching Activities

No activity to report.

Research and Scholarly Activities

No activity to report.

Public/Community Service

The financial aid office is involved with the local high schools. On several occasions our office has been invited by local high schools to come out and do a presentation about financial aid to high school students and their parents. Our office also hosts on a yearly basis a Region X High School Counselor's Workshop. This in turn provides financial aid training to high school counselors in our region.

International Activities

No activity to report.

Challenges

Full implementation of a robust document imaging system with corresponding workflow implementation for electronic distribution of required documents to appropriate financial aid processing evaluators is the next challenge for the Financial Aid.

Detailed Assessment Report for 2005 - 2006 Registrar

MISSION

The Office of the Registrar supports the academic mission of The University of Texas at Dallas and the Division of Student Affairs. We ensure adherence to academic policy; preserve academic data integrity; safeguard the security of academic records; coordinate registration, classroom management, and graduation; and disseminate course-related information. The Office of the Registrar leverages technology to broaden communications; enhances core business processes and practices; facilitates quality educational programs; builds alliances across the campus and the state; and increases our ability to gather, organize, and report meaningful information. The Office of the Registrar is passionate about providing accessible and responsive, world-class customer service to our constituents through simplified access and greater availability. We provide quality student service that says, "We Care and We Deliver."

STUDENT LEARNING OUTCOMES

Outcome/Objective 3:

To educate campus about FERPA

Full Description:

To educate the University campus regarding Family Educational Rights and Privacy Act, FERPA

A Student Learning Outcome? Yes

Accreditation Standards:

American Association of Collegiate Registrars and Admissions Officers (AACRAO)- "Understand and respect the civil and human rights and responsibilities of all individuals while supporting and protecting the principles of due process and confidentiality."

Related Measures:

- [M. 8](#): Evaluation forms from FERPA trainings
- [M. 9](#): Feedback from Student Service orientation surveys

Related Actions:

- [A. 2](#): Create specific Registrar orientation survey
- [A. 3](#): Reevaluate FERPA training

OUTCOMES/OBJECTIVES

Outcome/Objective 1:

To enhance and leverage technology

Full Description:

To enhance and leverage the delivery of registrar-related services through the use of technology. We strive to utilize technology in every aspect of our office. Therefore, we focused on the following areas which needed technical and functional assessment: EDI, implementation of new scanning technology - OnBase, grading online, and Course LookUP.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [III-1](#): Dynamic Change Management

Institutional Priorities:

- [CPT-5](#): Increase retention and graduation rates
- [SP-8](#): Reduce Costs

Accreditation Standards:

American Association of Collegiate Registrars and Admissions Officers - "Develop and implement effective management systems that will ensure integrity, confidentiality, security of institutional records, and provide an accurate interpretation of such information."

Related Measures:

- [M. 1](#): Monitor reduction of paper files in file room
- [M. 2](#): Course LookUp Feedback Review
- [M. 3](#): Track incoming and outgoing EDI transmissions
- [M. 4](#): System generated report of faculty grading online

Related Actions:

- [A. 7](#): Faculty online grade submission training
- [A. 8](#): Review staff workloads
- [A. 9](#): Course LookUp Improvements
- [A. 10](#): Archival scanning

Outcome/Objective 2:

To ensure quality customer service

Full Description:

To support our mission, "We care and we deliver" through the use of quality customer service

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [VI-4](#): Community Outreach
- [VI-5](#): University Village

Institutional Priorities:

- [CPT-5](#): Increase retention and graduation rates

Accreditation Standards:

American Association of Collegiate Registrars and Admissions Officers (AACRAO)
- "Understand and appreciate the dynamics of interpersonal relationships when dealing with students, parents, faculty, administration, associates, and the public."

Related Measures:

- [M. 5](#): Student feedback surveys
- [M. 6](#): Report on academic history audits completed
- [M. 7](#): Count of electronic bulletin board complaints

Related Actions:

- [A. 4](#): Review Electronic Bulletin Board Responses
- [A. 5](#): Re-evaluation of training methods
- [A. 6](#): Job duty and assignments reviewed

Outcome/Objective 4:

To research and assess a new degree audit system

Full Description:

To research and assess a new degree audit system

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [II-3](#): Investment in People

Institutional Priorities:

- [CPT-5](#): Increase retention and graduation rates
- [SP-7](#): Enhance Graduation Rates

Accreditation Standards:

American Association of Collegiate Registrars and Admissions Officers (AACRAO)
- "Participate in and contribute to professional activities and their development to ensure effective and efficient management of resources, data, and personnel."

Related Measures:

- [M. 10](#): Research degree audit systems

Related Actions:

- [A. 1](#): Request funding for degree audit software

MEASURES

Measure 1:

Monitor reduction of paper files in file room

Measure Full Description:

Monitor reduction of paper files in file room on census day of every semester

Related Outcome(s)/Objective(s):

- [Obj. 1](#): To enhance and leverage technology

Target Level:

100% removal of all file cabinets

Findings:

20% of files were reduced. No file cabinets removed.

Target Level Achievement: Not Met

Further Action Planned? Yes

Measure 2:

Course LookUp Feedback Review

Measure Full Description:

Review feedback from IR, students and staff regarding functionality of Course LookUp every semester basis during peak registration periods

Related Outcome(s)/Objective(s):

- [Obj. 1](#): To enhance and leverage technology

Target Level:

Less than 10% of bulletin board traffic related to Course LookUp

Findings:

Less than 10% bulletin board traffic for each semester registration period

related to Course LookUp; significant improvements are needed in Course LookUp.

Target Level Achievement: Partially Met

Further Action Planned? Yes

Measure 3:

Track incoming and outgoing EDI transmissions

Measure Full Description:

Track incoming and outgoing EDI (Electronic Data Interchange) transmissions every 2 weeks. Transcripts and other educational records from other educational institutions are transmitted electronically through EDI.

Related Outcome(s)/Objective(s):

- [Obj. 1](#): To enhance and leverage technology

Target Level:

1 business day turnaround on EDI uploads and audit

Findings:

Uploads and audit of EDI incoming transcripts result in an approximate 2 day turn around.

Target Level Achievement: Not Met

Further Action Planned? Yes

Measure 4:

System generated report of faculty grading online

Measure Full Description:

System generated report of faculty grading online reviewed every semester during grading periods

Related Outcome(s)/Objective(s):

- [Obj. 1](#): To enhance and leverage technology

Target Level:

100% Faculty participation in grading online

Findings:

20% of faculty currently grading online

Target Level Achievement: Not Met

Further Action Planned? Yes

Measure 5:

Student feedback surveys

Measure Full Description:

Student feedback surveys reviewed annually - during midterm about the 7th week of the semester

Related Outcome(s)/Objective(s):

- [Obj. 2](#): To ensure quality customer service

Target Level:

At least 90% of students will rate the quality of customer service as excellent, very good or good.

Findings:

70% of surveys contained positive feedback including easy to use services, good technology and information for students. The other 30% indicated areas for future improvement or current anomalies in customer service process within the Office of the Registrar: such as, THEA/TSI notification, and clearing of holds.

Target Level Achievement: Not Met

Further Action Planned? Yes

Measure 6:

Report on academic history audits completed

Measure Full Description:

Weekly count of academic history audits completed

Related Outcome(s)/Objective(s):

- [Obj. 2](#): To ensure quality customer service

Target Level:

100% completion of academic history audits

Findings:

37.5% of academic history audits complete

Target Level Achievement: Not Met

Further Action Planned? Yes

Measure 7:

Count of electronic bulletin board complaints

Measure Full Description:

Weekly count and review of complaints received through the electronic bulletin board.

Related Outcome(s)/Objective(s):

- [Obj. 2:](#) To ensure quality customer service

Target Level:

Decrease complaints to electronic bulletin boards by 25% indicating a marked increase in the identification of customer service needs of an ever changing student population.

Findings:

25% decrease in complaints and a 50% increase in student responses which contain positive feedback and constructive criticism, such as, PIN issues, SIS operation hours, and holds barring registration.

Target Level Achievement: Partially Met

Further Action Planned? Yes

Measure 8:

Evaluation forms from FERPA trainings

Measure Full Description:

Quarterly assessment of responses on FERPA training evaluation forms.

Related Outcome(s)/Objective(s):

- [Obj. 3:](#) To educate campus about FERPA

Target Level:

Overall 4.5 on a 5 point scale in measuring participants` understanding of the FERPA guidelines and identification of areas which require further training.

Findings:

4.7 on a 5 point scale satisfaction level. FERPA training is needed more frequently and will need to be reevaluated.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 9:

Feedback from Student Service orientation surveys

Measure Full Description:

Every orientation session review feedback from Student Service generated orientation surveys - approximately 10 times annually

Related Outcome(s)/Objective(s):

- [Obj. 3:](#) To educate campus about FERPA

Target Level:

Overall 4.5 on a 5 point scale and identification of areas which require further training

Findings:

Because the orientation survey is not generated by the Office of the Registrar, data is often spurious and inconclusive.

Target Level Achievement: Not Met

Further Action Planned? Yes

Measure 10:

Research degree audit systems

Measure Full Description:

Benchmark with other Universities and research report of available electronic solutions - Fall 2005

Related Outcome(s)/Objective(s):

- [Obj. 4:](#) To research and assess a new degree audit system

Target Level:

Identification of a viable solution to increase the timeliness of degree and transfer evaluations

Findings:

DARS/CAS from Miami University proved to be the most flexible degree audit software - a good fit for our University

Target Level Achievement: Met

Further Action Planned? Yes

ACTIONS

Action 1:

Request funding for degree audit software

Full Description

Request funding for degree audit software

Related Objectives:

- [Obj. 4](#): To research and assess a new degree audit system

Related Measures:

- [M. 10](#): Research degree audit systems

Person/group responsible for the action Sue Sherbet, Karen Jarrell and Jim Michalek

Target date to implement the action Summer 2006

Priority High

Additional resources

Degree Audit Coordinator, Hardware, Travel Money for Training, IT support personnel

Action 2:

Create specific Registrar orientation survey

Full Description

Office of the Registrar will implement separate survey and monitor results internally. In addition, we will post FERPA updates online for student accessibility and notification

Related Objectives:

- [Obj. 3](#): To educate campus about FERPA

Related Measures:

- [M. 9](#): Feedback from Student Service orientation surveys

Person/group responsible for the action

Jennifer McDowell and Mitzie Keeling

Target date to implement the action

January 2007

Priority

High

Action 3:

Reevaluate FERPA training

Full Description

Based on feedback and statistical significance, reevaluate training and consult FERPA experts within AACRAO for any changing best practices.

Related Objectives:

- [Obj. 3](#): To educate campus about FERPA

Related Measures:

- [M. 8](#): Evaluation forms from FERPA trainings

Person/group responsible for the action

Jennifer McDowell, Mitzie Keeling, Shella Hayes

Target date to implement the action

January 2007

Priority

High

Additional resources

Travel money to attend professional development conferences

Action 4:

Review Electronic Bulletin Board Responses

Full Description

Questions posed on electronic records bulletin boards will be used to determine effectiveness of online communication and identify further areas for improvement. The Office of the Registrar will continue to meet with IR and Enrollment Services to address PIN issues and holds. Additionally, the move to a new SIS should solve the SIS 24/7 availability concerns.

Related Objectives:

- [Obj. 2](#): To ensure quality customer service

Related Measures:

- [M. 7](#): Count of electronic bulletin board complaints

Person/group responsible for the action

Office of Registrar Administrative Team

Target date to implement the action

Fall 2010

Priority

Med

Additional resources

The implementation of the new student information system will assist with student`s complaints about system availability.

Action 5:

Re-evaluation of training methods

Full Description

Re-evaluation of training methods will be conducted by management to ensure best outcomes. Additionally, realignment of staff may be necessary to reach target outcomes.

Related Objectives:

- [Obj. 2](#): To ensure quality customer service

Related Measures:

- [M. 6](#): Report on academic history audits completed

Person/group responsible for the action

Office of the Registrar Administrative Team

Target date to implement the action

January 2007

Priority

High

Additional resources

Additional staff to assist with academic history and conversion cleanup for move to Peoplesoft.

Action 6:

Job duty and assignments reviewed

Full Description

As staff become more conversant with other processes and procedures across campus, additional efficiencies in job duties and assignments will be reviewed.

Related Objectives:

- [Obj. 2](#): To ensure quality customer service

Related Measures:

- [M. 5](#): Student feedback surveys

Person/group responsible for the action

Office of the Registrar Administrative Team

Target date to implement the action

January 2007

Priority

Med

Additional resources

Additional staff may be needed for conversion to Peoplesoft

Action 7:

Faculty online grade submission training

Full Description

Continue to provide online support for faculty and students regarding missing grades or issues in electronic grade submission. Schedule training for those not submitting grades online.

Related Objectives:

- [Obj. 1](#): To enhance and leverage technology

Related Measures:

- [M. 4](#): System generated report of faculty grading online

Person/group responsible for the action

Beth Tolan, Elizabeth Samuel and New Assistant Registrar

Target date to implement the action

February 2007

Priority Med

Action 8:

Review staff workloads

Full Description

Staff workloads will be reviewed on a monthly basis and adjustments made as needed to ensure turnaround time is on target.

Related Objectives:

- [Obj. 1:](#) To enhance and leverage technology

Related Measures:

- [M. 3:](#) Track incoming and outgoing EDI transmissions

Person/group responsible for the action Beth Tolan and Todd Elia

Target date to implement the action January 2007

Priority Low

Action 9:

Course LookUp Improvements

Full Description

Assess improvements in Course LookUp. We anticipate this will further reduce bulletin board traffic beyond our expectations.

Related Objectives:

- [Obj. 1:](#) To enhance and leverage technology

Related Measures:

- [M. 2:](#) Course LookUp Feedback Review

Person/group responsible for the action Mitzie Keeling and Elizabeth Samuel

Target date to implement the action March 2007

Priority Med

Additional resources

Assistance from Web Services.

Action 10:

Archival scanning

Full Description

Through the purchase of new scanning system, we will continue to work toward the reduction and eventual elimination of paper files.

Related Objectives:

- [Obj. 1](#): To enhance and leverage technology

Related Measures:

- [M. 1](#): Monitor reduction of paper files in file room

Person/group responsible for the action

James Casey

Target date to implement the action

Completion Fall 2007

Priority

Low

ANALYSIS

Strength

This past year has been one of great change for the University and within the Office of the Registrar. Our office now uses OnBase scanning software to store and to route paper documents electronically through our office. The impact has not required the removal of file cabinets for much needed office space, but we hope to see progress this coming fiscal year. The automatic upload of transfer credit from EDI went into production in Spring 2006. We communicated more this year than in the past due to our new Associate Director's communication duties, but we will be incorporating more training sessions and effective communication based on our feedback. We updated the student FERPA packet which contains procedures and forms for the release of student information. In support of the University's initiative of improving graduation rates, we purchased a new degree audit system and transfer evaluation software and portal. DARS/CAS will provide the flexibility needed for degree audits and display of transfer evaluations to prospective students.

Attention Needed

EDI continues to need IR support and constant vigilance from staff in Enrollment Services and the Office of the Registrar. In the coming fiscal year, we are planning

to partner with more schools in EDI production to facilitate the DARS/CAS project. However, this will require IR resources for progression and success. Feedback regarding Course LookUp will be evaluated and with the Galaxy project complete, we may be able to utilize the web services team for improvements in the next fiscal year. We continue to strive towards customer service excellence. Feedback from surveys suggests we need to invest in more training on campus. Faculty, staff and students need frequent and effective reminders regarding academic calendar dates and procedures and policies. We will continue to provide FERPA training to advisors and constituents across campus. The dissemination of FERPA information to students is under review. We will be creating our own Orientation survey to gain valuable feedback from students regarding our dissemination of this important information. We are striving to meet a deadline of next Fall 2007 for CAS implementation. Our new Degree Audit Coordinator will be programming degree audits and transfer equivalencies into DARS and working closely with IR, the academic advisors and Associate Deans across campus to see this project to completion.

ANNUAL REPORT

Executive Summary

The Office of the Registrar strives and delivers the most efficient electronic services to students, faculty and staff across campus. This ability requires relationships with and consistent attention from the IT staff on campus. This year we strengthened these relationships by participating in the OnBase enterprise project, EDI automatic upload, and the purchase of DARS and CAS. Next year is an important time to continue to refine EDI and OnBase while implementing DARS/CAS. The Office of the Registrar strives to keep the University in compliance with federal and state legislation. FERPA compliance was our focus this past year. We have made some updates to procedures and are discussing additional modifications to ensure compliance. Finally, training and communication are areas in our office that continue to grow. We are now training constituents across campus regarding FERPA, registration, course scheduling, scanning, degree audits, and online faculty activities. We communicate to our constituents daily about University procedures and analyze them at weekly meetings. This is an exciting and challenging time for our office as we prepare for SACS and the new ERP.

Contributions to the Institution

Aligning with the University's strategic goal of improving graduation rates, the Office of the Registrar purchased DARS/CAS software for an improved degree audit and transfer system. CAS launches Fall 2007. CAS is a portal for our transfer articulation system. This is ideal for prospective students narrowing their university search. DARS degree audit component release will coincide with the ERP project for current students. DARS is the degree audit software which will assist in determining time to degree for students across campus.

Highlights

The Office of the Registrar made significant updates to the efficiency of student services/processes this past year. We led and completed the EDI automatic upload

project. This project is the automatic upload and articulation of electronic transcripts. Students who send transcripts electronically now experience less than a 48 hour transfer evaluation. Our office continues to promote and train online grading. Online grading ensures that students receive midterm and final grades in a timely manner. These contributions are paramount to our office maintaining our "We care and we deliver" mission while servicing students and the campus.

Teaching Activities

No activity to report.

Research and Scholarly Activities

No activity to report.

Public/Community Service

No activity to report.

International Activities

No activity to report.

Challenges

We have many projects to complete in 06-07. While making improvements from the previous fiscal year, the Office of the Registrar will be implementing DARS/CAS, reviewing processes which is instrumental to the success of the ERP, concluding academic history cleanup, and reviewing the catalog process with the hire of an Assistant Registrar to oversee the process. Our success is dependent on strong communications with constituents across campus and IR support and assistance for technical resolutions.

Detailed Assessment Report for 2005 - 2006 Career Center

MISSION

In support of the UTD mission to provide high quality education, research and service, the UTD Career Center is committed to the following three-fold mission: 1.To prepare students and alumni for a lifetime of career transitions through comprehensive career education programs, which address their diverse and multidimensional needs. 2.To partner with employers to develop and implement effective and efficient campus relations programs. 3.To enhance the academic mission of the university as it relates to the career education of students by collaborating and partnering with faculty and staff from all disciplines.

OUTCOMES/OBJECTIVES

Outcome/Objective 1:

Provide a campus work program for students

Full Description:

Improve the campus work program by updating student employment manual, developing potential community service positions for work-study students, expanding part-time job opportunities for non-work-study students, conducting student employment training sessions for campus departments, and maintaining memberships and participation in conferences of professional associations.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [II-3](#): Investment in People
- [VI-4](#): Community Outreach

Institutional Priorities:

- [SP-4](#): Tell UTD's Story Better

Related Measures:

- [M. 1](#): Feedback report from payroll office
- [M. 2](#): Report of anecdotal student feedback
- [M. 3](#): Department feedback
- [M. 4](#): Report Work Study regulation compliance

Related Actions:

- [A. 1](#): Efficient year-end reporting

- A. 2: Identify and correct discrepancies
- A. 3: Paperwork processing
- A. 4: Review regulations

Outcome/Objective 2:

Expand opportunities for disability students

Full Description:

Increase and expand available career resources and appropriate work opportunities for students with disabilities by partnering with Disability Services, involvement in national organizations, and linking to websites that provide resources for diverse needs.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- II-3: Investment in People
- II-4: Enhancement of Diversity and Inclusion

Institutional Priorities:

- CPT-4: Enhance student diversity
- SP-4: Tell UTD's Story Better

Related Measures:

- M. 5: Evaluation of student results report
- M. 6: Student and Employer Evaluation form comments
- M. 7: Report anecdotal records of individual inquiries

Related Actions:

- A. 5: More outreach efforts
- A. 6: Obtain employer feedback on student performance
- A. 7: Re-evaluation of individual student's results

Outcome/Objective 3:

Provide students with a new website

Full Description:

Provide students with a fresh, easier-to-navigate Career Center website.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- II-3: Investment in People
- II-4: Enhancement of Diversity and Inclusion
- III-1: Dynamic Change Management

Institutional Priorities:

- CPT-3: Significantly improve quality of UTD's graduate students
- CPT-5: Increase retention and graduation rates
- SP-4: Tell UTD's Story Better

Related Measures:

- M. 8: Report anecdotal records of website
- M. 9: Evaluation form ratings

Related Actions:

- A. 8: Update website information
- A. 9: Continual website updates

Outcome/Objective 4:

Provide student career development programming

Full Description:

Provide high-quality, effective career development programming for students by reviewing and streamlining career seminars, creating an online request form, establishing an interactive email address, connecting with student organizations, and partnering with faculty.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- II-3: Investment in People
- III-1: Dynamic Change Management

Institutional Priorities:

- CPT-3: Significantly improve quality of UTD's graduate students
- CPT-5: Increase retention and graduation rates

Related Measures:

- M. 10: Student evaluation surveys
- M. 11: Feedback directly to staff
- M. 12: Presenter feedback

Related Actions:

- A. 10: Develop a marketing plan directed to student needs
- A. 11: Re-work career development seminars

Outcome/Objective 5:

Enhance employer experiences during Career Expos

Full Description:

Enhance employer experiences during Career Expos in order to improve employer satisfaction through a valet parking plan, employer outreach by the Career Programs Coordinator, and an increase in the number of student volunteers.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [III-1](#): Dynamic Change Management
- [VI-3](#): Business Leadership
- [VI-4](#): Community Outreach

Institutional Priorities:

- [SP-4](#): Tell UTD's Story Better
- [SP-5](#): Improve Annual Giving and Endowment

Related Measures:

- [M. 13](#): Evaluation forms from employers
- [M. 14](#): Review of individual employer feedback
- [M. 15](#): Event evaluation forms from students
- [M. 16](#): Report anecdotal records from student volunteers

Related Actions:

- [A. 12](#): Re-evaluate employer mix and marketing
- [A. 13](#): Re-evaluate parking and volunteers
- [A. 14](#): Continue student volunteer recruitment

MEASURES

Measure 1:

Feedback report from payroll office

Measure Full Description:

Feedback from Payroll Office regarding improved payroll accuracy; timely paychecks to students; payroll issues resolved

Related Outcome(s)/Objective(s):

- [Obj. 1](#): Provide a campus work program for students

Target Level:

Decrease the number of adjustments by 20%; Timely paychecks; Resolution within one month.

Findings:

Errors have decreased by more than 20% as errors are being corrected almost immediately; Sometimes students not in proper pay codes still are not paid.

Target Level Achievement: Partially Met

Further Action Planned? Yes

Measure 2:

Report of anecdotal student feedback

Measure Full Description:

Report of anecdotal student feedback related to timely paychecks to students.

Related Outcome(s)/Objective(s):

- [Obj. 1:](#) Provide a campus work program for students

Target Level:

Timely paychecks for students; 40% of the students report satisfaction with the experience by remaining in the same department for multiple semesters.

Findings:

Met targeted performance goal of 40% student satisfaction. Errors are being corrected quickly; Sometimes students are not paid because they were in the wrong pay code; students who are employed are pleased with their jobs, students not employed still wish for more employment opportunities.

Target Level Achievement: Partially Met

Further Action Planned? Yes

Measure 3:

Department feedback

Measure Full Description:

On-campus departments will be notified of payroll issues; Improving timelines for notifying departments; Paychecks issued to students; Payroll issues resolved

Related Outcome(s)/Objective(s):

- [Obj. 1:](#) Provide a campus work program for students

Target Level:

On-campus departments will be notified of payroll issues within one week of the payroll reconciliation; Timelines for notifying departments will improve to 90%; Timely paychecks issued to students; Payroll issues resolved within one month

Findings:

On-campus departments have been notified of payroll issues within one week of the payroll reconciliation; Timelines for notifying departments improved by more than 90%; Timely paychecks issued to students; Payroll issues were resolved within one month; Errors are being corrected quickly; Students not in proper pay codes were not paid

Target Level Achievement: Partially Met

Further Action Planned? Yes

Measure 4:

Report Work Study regulation compliance

Measure Full Description:

Review the Federal and State Work Study Participation, Fiscal Procedures and Records regulations to be sure the UTD Career Center Student Employment Program is in compliance.

Related Outcome(s)/Objective(s):

- [Obj. 1](#): Provide a campus work program for students

Target Level:

Compliance with Federal and State Work Study Participation, Fiscal Procedures and Records regulations.

Findings:

After reviewing the regulations, all Federal and State Work Study Participation, Fiscal Procedures and Records regulations are being met.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 5:

Evaluation of student results report

Measure Full Description:

Evaluate the report of each student's results in obtaining employment.

Related Outcome(s)/Objective(s):

- [Obj. 2](#): Expand opportunities for disability students

Target Level:

At least 50% of those students who have disclosed a disability report successful job placements.

Findings:

At least 50% of disclosing students are securing employment; These same students report that they have been provided with the necessary tools to obtain a job through more individualized career plans; The Disability Services office reports being pleased with the collaborative efforts of the Career Center in assisting students with their job search.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 6:

Student and Employer Evaluation form comments

Measure Full Description:

Student and Employer Evaluation form comments

Related Outcome(s)/Objective(s):

- [Obj. 2](#): Expand opportunities for disability students

Target Level:

Although difficult to track due to disability self-disclosure, 10% of students and employers report satisfaction of comprehensive services, availability of more resources, appropriate fit placements for students with disabilities.

Findings:

Met the targeted performance level of 10%. Students reported feeling empowered with the necessary tools to obtain a job through more individualized career plans; Students report job offers.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 7:

Report anecdotal records of individual inquiries

Measure Full Description:

Report the anecdotal records of individual inquiries obtained from students, employers, and Disability Services office.

Related Outcome(s)/Objective(s):

- [Obj. 2](#): Expand opportunities for disability students

Target Level:

Due to disability self-disclosure there would be a non-quantifiable flow of student traffic; For those students who do disclose, at least 75% of the students believe that they have the necessary tools to obtain employment in the future. At least 75% of the employers report that students are adequately prepared for the job search.

Findings:

At least 75% of the students disclosing report that they have the necessary tools to obtain employment in the future; At least 75% of the employers report that students are adequately prepared for job search; Disability Services office reports that it is pleased with the collaborative efforts of the Career Center in assisting students with their job search.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 8:

Report anecdotal records of website

Measure Full Description:

Report anecdotal records of individual comments from students & employers, staff & faculty which were directed to Career Center staff.

Related Outcome(s)/Objective(s):

- [Obj. 3](#): Provide students with a new website

Target Level:

Multiple statements made to Career Center staff that the new site is dynamic, easier to use and has easily accessible information.

Findings:

Resounding praise from students, employers and staff. For example, calls stating that they appreciated being able to locate exactly what they needed on the website; Because the site is continuously updated, it is fresh and keeps students' interest.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 9:

Evaluation form ratings

Measure Full Description:

Evaluation form ratings of the Career Center website.

Related Outcome(s)/Objective(s):

- [Obj. 3:](#) Provide students with a new website

Target Level:

90% of users will rate the website as being dynamic and easier to use; Easily accessible information.

Findings:

Met the targeted performance level of 90% positive feedback written in the comments section of various evaluations. Comments included: "Great new site," "I didn't know all this valuable information was so easily accessible," and "Thanks for finally making it so easy to find UTD CareerWorks."

Target Level Achievement: Met

Further Action Planned? Yes

Measure 10:

Student evaluation surveys

Measure Full Description:

Survey on student satisfaction with career development program.

Related Outcome(s)/Objective(s):

- [Obj. 4:](#) Provide student career development programming

Target Level:

At least 80% of students pleased with all aspects of the program.

Findings:

Met targeted performance level of 80% student satisfaction. Comments and observations included: students reported a need for shorter sessions to allow them to get to academic classes on time; students were engaged during the presentation; students had sufficient time to ask questions.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 11:

Feedback directly to staff

Measure Full Description:

In-person student feedback to staff

Related Outcome(s)/Objective(s):

- [Obj. 4:](#) Provide student career development programming

Target Level:

10% of students will report to staff that they are pleased they could attend seminars and still get to academic classes on time; Students engaged with the presentation; Presenters more energized during the presentation; Students had ample time to ask questions; Condensed presentations did not lose impact

Findings:

Met targeted goal of 10% student satisfaction as reported to staff that they were pleased they could attend seminars and still get to academic classes on time; Students were observed by staff as being more engaged with the presentation; Presenters stated being more energized during the presentation; Students had ample time to ask questions; Condensed presentations did not lose impact

Target Level Achievement: Met

Further Action Planned? Yes

Measure 12:

Presenter feedback

Measure Full Description:

Presenters provide summary information related to the feedback received by them from students

Related Outcome(s)/Objective(s):

- [Obj. 4:](#) Provide student career development programming

Target Level:

At least 80% of students are satisfied with seminar format and the information provided, and they report that their overall needs are met.

Findings:

Met targeted level of 80% student satisfaction with seminar format and the information provided, and they also reported that their overall needs were met.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 13:

Evaluation forms from employers

Measure Full Description:

Employers report their overall experience on the evaluation forms.

Related Outcome(s)/Objective(s):

- [Obj. 5](#): Enhance employer experiences during Career Expos

Target Level:

80% of employers reported a positive overall experience.

Findings:

Met targeted performance level of 80% employer satisfaction; No written complaints about campus parking; Smooth operation unloading and loading; Employers acknowledged that student volunteers were available.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 14:

Review of individual employer feedback

Measure Full Description:

Review of employer conversations with Career Center staff.

Related Outcome(s)/Objective(s):

- [Obj. 5](#): Enhance employer experiences during Career Expos

Target Level:

75% of employers will report a positive overall experience.

Findings:

Exceeded targeted goal of 75% employer satisfaction. In speaking to Career

Center staff, employers expressed appreciation for student volunteer assistance; Employers stated to Career Center staff that they were pleased with the valet parking.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 15:

Event evaluation forms from students

Measure Full Description:

Event evaluation forms for students to complete about their experience after each event.

Related Outcome(s)/Objective(s):

- [Obj. 5](#): Enhance employer experiences during Career Expos

Target Level:

90% of students report that the Career Expo is a valuable event for them to attend

Findings:

Met the targeted goal that 90% of the students stated the Career Expo is a valuable event because of the variety of employers in attendance.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 16:

Report anecdotal records from student volunteers

Measure Full Description:

Student volunteers report feedback to staff

Related Outcome(s)/Objective(s):

- [Obj. 5](#): Enhance employer experiences during Career Expos

Target Level:

90% of students report that the volunteer experience is valuable for networking.

Findings:

Over 90% of the students reported that volunteering was valuable because it provided an opportunity to interact with employers on an individual basis.

Target Level Achievement: Met

Further Action Planned? Yes

ACTIONS

Action 1:

Efficient year-end reporting

Full Description

Smoother year-end reporting; Review paperwork processing; Identify and correct discrepancies; Re-evaluate pay code and the paperwork process for hiring.

Related Objectives:

- [Obj. 1](#): Provide a campus work program for students

Related Measures:

- [M. 1](#): Feedback report from payroll office

Person/group responsible for the action

Student Employment Coordinator

Target date to implement the action

September 2005

Priority

Med

Action 2:

Identify and correct discrepancies

Full Description

Identify and correct discrepancies related to students being paid in a timely manner.

Related Objectives:

- [Obj. 1](#): Provide a campus work program for students

Related Measures:

- [M. 2](#): Report of anecdotal student feedback

Person/group responsible for the action	Student Employment Coordinator, Payroll Office, Financial Aid Coordinator
Target date to implement the action	August 2005
Priority	Med

Action 3:

Paperwork processing

Full Description

Review paperwork processing; Identify and correct discrepancies; Determine new job class code for Work-Study position and new signature route to include Career Center on front end; encourage more departments to hire student workers.

Related Objectives:

- [Obj. 1:](#) Provide a campus work program for students

Related Measures:

- [M. 3:](#) Department feedback

Person/group responsible for the action	Student Employment Coordinator, Human Resources Coordinator, Budget Analyst
Target date to implement the action	June 2006
Priority	High

Action 4:

Review regulations

Full Description

Keep up-to-date on Federal and State Work-study regulations; Make sure departments are adhering to regulations.

Related Objectives:

- [Obj. 1:](#) Provide a campus work program for students

Related Measures:

- [M. 4:](#) Report Work Study regulation compliance

Person/group responsible for the action Student Employment Coordinator

Target date to implement the action August 2005

Priority Low

Action 5:

More outreach efforts

Full Description

Career Center staff to work remotely in the Disability Services office; Re-evaluation of resources available to students.

Related Objectives:

- [Obj. 2:](#) Expand opportunities for disability students

Related Measures:

- [M. 6:](#) Student and Employer Evaluation form comments

Person/group responsible for the action Associate Director

Target date to implement the action August 2005

Priority Low

Additional resources

Room availability in the Disability Services Office

Action 6:

Obtain employer feedback on student performance

Full Description

Disability Services office requests that the Career Center obtain employer feedback on students' job performance.

Related Objectives:

- [Obj. 2:](#) Expand opportunities for disability students

Person/group responsible for the action Associate Director Employer Relations, Internship Coordinator

Target date to implement the action September 2005

Priority Low

Action 7:

Re-evaluation of individual student's results

Full Description

Re-evaluation of individual student's results to determine if the Career Center is meeting the needs of disability students in relation to available resources and employment opportunities.

Related Objectives:

- [Obj. 2](#): Expand opportunities for disability students

Related Measures:

- [M. 7](#): Report anecdotal records of individual inquiries

Person/group responsible for the action Associate Director, Internship Coordinator

Target date to implement the action May 2006

Priority Low

Action 8:

Update website information

Full Description

Continue to update website information based on verbal recommendations from students, employers, staff and faculty.

Related Objectives:

- [Obj. 3](#): Provide students with a new website

Related Measures:

- [M. 8](#): Report anecdotal records of website

Person/group responsible for the action Career Center Director, Associate Director
Internal Operations and Technology
Coordinator, Staff

Target date to implement the action December 2005

Priority Low

Action 9:

Continual website updates

Full Description

Continue to update website information based on written recommendations from students, employers, staff and faculty.

Related Objectives:

- [Obj. 3](#): Provide students with a new website

Related Measures:

- [M. 9](#): Evaluation form ratings

Person/group responsible for the action Director, Associate Director Internal Operation and Technology Coordinator

Target date to implement the action January 2006

Priority Low

Action 10:

Develop a marketing plan directed to student needs

Full Description

Determine the student needs; Develop a marketing plan for seminars based on the students` needs.

Related Objectives:

- [Obj. 4](#): Provide student career development programming

Related Measures:

- [M. 11](#): Feedback directly to staff

Person/group responsible for the action Associate Director, Career Counselors

Target date to implement the action August 2006

Priority Med

Action 11:

Re-work career development seminars

Full Description

Re-work seminar information to accommodate shorter sessions so that student`s academic needs are being met; Develop a marketing plan for seminars.

Related Objectives:

- [Obj. 4](#): Provide student career development programming

Related Measures:

- [M. 10](#): Student evaluation surveys
- [M. 12](#): Presenter feedback

Person/group responsible for the action

Associate Director Career Development,
Career Counselors

Target date to implement the action

December 2005

Priority Med

Action 12:

Re-evaluate employer mix and marketing

Full Description

Continue to recruit a variety of employers to attend Career Expos; Evaluate marketing efforts.

Related Objectives:

- [Obj. 5](#): Enhance employer experiences during Career Expos

Related Measures:

- [M. 15](#): Event evaluation forms from students

Person/group responsible for the action

Associate Directors Employer Relations and
Internal Operations and Career Programs
Coordinator

Target date to implement the action

After each Career Expo

Priority Med

Action 13:

Re-evaluate parking and volunteers

Full Description

Re-evaluate valet parking and the parking process; determine other parking alternatives; continue to recruit student volunteers to assist with the events; Set a specific volunteer schedule for the volunteers to ensure a steady volume of help throughout the day.

Related Objectives:

- [Obj. 5](#): Enhance employer experiences during Career Expos

Related Measures:

- [M. 13](#): Evaluation forms from employers
- [M. 14](#): Review of individual employer feedback

Person/group responsible for the action Director, Associate Director Internal Operations and Career Programs Coordinator

Target date to implement the action After each Career Expo

Priority Med

Action 14:

Continue student volunteer recruitment

Full Description

Recruit additional student volunteers to assist with future Career Expos to ensure volunteers are scheduled throughout the day.

Related Objectives:

- [Obj. 5](#): Enhance employer experiences during Career Expos

Related Measures:

- [M. 16](#): Report anecdotal records from student volunteers

Person/group responsible for the action Career Programs Coordinator and Career Counselors

Target date to implement the action After each Career Expo

ANALYSIS

Strength

The Career Center maintained a standard of excellence this year while also growing, rebuilding, and restructuring internally. The Career Center increased contact with its two main constituencies: students and employers, which led to an increase in 1) the number of employer contacts in the UTD CareerWorks database; 2) the number of employment opportunities posted; 3) the number of student employment registrations; 4) the number of appointments and consultations with students. The student employment process was significantly modified to assist in the reconciling process. The implementation of valet parking for the Career Expo proved to be a positive experience for employers and in turn for the students they met. The development of the new website created an easy to use informational resource for students and employers.

Attention Needed

An increase in the number of career decision course sessions offered, coupled with increases in student appointments/consultations, continues to stretch staff resources. The Associate Director Employer Relations position has been restructured to allow maximum time for networking with employers. A new Assistant Director Internship Program will be established. The Student Employment Coordinator will continue to monitor the HR paperwork and payroll processing to ensure accurate account reconciliations. As a 'living' source of information, the website must continually be reviewed and updated.

ANNUAL REPORT

Executive Summary

The UTD Career Center maintained a high standard of excellence while experiencing growth throughout all provided services. The Career Center staff's involvement in activities around campus led to an increased level of activity in the Career Center. These activities included: classroom and student organization presentations, career counseling, mock interviews, internship appointments, career seminars, career decision-making and internship/co-op courses, the resume editor and the development of a new website created an easy-to-use informational resource for all constituents. Reaching out and promoting UTD to employers led to an increase in the number of employer contacts and employment opportunities. A positive economic shift has prompted many employers to increase their recruiting efforts with universities. UTD has benefited from this shift, as employers are once again recruiting through career expos and on-campus interviewing. Organizations unable to attend these events could still utilize the Career Center's online recruiting system, UTD CareerWorks, for job postings and resume books. The accomplishments of the Career Center are a direct result of the determination of the staff to provide high quality service to all our constituents.

Contributions to the Institution

During FY2006, the Career Center experienced growth throughout all provided services. Employer contacts increased by 28.7%, which, in turn, lead to an increase in employment opportunities of 28.1%, an increase in career event activity of 22.1%, and a 40.0% increase in the number of employers recruiting on-campus. There was a 25.1% increase in off-campus employment opportunities as a direct result of employer outreach by the Student Employment Coordinator. The additional opportunities helped support a 57.3% increase in the number of student employment registrations. As the Career Center staff became more involved in activities around campus the Career Center activity also increased. There was a 6.7% increase in the total number of counseling and internship appointments and a 33.1% increase in the number of resume critiques conducted by the Resume Editor. Due to student demand for more career decision course offerings, there was a 27% increase in the number of credit career decision-making and internship/co-op courses taught through the various schools. This resulted in a 24.1% increase in student registration for a total of 222 Semester Credit Hours (SCH) for FY06. The accomplishment of the initiatives was a direct result of the determination of the Career Center staff to provide high quality service to all our constituents.

Highlights

- Continued to broaden and solidify employer partnerships (Texas Instruments, Target, Hershey's, Deloitte & Touche, Lennox, Raytheon, U.S Department of State, North Central Texas Council of Governments, Alliance Data, and Perot Systems, et al.)
- Expanded employer outreach through participation in both meetings-at-large and committee or project participation in local, regional, and national organizations (Dallas HR, Richardson Chamber of Commerce, HRSouthwest, COSD, Dallas Advisory Committee on Disabilities)
- Streamlined reconciliation process for the Student Employment Program resulting in more effective payroll processing and departmental fund notification
- Expanded work-study program to include more off-campus community non-profits
- The successful addition of the School of Behavioral and Brain Sciences cooperative education course led to the implementation of cooperative education fieldwork classes in all of their majors for the Career Center to teach in FY07
- Developed and successfully launched a new Career Center website with the assistance of UTD Web Services
- Established a direct link to the Career Center from UTD's home page
- Enhanced marketing efforts for all career programs by adding to the UTD Comet Calendar
- Increased accessibility to mock interviews by replacing the single video camera with five web cams for each individual capable of conducting the mock interview
- Improved career guidance program accessibility by replacing the desktop versions of Choices and SIGI Plus with their online versions, eChoices and SIGI3
- Supplemented the Vocational Biographies hardcopy publications with the online version
- Continued partnership with the Pre-Health organization
- Continued participation in the CHAMPS program, which permitted the athletes to attend seminars or events and receive credit
- Successfully implemented valet parking at the Career Expo which lead to employer satisfaction
- Added two new seminars: Selecting Graduate and Professional Schools and Effective Communication Strategies for Women in the Workplace
- Student Organization Presentations – SWE Mock Interview and Resume Critique Program, NSHMBA, MBA Cohorts, Alpha Phi Omega, Delta Theta Sigma, MPA Programs, OTM Career Overviews, Student Organization Leaders, et al.
- Staff realignment to better support programs: Career Programs Coordinator

increased attendance, both employer and student, at all career events; Recruiting Coordinator focused primarily on on-campus recruiting • Maintained memberships with and participated in conferences of professional associations (NACE, SWACE, CEIA, TxCEIA, COSD, MAC3, NCDA, ACA, TCA, NSEA, SASEA) • Several staff members have been recognized for their accomplishments: Darlene Coppage, CARE Award winner; Kathy Meyer, Staff Council; Nancy Lozano, SASEA Board member and President Elect; Janie Shipman, Galerstein Women's Center Spirit of Women Award 'Unsung Shero2006'; Donna Srader, selected as an exemplary student for the Accredited Certification Training Program

Teaching Activities

The demand for class/group presentations almost doubled over last year with a 94.4% increase. This demand helped the Career Center reach out to approximately 8500 students, which is an increase of more than 56.5% over the prior year. Seminar attendance increased by 50.1% over the past year, even though there was a 5% reduction in the number of seminars presented. Part of this increase is attributed to shortening the time of the seminars to better meet the needs of the students. Students are able to attend the seminars without missing any part of a scheduled class. The staff also created new seminars in response to student requests, while also revising existing ones to keep them current. There has also been a steady increase in the number of students registering in credit career decision-making and internship/co-op classes since the Associate Director Career Development in the Career Center began offering them through the various schools in 2002. There was a 27% increase in the number of career courses offered over the prior year representing a 24.1% increase in the number of students enrolled in all of these classes. The Career Center has direct responsibility for classes offered in Arts & Humanities, Brain & Behavioral Sciences, General Studies, Management, & Economic, Political and Policy Sciences. The Career Center does not teach specific classes at this time in either Engineering & Computer Science or Natural Science & Mathematics; however, the majority of the students who register for BIS 4310 Co-op Education in General Studies are students from those respective schools.

Research and Scholarly Activities

No activity to report.

Public/Community Service

The Student Employment Program showed a substantial increase, with the number of students seeking part-time employment up 57.3%. Off-campus opportunities increased by 25.1%, with outreach focused primarily on opportunities that could be used to fill the Federal Work Study Community Service commitment of 7%.

International Activities

No activity to report.

Challenges

Opportunities for students must continue to be broadened, therefore the Career Center plans to continue building stronger partnerships with employers, both on- and off-campus. As the economy shifts, an increase in number and variety of on-

campus interviews, and the addition of more meaningful internship opportunities will enhance student experiences across all majors. The Career Center strives for continued improvement in the reconciliation and department notification process for campus work programs, and in maintaining high-quality, effective career development programming.

**Detailed Assessment Report for
2005 - 2006 Disability Services**

MISSION

The mission of Disability Services is to remove some of the barriers to education that students with disabilities often experience by providing equal access for qualifying students to all University courses and programs. By law, all students with disabilities are guaranteed a learning environment that provides reasonable accommodation of their disability.

OUTCOMES/OBJECTIVES

Outcome/Objective 1:

Improve services for students with disabilities.

Full Description:

Improve the services offered on campus to students with disabilities.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [II-3](#): Investment in People
- [II-4](#): Enhancement of Diversity and Inclusion
- [V-2](#): Enhanced Quality of Life

Related Measures:

- [M. 1](#): List of interpreters and captionists.
- [M. 2](#): Software inventory

Related Actions:

- [A. 1](#): Continue to improve system capabilities

Outcome/Objective 2:

Enhance awareness of disability issues on campus

Full Description:

Enhance campus-wide disability awareness for staff, faculty and students, including awareness of both internal and external resources for services.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [II-3](#): Investment in People

Related Measures:

- [M. 3](#): Calendar log of presentations to faculty and staff

Related Actions:

- [A. 2](#): Provide presentations to faculty and staff

MEASURES

Measure 1:

List of interpreters and captionists.

Measure Full Description:

The list of sign language interpreters and captionists available to provide services for deaf and hearing-impaired students.

Related Outcome(s)/Objective(s):

- [Obj. 1](#): Improve services for students with disabilities.

Target Level:

At least one additional agency or individual sign language interpreter or captionist.

Findings:

Four additional part-time sign-language interpreters are available to students.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 2:

Software inventory

Measure Full Description:

The inventory of software that will provide improved access for students with low vision.

Related Outcome(s)/Objective(s):

- [Obj. 1](#): Improve services for students with disabilities.

Target Level:

Upgrade in at least one software program.

Findings:

Software used by students with blindness, low vision and learning disabilities was upgraded.

Target Level Achievement: Partially Met

Further Action Planned? Yes

Measure 3:

Calendar log of presentations to faculty and staff

Measure Full Description:

The Disability Services office calendar used for logging presentations made to faculty and staff throughout the academic year.

Related Outcome(s)/Objective(s):

- [Obj. 2:](#) Enhance awareness of disability issues on campus

Target Level:

Provide at least 6 presentations to various campus groups.

Findings:

8 presentations were made during meetings with faculty and staff.

Target Level Achievement: Met

Further Action Planned? Yes

ACTIONS

Action 1:

Continue to improve system capabilities

Full Description

Continue to improve the quality and capability of the hardware and software systems used for testing and other purposes related to serving students with disabilities.

Related Objectives:

- [Obj. 1:](#) Improve services for students with disabilities.

Related Measures:

- [M. 2](#): Software inventory

Person/group responsible for the action

Disability Services Coordinator

Target date to implement the action

Spring 2007

Priority

High

Action 2:

Provide presentations to faculty and staff

Full Description

Provide additional presentations and training on the University's obligation to provide accommodations and the services available.

Related Objectives:

- [Obj. 2](#): Enhance awareness of disability issues on campus

Related Measures:

- [M. 3](#): Calendar log of presentations to faculty and staff

Person/group responsible for the action

Disability Services Coordinator

Target date to implement the action

Summer 2007

Priority

Low

ANALYSIS

Strength

Progress has been made in providing wider services and resources to students needing accommodations for disabilities, i.e., classroom accommodations, testing environment and outside agency referrals.

Attention Needed

Disability Services needs to increase its formal and informal interactions with faculty to ensure a clear understanding of the legal requirements regarding appropriate accommodations, as well as the services available on campus.

ANNUAL REPORT

Executive Summary

During academic year 2005 - 2006, Disability Services improved its service level to students with disabilities by increasing the number of resources available to the over 300 students needing our services. This includes adding to the number of available sign language interpreters and captionists for students who are deaf or hard of hearing and improving software used by students with low vision and blindness. Staff also collaborated with other areas of the University to develop a training model for persons with hearing disabilities. Outreach activities with local high schools and civic organizations provided an opportunity to educate the local community on the challenges facing people living with disabilities. Opportunities to educate faculty continue to exist.

Contributions to the Institution

Disability Services worked with over 300 students to ensure that potential barriers to their education were removed. Over 6900 individual services were provided to these 300 students.

Highlights

Software was upgraded to provide a higher level of service to students with low vision or blindness and learning disabilities. Sign-language interpreters and Captionists proved to be much needed resources for students with deafness or who are hard of hearing.

Teaching Activities

No activity to report.

Research and Scholarly Activities

Disability Services collaborated with the Callier Center to develop a teaching model for persons with deafness or severe hearing loss.

Public/Community Service

Presentations regarding disability services and accommodations were made at local high schools and various organizations.

International Activities

No activity to report.

Challenges

Additional efforts are needed to ensure a campus-wide understanding of the services that are available to students who qualify for accommodations.

**Detailed Assessment Report for
2005 - 2006 Greek Life**

MISSION

The Greek Life Program is dedicated to supporting the educational mission of The University of Texas at Dallas through membership in fraternal organizations that provide opportunities for leadership, scholarship, service, and personal development. The Greek program encourages students to be active, engaged student leaders within the campus community, and values life-long learning.

OUTCOMES/OBJECTIVES

Outcome/Objective 1:

Expand and improve the UTD Greek program.

Full Description:

Establish the Greek program as a viable, visible positive opportunity for student development and community involvement by building strong relationships with a variety of constituents including advisors, chapter presidents, deans, potential new members, and faculty; offering programming that helps chapters to build effective leadership for members; increased visibility of fraternity and sorority activities through marketing, showcasing, and public relations.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- II-1: The Education of Leaders
- II-3: Investment in People
- II-4: Enhancement of Diversity and Inclusion

Related Measures:

- M. 1: Feedback from students in individual meetings.

Related Actions:

- A. 1: Modify Greek organization advising

Outcome/Objective 2:

Research and propose Greek on-campus housing.

Full Description:

Propose and research possibility of on-campus Greek housing facilities by visiting local campuses, working with chapter student leaders, researching

comparable programs and campuses, and working with national headquarters.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [II-1](#): The Education of Leaders
- [II-2](#): Living-Learning Communities
- [II-3](#): Investment in People
- [II-4](#): Enhancement of Diversity and Inclusion

Related Measures:

- [M. 2](#): Benchmark current best practices.

Related Actions:

- [A. 2](#): Conduct further research

MEASURES

Measure 1:

Feedback from students in individual meetings.

Measure Full Description:

Review and analysis of notes from meetings with individual students and Greek student leaders.

Related Outcome(s)/Objective(s):

- [Obj. 1](#): Expand and improve the UTD Greek program.

Target Level:

Increased marketing and awareness of Greek programs and availability of advisor: number of times a student seeks advisor or her back-up and one or the other is not available reduced to zero.

Findings:

Student leaders report greater awareness of Greek program through increased marketing efforts such as the use of displays, flags, banners, and activities; advisor attendance at about 95% of relevant meetings.

Target Level Achievement: Partially Met

Further Action Planned? Yes

Measure 2:

Benchmark current best practices.

Measure Full Description:

Benchmark current best practices in relation to Greek housing on other campuses.

Related Outcome(s)/Objective(s):

- [Obj. 2](#): Research and propose Greek on-campus housing.

Target Level:

Report of best practices and Greek housing proposal for UTD program.

Findings:

Benchmark report based on research of best practices revealed a variety of housing possibilities exist for fraternities and sororities at colleges and universities nationwide. Stand-alone chapter houses, lodges, and centers are possible configurations. Further research at UTD is necessary to determine what model is most appropriate here.

Target Level Achievement: Met

Further Action Planned? Yes

ACTIONS

Action 1:

Modify Greek organization advising

Full Description

The job description that included advising the Greek chapters on campus included other significant student activities responsibilities in addition to working with the fraternities and sororities. Through dialogue with students, and by comparison to other universities, the job description will be rewritten to reflect the change the duties and responsibilities of the position so that the employee's sole function is the advising of the Greek Life program. A dedicated staff member could make the program stronger.

Related Objectives:

- [Obj. 1](#): Expand and improve the UTD Greek program.

Related Measures:

- [M. 1](#): Feedback from students in individual meetings.

Person/group responsible for the action Assistant Dean of Students

Target date to implement the action Fall, 2005

Priority Med

Additional resources

Another staff member would need to take on the responsibilities formerly held by the Greek Life adviser. An arrangement was made to allocate those duties to another staff person in student life, thereby adjusting resources and responsibilities.

Action 2:

Conduct further research

Full Description

Conduct further research and compile more information regarding financing and development of a Greek housing facility.

Related Objectives:

- [Obj. 2:](#) Research and propose Greek on-campus housing.

Related Measures:

- [M. 2:](#) Benchmark current best practices.

Person/group responsible for the action Assistant Dean of Students/Coordinator of Greek Advising

Target date to implement the action September 2006

Priority Med

ANALYSIS

Strength

Gaining approval for a full-time Greek life advisor is a major step toward the significant improvement of the effectiveness and image of the Greek program.

Attention Needed

Through collaboration with the University Housing Committee, a plan for Greek housing should be proposed. The challenges of financing such a facility are great.

ANNUAL REPORT

Executive Summary

The Greek Life program has renewed support and energy. This change has occurred with the dedication of a new full time advisor and a year of support and attention to the program from Dr. Daniel and the university's administration. The Greek community has become a much more visible entity. The Student Union has become a focal point for Greek Life. Banners representing each chartered national organization hang along the Galaxy room hallway and a trophy case displaying awards the organizations have received from UTD as well as their respective organizations on a national level is in the Union. Four poster cases have also been dedicated to Greek Life. These cases are key marketing tools for the program as well as the individual organizations. Information is changed monthly, with upcoming events, chapter spotlights, recruitment information and pertinent council updates. As stipulated in the university's strategic plan, dedicated space was provided for the program. A space in the Student Development suite has become the first Greek Center at UTD. The room is equipped with a small conference table, storage for each organization, a computer station and a lounge area. Students use the center for executive and committee meetings and it serves as a central location for the Greeks to communicate, meet, and just hang out. The center also serves as the council president's work area each week while the officers fulfill scheduled office hours. The Greek Life program is researching and evaluating along with the University the possibility of on-campus housing dedicated to Greek students. Greek housing has been a topic of conversation for over a year. The students feel with the continued growth and the desire for a more traditional collegiate experience, housing is the next step for the program. In early fall of 2005, Dr Daniel met with the chapter presidents and asked them to put together a presentation on Greek housing. The students developed a student housing committee and began conducting research. They contacted various schools and researched statistics regarding the viability of Greek Life on campus and its effect on housing. The students met with various chapter representatives to gain insight into their needs. Along with the students' research, the Greek Life staff conducted their own research. Campus visits and house tours were completed along with conversations with housing and property development companies, chapter advisors, alumni, and counterparts at other colleges and universities. In January 2006, the students presented their plan to the administration. The response was positive, and since then, each chapter has explained their financial capabilities and provided contact resources for their organizations. The Greek Life staff continues to research the topic, considering all of the housing models, land options, financial avenues, and most especially, what will work best for UTD.

Contributions to the Institution

Members of the Greek community have contributed in a variety of ways at UTD. Two areas that the students have given back to the university are: community service and campus leadership. Greek organizations by their definition provide extensive philanthropic activities, both on campus and beyond. Two examples of their work are: National Pan-Hellenic Council donated funds to the UTD Sickle Cell Research program and National Panhellenic Council participated in UTD's first Take Back the Night. Additionally, students who are Greek are consistently represented

in all areas of the student leadership. Some examples are: winners of the annual Homecoming parade float; winners of the intramural sports competition; working as Peer Advisers, Orientation Team Mentors, senators, and heavily represented on university committees. Many university wide events are successful due to the contributions of our Greek students.

Highlights

Greek Week is a week set aside each year for the Greeks to participate in various events and competition and celebrate belonging to a fraternal organization. In the past Greek Week at UTD meant the chapters competed against one another, that resulted in lower attendance and unity. The students sought change and worked diligently with the Greek advisor to create a week still full of competition, but one that encouraged all Greek organizations to participate. The events included a spirit competition, Jeopardy with questions about UTD Greek organizations, Greek Olympics, and Greek Sing. Each event had an attendance of 115 students or more. The week concluded with the first Greek Awards Banquet, which highlighted the achievements of the organizations over the last year.

Teaching Activities

Nothing to report.

Research and Scholarly Activities

Fraternities and sororities routinely organize study groups that are mandated by their national organizations.

Public/Community Service

The fraternities and sororities are historically and traditionally committed to service and philanthropy. The university's chapters have worked on projects and raised funds for such organizations as: Leukemia and Lymphoma Society, CASA, and the Children's Medical Network. Students who are Greek are consistently represented in all areas of the student leadership. Some examples are: winners of the annual Homecoming parade float; winners of the intramural sports competition; working as Peer Advisers, Orientation Team Mentors, senators, and heavily represented on university committees.

International Activities

Nothing to report.

Challenges

Pledging a sorority or a fraternity is an individual choice. Students who chose the experience consistently rate their experience as positive. However, at a non-traditional institution such as UTD there are challenges to the stereotypes and mythology surrounding the Greek experience. Continued growth and visibility of the program will hopefully lead toward a better understanding and appreciation of the presence of Greek organizations at UTD.

Detailed Assessment Report for 2005 - 2006 Housing Operations

MISSION

The University of Texas at Dallas strives to build and maintain a community environment for our residential students that encourages their personal growth and academic success. The University is committed to providing safe, economical, and well-maintained on-campus housing that will enhance the collegiate experience for residential students.

OUTCOMES/OBJECTIVES

Outcome/Objective 1:

Provide a safe community.

Full Description:

Enhance the environment at Waterview Park by providing a safe community for the well-being of the residential student.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [V-2](#): Enhanced Quality of Life

Related Measures:

- [M. 1](#): Waterview Commission Needs Assessment
- [M. 2](#): Lighting Survey
- [M. 3](#): Safety & Obstruction Evaluation

Related Actions:

- [A. 1](#): Intall 24 hr Code Blue Emergency Phones
- [A. 2](#): Lighting added
- [A. 3](#): Trees Trimmed

Outcome/Objective 2:

Establish new operating standards.

Full Description:

Establish and communicate operating procedures for the benefit of the students living in the apartment community.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [V-2](#): Enhanced Quality of Life

Related Measures:

- [M. 4](#): Operational Needs Assessment

Related Actions:

- [A. 4](#): Generate Handbook

Outcome/Objective 3:

Reorganize maintenance program.

Full Description:

Completion of audit with a report on deficiencies within units to be repaired.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [V-2](#): Enhanced Quality of Life

Related Measures:

- [M. 5](#): Apartment Audits
- [M. 6](#): Preventative Maintenance Checklist
- [M. 7](#): Maintenance Database Audit
- [M. 8](#): Maintenance Reporting Audit
- [M. 9](#): Customer Satisfaction Review

Related Actions:

- [A. 5](#): Audit Repairs
- [A. 6](#): Monthly preventative maintenance
- [A. 7](#): 24 Hour Response for all work orders
- [A. 8](#): Initiate Repair documentation
- [A. 9](#): Callback for feedback

MEASURES

Measure 1:

Waterview Commission Needs Assessment

Measure Full Description:

Needs assessment performed by the UTD Commission on Residential Housing Regarding safety in the Apartment Community.

Related Outcome(s)/Objective(s):

- [Obj. 1:](#) Provide a safe community.

Target Level:

Having proper and functional safety devices within the apartment community available for use by the resident students. These devices include emergency call box phones and appropriate fire alarm reporting systems.

Findings:

There were no emergency phones found in and around the apartment complex for students to utilize. The closest phones were in University parking areas far away from the complex. There also was not a fire alarm reporting feature for the buildings located in phases 1-4 that would notify the fire department of an emergency which could delay response for the residents.

Target Level Achievement: Not Met

Further Action Planned? Yes

Measure 2:

Lighting Survey

Measure Full Description:

Lighting surveys performed in the apartment community weekly which involves viewing all exterior and breezeway areas, and parking lot areas within the community.

Related Outcome(s)/Objective(s):

- [Obj. 1:](#) Provide a safe community.

Target Level:

Significant lighting was needed in the community at various locations including an improved lighting atmosphere in breezeways and on the exterior of the apartment buildings. It is important to have 99% of the lights functioning on property at any point and having fewer than 5 complaints from students about lighting per month, including outages.

Findings:

The following issues with lights created a less safe environment for the residents of the community. Building mounted lighting fixtures should be replaced with newer design that provide a better distribution of light. Pole lights should be replaced with box fixtures to distribute light more effectively. Parking lot lights should be added throughout the parking lots for phases 1-7, overhead lights on Drive H & A should be installed and parking lot H lights should be repaired and checked regularly. Photoelectric cells should be installed to control lighting from dusk until dawn. Non-functioning lights found in the survey must be replaced

within a 24-hour period, and the weekly checks have reduced the number of lights out to less than 1% of the total number. Since there was a focus on checking and repairing lights weekly, the number of student complaints has dipped significantly below the 5 complaints per month we were looking for with this program.

Target Level Achievement: Partially Met

Further Action Planned? Yes

Measure 3:

Safety & Obstruction Evaluation

Measure Full Description:

Safety and Obstruction Report performed by Waterview Park management staff which includes evaluation of items such as landscaping, irrigation, sprinklers, control boxes, traffic safety, motor vehicle and bicycle, lighting, building, resident, and all other areas of concern that do not fit under the categories listed.

Related Outcome(s)/Objective(s):

- [Obj. 1](#): Provide a safe community.

Target Level:

Provide a safe, obstruction-free environment for the residential students which includes having landscaping appropriately trimmed back, all irrigation working correctly with control boxes secured, all motor vehicles properly parked, all bicycles stored within guidelines, all lighting functioning, all building issues addressed, and all residents in compliance with community policies.

Findings:

All of the landscaping in Phases 1-4 has grown to the point where it provides potential hiding places for intruders which is a huge concern for residents. All control boxes were unlocked and they need to be secured to avoid tampering with systems. Approximately 5% buildings had bicycles that were found to block breezeways and hinder access to and from apartment units. Approximately 5% of students were not in compliance with balcony policies, including storage of grills. Around 5% of the property had lighting not working or inconsistent lighting of areas. Storm channels had debris from run-off that needed to be cleaned and there appeared to be a roof leak on building 35.

Target Level Achievement: Partially Met

Further Action Planned? Yes

Measure 4:

Operational Needs Assessment

Measure Full Description:

Needs assessment performed by the UTD Commission on Residential Housing Regarding Policies and Procedures in the Apartment Community.

Related Outcome(s)/Objective(s):

- [Obj. 2](#): Establish new operating standards.

Target Level:

Clearly defined operational procedures and policies to benefit students when they are in need of assistance.

Findings:

Currently there are not complete procedures and policies for University Housing. The current student policies in place do not address every area of need within the apartment community. There are no operational guidelines for providing quality housing to students.

Target Level Achievement: Partially Met

Further Action Planned? Yes

Measure 5:

Apartment Audits

Measure Full Description:

Audit of all Apartment Units to view if there are any mechanical or operational deficiencies within the units.

Related Outcome(s)/Objective(s):

- [Obj. 3](#): Reorganize maintenance program.

Target Level:

Completion of audit of all apartment units by an outside contracted group that will provide a report on deficiencies within units showing what needs to be repaired. Also, the company will give suggestions on long-term operations of the facilities, which includes program, staffing and training. It also will include how we should plan our reserves for repairs in the future.

Findings:

All units were audited by an outside company and the reports provided to us included an explanation of deficiencies both critical and non-critical in addition to estimated costs to repair the deficient items. Additional qualified maintenance technicians should be added to the staff as the maintenance budget will allow

for bringing the maintenance staff to an acceptable minimum to meet present maintenance requirements. A proactive training process should be implemented by supervisory staff to train technicians in the proper maintenance/replacement of appliances, electrical, plumbing and health/safety deficiencies. Present maintenance procedure should include the maintenance supervisor "physically viewing" completed emergency repairs for quality control prior to signing off as an acceptable completed emergency repair. Maintenance technicians should have a "common supply" of nuts, bolts, screws, parts, etc., and tools to properly perform their assignments. Scheduled cyclical maintenance schedules can be realistically implemented after an adequate and trained maintenance technician staff has been realized.

Target Level Achievement: Partially Met

Further Action Planned? Yes

Measure 6:

Preventative Maintenance Checklist

Measure Full Description:

Preventative Maintenance Checklist

Related Outcome(s)/Objective(s):

- [Obj. 3](#): Reorganize maintenance program.

Target Level:

Routine minor repair work performed within all units to help apartments remain in good condition for residents.

Findings:

Preventative routine maintenance has not been performed regularly in the units in the complex. Only quarterly preventative maintenance has been performed. This has resulted in poor condition of the units in the complex, and increased wear and tear on items such as A/C units and equipment, bathtubs, fire safety equipment, appliances, etc...

Target Level Achievement: Partially Met

Further Action Planned? Yes

Measure 7:

Maintenance Database Audit

Measure Full Description:

A weekly audit of the management company's work order database must be

performed which would assess the completed work requests of residents from the point of reporting to completion, with description of completed work.

Related Outcome(s)/Objective(s):

- [Obj. 3](#): Reorganize maintenance program.

Target Level:

All student initiated work orders responded to in 24 hours and correctly assessed and completed.

Findings:

It was found that all work orders were not being responded to in a quick and efficient manner which were the 24 hours expected. In fact, work orders were responded to in 72 and sometimes 96 hours. In some cases the work was closed without descriptions of completed work listed.

Target Level Achievement: Partially Met

Further Action Planned? Yes

Measure 8:

Maintenance Reporting Audit

Measure Full Description:

A complete audit of work order reporting must be performed to address completion of tasks appropriately.

Related Outcome(s)/Objective(s):

- [Obj. 3](#): Reorganize maintenance program.

Target Level:

All work orders turned in must have complete explanations and there should be no return visits for improper repair. The work order descriptions must match up with the completed information.

Findings:

Work orders were not being tracked appropriately and it was found that repairs were not being recorded and in some cases the repair work listed did not match the work order turned in. There were some cases where there were multiple return visits to units regarding a particular problem.

Target Level Achievement: Partially Met

Further Action Planned? Yes

Measure 9:

Customer Satisfaction Review

Measure Full Description:

Audit of customer satisfaction regarding repair work and customer service during the repair process must be evaluated.

Related Outcome(s)/Objective(s):

- [Obj. 3](#): Reorganize maintenance program.

Target Level:

An attempt to reach all students must be made by the management company for follow-up on work orders. There must be a 95% satisfactory rate on all work order repairs by the maintenance team. Housing Operations must perform random follow-ups with students weekly regarding their repair experience.

Findings:

Not all students received callbacks on work performed in their unit. Students were not satisfied with the work completed in the units which did not reach a 95 % satisfactory rate.

Target Level Achievement: Partially Met

Further Action Planned? Yes

ACTIONS

Action 1:

Intall 24 hr Code Blue Emergency Phones

Full Description

Install twenty-four(24) Code Blue Emergency Phones throughout the community. Test these 24 phones weekly. The phones provide immediate access to the UTD police dispatch office and operate a strobe light feature on the top of the phone to note location of the phone being used. Installation began in May 2006 of a fire alarm monitoring system for the buildings located in Phases 1-4. This fire alarm monitoring system will contact the UTD Police dispatch if a pull station is activated in a particular building.

Related Objectives:

- [Obj. 1](#): Provide a safe community.

Related Measures:

- [M. 4](#): Operational Needs Assessment

Person/group responsible for the action Matthew Grief/Director of Housing Operations

Target date to implement the action Fall 2006

Priority High

Action 2:

Lighting added

Full Description

Replace over 1600 lights on all residential and community buildings. Use high pressure sodium bulbs on light poles. Use high pressure sodium lighting on building exteriors. The parking areas still in need of additional lighting are currently under evaluation with a proposal for installation in early Fall 2006. All lighting in the complex has now been placed on photoelectric cells which turn the lights on at dusk and turn them off at dawn. Drive A, H, L and Parking Lot H all have new or improved lighting. Waterview Park Management is now performing weekly lighting inspections of the apartment community. In February, over 6% of the property had lights that were burned out or inoperable. Due to the increased inspections and the new improved lighting, only 5-15 lights were out per week which is less than 1%.

Related Objectives:

- [Obj. 1:](#) Provide a safe community.

Related Measures:

- [M. 2:](#) Lighting Survey

Person/group responsible for the action Matthew Grief/Housing Operations

Target date to implement the action Fall 2006

Priority High

Action 3:

Trees Trimmed

Full Description

All trees have been trimmed to keep branches no lower than six feet from the ground and plants and bushes near walkways and buildings throughout the housing facility have been trimmed to approximately 18-24 inches above ground to prevent hiding places for individuals. Line of sight for students has been

improved and trimming the trees has allowed better light distribution for the safety of the resident community.

Related Objectives:

- [Obj. 1](#): Provide a safe community.

Related Measures:

- [M. 3](#): Safety & Obstruction Evaluation

Person/group responsible for the action

Matthew Grief/Housing Operations

Target date to implement the action

July 2006

Priority

High

Action 4:

Generate Handbook

Full Description

Write and secure approval for evaluation, addition, and new policies for the living community. Outline and document all operational procedures and guidelines into official student policies.

Related Objectives:

- [Obj. 2](#): Establish new operating standards.

Related Measures:

- [M. 4](#): Operational Needs Assessment

Person/group responsible for the action

Matthew Grief/Housing Operations

Target date to implement the action

Fall 2006

Priority

Med

Action 5:

Audit Repairs

Full Description

Assign two maintenance technicians specifically to perform the repairs

associated with the audits. The regional maintenance supervisor from FirstWorthing is performing an on-site review of all units to confirm the critical and non-critical items have been addressed. The two maintenance technicians at Waterview will address all remaining items from the audit.

Related Objectives:

- [Obj. 3](#): Reorganize maintenance program.

Related Measures:

- [M. 5](#): Apartment Audits

Person/group responsible for the action	Matthew Grief/Housing Operations
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Target date to implement the action	Fall 2006
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Priority	High
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Action 6:

Monthly preventative maintenance

Full Description

Instead of quarterly preventative maintenance, monthly preventative maintenance will be performed in all units.

Related Objectives:

- [Obj. 3](#): Reorganize maintenance program.

Related Measures:

- [M. 6](#): Preventative Maintenance Checklist

Person/group responsible for the action	Matthew Grief/Housing Operations
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Target date to implement the action	Fall 2006
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Priority	High
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Action 7:

24 Hour Response for all work orders

Full Description

Negotiate a 24-hour response time for all work orders with Waterview Park staff.

Related Objectives:

- [Obj. 3](#): Reorganize maintenance program.

Related Measures:

- [M. 7](#): Maintenance Database Audit

Person/group responsible for the action	Matthew Grief/Housing Operations
Target date to implement the action	June 2006
Priority	High

Action 8:

Initiate Repair documentation

Full Description

Ensure that all tickets have repair documentation with exact explanations of completed work.

Related Objectives:

- [Obj. 3](#): Reorganize maintenance program.

Related Measures:

- [M. 8](#): Maintenance Reporting Audit

Person/group responsible for the action	Matthew Grief/Housing Operations
Target date to implement the action	June 2006
Priority	High

Action 9:

Callback for feedback

Full Description

All students will receive a callback regarding their work and they will have the opportunity to give online feedback through a survey developed by the

management company. We must achieve a high level of satisfaction with the residents(95%) or better by completing quality work in the units.

Related Objectives:

- [Obj. 3](#): Reorganize maintenance program.

Related Measures:

- [M. 9](#): Customer Satisfaction Review

Person/group responsible for the action	Matthew Grief/Housing Operations
Target date to implement the action	June 2006
Priority	High

ANALYSIS

Strength

Safety of the community is a core value of our department. Two very important items have been addressed in the community. Twenty-four Code Blue emergency phones have been installed and are operational around the Waterview complex and phases 1-4 have undergone an installation of fire alarm monitoring systems. Over 1600 lights on the buildings have been replaced that create a new well-lit atmosphere for the apartments. Weekly lighting inspections of the apartment community are being performed and only 5-15 lights are out per week which is less than 1%. New standards and policies that incorporate information from student housing programs around the state, operating standards of the Management Company, and new standards specific to the operation of the facilities from both ownership entities have been put into effect. The maintenance staff has doubled in size since January of 2006 to handle the increased need for the new maintenance program which involves more regular preventative maintenance and better documentation of repairs.

Attention Needed

We will continually have to evaluate maintenance procedures, callbacks to residents, response time to work requests and also pay close attention to quality of work in the preventative maintenance program. While there has been great improvement over the past year, we want our satisfaction score to be closer to a 5 on a scale of 1 to 5. Right now that scale is around a 3. We will also have to continually evaluate current policies and procedures to see if they match up with our mission and goal of providing quality housing to all students.

ANNUAL REPORT

Executive Summary

The UTD Department of Housing Operations began in January of 2006 with an aggressive approach to improving the conditions at our on-campus housing facility. With an intense focus on the improvement of maintenance, safety, and customer service, our goals of creating a quality housing program began to take shape. We worked closely on a daily basis with our management company to address immediate concerns and issues in a timely manner. Reaching out to the students and their needs created a positive shift in the way our students had perceived housing over the past several years. This process is still being worked through with the reorganization of our Campus Housing Advisory Council who shares with us concerns of the students and new ways to address items of importance and improvement. UTD has benefited from the creation of this new department that streamlines communication between the management company and the University of Texas at Dallas, as well as between the student residents and the management company. The accomplishments of Housing Operations can be directly related to hard work of the staff to provide a quality housing environment for our students.

Contributions to the Institution

This office was created as the result of the Advisory Commission on Residential Housing recommendations to President David Daniel. The sole focus of this position as related in the recommendations would be to manage the relationship with the property management company and the Utley Foundation. Through intense review and monitoring of the facility and its operations, the Department of Housing Operations would formulate and follow the mission statement of the University and the department. In spite of a less-than-glowing report regarding the conditions and operations of the University of Texas at Dallas housing facilities, this is a unique challenge that has many moving parts and goals. Utilizing a starting guide, the Advisory Commission Report, laid out clearly defined expectations for our department. The Report was accompanied by a directive from the President to complete these recommendations by September 2006. I am pleased to say that almost every recommendation has been completed and a final report has been submitted to Dr. Daniel. The Department of Housing Operations opened its office doors on January 23, 2006 with a Director of Housing Operations (DHO). Students had significant complaints against the management company regarding timely maintenance repairs and quality of those repairs. With an aggressive follow-up program, with higher expectations placed on the management company, we have seen some improvement in student relations, quality and effectiveness of repairs. This contributes to the overall satisfaction of our student population living in our housing.

Highlights

There were many issues that needed to be addressed over the past year as listed below. Facility Operation and Reports: With constant monitoring by the Housing Operations office, we have been able to gain great insight into the operation of the housing facilities at Waterview Park. There have been a series of random checks on services and operations performed weekly. Our office completes random survey callbacks/emails to residents who request work orders to be completed in their unit. Waterview Park management has agreed to provide our office with weekly, monthly, quarterly and annual reports regarding maintenance, financial performance, occupancy, and other operational processes. Lease Transfers (Sign-

on/Sign-offs): To eliminate lease transfers which put an undo burden on past residents, we have implemented a more student-friendly option called "replacement," which allows students a similar way to transfer a lease as in the past. This new process allows the management staff the ability to perform a complete maintenance evaluation, repair and cleaning of the apartment before the replacement is finalized. It also relieves the current residents from trying to find someone to fill the empty bed-space that was previously occupied. Prior to the new policy, this was a major source of contention between students and management, and the Advisory Commission found this system to be faulty as well. Lighting: With lighting and safety being key components, the first several months of our departmental oversight included pressing forward with new installations, repairs and plans for all exterior lighting. Over 1600 lights on the buildings have been replaced that create a new well-lit atmosphere for the apartments. All lighting in the complex has now been placed on photoelectric cells where the lights come on at dusk and turn off at dawn, and all of the electric boxes that have the cells wired into them have locks to prevent tampering. Drive A, H, L and Parking Lot H all have new or improved lighting, and Waterview Park Management is now performing weekly lighting inspections of the apartment community. In February, over 6 % of the property had lights which were burned out or inoperable. Due to the increased inspections and the new improved lighting, only 5-15 lights are out per week which is less than 1%. Maintenance Staff and Program: The maintenance staff has doubled since January of 2006. The team is expected to remain at the level of 1 technician for every 100 apartments to improve service, quality and effectiveness. The management company has officially upgraded to a 24-hour response time. The 24-hour response window has immediately changed how quickly requests are addressed and completed. A focus on follow up by supervisors, managers and the DHO has created a more effective program in the past few months. Overall, a significant impact has been made in the quality of living for our residents, but as with any program improvements must be continually made to increase satisfaction and improve retention.

Teaching Activities

No activity to report.

Research and Scholarly Activities

No activity to report.

Public/Community Service

No activity to report.

International Activities

No activity to report.

Challenges

1) Incorporate new leasing documents that will fine tune the leasing process and reduce the amount of paperwork our students have to sign, while still providing the protection to the University and the management company which operates our housing. 2) Improve the residential life program for phases 1-7 with the hiring of

peer advisers to work with the residential population. 3) Work with the management company to improve their maintenance service by eliminating repeat work orders and completing all work orders in a 24-hour period. 4) Increase satisfaction within the housing program by providing excellent customer service for all our student residents on a daily basis. 5) Thoroughly investigate & propose plans for future housing options by surveying students, holding meetings with students, and by visiting other universities and touring housing which has been built recently. 6) Keeping our UTD owned housing and the Foundation owned housing at the same quality of operational effectiveness.

**Detailed Assessment Report for
2005 - 2006 Intercollegiate Athletics**

MISSION

The purpose of athletics at The University of Texas at Dallas is to provide competitive opportunities to students, which foster physical, social and emotional benefits along with a sense of sportsmanship. In pursuit of this, the athletic department emphasizes the development of the student-athlete's mind, body, and spirit in a manner complementary to the academic program and places special attention to preparing students for tomorrow's challenges. Looking, to the future, the University is developing and expanding an athletic program competing at the NCAA Division III level offering non-scholarship athletic financial aid. A student-centered athletic program places importance on improving the health and quality of life of individuals and society. Choosing to offer athletics under those circumstances fulfills the need of those students who desire to participate in sports while pursuing a college degree. Intercollegiate athletics adds to the overall collegiate environment for participants and spectators alike.

OUTCOMES/OBJECTIVES

Outcome/Objective 1:

Academic success & retention of student-athletes

Full Description:

Enhance academic success and increase retention and graduation rates of student-athletes.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [II-3](#): Investment in People

Institutional Priorities:

- [SP-7](#): Enhance Graduation Rates

Related Measures:

- [M. 1](#): Review of athlete grades & graduation rate report
- [M. 2](#): Feedback on CHAMPS Life Skills Program

Related Actions:

- [A. 1](#): Develop academic monitoring system
- [A. 2](#): Continue & expand CHAMPS Life Skills Program

Outcome/Objective 2:

Improve communications with student-athletes

Full Description:

Improve communications with student-athletes to build understanding and support of the vision of the UTD Athletic Department.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [II-1](#): The Education of Leaders
- [II-3](#): Investment in People

Institutional Priorities:

- [SP-7](#): Enhance Graduation Rates

Related Measures:

- [M. 3](#): Exit interview with student-athletes

Related Actions:

- [A. 3](#): Investiture of Student-Athlete Advisory Committee

Outcome/Objective 3:

Enhance external support & public relations

Full Description:

Enhance athletic program external support, public relations, fiscal responsibility and overall image.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [II-3](#): Investment in People
- [VI-4](#): Community Outreach

Related Measures:

- [M. 4](#): Review of Comet Club paid memberships
- [M. 5](#): Report of external funds raised

Related Actions:

- [A. 4](#): Promote Comet Club membership
- [A. 5](#): Engage more business support

Outcome/Objective 4:

Build tradition & school spirit

Full Description:

Create an athletic program that builds tradition and school spirit and focuses on the success of the student-athlete.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [II-3](#): Investment in People
- [V-2](#): Enhanced Quality of Life

Related Measures:

- [M. 6](#): Win-loss record report for athletic teams
- [M. 7](#): NCAA compliance report

Related Actions:

- [A. 6](#): Improve recruiting & coaching
- [A. 7](#): Monitor & report on NCAA compliance

MEASURES

Measure 1:

Review of athlete grades & graduation rate report

Measure Full Description:

A report on student-athlete grades and graduation rates will be produced from the student information system. The grade and retention report will then be reviewed and analyzed.

Related Outcome(s)/Objective(s):

- [Obj. 1](#): Academic success & retention of student-athletes

Target Level:

Average GPA of student-athletes equal to or in excess of average university GPA; graduate at least 80% of student-athletes; retain at least 90% of student-athletes.

Findings:

Average current GPA of student-athletes is 2.91; university average is (TBA).
Graduation rate of student-athletes is 56%. Retention rate is 90%.

Target Level Achievement: Partially Met

Further Action Planned? Yes

Measure 2:

Feedback on CHAMPS Life Skills Program

Measure Full Description:

Feedback from student-athletes regarding CHAMPS Life Skills Program.

Related Outcome(s)/Objective(s):

- [Obj. 1](#): Academic success & retention of student-athletes

Target Level:

Overall required attendance of seminars for student-athletes was 70% indicating the enhancement and nurturing of the participants in preparation for continuing collegiate life and career aspirations.

Findings:

In 2006 the CHAMPS/Life Skills program required student-athletes to complete two on-campus seminars or community service projects. The student-athletes were allowed to choose workshops in the Career Center, Counseling Center, or attend Athletic Department sponsored seminars. Within our Athletic Department, we conducted a Sports Performance Seminar as well as National Student-Athlete Campus Clean-Up Celebration. In the 2005-2006 academic year, we had an 85% completion rate of the two requirements for the CHAMPS/Life Skills program. Students enjoyed the Alcohol/Drug presentation and many of the Career Center and Counseling Center workshops. The only negative feedback given by the student athletes was that the Counseling Center workshops weren't targeted toward student-athlete schedules and stressors, Improvements for next year include: 1. More buy in from the student-athletes by introducing a CHAMPS/Life Skills Competition and possibly moving away from "requirements" to a reward system; 2. Further communication to the Counseling Center and Counseling Center about CHAMPS; 3. More information to student athletes about the CHAMPS program and campus services.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 3:

Exit interview with student-athletes

Measure Full Description:

Conduct exit interviews with student-athletes for the purpose of evaluation and analysis of achieved department goals and objectives to determine the value of experiences and recommendations for program improvement and enhancement.

Related Outcome(s)/Objective(s):

- [Obj. 2:](#) Improve communications with student-athletes

Target Level:

Evidence of open communication and student-athlete knowledge and support of the department's vision. 100% of the student-athletes are provided the athletic department mission and vision which is clearly defined in the student-athlete handbook which is presented and defined to the student at orientation.

Findings:

Student-athletes are unaware of overall vision for the Athletic Department; need for improving lines of communication and creating avenues to discuss athletic topics and ways to improve the program.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 4:

Review of Comet Club paid memberships

Measure Full Description:

Review Comet Club(boosters club)paid membership report to determine number of paid memberships.

Related Outcome(s)/Objective(s):

- [Obj. 3:](#) Enhance external support & public relations

Target Level:

Increased number of paid Comet Club (boosters club) members to 35.

Findings:

Comet Club memberships currently total 14.

Target Level Achievement: Not Met

Further Action Planned? Yes

Measure 5:

Report of external funds raised

Measure Full Description:

Report of external funds raised and fund raising methods used to determine most effective methods.

Related Outcome(s)/Objective(s):

- [Obj. 3:](#) Enhance external support & public relations

Target Level:

External funding of at least \$136,500.

Findings:

Fund raising short of goal by \$18,250. Raised funds through sponsorships, ticket and concession sales, facility rental, Comet Club memberships and events.

Target Level Achievement: Partially Met

Further Action Planned? Yes

Measure 6:

Win-loss record report for athletic teams

Measure Full Description:

Review win-loss record report for each athletic team.

Related Outcome(s)/Objective(s):

- [Obj. 4:](#) Build tradition & school spirit

Target Level:

At least a .500 win-loss record in each sport; each sport has the opportunity to qualify for the annual conference tournament based on regular season conference performance; conference and/or tournament championship at least every third year of competition for each sport in accordance with American Southwest Conference regulations.

Findings:

The following Win-Loss Records give each programs achievements as follows: Baseball—Overall (33-14), ASC East Division (13-8) Men's Basketball—Overall (11-15), ASC East Division (11-11) 4TH Place Women's Basketball—Overall (12-13), ASC East Division (11-11) 4TH Place Softball- Overall (20-16), ASC East Division (11-11) Volleyball—Overall (16-17), ASC East Division (12-6) Men's Cross Country—Placed: 4th, 2nd, 26th, 2nd, 3rd. Women's Cross Country—Placed: 7th, 4th, 4th, 5th. Men's Golf—Placed: 13th, 2nd, 13th, 17th, 13th, 4th, ASC – 8th. Women's Golf—Placed: 4th. Men's Soccer—Overall (9,7,3) Women's Soccer—Overall (15,3,1) Men's Tennis—Overall (6-13), ASC East Division (1-2) Women's Tennis—Overall (1-16), ASC East Division (0-3) Teams that qualified for the conference tournament championships: Volleyball, Men's Soccer, Women's Soccer, Men's Basketball, Baseball & Softball

Target Level Achievement: Partially Met

Further Action Planned? Yes

Measure 7:

NCAA compliance report

Measure Full Description:

Monitor program for compliance with all NCAA regulations and create NCAA compliance report.

Related Outcome(s)/Objective(s):

- [Obj. 4:](#) Build tradition & school spirit

Target Level:

Full compliance with all NCAA regulations.

Findings:

UTD`s athletic program is in full compliance with NCAA and institutional checks and balances in accordance with NCAA and institutional policies and regulations.

Target Level Achievement: Met

Further Action Planned? Yes

ACTIONS

Action 1:

Develop academic monitoring system

Full Description

Develop an academic monitoring system and consult with athletic compliance officer and the undergraduate dean to identify appropriate academic support for student-athletes.

Related Objectives:

- [Obj. 1:](#) Academic success & retention of student-athletes

Related Measures:

- [M. 1:](#) Review of athlete grades & graduation rate report

Person/group responsible for the action Athletic Director

Target date to implement the action Spring, 2007

Priority High

Action 2:

Continue & expand CHAMPS Life Skills Program

Full Description

Continue to offer, expand and improve Champs Life Skills Program to include programs focused on the practical relevance of the student-athlete's academic endeavors; implement an evaluation survey. Improvements for next year include: 1. More buy in from the student-athletes by introducing a CHAMPS/Life Skills Competition and possibly moving away from "requirements" to a reward system; 2. Further communication to the Counseling Center and Counseling Center about CHAMPS; 3. More information to student athletes about the CHAMPS program and campus services.

Related Objectives:

- [Obj. 1](#): Academic success & retention of student-athletes

Related Measures:

- [M. 2](#): Feedback on CHAMPS Life Skills Program

Person/group responsible for the action CHAMPS Life Skills Coordinator

Target date to implement the action Fall, 2006

Priority Med

Action 3:

Investiture of Student-Athlete Advisory Committee

Full Description

Engage the Student-Athlete Advisory Committee in departmental functions including but not limited to the planning and administration of the Annual All Sports Banquet, Community Service Initiatives and Program Promotions.

Related Objectives:

- [Obj. 2](#): Improve communications with student-athletes

Related Measures:

- [M. 3](#): Exit interview with student-athletes

Person/group responsible for the action	Student-Athlete Advisory Committee Advisor
Target date to implement the action	Fall, 2006
Priority	Med

Action 4:

Promote Comet Club membership

Full Description

Promote Comet Club membership more aggressively.

Related Objectives:

- [Obj. 3:](#) Enhance external support & public relations

Related Measures:

- [M. 4:](#) Review of Comet Club paid memberships

Person/group responsible for the action	Assistant Athletic Director for Development/Athletic Director
Target date to implement the action	Fall, 2006
Priority	High

Action 5:

Engage more business support

Full Description

Engage more business support through sponsorship opportunities.

Related Objectives:

- [Obj. 3:](#) Enhance external support & public relations

Related Measures:

- [M. 5:](#) Report of external funds raised

Person/group responsible for the action	Assistant Athletic Director for Development
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Target date to implement the action Fall, 2006

Priority High

Action 6:

Improve recruiting & coaching

Full Description

Imrpove recruiting of athletes and ehance coaching.

Related Objectives:

- [Obj. 4](#): Build tradition & school spirit

Related Measures:

- [M. 6](#): Win-loss record report for athletic teams

Person/group responsible for the action Head & Assistant Coaches for each individual sport

Target date to implement the action Fall, 2006

Priority High

Action 7:

Monitor & report on NCAA compliance

Full Description

Continue to monitor compliance issues and complete and submit annual compliance report on time.

Related Objectives:

- [Obj. 4](#): Build tradition & school spirit

Related Measures:

- [M. 7](#): NCAA compliance report

Person/group responsible for the action Athletic Director

Target date to implement the action Fall, 2006

Priority

High

ANALYSIS

Strength

With the increase in recruiting of quality student-athletes, the student-athlete population increased by 24 individuals to 206. The department goal of post-season opportunities in conference and NCAA competition was enhanced by the performance of Volleyball, Men's and Women's Soccer, Baseball, Softball and Men's Tennis. The continued refinement of the Student-Athlete Advisory Committee and CHAMPS Life Skills provided further enhancement of the collegiate opportunity to the student-athletes. Community service, as well as, the development of external funding are critical investments that have shown nominal growth and results.

Attention Needed

At least a .500 win-loss record in each sport; each sport has the opportunity to qualify for the annual conference tournament based on regular season conference performance; conference and/or tournament championship at least every third year of competition for each sport in accordance with American Southwest Conference regulations. The following Win-Loss Records give each programs achievements as follows: Baseball—Overall (33-14), ASC East Division (13-8) Men's Basketball—Overall (11-15), ASC East Division (11-11) 4TH Place Women's Basketball—Overall (12-13), ASC East Division (11-11) 4TH Place Softball- Overall (20-16), ASC East Division (11-11) Volleyball—Overall (16-17), ASC East Division (12-6) Men's Cross Country—Placed: 4th, 2nd, 26th, 2nd, 3rd. Women's Cross Country—Placed: 7th, 4th, 4th, 5th. Men's Golf—Placed: 13th, 2nd, 13th, 17th, 13th, 4th, ASC – 8th. Women's Golf—Placed: 4th. Men's Soccer-Overall (9,7,3) Women's Soccer-Overall (15,3,1) Men's Tennis—Overall (6-13), ASC East Division (1-2) Women's Tennis—Overall (1-16), ASC East Division (0-3) Teams that qualified for the conference tournament championships: Volleyball, Men's Soccer, Women's Soccer, Men's Basketball, Baseball & Softball

ANNUAL REPORT

Executive Summary

Annual Report 2005- 2006, Intercollegiate Athletics Presented by Chris Gage, Intercollegiate Athletics; SPORT, # PART, RECORDS, RESULTS AVG. ATND; Volleyball (W) # of Participants: 12; Records: 16-17, 12-6; Results: 2nd Yr., 3rd place ASC East, Adv. To ASC Tournament, 2nd yr in row; Average Attendance: 6 – 175.0***** Cross Country (M) # of Participants: 12; Results: Finished 4th ASC Meet, 2 in Top 20 Runners***** Cross Country (W) # of Participants: 7; Results: Finished 7rd ASC Meet, Top runner 9th/All Conference***** Men's Soccer # of Participants: 28; Records: 9-7-3, 8-2-3; Results: Rebuilding Year, 4th Place ASC, Eliminated in Conf. Tourn. Quarter Finals; Average Attendance: 7 – 200.00***** Women's Soccer # of Participants: 20 +; Records: 15-3-1, 11-1-1; Results: 2nd Reg. Season ASC, Lost ASC Championship Game. 2nd yr. in row in OT; 1-0; Average Attendance: 8-200***** Men's

Basketball # of Participants: 15 +; Records: 11-15, 11-11; Results: 3rd year in row to qualify for ASC Championship Tourn, Lost Quarter Finals by 2 pts. Finished 4th Seed ASC East; Average Attendance: 11-275*****Women's Basketball # of Participants: 14 +; Records: 12-13, 11-11; Results: 5th Place ASC East. Most Conference wins & tied most wins in team history; Average Attendance: 11-225*****Tennis (M)# of Participants: 7; Records: 6-13, 1-2; Results: 2nd place ASC East; Played in Conference Tournament; Average Attendance: 12-125*****Tennis (W)# of Participants: 9; Records: 1-16; Results: 3rd place ASC East; Average Attendance: 12-25*****Golf (M)# of Participants: 15; Results: Finished 8th at ASC Conference Tournament*****Golf (W)# of Participants: 7; Results: Participated individually at various tournaments*****Baseball (M)# of Participants: 42 +; Records: 33-14, 18-5; Results: 2nd ASC East; Lost in Championship game ASC Tournament; Average Attendance: 23-150*****Softball (W)# of Participants: 14 +; Records: 20-16, 11-11; Results: 3rd ASC East; Average Attendance: 14-125*****

Contributions to the Institution

Revenue Detail Comet Club Membership: 17; *****Comet Club Membership Revenue: \$2,650.00*****Comet Club Membership (Designated Contributions): \$16,317.50*****SMART Fund Membership: 4*****SMART Fund Membership Revenue: \$1,425.00*****Corporate Sponsors: 13*****Corporate Sponsorship Revenue: \$19,987.00*****Gift-in Kind (Trade): \$23,250.00*****Golf Classic Participants: 132*****Golf Classic Revenue: \$6,840.00*****Facility Rental Events: 10*****Facility Rental Revenue: \$14,575.00*****Concessions: \$3,499.00*****Tickets: \$4,663.00*****TOTAL: \$93,206.50

Highlights

See Executive Summary

Public/Community Service

Summer Camp Attendance Sport Camp Date Enrolled to Date Baseball May 31 - June 2 25 June 5 - 7 15 June 12 - 14 18 June 26 - 28 28 July 10 - 13 0 Men's Basketball July 17 - 21 47 July 24 - 28 61 Soccer June 5 - 9 84 June 12 - 16 64 June 19 - 23 176 Softball June 5 - 8 5 June 12 - 15 25 June 19 - 22 10 Tennis June 12 - 16 18 June 19 - 23 16 Volleyball June 12 - 16 13 June 26 - 29 (Jr.) 45 June 26 - 29 (Sr.) 24 Women's Basketball June 18 - 21 0 674

Challenges

Continued growth in external funding; recruitment of quality student-athletes; achievement of retention and graduation rates; qualification for conference post-season competition; and acceptable compliance with NCAA, American Southwest Conference and institutional regulations.

**Detailed Assessment Report for
2005 - 2006 International Student Services**

MISSION

The mission of the ISS Office is to provide essential services and programs targeted toward UTD international students to support achievement of their educational, professional and personal objectives while promoting their integration into campus life. This is served by providing students, faculty, and staff complete and accurate UTD and Immigration Service information, transitional programs that impact the international students of UTD, and student health insurance information as mandated by the U.T. System.

OUTCOMES/OBJECTIVES

Outcome/Objective 1:

Reduce student wait times.

Full Description:

Reduce student wait times for major immigration related tasks processed within the ISSO.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- II-3: Investment in People
- II-4: Enhancement of Diversity and Inclusion

Institutional Priorities:

- CPT-4: Enhance student diversity
- CPT-5: Increase retention and graduation rates
- SP-7: Enhance Graduation Rates

Accreditation Standards:

NAFSA Association of International Educators

Related Measures:

- M. 1: Audit log of task completion (3 day tasks-CPT)
- M. 2: Audit log of task completion (5 day tasks-Red Enr)
- M. 3: Meeting minutes on reduced enrollment process

Related Actions:

- A. 1: Continue to monitor student wait times

Outcome/Objective 2:

Increase availability of advising

Full Description:

Increase availability of student health insurance and advising services to international students.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [II-3](#): Investment in People
- [II-4](#): Enhancement of Diversity and Inclusion

Institutional Priorities:

- [CPT-4](#): Enhance student diversity
- [CPT-5](#): Increase retention and graduation rates

Accreditation Standards:

NAFSA Association of International Educators

Related Measures:

- [M. 4](#): Performance evaluation of SHI advisement staff
- [M. 5](#): Immigration Advisor Performance Evaluation
- [M. 6](#): Prospective Student Advisor Performance Evaluation
- [M. 7](#): SEVIS Advisor Performance Evaluations
- [M. 8](#): Program Advisor Performance Evaluations

Related Actions:

- [A. 2](#): Continue to monitor advising services

MEASURES

Measure 1:

Audit log of task completion (3 day tasks-CPT)

Measure Full Description:

Audit log of task completion times for enrollment letters, invitation to visit, travel endorsement, social security letters, curricular practical training.

Related Outcome(s)/Objective(s):

- [Obj. 1](#): Reduce student wait times.

Target Level:

Reduce processing times to 24 hours

Findings:

Processing times have been reduced to 24 hours.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 2:

Audit log of task completion (5 day tasks-Red Enr)

Measure Full Description:

Audit log of task completion times for Optional Practical training, transfer out, I-765 inquiry, reduced enrollment (non-graduation).

Related Outcome(s)/Objective(s):

- [Obj. 1:](#) Reduce student wait times.

Target Level:

Reduce processing time to 3 business days.

Findings:

Processing times have been reduced to 3 business days.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 3:

Meeting minutes on reduced enrollment process

Measure Full Description:

Minutes of meeting discussion on process related to reduced enrollment due to graduation.

Related Outcome(s)/Objective(s):

- [Obj. 1:](#) Reduce student wait times.

Target Level:

Eliminate need for student to submit reduced enrollment due to graduation form in standard situations.

Findings:

Students are no longer required to submit a reduced enrollment due to graduation form in standard situations.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 4:

Performance evaluation of SHI advisement staff

Measure Full Description:

Individual and team performance evaluations of staff to determine the number of staff adequately trained to advise international students on student health insurance. Audit logs to determine SHI advisement requests and availability of staff to accommodate requests.

Related Outcome(s)/Objective(s):

- [Obj. 2](#): Increase availability of advising

Target Level:

Minimum of 5 staff members trained and regularly available to provide student health insurance advising to international students.

Findings:

5 ISSO staff members are trained and available to provide this form of advising to students.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 5:

Immigration Advisor Performance Evaluation

Measure Full Description:

Individual and team performance evaluations of staff to determine the number of staff adequately trained to provide basic immigration advising to international students. Audit logs of requests for immigration advising and availability of staff to accommodate requests.

Related Outcome(s)/Objective(s):

- [Obj. 2](#): Increase availability of advising

Target Level:

Minimum of 5 staff members trained and regularly available to provide basic current student immigration advising to international students.

Findings:

5 ISSO staff members are trained and available to provide this form of advising to students.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 6:

Prospective Student Advisor Performance Evaluation

Measure Full Description:

Individual and team performance evaluations of staff to determine the number of staff adequately trained to provide basic advising to prospective international students. Audit logs of requests and availability of advisors to accommodate requests.

Related Outcome(s)/Objective(s):

- [Obj. 2](#): Increase availability of advising

Target Level:

Minimum of 4 ISSO staff members trained and available to provide basic prospective student advising to international students

Findings:

4 ISSO staff members are trained and available to provide this form of advising to students.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 7:

SEVIS Advisor Performance Evaluations

Measure Full Description:

Individual and team performance evaluations of staff to determine the number of staff adequately trained to communicate with international students with pending SEVIS infractions or events. Audit logs to determine number of advisement requests related to SEVIS and availability of staff to accommodate requests.

Related Outcome(s)/Objective(s):

- [Obj. 2](#): Increase availability of advising

Target Level:

Minimum of 4 staff members trained and available to provide advising to students with pending SEVIS events or infractions.

Findings:

5 ISSO staff members are trained and available to provide this form of advising to students.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 8:

Program Advisor Performance Evaluations

Measure Full Description:

Individual and team performance evaluations of staff to determine the number of staff adequately trained to provide student organization and other program advising to international students. Audit logs of programming advisement requests and availability of staff to accommodate requests.

Related Outcome(s)/Objective(s):

- [Obj. 2](#): Increase availability of advising

Target Level:

Minimum of 3 staff members trained and available to provide program advising to international students.

Findings:

5 ISSO staff members are trained and available to provide this form of advising to students.

Target Level Achievement: Met

Further Action Planned? Yes

ACTIONS

Action 1:

Continue to monitor student wait times

Full Description

Objectives were met. We will continue to monitor student wait times to verify that we continue to perform at the current level, and to identify any potential ways to reduce wait times in the future.

Related Objectives:

- [Obj. 1](#): Reduce student wait times.

Related Measures:

- [M. 1](#): Audit log of task completion (3 day tasks-CPT)
- [M. 2](#): Audit log of task completion (5 day tasks-Red Enr)
- [M. 3](#): Meeting minutes on reduced enrollment process

Person/group responsible for the action

Cristen Casey/ Current Student Advising team/ Prospective Student Advising team

Target date to implement the action

monthly

Priority

Low

Action 2:

Continue to monitor advising services

Full Description

Objectives were met. We will continue to monitor advising services to verify that we continue to perform at the current level, and to identify any potential ways to improve in the future.

Related Objectives:

- [Obj. 2](#): Increase availability of advising

Related Measures:

- [M. 4](#): Performance evaluation of SHI advisement staff
- [M. 5](#): Immigration Advisor Performance Evaluation
- [M. 6](#): Prospective Student Advisor Performance Evaluation
- [M. 7](#): SEVIS Advisor Performance Evaluations
- [M. 8](#): Program Advisor Performance Evaluations

Person/group responsible for the action

Cristen Casey/ Current Student Advising team/ Prospective Student Advising team

Target date to implement the action

each semester

Priority

Low

ANALYSIS

Strength

We met our objectives as planned. A continuing objective will be to increase the depth and breadth of knowledge of ISSO staff and therefore the availability of advising services to students. In addition, though we met our established objectives, we will continue to evaluate methods to reduce wait times for international students.

Attention Needed

We met our established objectives. This process is a continual one. We will remain dedicated to improving advising and reducing wait times for students.

ANNUAL REPORT

Executive Summary

In FY06, ISSO services have improved significantly in the following ways:

- Processing times have been reduced for all essential immigration tasks.
- Immigration and Student Health Insurance advising has expanded. In FY06, ISSO workload and enrollment trends reflect the following:
- UTD's international enrollment decreased by 11% between fall 2004 and fall 2005.
- ISSO email contacts with students have increased by 25% while student walk-ins have decreased by 13%.
- 39% of admitted international students enrolled in Fall 2005.
- 29% of Student Health Insurance contacts were with UTD's domestic student population.

Contributions to the Institution

- Consistently met requirements as mandated by U.S. Department of Homeland Security's SEVIS program in support of UTD's F1 and J1 international student programs.
- Provided cultural programs to promote the diversity of the UTD community
- Support UTD institutional and UTD international student compliance with a variety of government requirements.

Highlights

ISS Office Major Accomplishments:

- Decreased wait time for students to have prospective student documents evaluated for initial I20 issuance. Decreased time to make initial email contact with prospective students.
- Effectively implemented on-line process for students to request and pay for overseas express mailing of initial admissions documents.
- Reduced student wait times for all major immigration related tasks.
- Increased availability of student health insurance and immigration advising services to students with the addition of walk-in advising, e-advising, cross-training to allow multiple advisors, etc.
- Consistently met requirements as mandated by U.S. Department of Homeland Security. Adjusted office procedures to effectively respond to technical problems resulting from

changes made to the U.S. Immigration Service database, SEVIS. • Improved International Orientation by assessing the International Orientation fee more quickly, improving document collection, expanding the International Student Guidebook, etc. • Increased student exposure to multiple offices by increasing campus-wide participation in International Week. • Provided additional transitional programs including Introduction to American Life Workshop, Introduction to US Classroom Culture Workshop. • Provided staff development sessions to all ISSO staff to promote efficiency and effectiveness in the new team structure.

Teaching Activities

Workshops provided to support international student success UTD include: - American Classroom Culture workshop - Optional Practical Training workshops - Change of Status to F1 workshops - American Life workshops

Research and Scholarly Activities

No activity to report.

Public/Community Service

ISSO Director serves on the NAFSA Association of International Educators Regional Team as Treasurer.

International Activities

No activity to report.

Challenges

The source of funding for this program and department is primarily International Student fees. With increased federal legislation and oversight, the needs for international students have increased while the number of enrolled international students paying fees has decreased. In the long run, UTD may consider diversifying the funding for this department.

**Detailed Assessment Report for
2005 - 2006 Judicial Affairs**

MISSION

The mission of the Office of Judicial Affairs is to promote academic integrity within the University community by clearly communicating the basic requirements related to the administration of student discipline and through the investigation of allegations of scholastic dishonesty and the implementation of the discipline process.

OUTCOMES/OBJECTIVES

Outcome/Objective 1:

Comply with UT System and local regulations.

Full Description:

Comply fully with UTD policies and Regent`s Rules and Regulations to assure that the minimum requirements related to due process are available to students who face allegations related to academic integrity.

A Student Learning Outcome? No

Institutional Priorities:

- CPT-5: Increase retention and graduation rates
- SP-4: Tell UTD's Story Better
- SP-7: Enhance Graduation Rates

Related Measures:

- M. 1: Log of due process complaints

Related Actions:

- A. 1: Create a policies and procedures manual

Outcome/Objective 2:

Improve outreach to students and faculty.

Full Description:

Improve outreach to students and faculty by increasing the number of presentations conducted throughout the year.

A Student Learning Outcome? No

Institutional Priorities:

- [CPT-5](#): Increase retention and graduation rates
- [SP-4](#): Tell UTD's Story Better
- [SP-7](#): Enhance Graduation Rates

Related Measures:

- [M. 2](#): Calendar log of presentations.

Related Actions:

- [A. 2](#): Solicit additional presentation opportunities.

MEASURES

Measure 1:

Log of due process complaints

Measure Full Description:

Log of due process complaints received from students.

Related Outcome(s)/Objective(s):

- [Obj. 1](#): Comply with UT System and local regulations.

Target Level:

The number of student complaints are less than 10% of the annual number of scholastic dishonesty allegations received.

Findings:

245 number of allegations of scholastic dishonesty were received and 0 complaints regarding due process were filed by students.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 2:

Calendar log of presentations.

Measure Full Description:

Judicial Affairs Office calendar used for logging presentations in orientations, classroom sessions, and seminars throughout the academic year.

Related Outcome(s)/Objective(s):

- [Obj. 2](#): Improve outreach to students and faculty.

Target Level:

Increase the number of annual presentations by 30%.

Findings:

The total number of presentations increased by 89%.

Target Level Achievement: Met

Further Action Planned? Yes

ACTIONS

Action 1:

Create a policies and procedures manual

Full Description

Create a policies and procedures manual for Judicial Affairs to ensure that the specific steps supporting the due process requirements applicable to the University are documented.

Related Objectives:

- [Obj. 1](#): Comply with UT System and local regulations.

Related Measures:

- [M. 1](#): Log of due process complaints

Person/group responsible for the action Judicial Affairs Officer

Target date to implement the action Spring 2007

Priority Low

Action 2:

Solicit additional presentation opportunities.

Full Description

Solicit opportunities to participate in sessions with various campus populations including international students, incoming freshmen, transfer students, graduate students, teaching assistants and new faculty.

Related Objectives:

- [Obj. 2](#): Improve outreach to students and faculty.

Related Measures:

- [M. 2](#): Calendar log of presentations.

Person/group responsible for the action Judicial Affairs Officer

Target date to implement the action Fall 2006

Priority Med

ANALYSIS

Strength

Improvements were made in the processes used by the department to ensure compliance with applicable policies and regulations. Outreach efforts increased with significantly more sessions on academic integrity being presented to students and faculty. In particular, students' overall exposure to the issues associated with academic integrity increased through seminars, webpostings and flyers.

Attention Needed

Outreach efforts to faculty need to increase and faculty need to be better educated with regard to their role in addressing issues related to student conduct.

ANNUAL REPORT

Executive Summary

During academic year 2005 - 2006 Judicial Affairs made strides in standardizing the processes supporting the investigation and discharge of allegations of academic dishonesty. In addition, we increased interactions with the campus community through participation in orientations sessions with faculty and students and through classroom presentations. Further efforts are warranted in working with faculty to assure a continued understanding of UT System and University requirements.

Contributions to the Institution

This year, Judicial Affairs helped to assure the continued quality and integrity of the educational process and the intrinsic value of a University diploma through its investigation and discharge of 245 allegations of academic dishonesty.

Highlights

Twenty-five orientation sessions were conducted, 21 classroom presentations were

made, 21 tutorial sessions were held, and 21 sessions of "The Big Four" and "Academic Integrity" were held.

Teaching Activities

Twenty-one presentations on student conduct were delivered in classroom settings.

Research and Scholarly Activities

No activity to report.

Public/Community Service

No activity to report.

International Activities

No activity to report.

Challenges

Faculty does not always have a clear understanding of the need to provide students with due process when incidents that may represent academic dishonesty occur.

Detailed Assessment Report for 2005 - 2006 Multicultural Center

MISSION

The mission of the Multicultural Center is to provide a variety of quality cultural programs, educational resources and support services to the multicultural community of the University of Texas at Dallas. Focus Areas: • Participate in campus-wide recruitment and retention programs of African American and Hispanic students • Develop multicultural student leaders • Provide campus-wide diversity initiative • Develop and provide quality cultural campus wide and community programs • Research and develop new cultural programs and resources • Continue to work with internal and external entities to provide academic, personal, and career guidance for multicultural students • Provide support and resources to Multicultural student organizations • Provide a comfortable environment for multicultural students

OUTCOMES/OBJECTIVES

Outcome/Objective 1:

Provide Leadership dev. opportunities for students

Full Description:

Provide leadership development opportunities for students measured by increased attendance in the Leadership Speaker Series, Leadership Conferences, participation in the Multicultural Presidents Council and an increase the overall satisfaction scores of leadership programs.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- II-1: The Education of Leaders
- II-3: Investment in People
- VI-4: Community Outreach

Institutional Priorities:

- CPT-4: Enhance student diversity
- CPT-5: Increase retention and graduation rates
- SP-7: Enhance Graduation Rates

Related Measures:

- M. 1: Program evaluations/attendance logs.
- M. 2: Conference attendance logs.
- M. 3: Attendance logs/MPC.

Related Actions:

- A. 1: Increase participation and maintain quality.
- A. 2: Increase number of participating students.
- A. 3: Develop more incentives for participation in MPC.

Outcome/Objective 2:

Increase student particip. in retention programs.

Full Description:

Increase student participation in retention programs. Programs currently identified and tracked as retention programs are the Mentor program, 2.3 letters, Operation BLACK, and Faculty, Staff and Student Networking Luncheons. The newly hired Coordinator of Student Success and Outreach will develop the overall retention program.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- II-3: Investment in People
- II-4: Enhancement of Diversity and Inclusion

Institutional Priorities:

- CPT-4: Enhance student diversity
- CPT-5: Increase retention and graduation rates
- SP-4: Tell UTD's Story Better
- SP-7: Enhance Graduation Rates

Related Measures:

- M. 4: Mentor program participation logs.
- M. 5: Retention programs attendance logs.
- M. 6: Review university retention data.

Related Actions:

- A. 4: Increase participation by restructuring programs.
- A. 5: Identify retention prog. and dev. assessment meth.
- A. 6: Increase availability of data/determine baseline.
- A. 7: Develop methods for tracking/follow up on contacts

Outcome/Objective 3:

Increase number of quality, cultural ed. programs.

Full Description:

Increase the number and types of quality, cultural education programs to promote culture and diversity awareness among students.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [II-1](#): The Education of Leaders
- [II-4](#): Enhancement of Diversity and Inclusion

Institutional Priorities:

- [CPT-4](#): Enhance student diversity
- [CPT-5](#): Increase retention and graduation rates
- [SP-4](#): Tell UTD's Story Better

Related Measures:

- [M. 7](#): Individual program evaluations.
- [M. 8](#): Program calendar summary.
- [M. 9](#): End of year program summaries.

Related Actions:

- [A. 8](#): Maintain quality/improve assessment methods.
- [A. 9](#): Change monthly distribution of programs.
- [A. 10](#): Plan and present more Asian Cultural Programs.

MEASURES

Measure 1:

Program evaluations/attendance logs.

Measure Full Description:

Program evaluations and attendance logs/Leadership Series. (Annually-July 2006)

Related Outcome(s)/Objective(s):

- [Obj. 1](#): Provide Leadership dev. opportunities for students

Target Level:

25% increase in attendance for Leadership Speaker Series. Increase overall satisfaction score from 80% to 90%.

Findings:

Overall satisfaction score over 90%. Attendance increased by 80%. Staff to student ratio approx 50/50.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 2:

Conference attendance logs.

Measure Full Description:

Conference registrations and attendance logs/Connections. (Annually-July 2006)

Related Outcome(s)/Objective(s):

- [Obj. 1](#): Provide Leadership dev. opportunities for students

Target Level:

Increase student attendance at Leadership Conferences by 10%.

Findings:

Number of students attending and participating in leadership conferences increased by 25%.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 3:

Attendance logs/MPC.

Measure Full Description:

Attendance logs/Multicultural Presidents Council. (Annually--July 2006.)

Related Outcome(s)/Objective(s):

- [Obj. 1](#): Provide Leadership dev. opportunities for students

Target Level:

50% increase in organizations represented by Multicultural Presidents Council.

Findings:

80% increase in organizations represented on Multicultural Presidents Council.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 4:

Mentor program participation logs.

Measure Full Description:

Registration and participation logs/mentor program. (Annually-July 2006.)

Related Outcome(s)/Objective(s):

- [Obj. 2](#): Increase student particip. in retention programs.

Target Level:

Increase number of students participating in mentor programs by 50%.
Increase overall satisfaction score to 80%.

Findings:

50% decrease in participation in mentor program. Participants did not respond to evaluation survey.

Target Level Achievement: Not Met

Further Action Planned? Yes

Measure 5:

Retention programs attendance logs.

Measure Full Description:

Program attendance logs and registration records. (Annually-July 2006.)

Related Outcome(s)/Objective(s):

- [Obj. 2](#): Increase student particip. in retention programs.

Target Level:

Increase overall participation in retention programs by 10%.

Findings:

Participation in identified retention programs (Operation BLACK, Luncheons and Mentor program) decreased by 13%. Need to better define what constitutes retention activities.

Target Level Achievement: Not Met

Further Action Planned? Yes

Measure 6:

Review university retention data.

Measure Full Description:

Review University Retention Data. (Annually-July 2006.)

Related Outcome(s)/Objective(s):

- [Obj. 2](#): Increase student particip. in retention programs.

Target Level:

Establish base line figures for retention of African American and Hispanic students and increase retention by 10%.

Findings:

Unable to retrieve official retention data from University sources.

Target Level Achievement: Not Met

Further Action Planned? Yes

Measure 7:

Individual program evaluations.

Measure Full Description:

Individual cultural program evaluations. (Annually-July 2006.)

Related Outcome(s)/Objective(s):

- [Obj. 3](#): Increase number of quality, cultural ed. programs.

Target Level:

Maintain high satisfaction scores of 80%-90%.

Findings:

Overall satisfaction scores for programs remain high (80%-90%), the nature of some events made assessment difficult.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 8:

Program calendar summary.

Measure Full Description:

End of year program calendar summary. (Annually-July 2006.)

Related Outcome(s)/Objective(s):

- [Obj. 3](#): Increase number of quality, cultural ed. programs.

Target Level:

Evenly distribute cultural programs throughout the year.

Findings:

There was a heavy concentration of programs in Feb. and a low concentration of programs in Nov.

Target Level Achievement: Partially Met

Further Action Planned? Yes

Measure 9:

End of year program summaries.

Measure Full Description:

End of year report program summaries. (Annually-July 2006.)

Related Outcome(s)/Objective(s):

- [Obj. 3](#): Increase number of quality, cultural ed. programs.

Target Level:

Increase GLBT and Native American programming to 10% of total programs and increase Asian events to 25% of total programs.

Findings:

18% of total programs were Asian. 12% of total programs were Native American and GLBT. Created European Heritage Celebration.

Target Level Achievement: Partially Met

Further Action Planned? Yes

ACTIONS

Action 1:

Increase participation and maintain quality.

Full Description

Increase participation in Leadership Series by adding one additional event to Series, Maintain program quality at 90% satisfaction level.

Related Objectives:

- [Obj. 1](#): Provide Leadership dev. opportunities for students

Related Measures:

- [M. 1](#): Program evaluations/attendance logs.

Person/group responsible for the action

Danny Cordova, Arthur Gregg

Target date to implement the action

September 2006

Priority

Med

Action 2:

Increase number of participating students.

Full Description

Increase number of students able to participate in leadership conferences by finding more local conferences, workshops and seminars for students to attend.

Related Objectives:

- [Obj. 1](#): Provide Leadership dev. opportunities for students

Related Measures:

- [M. 2](#): Conference attendance logs.

Person/group responsible for the action

Arthur Gregg, Danny Cordova, Netreia McNulty

Target date to implement the action

September 2006

Priority

Med

Action 3:

Develop more incentives for participation in MPC.

Full Description

Develop more incentives for organizations to participate in Multicultural Presidents Council.

Related Objectives:

- [Obj. 1](#): Provide Leadership dev. opportunities for students

Related Measures:

- [M. 3](#): Attendance logs/MPC.

Person/group responsible for the action Netreia McNulty

Target date to implement the action September 2006

Priority Med

Action 4:

Increase participation by restructuring programs.

Full Description

Increase student participation by restructuring program and recruitment methods.

Related Objectives:

- [Obj. 2](#): Increase student particip. in retention programs.

Related Measures:

- [M. 4](#): Mentor program participation logs.

Person/group responsible for the action Danny Cordova

Target date to implement the action September 2006

Priority Med

Action 5:

Identify retention prog. and dev. assessment meth.

Full Description

Define and identify additional programs and activities that serve as retention tools and develop methods of assessment.

Related Objectives:

- [Obj. 2](#): Increase student particip. in retention programs.

Related Measures:

- [M. 5](#): Retention programs attendance logs.

Person/group responsible for the action Netreia McNulty, Danny Cordova, Arthur Gregg

Target date to implement the action	September 2006
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Priority	High
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Action 6:

Increase availability of data/determine baseline.

Full Description

Work with University administration to increase availability of retention data and determine base line figures.

Related Objectives:

- [Obj. 2](#): Increase student particip. in retention programs.

Related Measures:

- [M. 6](#): Review university retention data.

Person/group responsible for the action	Netreia McNulty, Danny Cordova, Arthur Gregg
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Target date to implement the action	September 2006
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Priority	High
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Action 7:

Develop methods for tracking/follow up on contacts

Full Description

Develop better tools for tracking and following up on contacts made at recruitment events.

Related Objectives:

- [Obj. 2](#): Increase student particip. in retention programs.

Person/group responsible for the action	Arthur Gregg, Netreia McNulty, Darla Dougherty
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Target date to implement the action	September 2006
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Priority	Med
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Action 8:

Maintain quality/improve assessment methods.

Full Description

Maintain current program quality for high overall satisfaction scores. Develop additional methods for assessing programs.

Related Objectives:

- [Obj. 3](#): Increase number of quality, cultural ed. programs.

Related Measures:

- [M. 7](#): Individual program evaluations.

Person/group responsible for the action

Arthur Gregg, Netreia McNulty, Darla Dougherty, Danny Cordova

Target date to implement the action

September 2006

Priority

Med

Action 9:

Change monthly distribution of programs.

Full Description

Continue efforts to change monthly distribution of programs especially for Feb. and Nov.

Related Objectives:

- [Obj. 3](#): Increase number of quality, cultural ed. programs.

Related Measures:

- [M. 8](#): Program calendar summary.

Person/group responsible for the action

Arthur Gregg, Danny Cordova, Netreia McNulty

Target date to implement the action

September 2006

Priority

Med

Action 10:

Plan and present more Asian Cultural Programs.

Full Description

Plan more Asian programs around significant Asian Cultural Celebrations.

Related Objectives:

- [Obj. 3](#): Increase number of quality, cultural ed. programs.

Related Measures:

- [M. 9](#): End of year program summaries.

Person/group responsible for the action

Danny Cordova

Target date to implement the action

September 2006

Priority

Low

ANALYSIS

Strength

There was a significant increase in student participation in our programs. Also, student satisfaction with our programs was at the 80% range which is quite good.

Attention Needed

We need to have a more formal and structured retention program. We also need more information and assistance from the university to achieve our retention goals. We need to restructure our current mentoring program.

ANNUAL REPORT

Executive Summary

The Multicultural Center has had another great year. We worked very closely with the Admissions office and attended 11 recruitment events as well as worked with on campus recruitment and informational programs. This year we were able to hire a Coordinator for Student Success and Outreach. This position is designed to assist in the development of our retention program as well as our community/outreach programs and student involvement. The MC staff took 286 students to 11 different Leadership Conferences (local, state, regional and national levels). Several students and the advisor received awards at the Big XII Conference on Black Student Government. Also, the MC staff presented & or attended over 18 diversity and leadership workshops on and off campus and advised a total of 13 student organizations. This year we saw the development of the Comet S.T.A.R.S Mentoring program for first year students which is composed of 35 mentoring partnerships between first year and upperclass students. This program is the beginning of the formation of our revised retention program. During the course of

the year we saw an increase in the number of Asian American and Native American programming as well as a collaborative effort to bring in a National Speaker with our GLBTQ organization. We were able to provide a total of 31 programs serving over 3900 students and support 11 programs serving 1,395. We also noticed that the top reasons that the students visited the MC were: Computer usage, relaxation and to study. Also, we noticed a significant increase in our Asian, African American, Native American and Caucasian student populations. The Multicultural Center continues to be a home and "hub" for many students on the UTD campus. Based on our "Student Satisfaction Survey", which is done each semester we have received scores of 85.7% and 90% in the category of "high" for overall Center satisfaction.

Contributions to the Institution

The Multicultural Center provides leadership training/opportunities for our diverse student population. Also, it provides quality and educational diversity programs, diversity education for classes and student organizations, retention programs and community outreach. The MC continues to work collaboratively with other departments for diverse campuswide programming as well as the recruitment of students of color with the Office of Admissions.

Highlights

The Multicultural Center hired a Coordinator for Student Success and Outreach. The development and implementation of the new Comet S.T.A.R.S Mentoring program. We have increased the participation and diversity of the students who utilize the services offered by the MC. The MC has developed several new communication tools to reach our student populations such as: e-news letter, call-a-thons and event e-vites.

Teaching Activities

No activity to report.

Research and Scholarly Activities

No activity to report.

Public/Community Service

The Multicultural Center Staff works with our students and student organizations to provide opportunities for public/community service. The MC currently is working jointly with the Texas Higher Education Coordinating Board on the College for Texan Campaign. The MC is working with a diverse group of students called the G-Force to provide college prep and readiness information to the community. Also, the MC staff serve on various committees in the community as well as present workshops and provide people power.

International Activities

No activity to report.

Challenges

The MC is challenged by the lack of the university retention data to assist in our retention programs. We are also challenged by programs such as the G-Force which are handled beyond our control. As the diversity of the campus continues to grow the MC is physically changed by space for the numbers of students that we are able to service.

**Detailed Assessment Report for
2005 - 2006 New Student Programs**

MISSION

The mission of New Student Programs is to provide new students and family members with the support necessary to facilitate a successful transition and adjustment to the UTD community.

OUTCOMES/OBJECTIVES

Outcome/Objective 1:

Peer networking among commuter students

Full Description:

Provide opportunities for meaningful peer networking among commuter students by increasing participation of commuter students at events as well as offering a variety of programs addressing different interests.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [V-2](#): Enhanced Quality of Life

Institutional Priorities:

- [CPT-5](#): Increase retention and graduation rates
- [SP-7](#): Enhance Graduation Rates

Related Measures:

- [M. 1](#): Review of student development theory literature
- [M. 2](#): Review of attendance records
- [M. 3](#): Analysis of student event evaluations

Related Actions:

- [A. 2](#): Peer networking opportunities for commuters

Outcome/Objective 2:

Connect family members to campus

Full Description:

Assist family members with their transition to the UTD community by connecting them to campus through a Parent and Family Association which will provide a monthly newsletter, weekly updates, and invitations to special events.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [II-3](#): Investment in People
- [V-2](#): Enhanced Quality of Life
- [VI-4](#): Community Outreach

Institutional Priorities:

- [SP-4](#): Tell UTD's Story Better

Related Measures:

- [M. 4](#): Analysis of parent program evaluation forms
- [M. 5](#): Review of the PFA member list.

Related Actions:

- [A. 1](#): Host additional parent networking events

Outcome/Objective 3:

Convenient method of registration and payment

Full Description:

Provide a more convenient method of registration and payment for Orientation and Comet Camp by accepting online registration and online credit card payments.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [III-1](#): Dynamic Change Management
- [V-2](#): Enhanced Quality of Life

Related Measures:

- [M. 6](#): Review of phone requests and complaints.

Related Actions:

- [A. 3](#): Expand electronic registration/payment options

Outcome/Objective 4:

More effectively deliver programs and services.

Full Description:

Improve organizational structure and more effectively deliver programs and services to students.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [II-3](#): Investment in People
- [V-2](#): Enhanced Quality of Life

Institutional Priorities:

- [CPT-5](#): Increase retention and graduation rates
- [SP-4](#): Tell UTD's Story Better

Related Measures:

- [M. 7](#): Strategic planning meeting notes

Related Actions:

- [A. 4](#): Request approval for Assistant Director Position

MEASURES

Measure 1:

Review of student development theory literature

Measure Full Description:

Review of student development theory literature to identify ways of enhancing peer networking among commuter students to be completed by September 2005.

Related Outcome(s)/Objective(s):

- [Obj. 1](#): Peer networking among commuter students

Target Level:

Report of best practices related to commuter students from a review of the literature on student development.

Findings:

Research report documents it is important for students to connect with other students with common interests and in common situations.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 2:

Review of attendance records

Measure Full Description:

Review and analysis of attendance records at each commuter student event to be completed by fall 2005.

Related Outcome(s)/Objective(s):

- [Obj. 1:](#) Peer networking among commuter students

Target Level:

Increase participation from an average of 10 students per event to 15 students per event.

Findings:

Increased participation from an average of 10 students at each event to 20 students; students also attended more than one event.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 3:

Analysis of student event evaluations

Measure Full Description:

Analysis of event evaluations completed by student participants to be completed by fall 2005.

Related Outcome(s)/Objective(s):

- [Obj. 1:](#) Peer networking among commuter students

Target Level:

At least 80% of students indicate they are satisfied with the type of events, days, times, locations, and opportunities to meet other students.

Findings:

90% of the students selected satisfied on the types of events, days, times, locations and opportunities to meet other students.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 4:

Analysis of parent program evaluation forms

Measure Full Description:

Analysis of program evaluations, submitted by parents after each event, to be completed at the end of each semester.

Related Outcome(s)/Objective(s):

- [Obj. 2](#): Connect family members to campus

Target Level:

At least 80% of parents indicate they feel informed and had opportunities to be involved.

Findings:

Evaluations from fall 2005 and spring 2006 indicated 92% of parents responding felt informed and were more than satisfied with monthly newsletter and weekly updates; they were more than satisfied with the opportunities for involvement through invitations to family weekend, convocation, and our end of fall celebration; members requested more opportunities to interact with each other.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 5:

Review of the PFA member list.

Measure Full Description:

Review and count of the family members who have joined the Parent and Family Association to be completed in spring 2006.

Related Outcome(s)/Objective(s):

- [Obj. 2](#): Connect family members to campus

Target Level:

Enroll 500 parents and family members of freshmen students in the Parent and Family Association.

Findings:

Registered 650 members total; 32 of these members have non-freshman students.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 6:

Review of phone requests and complaints.

Measure Full Description:

Analysis of the phone requests and complaints received from parents and students concerning orientation registration and payment process to be completed by March 2006.

Related Outcome(s)/Objective(s):

- [Obj. 3](#): Convenient method of registration and payment

Target Level:

Report of parent and student concerns related to orientation registration and payment process.

Findings:

Analysis report indicated that students and parents wanted to register quicker and be able to pay electronically.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 7:

Strategic planning meeting notes

Measure Full Description:

Analysis of notes from strategic planning meeting.

Related Outcome(s)/Objective(s):

- [Obj. 4](#): More effectively deliver programs and services.

Target Level:

Report of critical needs identified in the strategic planning meeting.

Findings:

Report documents need for an Assistant Director level position to replace Coordinator to provide a higher level of experience and knowledge to direct New Student Programs.

Target Level Achievement: Met

Further Action Planned? Yes

ACTIONS

Action 1:

Host additional parent networking events

Full Description

Host additional opportunities for parents to network(meals; service events).
Provide more opportunities for them to communicate to their student for special events(finals; holidays; etc.). Increase membership.

Related Objectives:

- [Obj. 2](#): Connect family members to campus

Related Measures:

- [M. 4](#): Analysis of parent program evaluation forms
- [M. 5](#): Review of the PFA member list.

Person/group responsible for the action New Student Programs Coordinator

Target date to implement the action Spring 2007

Priority High

Additional resources

Increased experience/knowledge of New Student Programs staff; money (possible fee charged to become a member).

Action 2:

Peer networking opportunities for commuters

Full Description

Continue to offer a variety of peer networking opportunities on and off campus for commuter students.

Related Objectives:

- [Obj. 1](#): Peer networking among commuter students

Related Measures:

- [M. 1](#): Review of student development theory literature
- [M. 2](#): Review of attendance records
- [M. 3](#): Analysis of student event evaluations

Person/group responsible for the action New Student Programs Coordinator

Target date to implement the action Fall 2006

Priority High

Additional resources
money; student employee

Action 3:

Expand electronic registration/payment options

Full Description

We began on line registration and payment for orientation and comet camp summer 2006. We would like to increase this convenience by adding registration for programs that do not require a fee, such as Success Camp, Emerging Leaders, and Road Warriors.

Related Objectives:

- [Obj. 3](#): Convenient method of registration and payment

Related Measures:

- [M. 6](#): Review of phone requests and complaints.

Person/group responsible for the action New Student Programs Coordinator

Target date to implement the action summer 2007

Priority Med

Action 4:

Request approval for Assistant Director Position

Full Description

Request approval for an Assistant Director for New Student Programs to replace the Coordinator position.

Related Objectives:

- [Obj. 4](#): More effectively deliver programs and services.

Related Measures:

- [M. 7](#): Strategic planning meeting notes

Person/group responsible for the action

Associate Dean of Students

Target date to implement the action

fall 2006

Priority

High

Additional resources

money

ANALYSIS

Strength

Our commuter students involved in our programs this year report satisfaction with the opportunities provided to them to network with each other. PFA members were more than satisfied with monthly newsletter, weekly updates, and invitations to special events, and our online registration provided the convenience requested by students and parents.

Attention Needed

We need to continue our efforts to expand networking opportunities for our PFA members, opportunities for our commuter students to interact, and expand online registration opportunities. We need to pursue an assistant director level position to more effectively deliver programs and services as well as be innovative in our development.

ANNUAL REPORT

Executive Summary

This year we are very pleased to have registered 1156 people in our Parent and Family Association. New Students Programs also handled well over 1,000 contacts with students and family members through email, phone calls, and personal visits. We saw a slight increase in the number of freshman and family members we served at freshman and family orientation and a decrease in the number of students attending transfer and graduate student orientations. We increased the number of participants in Comet Camp and saw a decrease in the number of students participating in Success Camp, Emerging Leader Program, and Road Warriors.

Contributions to the Institution

The creation of the Parent and Family Association allowed us to offer increased communication and connection with the university through free memberships, we promoted the retention of commuter students by offering more opportunities for them to network, we simplified our registration and payment processes to make things more convenient for our customers, and we assisted our new students with the overall transition to the UTD community through programming, leadership development, and on campus referrals.

Highlights

This year the creation of the Parent and Family Association has been invaluable in allowing us to communicate and connect with parents and they report being satisfied with the services. The online registration option has made it possible for students and parents to register more efficiently and quickly which is convenient for them and allows us to provide numbers of students who have registered for orientation quicker to the rest of the campus which is used as an indication of enrollment. Our commuter students involved in our programs this year report satisfaction with the opportunities provided to them to network with each other. And, we will be requesting an Assistant Director position to more effectively deliver programs and services as well as be innovative in our development.

Teaching Activities

Our Orientation Team Mentors enroll in a semester long training class in the spring which is taught by our New Student Programs Coordinator.

Research and Scholarly Activities

No activity to report.

Public/Community Service

No activity to report

International Activities

No activity to report.

Challenges

The greatest challenge for New Student Programs is meeting the ever-changing needs of a diverse group of students and their parents. While the program has experienced much success and good participation rates, keeping participation rates at acceptable levels is an on-going challenge, especially with transfer and graduate students. In addition, keeping staffing and other resources at adequate levels continues to challenge the program.

Detailed Assessment Report for 2005 - 2006 Recreational Sports

MISSION

The mission of Recreational Sports is to provide leisure opportunities as well as a quality indoor/outdoor facility for students, faculty, and staff. It is also the mission of Recreational Sports to provide the opportunity for learning through wholesome competition among students, faculty, and staff and to foster physical, social, and emotional development with a sense of sportsmanship.

OUTCOMES/OBJECTIVES

Outcome/Objective 1:

Expand existing outdoor fields.

Full Description:

Expand existing outdoor fields in order to meet the needs of a diverse student/faculty/staff population.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- V-2: Enhanced Quality of Life

Related Measures:

- M. 1: Report of Student Requests for New Outdoor Field

Related Actions:

- A. 1: Construction of a multipurpose/cricket field

Outcome/Objective 2:

Expand and upgrade existing indoor facilities.

Full Description:

Expand and upgrade existing indoor facilities in an effort to increase user satisfaction.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- V-2: Enhanced Quality of Life

Related Measures:

- [M. 3](#): Review suggestion box submissions
- [M. 4](#): Equipment & Facilities Observations & Suggestions

Related Actions:

- [A. 2](#): Installation of new natatorium equipment

Outcome/Objective 3:

Expand current recreational program opportunities

Full Description:

Enhance current recreational program opportunities for a diverse campus population.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [V-2](#): Enhanced Quality of Life

Related Measures:

- [M. 2](#): Benchmark best practices on other campuses
- [M. 3](#): Review suggestion box submissions

Related Actions:

- [A. 3](#): Additional programming and staffing

MEASURES

Measure 1:

Report of Student Requests for New Outdoor Field

Measure Full Description:

Report of requests from the students through the student government to expand and upgrade the current outdoor recreational fields.

Related Outcome(s)/Objective(s):

- [Obj. 1](#): Expand existing outdoor fields.

Target Level:

Approval for funding and a plan to construct new outdoor multi-purpose recreational field.

Findings:

Students have indicated the need for a multipurpose outdoor field that will allow UTD to host a variety of activities and events in an effort to meet the needs of a diverse student population. Received approval for funding and created a plan to construct the new multi-purpose field.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 2:

Benchmark best practices on other campuses

Measure Full Description:

Research and compare the current recreational sports program at UTD to other existing programs.

Related Outcome(s)/Objective(s):

- [Obj. 3:](#) Expand current recreational program opportunities

Target Level:

Benchmark report that outlines best practices at other universities/institutions related to recreational sports programs.

Findings:

Created benchmark report that revealed the need to add at least 2 more programs and a full-time staff person to oversee the expansion of programs.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 3:

Review suggestion box submissions

Measure Full Description:

Review suggestions submitted to the suggestion boxes placed throughout the Activity Center in order to receive feedback from patrons.

Related Outcome(s)/Objective(s):

- [Obj. 2:](#) Expand and upgrade existing indoor facilities.
- [Obj. 3:](#) Expand current recreational program opportunities

Target Level:

Report of suggestions for new programs, equipment upgrades, and other related

suggestions that are relevant and feasible to expand current recreational program opportunities and keep patrons satisfied.

Findings:

Report of suggestions revealed the need to add at least 2 more programs, one full-time staff member to oversee the expansion of programs, and pool equipment including a chair lift and pool vacuum.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 4:

Equipment & Facilities Observations & Suggestions

Measure Full Description:

Observation notes and user suggestions related to current condition of recreational equipment and facilities.

Related Outcome(s)/Objective(s):

- [Obj. 2:](#) Expand and upgrade existing indoor facilities.

Target Level:

Report of suggested improvements in equipment and facilities that meet ADA requirements.

Findings:

Based upon the report that was generated from observations and the suggestion box, it was found that there was a need for a new chair lift that would meet ADA requirements as well as a pool vacuum that would allow proper cleaning of the pool.

Target Level Achievement: Met

Further Action Planned? Yes

ACTIONS

Action 1:

Construction of a multipurpose/cricket field

Full Description

Construction of a multipurpose/cricket field

Related Objectives:

- [Obj. 1](#): Expand existing outdoor fields.

Related Measures:

- [M. 1](#): Report of Student Requests for New Outdoor Field
- [M. 3](#): Review suggestion box submissions

Person/group responsible for the action Tricia Losavio

Target date to implement the action Spring 2006

Priority High

Additional resources

Funds for general maintenance and upkeep

Action 2:

Installation of new natatorium equipment

Full Description

Installed a new chair lift that meets ADA requirements and purchased and began using a new pool vacuum that helps with the cleaning of the pool

Related Objectives:

- [Obj. 2](#): Expand and upgrade existing indoor facilities.

Related Measures:

- [M. 3](#): Review suggestion box submissions
- [M. 4](#): Equipment & Facilities Observations & Suggestions

Person/group responsible for the action Tricia Losavio & Bill Conoley

Target date to implement the action Fall 2005

Priority High

Additional resources

Potential funds for replacement

Action 3:

Additional programming and staffing

Full Description

Add two new programs and hire a full time professional staff person to administer this expanding programs

Related Objectives:

- [Obj. 3](#): Expand current recreational program opportunities

Related Measures:

- [M. 2](#): Benchmark best practices on other campuses
- [M. 3](#): Review suggestion box submissions

Person/group responsible for the action	Tricia Losavio
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Target date to implement the action	Spring 2006
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Priority	High
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Additional resources

Additional staffing and funds if current program continues to grow as the University grows.

ANALYSIS

Strength

The assessments showed that there was a need for additional programming and facilities. As the university grows, Recreational Sports will have to continue to grow and add new programs, facilities and staff. Recreational Sports was able to complete all of its objectives.

Attention Needed

Recreational Sports will need to continue to review current programs, facilities and staff in order to meet the needs of a growing and diverse university community.

ANNUAL REPORT

Executive Summary

Facility Usage Totals: → Building use increased ~13% from 185,853 in 2004/2005 to 212,508 in 2005/2006. (+26,655) → The increase was due to the number of participants in the various summer camps and the opening of the expanded fitness

center. → The Main Gym recorded the most significant increase in usage Revenue Generated: → Revenue increased ~.02% from \$131,270 in 2004/2005 to \$133,519.80 in 2005/2006. (+\$2,249.8) → The increase was from renting the Main Gym for the summer camps Intramural Participation: → Participation increased ~67% from 3,544 in 2004/2005 to 10,782 in 2005/2006. (+7238) → The increase was due to a change in counting participation for each sport. The change was made to make the numbers reflect overall participation. Club Sports: → Participation increased ~88% from 214 in 2004/2005 to 1,789 in 2005/2006. (+1575) → The increase in participation was due to a change in participation counts. Any activity that involved a club was counted for participation totals.

Contributions to the Institution

Recreational Sports is the host to various university sponsored events such as graduation, career fairs, home athletic contests, concerts, Alumni dinner, ceremonial banquets and awards, the President's Investiture, freshmen convocation, and Corporate Challenge.

Highlights

In September, the UTD Ultimate Frisbee Club hosted the "Ultimate 101" tournament and Wrestling hosted its first meet in November. The sport club program is growing and hosting events like this only helps to increase participation. The Hockey club won its 4th straight Division II title and competed in the Elite 8 National Tournament in North Carolina. Recreational Sports hosted the NIRSA Regional Flag Football Tournament in November, with over 72 teams representing Texas, Louisiana, Oklahoma, Arkansas, and Tennessee. This was the first tournament that UTD and Recreational Sports has hosted. In August, UTD received the bid to host the first ever NIRSA National Flag Football Tournament to be held in January. This will bring a lot of exposure to the University and teams from all over the US will attend this event. In March, 30 students participated in the second annual Ski Trip to Angel Fire, NM. The trip was held over spring break and the students represented a diverse population. Some of them had no prior skiing experience prior to this event. In May, Kristin Chambers left the University and was replaced by Elizabeth Ramirez. Victor Lauersdorf was hired as the Coordinator for Fitness and Aquatics. The interview process for Elizabeth's replacement is currently underway. The North Texas Backyard Brawl was started this past year. This is a 3 sport competition between UTD and Texas A/M Commerce. UTD won 2 out of the 3 sports to take home the trophy. One student officiated the Regional Basketball tournament hosted by TCU and received a bid to nationals in Anaheim, CA. Several new sports were added such as NCAA Pick'em, Dodgeball, and a Bench Press competition. A wooden floor was installed in the Multipurpose room to allow for more groups to be able to use that space. Rubber mats were placed in the free weight area of the weight room to help protect the floor in that area. A Group Exercise program was started with over 10 different classes offered throughout the day.

Teaching Activities

No activity to report.

Research and Scholarly Activities

No activity to report.

Public/Community Service

Recreational sports takes an active role with the Corporate Challenge games that are hosted by the city of Richardson. Our department is the liaison for the University and is in charge of advertising, recruiting teams, individual players and overall UTD spirit.

International Activities

No activity to report.

Challenges

The major challenge that Recreational Sports faces is the need for building space. With the growth of the sport club and group exercise program, in addition to the current programs and athletic contest, indoor space has become very limited. Additional dance type rooms and classroom space will need to be added to the facility. Another challenge is the lack of staffing for the outdoor field complex. With the addition of the multipurpose field there has been an increase in the amount of time needed to properly maintain that area as well as the current fields. Another full time grounds keeper is needed to help with this task.

**Detailed Assessment Report for
2005 - 2006 Residential Life**

MISSION

The mission of Residential Life is to build and maintain community among residential students by providing assistance with personal, academic, and other housing-related issues as well as social and educational programming.

STUDENT LEARNING OUTCOMES

Outcome/Objective 1:

Create living learning communities for freshmen

Full Description:

Provide students with a residential program experience that supports their academic goals and engages them in the community through living learning communities.

A Student Learning Outcome? Yes

Associated General Education Outcomes:

- [10:](#) Foundational Knowledge in Discipline(s)

Strategic Plan Initiatives:

- [II-2:](#) Living-Learning Communities

Institutional Priorities:

- [CPT-5:](#) Increase retention and graduation rates

Related Measures:

- [M. 2:](#) Benchmark other living learning programs

Related Actions:

- [A. 1:](#) Create a high quality living learning program
- [A. 3:](#) Request Assist. Director for living learning

OUTCOMES/OBJECTIVES

Outcome/Objective 2:

Enhance delivery of programs and services.

Full Description:

Enhance the delivery of residential programs and services to students.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [II-3](#): Investment in People
- [V-2](#): Enhanced Quality of Life

Institutional Priorities:

- [CPT-5](#): Increase retention and graduation rates

Related Measures:

- [M. 1](#): Analysis of notes from strategic planning meeting

Related Actions:

- [A. 2](#): Request Asst. Director for Residential Life

MEASURES

Measure 1:

Analysis of notes from strategic planning meeting

Measure Full Description:

Analysis of strategic planning meeting notes.

Related Outcome(s)/Objective(s):

- [Obj. 2](#): Enhance delivery of programs and services.

Target Level:

Report of critical needs for Residential Life to meet the departmental mission and growth for all residential students.

Findings:

Report documents the need for an Assistant Director to oversee the 3 Coordinators and the mission of the department.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 2:

Benchmark other living learning programs

Measure Full Description:

Research high quality community building residential programs on other campuses that include best practices appropriate for UTD students.

Related Outcome(s)/Objective(s):

- [Obj. 1](#): Create living learning communities for freshmen

Target Level:

Report of best practices in living learning programs on other campuses.

Findings:

Benchmark report documents that living learning communities identified as best practices include a curriculum element, programming, and faculty involvement. The benchmark report also documents the need for a full-time Assistant Director to provide the attention and oversight to building a high quality living learning program.

Target Level Achievement: Met

Further Action Planned? Yes

ACTIONS

Action 1:

Create a high quality living learning program

Full Description

Create and develop a high quality living learning program to begin fall 2006.

Related Objectives:

- [Obj. 1](#): Create living learning communities for freshmen

Related Measures:

- [M. 2](#): Benchmark other living learning programs

Person/group responsible for the action Associate Dean of Students

Target date to implement the action Fall 2006

Priority High

Additional resources

Additonal funding, faculty involvement

Action 2:

Request Asst. Director for Residential Life

Full Description

Request funding for an Assistant Director for Residential Life.

Related Objectives:

- [Obj. 2](#): Enhance delivery of programs and services.

Related Measures:

- [M. 1](#): Analysis of notes from strategic planning meeting

Person/group responsible for the action

Associate Dean of Students

Target date to implement the action

Summer 2006

Priority High

Additional resources

Additional funding, office space

Action 3:

Request Assist. Director for living learning

Full Description

Request approval to hire an Assistant Director for Living Learning Communities to oversee the development and growth of all living learning communities.

Related Objectives:

- [Obj. 1](#): Create living learning communities for freshmen

Related Measures:

- [M. 2](#): Benchmark other living learning programs

Person/group responsible for the action

Associate Dean of Students

Target date to implement the action Fall 2006

Priority High

Additional resources

Additional funding, additional office space

ANALYSIS

Strength

We offer an assessment each semester for the students involved in our residential life program which is primarily freshmen (Phases 8-9) with student staff (Peer Advisers) and full-time professional staff providing the services. The results of these assessments show the students are very satisfied with the social and educational programming offered, the availability of their Peer Adviser to assist with personal, academic, and community related issues (such as roommate problems, noise, etc.), the quickness and efficiency with which their issues were resolved, and the involvement of the professional staff. Students also reported feeling a strong sense of community within their residential communities and being well informed about the happenings on campus. Students were especially satisfied with the creation of individual building identities/names in the freshman residential area.

Attention Needed

We need to improve our organizational structure to provide more effective services and programs to our students. We have also identified the value of living learning communities and the type we want to provide for fall. We need to increase our community building efforts in Phases 1-7 by expanding opportunities and services for these residential students.

ANNUAL REPORT

Executive Summary

Residential Life builds and maintains community among residential students by providing assistance with personal, academic, and other housing-related issues as well as social and educational programming. We had over 12,000 students participate in 167 programs and hundreds of community builders, and we had over 4500 interactions with students by student and professional staff. We are preparing to begin our living learning communities for fall 2006 and hiring our Assistant Director for Residential Life to lead the department in these efforts.

Contributions to the Institution

Residential Life services and programs support the transition and retention of students at the University and connects them to the campus community. Residential Life, in support of the University's strategic plan, completed the

research and planning portion of implementing Living Learning Communities as an option for freshmen. The communities offered for fall 2006 will be pre-health, pre-law, and community service. We also received funding to hire an Assistant Director for Living Learning Communities to ensure the execution and development of these communities.

Highlights

We began a faculty spotlight program and made efforts to increase faculty involvement in residential life programs, brought a nationally recognized speaker to campus to further educate our students about the dangers of drinking and driving, increased the alcohol and other drug programming, requested and received funding for an Assistant Director of Residential Life which will improve organizational structure and provide more effective delivery of programs and services, created a freshman community theme for each building which enhanced building pride and involvement, enhanced the Residential Housing Association for Phases 1-7 by establishing a constitution and organizing community events, redesigned our student development programming model, completed the research and planning portion of implementing living learning communities for freshmen, and received funding to hire an Assistant Director for Living Learning Communities.

Teaching Activities

We teach leadership skills through continuous training of our student staff.

Research and Scholarly Activities

No activity to report.

Public/Community Service

Our programming this year included Lend Your Lids program where collecting yogurt lids was used to raise money for breast cancer research, Embrace The Community clothing drive for the salvation army, canned food drive collected food to be donated to help the needs in Dallas, Angel Tree Project involved collecting Christmas presents for children listed on the national Angel Tree program list, and Relay For Life which students and Peer Advisers formed teams that raced in a fundraising marathon for cancer research.

International Activities

No activity to report.

Challenges

Community building efforts in the non-freshmen phases is a struggle due to the lack of a student leadership program such as the Peer Advisers. We also have some difficulties with the private management company in getting resident issues resolved.

Detailed Assessment Report for 2005 - 2006 Service Learning

MISSION

In support of UTD's commitment to making a great city greater through community outreach, Service Learning will serve the students by providing outreach opportunities within the UTD, surrounding, and global communities.

STUDENT LEARNING OUTCOMES

Outcome/Objective 1:

Expand Project 200 Service Program

Full Description:

Expand opportunities for students, staff, organizations, and departments to impact campus and surrounding communities by working together and engaging in service through Project 200. We would like to reach our goal of 200 participants and have this establish itself as a tradition during Welcome Week.

A Student Learning Outcome? Yes

Associated General Education Outcomes:

- 18: Practicum

Strategic Plan Initiatives:

- VI-4: Community Outreach

Institutional Priorities:

- CPT-5: Increase retention and graduation rates

Related Measures:

- M. 1: Analysis of phone and email requests.

Related Actions:

- A. 1: Continue to grow Project 200 service program

Outcome/Objective 3:

Expand and initiate service opportunities.

Full Description:

Expand and initiate programs and services such as alternative break programs,

civic engagement opportunities, and liaison with the academic departments.

A Student Learning Outcome? Yes

Associated General Education Outcomes:

- 1: Communication
- 18: Practicum

Strategic Plan Initiatives:

- VI-4: Community Outreach

Institutional Priorities:

- CPT-5: Increase retention and graduation rates

Related Measures:

- M. 3: Strategic planning meeting notes

Related Actions:

- A. 2: Increase partnering opportunities.
- A. 3: Hire full-time Service Learning Coordinator

OUTCOMES/OBJECTIVES

Outcome/Objective 2:

Partner with student organizations/departments

Full Description:

Partner with other student organizations and campus departments on events to leverage shared resources.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- II-4: Enhancement of Diversity and Inclusion
- V-2: Enhanced Quality of Life
- VI-4: Community Outreach

Institutional Priorities:

- CPT-5: Increase retention and graduation rates

Related Measures:

- M. 2: Student organization and department requests

Related Actions:

- [A. 2:](#) Increase partnering opportunities.
- [A. 3:](#) Hire full-time Service Learning Coordinator

MEASURES

Measure 1:

Analysis of phone and email requests.

Measure Full Description:

Analysis of phone and email requests from student organizations wanting more involvement in Project 200 and to establish Project 200 as a Welcome Week tradition.

Related Outcome(s)/Objective(s):

- [Obj. 1:](#) Expand Project 200 Service Program

Target Level:

Double the participation from 100 to 200 people in Project 200.

Findings:

Over 300 people participated in Project 200.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 2:

Student organization and department requests

Measure Full Description:

Analysis of student organization and department requests to partner more with the Service Learning Program.

Related Outcome(s)/Objective(s):

- [Obj. 2:](#) Partner with student organizations/departments

Target Level:

Partner and share resources with at least six organizations and departments on service events.

Findings:

Partnered with 6 organizations and departments on service learning projects,

including Alpha Phi Omega and the Athletics Department.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 3:

Strategic planning meeting notes

Measure Full Description:

Analysis of notes from strategic planning meeting with student and full-time staff related to expanding the Service Learning Program.

Related Outcome(s)/Objective(s):

- [Obj. 3](#): Expand and initiate service opportunities.

Target Level:

Approval to hire a full-time Service Learning Coordinator to accommodate the expansion of service opportunities.

Findings:

Received approval to hire a full-time Service Learning Coordinator.

Target Level Achievement: Met

Further Action Planned? Yes

ACTIONS

Action 1:

Continue to grow Project 200 service program

Full Description

Continue to grow, expand and increase participation in Project 200.

Related Objectives:

- [Obj. 1](#): Expand Project 200 Service Program

Related Measures:

- [M. 1](#): Analysis of phone and email requests.
- [M. 2](#): Student organization and department requests

Person/group responsible for Associate Dean of Students

the action

Target date to implement the action August 2007

Priority Med

Additional resources

Additional funding, additional staffing

Action 2:

Increase partnering opportunities.

Full Description

Continue to explore and increase opportunities to partner with student organizations and campus departments on service projects.

Related Objectives:

- [Obj. 2](#): Partner with student organizations/departments
- [Obj. 3](#): Expand and initiate service opportunities.

Related Measures:

- [M. 2](#): Student organization and department requests

Person/group responsible for the action Associate Dean of Students

Target date to implement the action Summer 2007

Priority High

Additional resources

Additional staffing

Action 3:

Hire full-time Service Learning Coordinator

Full Description

Hire full time Service Learning Coordinator in addition to our student coordinator.

Related Objectives:

- [Obj. 2](#): Partner with student organizations/departments

- [Obj. 3](#): Expand and initiate service opportunities.

Related Measures:

- [M. 3](#): Strategic planning meeting notes

Person/group responsible for the action

Associate Dean of Students

Target date to implement the action

September 2006

Priority

High

Additional resources

Additional funding

ANALYSIS

Strength

We made progress in partnering with on campus departments and with various student organizations. We increased the student and staff participation in Project 200 to make this event more visible and establish itself as a tradition during Welcome Week.

Attention Needed

Students requested more connection with Service Learning through information sharing and participation in events. Student organizations would like more assistance in service options available to them and planning their own service events. We need to continue growing in the areas of partnering and increased participation.

ANNUAL REPORT

Executive Summary

Service Learning provides opportunities for students and staff to engage in service once or several times a year. Most opportunities are provided at no cost to the participants and require a short term commitment on their part. Service Learning engaged over 400 people in service through 15 events, 3 collections/drives for needed items, and 3 Alternative Spring Break trips. We also provided a continuous list of additional service opportunities available for our students and student organizations.

Contributions to the Institution

Service Learning has provided experiential learning opportunities for students and

staff members, leadership training for students, and an increased presence of the University in the surrounding communities.

Highlights

Service Learning increased participation in Project 200 from 75 the previous year to 300 this year, requested funding for full-time Service Learning Coordinator, filled all open spots on Alternative Spring Break trips, and requested additional program funding to expand services for students.

Teaching Activities

The Service Learning department teaches life-long leadership skills (planning, delegation, conflict management, decision making, etc.) to participating students through our Alternative Spring Break program.

Research and Scholarly Activities

No activity to report.

Public/Community Service

Our events included International Rescue Committee school supply drive, Shoes For Orphan Souls collection drive, toy drive for Bolivian orphans, APO Trick or Treating for North Texas Food Bank, Habitat for Humanity events, AIDS Memorial Quilt, CSJ Ministries, World Hunger Relief, sorted and boxed food items at North Texas Food Bank, Dallas Children's Museum, helped with Basically Beethoven event, Education is Freedom, and provided resources and opportunities available for students to utilize on their own time.

International Activities

We worked with 3 organizations that provide international services. The International Rescue Committee school supply drive, the toy drive for Bolivian orphans, and World Hunger Relief.

Challenges

Staffing is our biggest challenge. We have requested funding for a full-time staff member able to dedicate the time needed to expand the services for students, student organizations, and the campus and surrounding communities.

**Detailed Assessment Report for
2005 - 2006 Student Counseling Center**

MISSION

The Student Counseling Center collaborates with the UTD community to aid students in their educational, social, and emotional development by providing quality mental health services and developmental programming.

OUTCOMES/OBJECTIVES

Outcome/Objective 1:

Provide mental health services to students.

Full Description:

Provide quality short-term mental health treatment to students and consultation to others regarding students whose personal problems interfere with academic success and personal growth.

A Student Learning Outcome? No

Accreditation Standards:

American Psychological Association

Related Measures:

- [M. 1](#): Student Satisfaction Survey
- [M. 2](#): Counseling Outcome Survey

Related Actions:

- [A. 1](#): Recieve additional training and modify intakes.
- [A. 2](#): Increase diversity training.

Outcome/Objective 2:

Provide outreach and developmental activities.

Full Description:

Workshops, classroom presentations, and informational awareness programs are provided to increase students skill development and personal growth.

A Student Learning Outcome? No

Accreditation Standards:

American Psychological Association

Related Measures:

- [M. 3:](#) Workshop/Presentation Evaluation Form

Related Actions:

- [A. 3:](#) Improve workshop attendance and presentation.

Outcome/Objective 3:

Provide quality training/education to trainees.

Full Description:

Education of graduate interns and practicum students is provided in order to fulfill the demand for future mental health providers. Supervision and training assists students in their development and personal growth.

A Student Learning Outcome? No

Accreditation Standards:

American Psychological Association

Related Measures:

- [M. 4:](#) Competency Evaluation Form
- [M. 5:](#) Assessment of Practicum Competencies Evaluation
- [M. 6:](#) Pre-doctoral Intern 6 month/year end Evaluation

Related Actions:

- [A. 4:](#) Increase supervision opportunities.
- [A. 5:](#) Expanded practicum training program.
- [A. 6:](#) Increase training opportunities for trainees.

MEASURES

Measure 1:

Student Satisfaction Survey

Measure Full Description:

This anonymous survey is designed to evaluate the client's experience in his/her initial contact with the Counseling Center reception staff and with the intake therapist.

Related Outcome(s)/Objective(s):

- [Obj. 1:](#) Provide mental health services to students.

Target Level:

75% or more of student respondents score > 3.5 (5 point scale) on all 20 items.

Findings:

95% of scores were above 3.5. Results of the surveys indicated a high level of satisfaction by students with their initial experience at the Counseling Center. Scores suggest a very positive experience by students with their contact with administrative staff. Students also rated highly the care and respectfulness shown by counselors during their initial session and rated highly the professional manner, knowledge and attributes of counselors. Relatively low score on Student Satisfaction Survey item, "Length of time between making an appointment and being seen".

Target Level Achievement: Met

Further Action Planned? Yes

Measure 2:

Counseling Outcome Survey

Measure Full Description:

This anonymous survey is used to assess client's perception of the changes that he/she is making, how counseling has helped them, and perceptions of their counselor.

Related Outcome(s)/Objective(s):

- [Obj. 1:](#) Provide mental health services to students.

Target Level:

75% or more of student respondents score > 3.5 (5 point scale) on all 20 items.

Findings:

92% of scores were above 3.5. Results of the survey indicated a high level of satisfaction by students with their counseling experience. Results also indicate a reduction in distress and an increase in a sense of well being. Consistent with past findings, students would return for services if they needed help again and would refer a friend to the Counseling Center. Survey found relatively low scores on diversity sensitivity.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 3:

Workshop/Presentation Evaluation Form

Measure Full Description:

This survey evaluates the usefulness and effectiveness of the workshop or presentation.

Related Outcome(s)/Objective(s):

- [Obj. 2](#): Provide outreach and developmental activities.

Target Level:

75% or more of student respondents score > 3.5 (5 point scale) on all 20 items.

Findings:

Although 90% of the ratings were above criteria, attendance at some workshops was limited.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 4:

Competency Evaluation Form

Measure Full Description:

Interns are evaluated quarterly regarding their skills in the following areas: Clinical Competence, Personal and Professional Development, Professional Identity, Culturally Sensitive and Effective Treatment Interventions.

Related Outcome(s)/Objective(s):

- [Obj. 3](#): Provide quality training/education to trainees.

Target Level:

All trainees score > 2.0 (5 point scale) on all 26 items.

Findings:

100% of scores were above 2.0. The interns demonstrated proficiency in clinical competence, personal and professional growth, and culturally sensitive and effective treatment interventions.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 5:

Assessment of Practicum Competencies Evaluation

Measure Full Description:

Practicum Students are evaluated quarterly regarding their skills in the following areas: Clinical Competence, Personal and Professional Development, Professional Identity, Culturally Sensitive and Effective Treatment Interventions.

Related Outcome(s)/Objective(s):

- [Obj. 3](#): Provide quality training/education to trainees.

Target Level:

All trainees score > 2.0 (5 point scale) on all 60 items.

Findings:

100% of scores were above 2.0. The practicum students demonstrated proficiency in alliance building, active listening, basic intervention, basic processing, sensitivity to diversity issues, basic conceptualization, and openness to supervision/training.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 6:

Pre-doctoral Intern 6 month/year end Evaluation

Measure Full Description:

Interns evaluated the counseling center on the following areas: Legal/Ethical Issues, Professional Behavior, Psychotherapy, Assessment, Consultation and Outreach, Supervision, and Counseling Special Populations.

Related Outcome(s)/Objective(s):

- [Obj. 3](#): Provide quality training/education to trainees.

Target Level:

85% or more of scores given by interns > 2.0 (5 point scale).

Findings:

100% of the scores were above 2.0. To make things even better, interns requested even more opportunities to gain supervision experience.

Target Level Achievement: Met

Further Action Planned? No

ACTIONS

Action 1:

Receive additional training and modify intakes.

Full Description

Staff strove to increase scores on Counseling Outcome Survey by receiving training in new treatment modalities. The intake schedule was modified to create more openings to accommodate more students.

Related Objectives:

- [Obj. 1](#): Provide mental health services to students.

Related Measures:

- [M. 1](#): Student Satisfaction Survey

Person/group responsible for the action

James Cannici, Ph.D.

Target date to implement the action

June 1, 2006

Priority

High

Action 2:

Increase diversity training.

Full Description

Staff was provided expanded didactic presentations on working with diverse clientele.

Related Objectives:

- [Obj. 1](#): Provide mental health services to students.

Related Measures:

- [M. 2](#): Counseling Outcome Survey

Person/group responsible for the action

Ellie Hakim, Ph.D.

Target date to implement the action

August 1, 2006

Priority

Med

Action 3:

Improve workshop attendance and presentation.

Full Description

Based on attendance, the times as well as the topics were modified. Workshops were improved by creating PowerPoint presentations.

Related Objectives:

- [Obj. 2:](#) Provide outreach and developmental activities.

Related Measures:

- [M. 3:](#) Workshop/Presentation Evaluation Form

Person/group responsible for the action	Sharon Bowles, LCSW
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Target date to implement the action	August 1, 2006
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Priority	Low
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Action 4:

Increase supervision opportunities.

Full Description

Areas of relative weakness for each intern were addressed by greater training and supervision.

Related Objectives:

- [Obj. 3:](#) Provide quality training/education to trainees.

Related Measures:

- [M. 4:](#) Competency Evaluation Form

Person/group responsible for the action	Ellie Hakim, Ph.D.
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Target date to implement the action	August 15, 2006
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Priority	Low
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Action 5:

Expanded practicum training program.

Full Description

Didactic training expanded from bi-monthly to weekly. Additional training provided in anxiety, depression, crisis intervention, and supervision.

Related Objectives:

- [Obj. 3](#): Provide quality training/education to trainees.

Related Measures:

- [M. 5](#): Assessment of Practicum Competencies Evaluation

Person/group responsible for the action Ellie Hakim, Ph.D.

Target date to implement the action August 15, 2006

Priority Med

Action 6:

Increase training opportunities for trainees.

Full Description

Based on evaluation feedback, training was provided in group psychotherapy and trauma treatment approaches.

Related Objectives:

- [Obj. 3](#): Provide quality training/education to trainees.

Related Measures:

- [M. 6](#): Pre-doctoral Intern 6 month/year end Evaluation

Person/group responsible for the action Ellie Hakim, Ph.D.

Target date to implement the action August 15, 2006

Priority Med

ANALYSIS

Strength

There was a high level of satisfaction by students with regards to their initial contact with the Counseling Center and mental health and developmental services

received. Interns and practicum students rated the training program as effective.

Attention Needed

Staff will receive additional training in diversity awareness. The intake system will be modified to serve a greater number of students. Workshops presentations will be updated and broader marketing techniques undertaken. Interns will be given the opportunity to supervise practicum students.

ANNUAL REPORT

Executive Summary

More than 3500 counseling appointments, consultations, and psychiatric sessions were provided to assist students in improving the emotional health needed to have a positive university experience. To assist skill building for college success, more than 1600 students, faculty and staff were provided classroom presentations, workshops, and outreach presentations.

Contributions to the Institution

A dramatic increase in crisis intervention sessions were provided to students experiencing psychological emergencies. Numerous students were hospitalized for psychiatric treatment. Students were treated for severe psychological distress especially depression, panic attacks, and psychosis. In addition, crisis intervention was provided to Katrina survivors, students impacted by the death of student, and staff impacted by the death of a colleague.

Highlights

- Provided members of the UTD community with more than 4000 counseling sessions, psychiatric sessions, workshops, outreach presentations, classroom presentations, consultations, mandatory assessments, and information and awareness programs.
- Compared to the prior year, there was a large increase in the number of students receiving individual and couples counseling at the Center. There was a large increase in the number of counseling sessions provided.
- 173 crisis intervention sessions were provided to students experiencing psychological emergencies. This represents a 116% increase over the previous year. 10 students were hospitalized for psychiatric treatment.
- Provided campus crisis intervention to Katrina survivors, students impacted by the death of student, and staff impacted by the death of colleague.
- Implemented a risk assessment plan, invited speakers and provided staff education on crisis intervention and assessment and legal and ethical issues.
- Implementation of a successful practicum program which allowed for 89 additional student clients treated in 368 counseling sessions.
- Installation of a "panic button" system to create greater security and safety for staff when working with aggressive and potentially dangerous clients.
- Working to better meet the needs of UTD's international student population, a focus group was created which led to greater Counseling Center involvement with international student orientation and the planning for a cooperative group program.
- Enhanced workshop presentations by creating PowerPoint programs.
- Updated the self-help library.
- Expanded Safe Zone programming in order to help create a safe space for

people of all races, ethnicities, nationalities, genders, sexual orientations, religions, ages, and abilities. • Participation as a part of a panel of speakers in the new Parent Transition seminars which were added to Orientation. • Revised intake system to better meet student needs and serve more students in a timely manner. • James Cannici, Ph.D. was elected as president of the Texas University and College Counseling Center Directors Association. Jen Hartman, Ph.D. was elected as president of the Dallas Psychological Association.

Teaching Activities

In an effort to assist students gain skills important for academic and life success, the Counseling Center provides workshops on a variety of topics. Programs are designed to assist students in improving their academic and personal skills. Sixteen workshops were presented to a total of 148 students. Outreach programs are presentations made on a variety of topics to student organizations, student life staff groups and other student groups such as the OTM's and PA's. Twelve programs were provided to 410 individuals. Classroom presentations were made on a variety of topics to Rhetoric or other classes in which the instructor invited Counseling Center staff to present to their students. The Counseling Center made fourteen presentations to 1111 students in academic classes.

Research and Scholarly Activities

No activity to report.

Public/Community Service

The Counseling Center participates in a wide variety of collaborative programs on campus. These programs vary in nature from information tables (for example during Alcohol Awareness week), interactive booths (for example as a part of Quickie Break) or brief presentations during orientations. Counseling Center staff participated as a part of a panel of speakers in the new Parent Transition seminars which were added to Orientation. The staff also participated in the "Take Back the Night" rally. Thirty-six awareness and information programs were made to 1720 individuals.

International Activities

Working to better meet the needs of UTD's international student population, a focus group was created which led to greater Counseling Center involvement with international student orientation and the planning for a cooperative group program.

Challenges

Due to increasing demands for Counseling Center services, a brief therapy model was implemented. There was a 55% increase in the number of students receiving psychiatric services and an 88% increase in the number of psychiatric evaluations and follow up appointments.

Detailed Assessment Report for 2005 - 2006 Student Development

MISSION

The Student Development area is dedicated to providing programs and services that support and complement the educational mission of The University of Texas at Dallas; encouraging students to be active participants in their educational experience; preparing students for life after graduation by providing a range of opportunities to develop skills, abilities, and competencies; instilling a sense of civic responsibility among the student body; and building an inclusive community for our diverse student population. We believe in making an investment in the student so they will, in turn, become invested in themselves.

The University of Texas Dallas Spirit Program is an organization which enables both female and male students to support the UTD athletic teams while at the same time serve as ambassadors to the University. This organization is designed to promote school spirit, good sportsmanship, school loyalty and athletic skill.

STUDENT LEARNING OUTCOMES

Outcome/Objective 1:

Effective and efficient student leadership board

Full Description:

Advise and train the officers and members of registered student organizations to conduct their business more effectively and efficiently by improving the services offered by the Center for Student Involvement and by hands-on, frequent student officer advising.

A Student Learning Outcome? Yes

Strategic Plan Initiatives:

- II-1: The Education of Leaders
- II-4: Enhancement of Diversity and Inclusion

Related Measures:

- M. 1: Center for Student Involvement Usage Reports

Related Actions:

- A. 1: Continue to monitor usage logs
- A. 2: Continue with surveys
- A. 6: Create Speaker`s Bureau
- A. 7: Improve CSI Leadership Library
- A. 8: Hold bi-weekly seminars

Outcome/Objective 3:

Aid in personal and professional development

Full Description:

Aid in the personal and professional development of student organization officers and members by providing opportunities to learn management, fiscal, and program implementation skills.

A Student Learning Outcome? Yes

Strategic Plan Initiatives:

- II-1: The Education of Leaders
- II-3: Investment in People

Related Measures:

- M. 1: Center for Student Involvement Usage Reports
- M. 3: Student feedback on effectiveness of events

Related Actions:

- A. 6: Create Speaker`s Bureau
- A. 7: Improve CSI Leadership Library
- A. 8: Hold bi-weekly seminars

OUTCOMES/OBJECTIVES

Outcome/Objective 2:

Promote school spirit with quality Spirit Program

Full Description:

Provide students an opportunity to participate in a program that supports UTD athletic teams and to develop their athletic skills while promoting school spirit, good sportsmanship and school loyalty.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- II-1: The Education of Leaders

Related Measures:

- M. 1: Center for Student Involvement Usage Reports
- M. 2: Evaluate performance of cheerleaders & dance team
- M. 3: Student feedback on effectiveness of events

Related Actions:

- A. 3: Stunting skills evaluated
- A. 4: Motivate students in commitment to school spirit
- A. 5: Increase campus wide appearances

MEASURES

Measure 1:

Center for Student Involvement Usage Reports

Measure Full Description:

Through usage reports, track and analyze the number of student organizations and the methods of managing and advising student organizations including use of the Center for Student Involvement and the student organization registration process.

Related Outcome(s)/Objective(s):

- Obj. 1: Effective and efficient student leadership board
- Obj. 2: Promote school spirit with quality Spirit Program
- Obj. 3: Aid in personal and professional development

Target Level:

Increase number of student organizations by 10%; increase usage of Center for Student Involvement by 10%; improve student organization registration process through email notification and on-line process.

Findings:

Student organization numbers increased by 15%; Use of the Center for Student Involvement increased by 100% (number of students who entered the Center doubled in one year); student organization registration process still needs attention.

Target Level Achievement: Partially Met

Further Action Planned? Yes

Measure 2:

Evaluate performance of cheerleaders & dance team

Measure Full Description:

Evaluate performance of cheerleaders and dance team members based on qualifying performance standards to ensure that spirit leaders can exhibit a high level of competency at each performance.

Related Outcome(s)/Objective(s):

- [Obj. 2:](#) Promote school spirit with quality Spirit Program

Target Level:

Increase number of participants qualifying to perform in spirit program by 25% so that combinations of skills and abilities can be maximized for each performance.

Findings:

Increased qualifying spirit program participants by 33%. In addition, attendance at training camps increased the overall competencies of the spirit teams, which resulted in greater crowd participation.

Target Level Achievement: Partially Met

Further Action Planned? Yes

Measure 3:

Student feedback on effectiveness of events

Measure Full Description:

Anecdotal reports from a variety of students on the effectiveness of student events, including the range and depth of programs offered.

Related Outcome(s)/Objective(s):

- [Obj. 2:](#) Promote school spirit with quality Spirit Program
- [Obj. 3:](#) Aid in personal and professional development

Target Level:

Reports indicate that student events are reflective of the student population and student interests.

Findings:

Student program board committee member evaluations show that 95% of events are rated good or excellent. Anecdotal comments from students indicate that the range of events offered are increasingly more compatible with student needs and interests. Students perceive that the scope of programming by student organizations has increased. At-large evaluations should be conducted to determine student opinions about events offered.

Target Level Achievement: Partially Met

Further Action Planned? Yes

ACTIONS

Action 1:

Continue to monitor usage logs

Full Description

Monitor CSI facility usage logs by number, date and time; investigate ways to increase usage.

Related Objectives:

- [Obj. 1](#): Effective and efficient student leadership board

Related Measures:

- [M. 1](#): Center for Student Involvement Usage Reports

Person/group responsible for the action Student activities` advisers

Target date to implement the action Fall 2005

Priority Low

Additional resources

Space needs for executive officers continues to be a challenge. Additional storage for student organizations is needed.

Action 2:

Continue with surveys

Full Description

Continue to administer satisfaction survey; continue to handle problems as needed. Investigate feasibility of expanding storage capabilities to accommodate need.

Related Objectives:

- [Obj. 1](#): Effective and efficient student leadership board

Related Measures:

- [M. 1:](#) Center for Student Involvement Usage Reports

Person/group responsible for the action SOF advisers

Target date to implement the action Fall 2005

Priority Low

Action 3:

Stunting skills evaluated

Full Description

Cheer and dance techniques will be evaluated before each performance to enhance the appearance thus increasing school spirit.

Related Objectives:

- [Obj. 2:](#) Promote school spirit with quality Spirit Program

Related Measures:

- [M. 2:](#) Evaluate performance of cheerleaders & dance team

Person/group responsible for the action Spirit coaches

Target date to implement the action Spring 2006

Priority Low

Action 4:

Motivate students in commitment to school spirit

Full Description

Motivate students to increase their commitment to the growth of the spirit programs by encouraging active participation, increasing squad sizes and establishing performance standards.

Related Objectives:

- [Obj. 2:](#) Promote school spirit with quality Spirit Program

Related Measures:

- [M. 2](#): Evaluate performance of cheerleaders & dance team

Person/group responsible for the action Spirit coaches

Target date to implement the action Spring 2005

Priority Low

Action 5:

Increase campus wide appearances

Full Description

Increase the number of campus activities/events at which spirit teams perform by developing a request form and putting it on the Spirit Program website.

Related Objectives:

- [Obj. 2](#): Promote school spirit with quality Spirit Program

Related Measures:

- [M. 2](#): Evaluate performance of cheerleaders & dance team

Person/group responsible for the action Spirit coaches

Target date to implement the action Spring 2006

Priority Low

Action 6:

Create Speaker`s Bureau

Full Description

Create a database of staff members at UTD who have necessary training to facilitate workshops in a wide variety of areas, as an additional resource to student organizations.

Related Objectives:

- [Obj. 1](#): Effective and efficient student leadership board
- [Obj. 3](#): Aid in personal and professional development

Related Measures:

- M. 1: Center for Student Involvement Usage Reports
- M. 3: Student feedback on effectiveness of events

Person/group responsible for the action SOF advisers

Target date to implement the action Fall 2005

Priority Low

Action 7:

Improve CSI Leadership Library

Full Description

Improve upon the existing collection of books and instructional videos to be used as resources by student leaders.

Related Objectives:

- Obj. 1: Effective and efficient student leadership board
- Obj. 3: Aid in personal and professional development

Related Measures:

- M. 1: Center for Student Involvement Usage Reports
- M. 3: Student feedback on effectiveness of events

Person/group responsible for the action SOF advisers

Target date to implement the action Summer 2005

Priority Low

Action 8:

Hold bi-weekly seminars

Full Description

Hold bi-weekly Student Organization Forum Leadership Series seminars that address desired topics from surveys and topics/issues make as ad hoc requests.

Related Objectives:

- Obj. 1: Effective and efficient student leadership board
- Obj. 3: Aid in personal and professional development

Related Measures:

- [M. 3](#): Student feedback on effectiveness of events

Person/group responsible for the action SOF advisers

Target date to implement the action Fall 2005

Priority Low

ANALYSIS

Strength

To improve student leadership, a bi-weekly Student Organization Forum (SOF) Leadership Series was established to address pertinent topics previously identified as being of interest, as well as other areas requested on an ad hoc basis by students. The SOF Speaker's Bureau, a database of staff members at UTD who have necessary training to facilitate workshops in a wide variety of areas, was created as an additional resource for student organizations. To provide student leaders with additional resources, the CSI Leadership Library, a collection of books and instructional videos, was created. To ensure that our spirit programs are of the highest quality, we sponsored student and staff participation in cheer camps and workshops so that the skill level of all participants improves, thereby increasing the interest of students in the spirit programs both as participants and observers.

Attention Needed

Continue to administer satisfaction survey; continue to handle problems as needed. Investigate feasibility of expanding storage capabilities for student organizations to accommodate need. Continue to work on developing campus-wide school spirit.

ANNUAL REPORT

Executive Summary

Growth and improvement were the watchwords for student development over the course of the year. The Center for Student Involvement is a well-known locus of action for student organizations and their officers. Together with attentive and developmental advisement of student officers, the Student Organization Forum took a step forward in supporting the work and experience of student activities. The spirit program also flourished, with new competitions, and a larger squad.

Contributions to the Institution

The Center for Student Involvement provides an attractive physical facility for students that represents what student life is all about by showcasing student organizations. The Spirit squads serve as ambassadors of the University at campus and community events.

Highlights

Student organization fairs (Cometville Carnival and Orientation) were particularly successful this year with added attractions including inflatables, live music, and decorations. CSI Open Houses every Thursday offered student leaders the change to interact with a diverse group of organizational representatives. The leadership development series, a series of workshops offered to student organization representatives, aided students in improved group dynamics.

Teaching Activities

Nothing to report.

Research and Scholarly Activities

Nothing to report.

Public/Community Service

The Student Organizations participated in the Annual Sounds of Class, a carnival and concert at which the entire Richardson community is invited to attend. This outreach connects the community with our students in a form that cannot be measured. The community truly appreciates the University for hosting the event each year and the organizations gain a sense of civic responsibility, which is part of a wholistic learning experience.

International Activities

Nothing to report.

Challenges

The growth in number of student organizations and number of activities the organizations offer continues to be a challenge because of facility constraints.

Detailed Assessment Report for 2005 - 2006 Student Government

MISSION

The mission of the Student Government is to ensure that The University of Texas at Dallas be fully committed to serving the collective interests of the student body of The University of Texas at Dallas. In this capacity Student Government serves as the official student voice to UT Dallas administration, the UT System Board of Regents, and other governmental entities. The Student Government leadership strives to improve the quality of the student experience through the creation and continuation of viable student services. Student Government seeks to enhance spirit, protect University traditions, and support all students and student organizations in their academic and community-directed endeavors.

OUTCOMES/OBJECTIVES

Outcome/Objective 1:

Improve Student Government external communications

Full Description:

Improve the communications between Student Government and graduate students by conducting mixers and workshops.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [II-1](#): The Education of Leaders
- [II-3](#): Investment in People
- [V-2](#): Enhanced Quality of Life

Institutional Priorities:

- [SP-4](#): Tell UTD's Story Better

Related Measures:

- [M. 1](#): Attendance records for mixers and workshops

Related Actions:

- [A. 1](#): Advertise in the Mercury
- [A. 2](#): Contact graduate students
- [A. 3](#): Post flyers for functions
- [A. 4](#): Include function information on SG website

Outcome/Objective 2:

Provide free legal assistance to students

Full Description:

Provide students with timely access to immigration and general attorneys to address issues such as leases, ticket/citations, immigration, and personal/professional problems.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- II-3: Investment in People
- V-2: Enhanced Quality of Life

Related Measures:

- M. 2: Student satisfaction surveys
- M. 3: Attendance records for immigration workshop

Related Actions:

- A. 5: Schedule regular legal sessions
- A. 6: Conduct immigration workshop

Outcome/Objective 3:

Enhance student life with special activities

Full Description:

Student Government will enhance and broaden student life by sponsoring special events for student organizations.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- II-3: Investment in People

Related Measures:

- M. 4: Calendar log of activities
- M. 5: Attendance records at student activities

Related Actions:

- A. 7: Review ideas submitted by student organizations

MEASURES

Measure 1:

Attendance records for mixers and workshops

Measure Full Description:

Attendance records for mixers and workshops that provide information regarding the number of attendees.

Related Outcome(s)/Objective(s):

- [Obj. 1](#): Improve Student Government external communications

Target Level:

The target is for at least 100 graduate students to attend activities.

Findings:

Approximately 120 graduate students attended.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 2:

Student satisfaction surveys

Measure Full Description:

Satisfaction surveys completed by students following each session to determine whether the students utilizing the services of attorneys were satisfied.

Related Outcome(s)/Objective(s):

- [Obj. 2](#): Provide free legal assistance to students

Target Level:

At least 80% of students express their satisfaction with the legal services provided.

Findings:

90% of students surveyed expressed satisfaction with the legal service they received.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 3:

Attendance records for immigration workshop

Measure Full Description:

Attendance records for international students that participate in the immigration workshop.

Related Outcome(s)/Objective(s):

- [Obj. 2](#): Provide free legal assistance to students

Target Level:

At least 20 international students attend the workshop.

Findings:

Approximately 25 international students attended the immigration workshop.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 4:

Calendar log of activities

Measure Full Description:

Calendar log of activities sponsored by student government and available to students throughout the year.

Related Outcome(s)/Objective(s):

- [Obj. 3](#): Enhance student life with special activities

Target Level:

At least one additional activity in which all students organizations are invited to participate.

Findings:

A film festival for student organizations was added to existing programming.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 5:

Attendance records at student activities

Measure Full Description:

Attendance records for new activities that target student organizations for participation.

Related Outcome(s)/Objective(s):

- [Obj. 3](#): Enhance student life with special activities

Target Level:

Have at least 90 students attend the new activities that are made available to student organizations.

Findings:

Approximately 100 students attended a new film festival that was developed for student organizations.

Target Level Achievement: Met

Further Action Planned? Yes

ACTIONS

Action 1:

Advertise in the Mercury

Full Description

Place advertisements on a regular basis in the Mercury regarding committees and activities.

Related Objectives:

- [Obj. 1](#): Improve Student Government external communications

Related Measures:

- [M. 1](#): Attendance records for mixers and workshops

Person/group responsible for the action Student Government Executive Committee

Target date to implement the action Fall 2006

Priority Med

Action 2:

Contact graduate students

Full Description

Graduate senators will contact student peers and encourage them to attend student government-sponsored functions.

Related Objectives:

- [Obj. 1](#): Improve Student Government external communications

Related Measures:

- [M. 1](#): Attendance records for mixers and workshops

Person/group responsible for the action

Graduate and International Committee Chair

Target date to implement the action

Fall 2006

Priority

Low

Action 3:

Post flyers for functions

Full Description

Flyers will be posted at strategic locations on campus to promote attendance and participation at mixers, workshops, and informational tables.

Related Objectives:

- [Obj. 1](#): Improve Student Government external communications

Related Measures:

- [M. 1](#): Attendance records for mixers and workshops

Person/group responsible for the action

Student Government Senators

Target date to implement the action

Fall 2006

Priority

Low

Action 4:

Include function information on SG website

Full Description

Information regarding mixers, workshops and information tables will be posted on the Student Government website with an invitation for students to participate.

Related Objectives:

- [Obj. 1](#): Improve Student Government external communications

Related Measures:

- [M. 1](#): Attendance records for mixers and workshops

Person/group responsible for the action

Technology Committee Chair

Target date to implement the action

Spring 2007

Priority

Low

Action 5:

Schedule regular legal sessions

Full Description

Establish regular times for attorney sessions so that students have consistent times in which they can seek legal advice.

Related Objectives:

- [Obj. 2](#): Provide free legal assistance to students

Related Measures:

- [M. 2](#): Student satisfaction surveys
- [M. 3](#): Attendance records for immigration workshop

Person/group responsible for the action

Program Director

Target date to implement the action

Fall 2006

Priority

High

Action 6:

Conduct immigration workshop

Full Description

Conduct an immigration workshop each semester for new international students that will provide them with an overview of the legal issues they may face with regard to their status and their related rights and obligations.

Related Objectives:

- [Obj. 2](#): Provide free legal assistance to students

Related Measures:

- [M. 2](#): Student satisfaction surveys
- [M. 3](#): Attendance records for immigration workshop

Person/group responsible for the action Program Director

Target date to implement the action Fall 2006

Priority Med

Action 7:

Review ideas submitted by student organizations

Full Description

Review ideas submitted by student organizations for other activities student government can sponsor.

Related Objectives:

- [Obj. 3](#): Enhance student life with special activities

Related Measures:

- [M. 4](#): Calendar log of activities

Person/group responsible for the action Student Government Executive Committee

Target date to implement the action Spring 2007

Priority Low

ANALYSIS

Strength

Student government continued in its efforts to reach out to students through large scale events in which all student organizations can participate, such as the Student Film Festival and mixers, and through individual service to students. Specific efforts were directed toward meeting unique student needs related to the provision of legal services.

Attention Needed

Student government continues to struggle with "apathy" and low participation in voter turnout and other areas.

ANNUAL REPORT

Executive Summary

The Student Government was actively involved with student organizations and the student body this year. Through Student Government efforts, organizations and individuals had an opportunity to connect in a variety of ways, including through workshops and mixers. Student Government also provided students with an outlet for expressing their opinions and concerns. Not limiting their impact to direct interactions with students, Student Government focused on the campus environment by approving funding for the completion of a Multipurpose Field and working to improve the physical campus environment.

Contributions to the Institution

Student Government provided avenues for campus organizations to connect with students and, through focus groups and town hall meetings, provided a forum for students to express their opinions on pertinent issues directly to university administrators.

Highlights

Celebrating 30 years of service to the university, Student Government presented a referendum for a new Student Services Building to the student body during the spring elections and saw the completion of several special projects such as the Multipurpose Field and the Student Film Festival. Student Government was instrumental in improving campus appearance through the addition of trees and stone boulders in the park. Finally, free legal service was provided to students and an immigration workshop provided for our international students.

Teaching Activities

Nothing to report.

Research and Scholarly Activities

Nothing to report.

Public/Community Service

Sponsored the UT Serve by participating in the Plano Book Festival.

International Activities

Nothing to report.

Challenges

Members of Student Government must deal with the negative reactions of their peers when they assume the responsibility for informing students of state and national issues that affect tuition and fees.

**Detailed Assessment Report for
2005 - 2006 Student Health Center**

MISSION

The Student Health Service exists to assist students in attaining and maintaining a high level of wellness, both physically and psychologically, and with respect to cultural differences. To this end, the Student Health Service provides services for the diagnosis and treatment of acute illnesses and injuries and for the promotion of health and fitness. In fulfilling this mission, the Student Health Service realizes an opportunity exists to affect the health and longevity of students for an entire lifetime. This is accomplished by assisting them in appreciating the importance of health, in accepting responsibility for their own health, in developing an awareness of the effect of lifestyles on future health and by moderating self-imposed risks. In this regard, the Student Health Service believes that health education and the promotion of wellness are as important as treatment of the disease and that a student's physical and emotional health can be an important factor in their productivity.

OUTCOMES/OBJECTIVES

Outcome/Objective 1:

Expand the number and level of providers

Full Description:

Health care services provided to UTD students will increase through the addition of a fulltime physician to the staff. The physician can manage some medical illnesses and injuries that were previously considered out of the scope of the Health Center.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [II-3](#): Investment in People
- [V-2](#): Enhanced Quality of Life

Related Measures:

- [M. 1](#): Patient satisfaction surveys
- [M. 7](#): Health Center needs assessment
- [M. 9](#): Benchmarking report on campuses with physicians

Related Actions:

- A. 1: Employment of fulltime physician
- A. 6: Increase health services
- A. 9: Increase level of care

Outcome/Objective 2:

Improve health through education and prevention

Full Description:

Prevention of an outbreak of flu is enhanced by offering and administering flu shots to our students, especially those with medical problems which puts them at a higher risk of complications if they are infected by the flu. Offering the flu shot at no charge will be a further incentive for the students to receive the shot.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- II-3: Investment in People
- V-2: Enhanced Quality of Life

Related Measures:

- M. 2: Review of number requesting flu shots

Related Actions:

- A. 2: Offer free flu shots
- A. 8: Request additional funds for more flu shots
- A. 10: Order enough flu shots to cover the demand

Outcome/Objective 3:

Develop and implement marketing measures

Full Description:

Determine the avenues that are effective in reaching students, then develop creative marketing measures that will be effective for informing students about the Health Center and the services offered.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- II-3: Investment in People
- V-2: Enhanced Quality of Life

Related Measures:

- M. 3: New patient questionnaire
- M. 5: Health Center student focus groups

- [M. 6](#): Review of PHED programming

Related Actions:

- [A. 3](#): Inform students about the Health Center
- [A. 7](#): Continue to use multiple avenues for marketing
- [A. 11](#): PHEDs presenting at orientation

Outcome/Objective 4:

Improve Health Center webpage

Full Description:

Development of a new, user friendly and attractive website that communicates information readily to students, parents and others viewing the site.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [II-3](#): Investment in People
- [V-2](#): Enhanced Quality of Life

Related Measures:

- [M. 4](#): Report of website user comments
- [M. 8](#): Visualization of the website

Related Actions:

- [A. 4](#): Provide more information on the website
- [A. 5](#): Present a redesigned website

MEASURES

Measure 1:

Patient satisfaction surveys

Measure Full Description:

Patient satisfaction surveys will be conducted at least annually to determine how patients rate the care received and the providers and staff providing the care

Related Outcome(s)/Objective(s):

- [Obj. 1](#): Expand the number and level of providers

Target Level:

At least 90% of students express satisfaction with the services and care given

Findings:

Students have indicated by answers to the survey questions that they are pleased with the service and care they receive. There were 276 surveys completed with 96% indicating the service received as excellent, very good or good. Of this 96% there was 73% who rated their care as excellent. 2% indicated neutral answers, 0.8% related poor in their response and 0.5% indicated N/A as an answer. They have also written in on the surveys that they desire a fulltime physician in the Health Center

Target Level Achievement: Met

Further Action Planned? No

Measure 2:

Review of number requesting flu shots

Measure Full Description:

Track students` verbal requests for flu shots at the Health Center, to the staff, by phone and in person.

Related Outcome(s)/Objective(s):

- [Obj. 2:](#) Improve health through education and prevention

Target Level:

At least 500 students who will take advantage of preventive healthcare by receiving flu shots.

Findings:

500 students received flu shots. A number of students requested flu shotss after the supply was exhausted. In addition, many students requested the flu shot be free of charge. Some students do not take the flu shot due to the \$10 charge.

Target Level Achievement: Partially Met

Further Action Planned? Yes

Measure 3:

New patient questionnaire

Measure Full Description:

All students who are visiting the Health Center for an initial visit are asked to complete a questionnaire indicating how they learned about the Health Center.

Related Outcome(s)/Objective(s):

- [Obj. 3:](#) Develop and implement marketing measures

Target Level:

100% of all new patients will complete the questionnaire indicating how they learned about the Health Center.

Findings:

100% of all new patients completed the questionnaire and many new patients stated on their first visit that they had just learned that there was a Health Center on campus. They informed us on the questionnaire as to how they learned about the Center, which included a variety of methods such as the website, The Mercury, Friend, Orientation, UTD Staff/Faculty/Coach, Health Center Pamphlet or Student Academic Planner.

Target Level Achievement: Met

Further Action Planned? No

Measure 4:

Report of website user comments

Measure Full Description:

Review comments from parents and students about the Health Center website.

Related Outcome(s)/Objective(s):

- [Obj. 4:](#) Improve Health Center webpage

Target Level:

Evidence that the majority of users of the Health Center website find it to be a user- friendly, easy accessible way to retrieve needed information.

Findings:

While we did not track percentages of responses, a number of students and parents have requested information that was not readily available on the website.

Target Level Achievement: Partially Met

Further Action Planned? Yes

Measure 5:

Health Center student focus groups

Measure Full Description:

Focus groups consisting of students from various classification levels will be held to gain information as to how students become knowledgeable about the existence of the Health Center.

Related Outcome(s)/Objective(s):

- [Obj. 3:](#) Develop and implement marketing measures

Target Level:

Report of ways students generally learn about the Health Center and the services provided.

Findings:

Students stated they learned about the Health Center from attendance at orientation sessions, from the website, from a friend or professor or from a program they attended. We saw 1117 new patients in FY06 who indicated the various ways they heard about the Center. Many indicated several ways. 890 learned about the Health Center from Orientation, 716 from the website, 593 indicated from a friend, 344 dropped in, 292 from UTD faculty/ staff, 202 from the SHC brochure and 162 from the ad on the academic planner.

Target Level Achievement: Met

Further Action Planned? No

Measure 6:

Review of PHED programming

Measure Full Description:

The PHEDs (Peer Health Educators) function as student employees assisting their peers by informing them about the Health Center and by presenting health education programming.

Related Outcome(s)/Objective(s):

- [Obj. 3:](#) Develop and implement marketing measures

Target Level:

200 students gaining knowledge about at the Health Center through the PHEDs.

Findings:

The PHEDs relate information about the Health Center through orientation sessions and programs they present to students. They provided this information to over 200 students.

Target Level Achievement: Met

Further Action Planned? No

Measure 7:

Health Center needs assessment

Measure Full Description:

Through observation and review of referrals, determine additional needs for health services and additional staff to cover the additional needs.

Related Outcome(s)/Objective(s):

- [Obj. 1](#): Expand the number and level of providers

Target Level:

Approval to hire additional medical staff to cover identified needs.

Findings:

Many students require off campus referral for some problems that could be managed by a full-time physician in the Health Center. Secured funding for a full-time campus physician.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 8:

Visualization of the website

Measure Full Description:

Website that follows a template and shares a common appearance with other UTD sites.

Related Outcome(s)/Objective(s):

- [Obj. 4](#): Improve Health Center webpage

Target Level:

The Health Center website redesigned into the standard UTD template format and published.

Findings:

Website was not uniform in appearance with other UTD websites; lacking a professional appearance. Changes have been implemented

Target Level Achievement: Met

Further Action Planned? No

Measure 9:

Benchmarking report on campuses with physicians

Measure Full Description:

Benchmarking with other universities` physician staffing as reported on staffing lists and info listed on University websites.

Related Outcome(s)/Objective(s):

- [Obj. 1](#): Expand the number and level of providers

Target Level:

Report of other campus Health Center programs and the availability of a campus physician.

Findings:

Research and comparison with other universities of comparable student population found that the Student Health Centers had more than one and up to eight fulltime physicians available on campus.

Target Level Achievement: Partially Met

Further Action Planned? Yes

ACTIONS

Action 1:

Employment of fulltime physician

Full Description

The addition of a fulltime physician to the staff in the Health Center will provide satisfaction for the students and better access to consulting and collaborative efforts for the professional staff.

Related Objectives:

- [Obj. 1](#): Expand the number and level of providers

Related Measures:

- [M. 1](#): Patient satisfaction surveys
- [M. 2](#): Review of number requesting flu shots
- [M. 9](#): Benchmarking report on campuses with physicians

Person/group responsible for the action

A search committee will recommend best candidate. Director of SHC will make final decision

Target date to implement the action

April 2006. Hire physician by September 1, 2006

Priority High

Action 2:

Offer free flu shots

Full Description

We provided better healthcare to students by administering flu shots at no charge.

Related Objectives:

- [Obj. 2:](#) Improve health through education and prevention

Person/group responsible for the action Health Center Director

Target date to implement the action Fall 2006

Priority Med

Additional resources

Additional funding

Action 3:

Inform students about the Health Center

Full Description

We utilize various marketing measures and programming to inform students of the Health Center and will continue to use surveys, questionnaires, focus groups and other measures to gather information from students. Develop methods to get information to students earlier especially those that did not attend orientation

Related Objectives:

- [Obj. 3:](#) Develop and implement marketing measures

Person/group responsible for the action Health Center staff, Health Educator and PHEDs

Target date to implement the action Monthly

Priority High

Action 4:

Provide more information on the website

Full Description

Included requested information on the website, such as information about making appointments, costs, downloadable forms and information on current health issues

Related Objectives:

- [Obj. 4:](#) Improve Health Center webpage

Person/group responsible for the action	B Ballard and web services
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Target date to implement the action	Fall 2005
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Priority	High
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Action 5:

Present a redesigned website

Full Description

The website has been redesigned using a template that other UTD departments are using and it has a more professional appearance, is user friendly and has increased information available

Related Objectives:

- [Obj. 4:](#) Improve Health Center webpage

Person/group responsible for the action	B Ballard
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Target date to implement the action	Fall 2005 initially- review and update as needed
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Priority	High
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Action 6:

Increase health services

Full Description

We can begin the management of some selected stabilized chronic illnesses with the addition of the physician to the staff.

Related Objectives:

- [Obj. 1:](#) Expand the number and level of providers

Person/group responsible for the action Physician and Nurse Practitioners

Target date to implement the action Begin September 2006

Priority High

Action 7:

Continue to use multiple avenues for marketing

Full Description

Continue to use multiple avenues for marketing services offered by the Student Health Center.

Related Objectives:

- [Obj. 3:](#) Develop and implement marketing measures

Person/group responsible for the action Health Center staff

Target date to implement the action Monthly beginning Fall 2005

Priority Med

Action 8:

Request additional funds for more flu shots

Full Description

Request additional funds in the future to increase the number of flu shots we have available to offer free to our students

Related Objectives:

- [Obj. 2:](#) Improve health through education and prevention

Person/group responsible for the action B. Ballard

Target date to implement the action Request in FY 08 budget - to fee comm. Fall 2006

Priority High

Additional resources

Will request additional funds to purchase an additional 500 doses of the flu vaccine

Action 9:

Increase level of care

Full Description

We can begin the management of some selected stabilized chronic illnesses with the addition of the physician to the staff.

Related Objectives:

- [Obj. 1:](#) Expand the number and level of providers

Related Measures:

- [M. 2:](#) Review of number requesting flu shots

Person/group responsible for the action Student Health Center staff

Target date to implement the action Fall 2006

Priority Med

Action 10:

Order enough flu shots to cover the demand

Full Description

Order enough flu shots to cover the demand. Students continued to request flu shots after we exhausted our supply.

Related Objectives:

- [Obj. 2:](#) Improve health through education and prevention

Person/group responsible for the action B. Ballard

Target date to implement the action Spring, 2007

Priority High

Action 11:

PHEDs presenting at orientation

Full Description

Continue participation of the PHEDs in the new student orientation sessions each spring and summer to provide information about the Health Center.

Related Objectives:

- [Obj. 3:](#) Develop and implement marketing measures

Person/group responsible for the action

J. Clark(Health Educator) and Peer Health Educators

Target date to implement the action

Each spring and summer

Priority

High

ANALYSIS

Strength

Patient satisfaction surveys indicated an overall 96% satisfaction with the care and services provided by the Health Center. We had a search committee who reviewed physician applications and resumes, interviewed selected applicants and recommended their choice of the best applicant. A physician was employed for the fulltime position in the Health Center. We placed an order for the 500 doses of flu vaccine that we have funds approved for. We expect to receive the vaccine order in the fall of 2006 and we expect to administer all doses free to our students. We strive to continuously provide marketing of the Health Center. It was noted on review of our annual statistics that 42% of patients seen in FY06 were new patients to the Health Center. This is an indication that our various marketing measures are working.

Attention Needed

The addition of the fulltime physician to the Health Center staff will allow for more patients to be seen and fewer having to be referred outside the Center for care previously out of the scope of the Center. Increased demand for free flu shots from our students will require a request in the next budget for additional funds to purchase an additional 500 doses of the vaccine. Many of the 15,000 students attending UTD still are not knowledgeable of the Health Center. We will continue to utilize various marketing measures to inform students.

ANNUAL REPORT

Executive Summary

Our total patient visits for FY06 were 5683+. We continue to increase in the number of patient visits annually, however we noted a decrease in the number of visits for meningitis vaccinations for incoming freshman students this year. This was due partially to a shortage of the vaccine and the company restricting all orders to only 3 doses every 30 days. Another factor is that we had fewer requests for the vaccine this FY. Many students received the vaccination from their family doctor or hometown clinic. We continue to have a large number of new patients being treated in the Health Center which confirms that students are learning about the existence of the Health Center and through various methods. We saw 1117 new patients in the during FY06. 20% of the total number of patients we treated this year were first time patients to the Health Center. Some accomplishments for the Health center during FY06 are: We established an agreement to do laboratory testing ordered by doctors in the Student Counseling Center. We continued and improved the pre-pay option for Meningitis vaccine for incoming freshman students. We increased staffing in the front office and we began accepting debit cards as a payment option for fees not covered by the medical service fee. All nursing staff received training and were certified in CPR and AED. We began offering influenza lab testing in the office and we developed a discharge summary for patients. A copy is given to the patient on discharge indicating the treatment plan the provider has determined for them. We received the 2 parking spaces in the union lot, that had been requested a year ago, for students who are very ill or injured to utilize during their appointment.

Contributions to the Institution

The Student Health Center developed an agreement with the UTD Counseling Center and the head Physician of the Psychiatric Residency program from UTSW Medical School. We agreed to draw and send laboratory work ordered by the resident psychiatrists working with UTD students in the Counseling Center. This agreement allows the convenience of the site and is cost saving for our students. The physicians are also pleased with the arrangement. A Request was made to the University Parking and Security Committee to allow the Health Center to have 2 designated parking spaces in the metered lot directly behind the Student Union. Many students who are ill, feverish, dehydrated or injured and have difficulty walking are not able to walk the distance from the remote lots. The spaces have been beneficial for the students and Parking monitors the use of the spaces.

Highlights

The Health Center began accepting debit cards in FY06. Students find this helpful and many prefer this method of payment if they have charges. We began offering CLIA waived (in office) Influenza testing in the fall of 2005. This testing was only offered to those patients who exhibited symptoms of flu. We performed 9 tests and had 3 positive results. All nursing staff were certified in the AED use and recertified in CPR. 70% of our patients are in the 18-25 year age group. This continues as in years past. We had more female patients than males in FY06 with 1588 female patients and 1157 male patients. With respect to academic level, the majority (663) were senior level followed by 569 masters level. The Health Center performed 1106 laboratory tests. We dispensed 1409 bottles/pkgs of prescription medications from our Class D office pharmacy. The Nurse Practitioners and consulting Physician wrote 1000+ prescriptions for medications that patients took to retail pharmacies to have filled. We dispensed 1441 prescriptions of oral

contraceptives from the office pharmacy. We also had the requests for and dispensed 56 prescriptions of Plan B. The majority of our patient visits (1738) are in the EENT (eye, ear, nose, throat) major diagnosis category. Gynecology category is next highest with 619 visits. There were 449 Dermatology cases, 495 Wellness visits, 369 Cardio-respiratory, 364 Gastro-intestinal, 314 Genital-urinary, 369 referrals, 190 with Musculo-skeletal problems, 188 injuries, 129 in the Neuro-Psychiatry category, 71 metabolic problems and 1 minor surgical procedure. We saw an increase in the number of STDs diagnosed and treated in FY06. We had 10 cases of Chlamydia , 2 of Gonorrhea and 7 cases of Herpes diagnosed and treated. Our Womens Health Care Nurse Practitioner performed 104 pap smears and 7 of these were found to have abnormal results.

Teaching Activities

All patients who visit the Health Center receive teaching regarding their illness. This includes teaching about the illness/disease, and instructions regarding the treatment ordered by the provider. Patients are also instructed regarding follow-up and signs/symptoms to watch for.

Research and Scholarly Activities

No activity to report.

Public/Community Service

The Director of the Student Health Center, a member of the Pandemic Influenza Core Committee, contacted the Dallas County Health Department and arranged for them to present a one day workshop about Pandemic Influenza/Avian Flu at UT Dallas. This program was attended by staff (medical, nursing, police, safety and others) invited from other universities and colleges in Texas. The UTD Emergency Management Department also participated in this presentation.

International Activities

We work closely with International students. All students born outside the United States must provide documentation of TB skin testing to the Student Health Center before they may register for classes. 39% of the patients we saw and provided treatment for in Fy 06 were international students.

Challenges

Our biggest challenge is that we feel that all students are not aware of the on campus Student Health Center. We continue to utilize various marketing methods such as campus newspaper ads, Rhetoric classes, programs, orientations, flyers, posters, banners, a sandwich board sign and imprinted give away items at information fairs and programs as means to increase student awareness. Marketing measures and methods are continuously evaluated and utilized.

**Detailed Assessment Report for
2005 - 2006 Student Health Education**

MISSION

Health Education at The University of Texas at Dallas is dedicated to providing programs, resources, and education for students and the UTD community that promote and enhance their total health and well-being for a lifetime.

STUDENT LEARNING OUTCOMES

Outcome/Objective 2:

Increase the knowledge base and ability of PHEDs

Full Description:

The Peer Health Educators (PHEDs) will be trained through the utilization of the training manual and training sessions presented by the Health Educator. The PHEDs will learn the information and methods to educate and communicate the information to their peers.

A Student Learning Outcome? Yes

Strategic Plan Initiatives:

- [II-3](#): Investment in People
- [V-2](#): Enhanced Quality of Life

Related Measures:

- [M. 1](#): Assess personal skills
- [M. 6](#): TIPS Training Certification Test

Related Actions:

- [A. 5](#): Provide PHED Training Sessions
- [A. 6](#): TIPS Training Certification
- [A. 7](#): Continue to have up-to-date information

OUTCOMES/OBJECTIVES

Outcome/Objective 1:

Provide pertinent Health Education programming

Full Description:

Perform assessment activities to gather information about what students want,

need and desire from Health Education programming and provide programming that is informative, enjoyable and culturally sensitive.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [II-3](#): Investment in People
- [V-2](#): Enhanced Quality of Life

Related Measures:

- [M. 2](#): Survey through focus group.
- [M. 3](#): Focus group with international students
- [M. 4](#): Research and comparison
- [M. 5](#): Review attendance
- [M. 7](#): Administer surveys on programming

Related Actions:

- [A. 1](#): Change program delivery
- [A. 2](#): Eliminate objective
- [A. 3](#): Develop new programs
- [A. 4](#): Implement Take Back the Night Program

MEASURES

Measure 1:

Assess personal skills

Measure Full Description:

Interviews and conversations with the students serving as Peer Health Educators (PHEDs).

Related Outcome(s)/Objective(s):

- [Obj. 2](#): Increase the knowledge base and ability of PHEDs

Target Level:

Student PHEDs will be able to speak clearly and will have basic knowledge of material on health topics going into their PHED term.

Findings:

PHEDs do not have training or knowledge on the health topics. They require training and education about the topic and how to present programming to meet the learning needs of their peers.

Target Level Achievement: Partially Met

Further Action Planned? Yes

Measure 2:

Survey through focus group.

Measure Full Description:

Focus group consisting of students at different classification levels and some living on and off campus.

Related Outcome(s)/Objective(s):

- [Obj. 1:](#) Provide pertinent Health Education programming

Target Level:

80% of students communicating that they enjoyed and gained knowledge from the programs.

Findings:

85% of students indicated that they enjoyed Health Education programs. However, a focus group indicated that past programming has not been very informative. New programming should present new material.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 3:

Focus group with international students

Measure Full Description:

Focus Group consisting of international students.

Related Outcome(s)/Objective(s):

- [Obj. 1:](#) Provide pertinent Health Education programming

Target Level:

10% more international students attending programs not previously attended and finding the information helpful and non-threatening.

Findings:

The 10% increase in international students was not met. A focus group noted that international students found the names of some programs offensive or threatening. Also women from various international cultures are not allowed to speak on sexual issues until married and even then they may not speak in depth.

Target Level Achievement: Not Met

Further Action Planned? Yes

Measure 4:

Research and comparison

Measure Full Description:

Benchmarking through research and visits to other universities to document best practices and effective health education programs.

Related Outcome(s)/Objective(s):

- [Obj. 1:](#) Provide pertinent Health Education programming

Target Level:

Report of best practices and effective health education programs on other campuses.

Findings:

UTD was one of the only area universities not providing the program – Take Back The Night. UTD held the first annual Take Back The Night Program in April 2006.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 5:

Review attendance

Measure Full Description:

Review of attendance records for past programs.

Related Outcome(s)/Objective(s):

- [Obj. 1:](#) Provide pertinent Health Education programming

Target Level:

An increase in attendance by 10%.

Findings:

Attendance records do not show significant increases in attendance and participation in programs. Numbers varied 2 percent.

Target Level Achievement: Not Met

Further Action Planned? Yes

Measure 6:

TIPS Training Certification Test

Measure Full Description:

Every PHED will be TIPS trained by taking the Training Intervention Procedures (TIPS) certification test.

Related Outcome(s)/Objective(s):

- [Obj. 2](#): Increase the knowledge base and ability of PHEDs

Target Level:

All PHEDs will pass the TIPS certification and use this knowledge to assist peers.

Findings:

All PHEDs passed the certification test. PHEDs are trained to make sound choices when faced with difficult decisions about alcohol use and to use their training to assist their peers in making better choices. PHEDs were tested on material and TIPS certified.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 7:

Administer surveys on programming

Measure Full Description:

Health Education will survey students after a program. The survey will assess if the students enjoyed the program and it will also assess what they learned.

Related Outcome(s)/Objective(s):

- [Obj. 1](#): Provide pertinent Health Education programming

Target Level:

At least 90% of students completing program surveys will indicate they enjoyed the program.

Findings:

92% of the students indicated they enjoyed the program.

Target Level Achievement: Met

Further Action Planned?

Yes

ACTIONS

Action 1:

Change program delivery

Full Description

Changes were made to programming which allowed students to have an enjoyable time while learning valuable information.

Related Objectives:

- [Obj. 1:](#) Provide pertinent Health Education programming

Related Measures:

- [M. 4:](#) Research and comparison
- [M. 5:](#) Review attendance
- [M. 7:](#) Administer surveys on programming

Person/group responsible for the action

Health Education Coordinator

Target date to implement the action

Fall, 2006

Priority

High

Action 2:

Eliminate objective

Full Description

Eliminate Objective to increase number of International students at programs. A focus group indicated that this would not be a feasible objective because of social barriers. Changes could be made but even then international women could still not attend because of subject matter.

Related Objectives:

- [Obj. 1:](#) Provide pertinent Health Education programming

Related Measures:

- [M. 2:](#) Survey through focus group.
- [M. 3:](#) Focus group with international students
- [M. 4:](#) Research and comparison

Person/group responsible for the action Health Education Coordinator

Target date to implement the action August 2006

Priority Med

Action 3:

Develop new programs

Full Description

Develop new programming in order to increase the number of students participating in Health Education.

Related Objectives:

- [Obj. 1:](#) Provide pertinent Health Education programming

Related Measures:

- [M. 2:](#) Survey through focus group.
- [M. 4:](#) Research and comparison
- [M. 5:](#) Review attendance
- [M. 7:](#) Administer surveys on programming

Person/group responsible for the action Health Education Coordinator

Target date to implement the action August 2006

Priority High

Action 4:

Implement Take Back the Night Program

Full Description

The program- Take Back The Night was developed and presented in April 2006 and will become an annual program.

Related Objectives:

- [Obj. 1:](#) Provide pertinent Health Education programming

Related Measures:

- [M. 4:](#) Research and comparison
- [M. 6:](#) TIPS Training Certification Test

Person/group responsible for the action Health Education Coordinator

Target date to implement the action April 2006

Priority High

Action 5:

Provide PHED Training Sessions

Full Description

Provide training sessions for PHEDs to instruct them in a number of health topics and methods for presenting the information to student audiences. Sessions will include opportunities for the PHEDs to conduct practice presentations in front of their peers.

Related Objectives:

- [Obj. 2](#): Increase the knowledge base and ability of PHEDs

Related Measures:

- [M. 6](#): TIPS Training Certification Test

Person/group responsible for the action Health Educator Coordinator

Target date to implement the action August 2006

Priority High

Action 6:

TIPS Training Certification

Full Description

PHEDs are trained and certified in the TIPS program and utilize this training and knowledge to assist their peers with making better choices related to alcohol use.

Related Objectives:

- [Obj. 2](#): Increase the knowledge base and ability of PHEDs

Related Measures:

- [M. 6](#): TIPS Training Certification Test

Person/group responsible for the action	Health Educator Coordinator
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Target date to implement the action	August 2006
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Priority	High
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Action 7:

Continue to have up-to-date information

Full Description

Current information is used to keep all programs up-to-date and relevant.
Incorporate current information into PHEDs training.

Related Objectives:

- [Obj. 2:](#) Increase the knowledge base and ability of PHEDs

Related Measures:

- [M. 1:](#) Assess personal skills
- [M. 2:](#) Survey through focus group.
- [M. 6:](#) TIPS Training Certification Test

Person/group responsible for the action	Health Education Coordinator
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Target date to implement the action	August 2006
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Priority	High
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ANALYSIS

Strength

Health Education has made strides to better the PHED program and student health programming on campus. PHEDs now have more training than in previous years that will enable them to better serve the UTD community. Also programming has been updated to accommodate the growing UTD campus. UTD has caught up with other universities by holding nationally recognized programs such as Take Back The Night.

Attention Needed

Students have enjoyed programming offered by Health Education. Health Education will continue to strive to reach out to as many students, staff and faculty as possible by providing programming that is educational as well as entertaining.

ANNUAL REPORT

Executive Summary

Health Education hired a new Health Education Coordinator in June 2005. Since then Health Education has been working to add and improve programming. Health Education added a variety of new programs including a nationally recognized program titled "Take Back The Night." Health Education also hired 8 new PHEDs to assist in delivering the programs. These PHEDs were trained and certified in TIPS. Health Education has worked hard to find out what students are interested in. Health Education held many focus groups to assess the needs of the students. With these findings Health Education will continue to provide education and fun programs.

Contributions to the Institution

Health Education networks with other universities to represent the institution. The Health Education Coordinator regularly attends Consortium meetings to represent The University of Texas at Dallas. While doing this she is also able to compare programming with other universities along with gaining helpful programming tips.

Highlights

Health Education brought a nationally recognized program to campus. UTD was one of the few campuses that didn't participate in "Take Back The Night."

Teaching Activities

TIPS Training was incorporated into PHED training. TIPS is the global leader in education and training for the responsible service, sale, and consumption of alcohol. Proven effective by third-party studies, TIPS is a skills-based training program that is designed to prevent intoxication, underage drinking, and drunk driving.

Research and Scholarly Activities

No activity to report.

Public/Community Service

No activity to report.

International Activities

No activity to report.

Challenges

No activity to report.

**Detailed Assessment Report for
2005 - 2006 Student Media**

MISSION

The mission of Student Media is to provide student-oriented, student-managed forums for the free exchange of information and ideas within the university community, while providing students with hands-on opportunities to learn the skills necessary to pursue a career in media.

STUDENT LEARNING OUTCOMES

Outcome/Objective 1:

Students will learn contemporary media practices.

Full Description:

Through a combination of small-group workshops, individualized instruction, internship coordination and placements and regular attendance at national and state college media association conferences, The UTD Mercury will provide students with meaningful opportunities to learn, practice and develop the skills necessary in today's journalism industry.

A Student Learning Outcome? Yes

Strategic Plan Initiatives:

- [II-1](#): The Education of Leaders

Accreditation Standards:

Member, Texas Intercollegiate Press Association Member, Associated Collegiate Press

Related Measures:

- [M. 1](#): Mini-camp effectiveness questionnaires
- [M. 4](#): Qualitative writing coaching evaluations
- [M. 5](#): Review of awards won in national, state contests
- [M. 7](#): Staff internships

Related Actions:

- [A. 1](#): Continuation of mini-camps
- [A. 4](#): Continuation of writing coaching
- [A. 5](#): Continue state, national competitions
- [A. 7](#): Cultivate internship opportunities

OUTCOMES/OBJECTIVES

Outcome/Objective 2:

Radio UTD will diversify its programming.

Full Description:

Radio UTD will begin web casting select home basketball, soccer, softball games in 2006-2007 in conjunction with the UTD Athletic Department. Radio UTD also will work to develop a news component/show featuring news & views from the UTD student community.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [II-3](#): Investment in People

Related Measures:

- [M. 2](#): Radio UTD programming logs
- [M. 3](#): Radio UTD volunteer logs
- [M. 6](#): Listener statistics report

Related Actions:

- [A. 2](#): Further diversify radio programming
- [A. 3](#): Continue to recruit DJs
- [A. 6](#): Continue to increase listenership

MEASURES

Measure 1:

Mini-camp effectiveness questionnaires

Measure Full Description:

The effectiveness of staff development workshops (Mercury minicamps) by outside staff members is measured in staff questionnaires following the completion of the two-day workshop. (Completed in August 2005 and January 2006)

Related Outcome(s)/Objective(s):

- [Obj. 1](#): Students will learn contemporary media practices.

Target Level:

Three-fourths of staff members expressing being "satisfied" or "very satisfied" with measures of effectiveness and relevance of material presented in mini-camp seminars.

Findings:

100% of the staff responded as "satisfied" or "very satisfied" with the effectiveness and relevance of the material presented in the semesterly mini-camp.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 2:

Radio UTD programming logs

Measure Full Description:

Radio UTD programming logs will be used to measure expansion of programming schedule from 2-10 p.m. nightly to 2 p.m.-2 a.m. nightly. (Completed in August 2005 & January 2006).

Related Outcome(s)/Objective(s):

- [Obj. 2:](#) Radio UTD will diversify its programming.

Target Level:

Radio UTD will feature a minimum of 10 hours per week of programming featuring talk, news and/or sports.

Findings:

Radio UTD featured 10 hours of programming a week focusing on news, talk and/or sports for both the Fall 2005 and Spring 2006 semesters.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 3:

Radio UTD volunteer logs

Measure Full Description:

Radio UTD volunteer membership logs will be assessed to monitor growth in numbers of volunteer DJs.

Related Outcome(s)/Objective(s):

- [Obj. 2](#): Radio UTD will diversify its programming.

Target Level:

Radio UTD needs 40 volunteer DJs to be able to expand programming schedule from 10 hours nightly to 12 hours nightly.

Findings:

Volunteer DJ membership logs indicate average of 45-50 volunteer DJs in organization throughout the long terms.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 4:

Qualitative writing coaching evaluations

Measure Full Description:

Staffers provide qualitative assessments of mandatory, biweekly writing coaching sessions with the adviser and editors during weekly staff meetings. (Completed on biweekly basis)

Related Outcome(s)/Objective(s):

- [Obj. 1](#): Students will learn contemporary media practices.

Target Level:

A minimum of three-fourths of staffers will view the mandatory biweekly writing coaching sessions with advisor and editor as beneficial or very beneficial in their development as a news writer or editor.

Findings:

More than 90 percent of staffers feel the mandatory writing coaching sessions are beneficial in their development as a writer, but have expressed frustration with the time spent in the face-to-face sessions.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 5:

Review of awards won in national, state contests

Measure Full Description:

The newspaper and its staff members will compete and win awards in state and national collegiate press competitions.

Related Outcome(s)/Objective(s):

- [Obj. 1](#): Students will learn contemporary media practices.

Target Level:

Maintaining or increasing the number of individual awards won at the state collegiate press competitions. Earning nomination for Associated Collegiate Press's Pacemaker Award given annually on the national level.

Findings:

The Mercury eclipsed its previous high number of individual awards won on the state level from 27 in FY 2005 to 33 in FY 2006. The Mercury earned only its second nomination for the ACP Pacemaker Award in its 25-year history and won its first-ever Pacemaker at the 2005 ACP Convention in October 2005.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 6:

Listener statistics report

Measure Full Description:

Radio UTD will monitor its webcasting listener statistics software to determine increases in average listenership per programming hour.

Related Outcome(s)/Objective(s):

- [Obj. 2](#): Radio UTD will diversify its programming.

Target Level:

A 10 percent average increase in listenership -- as measured by the webcasting listener statistics software -- from 20 listeners per hour to 22 listeners per hour.

Findings:

Radio UTD increased its listenership from an average of 20 listeners per hour to an average of 35 listeners per programming hour as measured by the listener tracking software.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 7:

Staff internships

Measure Full Description:

Staff members will seek and be placed in internships with professional news organizations to further develop their skills.

Related Outcome(s)/Objective(s):

- [Obj. 1](#): Students will learn contemporary media practices.

Target Level:

All members of the Mercury management team -- Editor, Advertising Manager and Managing Editor -- will be placed and serve an internship at a professional news/advertising organization during their tenure at the university.

Findings:

Two of the three members of the Mercury management team served internships at professional/advertising organizations. Additionally, one staffer not on the management team secured two editorial internships prior to her appointment to the FY 2007 editorship.

Target Level Achievement: Partially Met

Further Action Planned? Yes

ACTIONS

Action 1:

Continuation of mini-camps

Full Description

The UTD Mercury will continue to offer its semesterly mini-camp orientation/training sessions using outside media professionals to present current topics and trends in journalism.

Related Objectives:

- [Obj. 1](#): Students will learn contemporary media practices.

Related Measures:

- [M. 1](#): Mini-camp effectiveness questionnaires

Person/group responsible for the action

Student Media Adviser/Mercury management

Target date to implement the action August 2007

Priority High

Action 2:

Further diversify radio programming

Full Description

Radio UTD will look to further diversify its programming, i.e., talk, news, sports, etc., and monitor listenership statistics to determine highest listener demand for various genres.

Related Objectives:

- [Obj. 2:](#) Radio UTD will diversify its programming.

Related Measures:

- [M. 2:](#) Radio UTD programming logs

Person/group responsible for the action Student Media Adviser/Radio UTD management

Target date to implement the action August 2005 & January 2006

Priority High

Action 3:

Continue to recruit DJs

Full Description

Radio UTD will continue to recruit and train new incoming volunteer DJs to replace those lost to graduation, attrition, etc.

Related Objectives:

- [Obj. 2:](#) Radio UTD will diversify its programming.

Related Measures:

- [M. 3:](#) Radio UTD volunteer logs

Person/group responsible for the action Radio UTD management

Target date to implement the action August 2005 & January 2006

Priority High

Action 4:

Continuation of writing coaching

Full Description

Writing coaching sessions will continue as a way to provide instant feedback to staffers, but an online forum or groups sessions may be necessary to cut down on time requirements.

Related Objectives:

- [Obj. 1](#): Students will learn contemporary media practices.

Related Measures:

- [M. 4](#): Qualitative writing coaching evaluations

Person/group responsible for the action Student Media Adviser/Mercury management

Target date to implement the action August 2005 & January 2006

Priority High

Action 5:

Continue state, national competitions

Full Description

The newspaper and its staff will continue to regularly attend and compete in state and national collegiate press competitions. Attention will be given to expanding the number and prestige of the competitions entered.

Related Objectives:

- [Obj. 1](#): Students will learn contemporary media practices.

Related Measures:

- [M. 5](#): Review of awards won in national, state contests

Person/group responsible for the action Student Media Adviser/Mercury management

Target date to implement the action October 2005 & April 2006

Priority High

Action 6:

Continue to increase listenership

Full Description

Radio UTD will continue to increase average listenership by 10 percent per year through increased promotion and diversified programming such as news, sports and talk programming.

Related Objectives:

- [Obj. 2](#): Radio UTD will diversify its programming.

Related Measures:

- [M. 6](#): Listener statistics report

Person/group responsible for the action Student Media Adviser/Radio UTD management

Target date to implement the action August 2007

Priority Low

Action 7:

Cultivate internship opportunities

Full Description

The newspaper will continue to cultivate relationships with area, state and national professional news organizations to provide internships for our student staffers.

Related Objectives:

- [Obj. 1](#): Students will learn contemporary media practices.

Related Measures:

- [M. 7](#): Staff internships

Person/group responsible for the action Student Media Adviser/Mercury management

Target date to implement the action May 2007

Priority Low

ANALYSIS

Strength

The assessments measuring the effectiveness of The UTD Mercury to provide quality student learning experiences in the contemporary media practices and procedures show the newspaper management staff and adviser have been successful in this stated objective. Staffers expressed overwhelming satisfaction with the semesterly mini-camps and agree that weekly writing coaching sessions have improved the quality of their writing and reporting. The result was a record number of awards for journalistic excellence at the state and national levels.

Attention Needed

The assessments measuring Radio UTD's efforts to diversify its programming shows that while listenership, volunteer membership and programming hours have continued to expand, more work is needed in 2006-2007 to attract and identify individuals to spearhead efforts to create news and sports programming for the station.

ANNUAL REPORT

Executive Summary

The 2005-2006 year was one of growth and continued development for student media at UTD. The UTD Mercury earned a record-number of state and national awards. Radio UTD expanded programming hours, increased listenership and volunteer staffing levels.

Contributions to the Institution

Both student media operations -- The UTD Mercury and Radio UTD -- continued to fulfill their mission of educating, informing and entertaining the UTD student community. The UTD Mercury covered the administrative efforts to examine its campus housing situation, campuswide relief and response to Hurricane Katrina and the campus beautification initiative among many other stories affecting the UTD community. Radio UTD continued to expand the number of remote broadcasts held in conjunction with other campus events. Radio UTD was instrumental in providing music for the first-ever Convocation program in August 2005, as well as hosting two outdoor concerts for the student community.

Highlights

The UTD Mercury, under the direction of editor 2005-2006 editor-in-chief Cristen Perkowski, managing editor Luke McKenzie and advertising manager Anjie Vichayanonda exhibited excellence and balance in their editorial coverage

throughout the year. Staffing levels remained consistent throughout the year, and the experience of the staffers was at an all-time high. Individual Mercury staffers garnered awards at the Nov. 2005 Associated Collegiate Press Convention in Kansas City, Mo including Vichayanonda for advertising; McKenzie for Editorial Cartooning and cartoonist Michelle Gruben for Editorial Cartooning. The Mercury earned only its second finalist nomination for the ACP's Pacemaker Award -- the highest award for collegiate journalistic excellence in the nation. The Mercury was named to its first Pacemaker Award in November -- one of only 25 newspapers across the United States to earn the distinction. The Mercury went on to earn a record number of honors (32) for journalistic excellence at the Texas Intercollegiate Press Association conference in April 2006. The newspaper captured its first-ever Sweepstakes honor from TIPA -- an award given to the top points-earning newspaper in all of the competitions combined. Radio UTD exhibited growth in listenership, visibility and numbers within its volunteer membership as a result of its summer 2005 relocation to the firstfloor of the Student Union. Radio UTD increased its number of remote webcasts done in conjunction with other events around the UTD campus. Radio UTD also hosted two outdoor concerts for the UTD community.

Teaching Activities

Student media adviser continued to teach CRWT 3308 Journalism through the School of Arts & Humanities, in addition to his full-time duties as Student Media Adviser.

Research and Scholarly Activities

No activity to report.

Public/Community Service

No activity to report.

International Activities

No activity to report.

Challenges

Staffing & lack of a communications program on the academic side.

**Detailed Assessment Report for
2005 - 2006 Student Union**

MISSION

The Student Union is dedicated to programs and services that support and complement the educational mission of The University of Texas at Dallas: encouraging students to be active participants in their educational experience; preparing students for life after graduation by providing a range of opportunities to develop skills, abilities, and competencies; instilling a sense of civic responsibility among the student body; and building an inclusive community for our diverse student population. We believe in making an investment in the student so they will, in turn, become invested themselves.

OUTCOMES/OBJECTIVES

Outcome/Objective 1:

Create opportunities for community-building in SU

Full Description:

Create opportunities for community-building in a student-centered student union facility that includes leadership development, civic engagement, and student-run activities and events. Provide a comfortable, clean, safe, and attractive environment in which students can meet, play, study, eat, and be entertained.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [II-1](#): The Education of Leaders
- [V-2](#): Enhanced Quality of Life

Accreditation Standards:

Association of College Unions-International "Role of the College Union: The union is a student-centered organization that values participatory decision-making. Through volunteerism, its boards, committees, and student employment, the union offers first-hand experience in citizenship and educates students in leadership, social responsibility, and values."

Related Measures:

- [M. 1](#): Reports of daily counts in building
- [M. 2](#): Review of feedback, dialogue, interaction
- [M. 8](#): PUB customer feedback information

Related Actions:

- A. 1: Advise student organizations and provide support
- A. 2: Improve appearance of Student Union Building
- A. 6: Investigate potential new programs
- A. 7: Implement operational improvements in PUB

Outcome/Objective 2:

Increase student participation in campus programs

Full Description:

Encourage more students to take advantage of programming opportunities offered by the Student Union Activities Advisory Board (SUAAB) through improved marketing and advertising, providing a diverse array of programs and activities, and encouraging and supporting student engagement in the planning of activities.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- II-1: The Education of Leaders
- II-3: Investment in People
- V-2: Enhanced Quality of Life

Related Measures:

- M. 1: Reports of daily counts in building
- M. 2: Review of feedback, dialogue, interaction
- M. 3: Student leader event evaluations
- M. 4: Marketing focus group with student leaders
- M. 5: Monitor event attendance
- M. 7: Student Marketing Survey
- M. 8: PUB customer feedback information

Related Actions:

- A. 1: Advise student organizations and provide support
- A. 4: Develop innovative marketing tools
- A. 5: Create a proactive advertising plan
- A. 6: Investigate potential new programs
- A. 7: Implement operational improvements in PUB

Outcome/Objective 3:

Meet programming needs of current student body

Full Description:

Provide programming that meets the needs and trends of the current student population through the development of appropriate entertainment areas within the Student Union Activities Advisory Board (SUAAB).

A Student Learning Outcome? No

Strategic Plan Initiatives:

- II-1: The Education of Leaders
- II-3: Investment in People

Related Measures:

- M. 1: Reports of daily counts in building
- M. 3: Student leader event evaluations
- M. 4: Marketing focus group with student leaders
- M. 5: Monitor event attendance
- M. 6: Programming comparative analysis

Related Actions:

- A. 1: Advise student organizations and provide support
- A. 6: Investigate potential new programs

Outcome/Objective 4:

Provide late night activities for students

Full Description:

Promote a sense of community and school pride among the student body through a comprehensive Late-Night Programs schedule. Schedule a diverse array of activities that will attract different student groups during late night and evening hours to come to the Student Union and participate in large and small entertainment events.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- II-1: The Education of Leaders
- II-3: Investment in People

Related Measures:

- M. 1: Reports of daily counts in building
- M. 3: Student leader event evaluations

Related Actions:

- A. 3: Add and expand popular programs
- A. 6: Investigate potential new programs
- A. 7: Implement operational improvements in PUB

Outcome/Objective 5:

Operate the PUB efficiently and successfully

Full Description:

The PUB is a key meeting place on campus and the only true restaurant service. The PUB works to operate efficiently, provide excellent customer service, and support student programs.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- [II-3](#): Investment in People

Institutional Priorities:

- [SP-8](#): Reduce Costs

Related Measures:

- [M. 8](#): PUB customer feedback information

MEASURES

Measure 1:

Reports of daily counts in building

Measure Full Description:

Daily tallies of user activity in the building in different areas and at six different times of the day provide a detailed picture of when students are participating and what activities they are more likely to attend.

Related Outcome(s)/Objective(s):

- [Obj. 1](#): Create opportunities for community-building in SU
- [Obj. 2](#): Increase student participation in campus programs
- [Obj. 3](#): Meet programming needs of current student body
- [Obj. 4](#): Provide late night activities for students

Target Level:

Increase number of leadership opportunities, student officer positions, and engagement of students by 10% through additional student organizations and activities.

Findings:

The number of student organizations has increased 20%, creating additional student officer and leadership positions. Expanded leadership development workshops for students have increased by 5%.

Target Level Achievement: Partially Met

Further Action Planned? Yes

Measure 2:

Review of feedback, dialogue, interaction

Measure Full Description:

Review report of feedback, dialogue, interaction and meetings with student government officers and other student leaders to include student activities planning board and student organization executive officers.

Related Outcome(s)/Objective(s):

- [Obj. 1](#): Create opportunities for community-building in SU
- [Obj. 2](#): Increase student participation in campus programs

Target Level:

Report of student feedback, dialogue and interaction regarding the look and feel of the union building; at least 10% increase in building activity and room usage.

Findings:

Room reservations requests increased by 13%. Report of feedback indicate that school colors, modern furnishings, and flexible space is important to students.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 3:

Student leader event evaluations

Measure Full Description:

Student program board members evaluate each event based on attendance, planning, and implementation.

Related Outcome(s)/Objective(s):

- [Obj. 2](#): Increase student participation in campus programs
- [Obj. 3](#): Meet programming needs of current student body
- [Obj. 4](#): Provide late night activities for students

Target Level:

Program board evaluations provide instructive information about successful events and what needs improvement. The ultimate goal is to have a strong offering of successful programs and events, as revealed in the evaluation process.

Findings:

The evaluations conducted by student program board members provided useful information about improvements needed not only in event offerings, but also in the planning and implementation phase.

Target Level Achievement: Partially Met

Further Action Planned? Yes

Measure 4:

Marketing focus group with student leaders

Measure Full Description:

Meet with student leader focus groups to determine the best mechanisms for advertising and promoting events on campus.

Related Outcome(s)/Objective(s):

- [Obj. 2:](#) Increase student participation in campus programs
- [Obj. 3:](#) Meet programming needs of current student body

Target Level:

Report of preferred mechanisms (email, flyers, and Comet Calendar) for learning about (marketing of) events and activities on campus.

Findings:

Students reported the top three ways they prefer to be informed about activities and events are through e-mail, paper signs, and "This Week/Comet Calendar" followed closely by The UTD Mercury and Radio UTD.

Target Level Achievement: Partially Met

Further Action Planned? Yes

Measure 5:

Monitor event attendance

Measure Full Description:

Count and tally every SUAAB program board event attendance and review information each semester. The information will be used to modify or improve activities in the future.

Related Outcome(s)/Objective(s):

- [Obj. 2:](#) Increase student participation in campus programs
- [Obj. 3:](#) Meet programming needs of current student body

Target Level:

Average attendance of at least 75 students at each event.

Findings:

Average attendance per event was 186 students.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 6:

Programming comparative analysis

Measure Full Description:

Compare programs and SUAAB schedule of events with programs and schedules at institutions attending National Association for Campus Activities conferences.

Related Outcome(s)/Objective(s):

- [Obj. 3](#): Meet programming needs of current student body

Target Level:

Programs and schedule of events that mirror or exceed successful, best practices on other campuses.

Findings:

On average programming boards at other institutions offer 36 programs per school year, with an average attendance of 75 students per event. This year UTD SUAAB offered 65 programs, with an average attendance of 186 students.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 7:

Student Marketing Survey

Measure Full Description:

Survey students to determine the best advertising means to reach a broad range of student populations.

Related Outcome(s)/Objective(s):

- [Obj. 2](#): Increase student participation in campus programs

Target Level:

Identification top three mechanisms for reaching students through advertising and communication.

Findings:

Survey results indicated email, word of mouth and flyers as the top three mechanisms for students to learn about student life activities on campus.

Target Level Achievement: Met

Further Action Planned? Yes

Measure 8:

PUB customer feedback information

Measure Full Description:

The PUB provides customer feedback cards and solicits staff evaluations during training periods with new student employees. The PUB attends to customer complaints with individual attention and response. The PUB regularly evaluates its operations and procedures.

Related Outcome(s)/Objective(s):

- [Obj. 1:](#) Create opportunities for community-building in SU
- [Obj. 2:](#) Increase student participation in campus programs
- [Obj. 5:](#) Operate the PUB efficiently and successfully

Target Level:

No customer complaints.

Findings:

Feedback cards included complaints about length of time for service (food delivery) and coffee drink preparations. Increased attention to these operational areas are needed, as well as continued attention to student employee training as it relates to customer service.

Target Level Achievement: Partially Met

Further Action Planned? Yes

ACTIONS

Action 1:

Advise student organizations and provide support

Full Description

Improve and expand student organization support structure through additional workshops, training, space allocation, scheduled meetings, advisor training, and executive officer training.

Related Objectives:

- [Obj. 1](#): Create opportunities for community-building in SU
- [Obj. 2](#): Increase student participation in campus programs
- [Obj. 3](#): Meet programming needs of current student body

Related Measures:

- [M. 2](#): Review of feedback, dialogue, interaction

Person/group responsible for the action Assistant Dean of Students

Target date to implement the action Fall 2006 and Spring 2007

Priority High

Additional resources

A dedicated professional staff member focusing solely on student organization advising and leadership training

Action 2:

Improve appearance of Student Union Building

Full Description

Short term and long term attention to the look and feel of the Union contributes to a vibrant and successful student activities program. Short term appearance refers to daily reports of usage and maintenance needs. Long term appearance refers to increased services, more student-oriented presence (bulletin boards, signage), and capital improvements such as furniture, carpeting, and renovation for additional space.

Related Objectives:

- [Obj. 1](#): Create opportunities for community-building in SU

Related Measures:

- [M. 1](#): Reports of daily counts in building
- [M. 2](#): Review of feedback, dialogue, interaction
- [M. 7](#): Student Marketing Survey

Person/group responsible for the action Student Union Operations Director

Target date to implement the action	Monthly building reports followed by work orders
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Priority	High
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Additional resources

Expansion of space for additional student use and offices

Action 3:

Add and expand popular programs

Full Description

Continue to offer popular programs based on attendance records; add dates to schedule if necessary to accommodate more of these types of events.

Related Objectives:

- [Obj. 4](#): Provide late night activities for students

Related Measures:

- [M. 3](#): Student leader event evaluations

Person/group responsible for the action	Coordinator of Student Programs
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Target date to implement the action	Fall and spring conference/showcases
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Priority	Med
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Additional resources

Staff and students can travel to conferences that feature current acts and programs on campuses across the nation. Determining which of these programs might work at UTD.

Action 4:

Develop innovative marketing tools

Full Description

Develop an e-newsletter to appeal to students` desire to receive information in an electronic format; create large, full-color monthly calendars and event posters to be displayed throughout campus.

Related Objectives:

- [Obj. 2](#): Increase student participation in campus programs

Related Measures:

- [M. 7](#): Student Marketing Survey

Person/group responsible for the action SUAAB

Target date to implement the action August 2005

Priority High

Action 5:

Create a proactive advertising plan

Full Description

Create a proactive advertising plan for events to target students who would not usually seek passive forms of publicity (flyers, signs, etc.), including publicity booths during peak hours in the Student Union and in the hallways of popular buildings during the changing of classes.

Related Objectives:

- [Obj. 2](#): Increase student participation in campus programs

Related Measures:

- [M. 4](#): Marketing focus group with student leaders

Person/group responsible for the action Marketing Manager

Target date to implement the action August 2005

Priority High

Action 6:

Investigate potential new programs

Full Description

Continue to offer broad range of cultural and recreational programs; investigate new, innovative programming opportunities to maintain popularity of offerings.

Related Objectives:

- [Obj. 1](#): Create opportunities for community-building in SU
- [Obj. 2](#): Increase student participation in campus programs
- [Obj. 3](#): Meet programming needs of current student body

- [Obj. 4](#): Provide late night activities for students

Related Measures:

- [M. 1](#): Reports of daily counts in building
- [M. 2](#): Review of feedback, dialogue, interaction
- [M. 3](#): Student leader event evaluations
- [M. 6](#): Programming comparative analysis

Person/group responsible for the action Coordinator of Student Programs

Target date to implement the action Fall and spring 2006-2007

Priority Med

Action 7:

Implement operational improvements in PUB

Full Description

Several improvements will contribute to improved PUB operations. They are: credit and debit card purchasing; controlling costs; sponsoring events and collaborating with student programs; and emphasizing customer service.

Related Objectives:

- [Obj. 1](#): Create opportunities for community-building in SU
- [Obj. 2](#): Increase student participation in campus programs
- [Obj. 4](#): Provide late night activities for students

Person/group responsible for the action PUB Manager

Target date to implement the action August 2005

Priority Med

Additional resources

Student staffing during peak periods to reduce waiting for orders and drinks.

ANALYSIS

Strength

Improved and expanded student services and support in a variety of contexts in

the Student Union including: improved student organization support structure through advising, additional workshops and training, and re-vitalized workspace; innovations in the PUB including menu improvements, student training program initiatives, and maintaining overwhelming level of service and capacity; continued attention to the appearance of the Student Union through daily attention and reporting and long-term planning.

Attention Needed

Students continue to ask for increased "school spirit". Use of school colors, events that support community, and images of student life are important components to a lively student union. Students would love to see the PUB expand its hours and service.

ANNUAL REPORT

Executive Summary

The Student Union is a very different place in appearance and feel than it was just one year ago. We have re-designed the first floor lobby to include spirited pictures of TEMOC, our school mascot, and other Comet images. Our new lobby features the UTD alma mater in oversized script and beautiful, but contemporary, furniture. Our durable and attractive furniture incorporates school colors and privacy screens compatible with laptop use. The purchase of a high-powered, color, laser-jet banner machine has enabled many groups to frequently create large banners and post them throughout the building to advertise their programs. Several display cases feature the banners to publicize special events. In addition to physical and facility improvements, student activities and organizations have benefited from attentive advising and increased student participation.

Contributions to the Institution

The PUB continues to be THE meeting place on campus, serving staff, faculty and students, and working at beyond-capacity. The Student Union established the Greek Center in the spring of 2006. A conference room was converted and is very student-focused, with school colors, Ikea furniture, and Greek knick/knacks and letters.

Highlights

In addition to on-going room reservations, the event management staff has offered additional services primarily to student groups. A presentation is conducted at each SOF orientation meeting (5) in the beginning of the semester to teach students how to effectively work the system and avoid pitfalls. After the orientations and throughout the year, the Events Manager attends SOF meetings to remind and advise students on using facilities on campus. Her office has published "A Guide for Successful Meeting and Event Planning" which is designed to familiarize students with the reservation process and to answer common questions. The guide provides a systematic approach for successful event planning from start to finish. The Student Union Activities and Advisory Board implement "Comet Nights", an all-night programming extravaganza that happens the third Thursday of the month.

Teaching Activities

Nothing relevant to report.

Research and Scholarly Activities

Nothing relevant to report.

Public/Community Service

Nothing relevant to report.

International Activities

Nothing relevant to report.

Challenges

Creating a vibrant student life outside of the classroom at UTD presents its challenges. Students have many obligations. Their academic loads are heavy. Many are working more than one job. How best to create opportunities for community, friendship, and camaraderie continues to be the challenge for Student Union and student life staff.

**Detailed Assessment Report for
2005 - 2006 Women's Center**

MISSION

Our mission is to collaboratively research, support and represent women's issues and proactively respond to changing student needs, through programs and services which reflect personal, economic, social and cultural ideas, and advocate for an inclusive, supportive and safe environment for the campus and community.

OUTCOMES/OBJECTIVES

Outcome/Objective 1:

Provide counseling/resources and programs

Full Description:

Improve the development of healthy relationships and promote behavioral health through counseling, targeted resource referral, and education.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- II-1: The Education of Leaders
- II-3: Investment in People
- II-4: Enhancement of Diversity and Inclusion
- V-2: Enhanced Quality of Life
- VI-4: Community Outreach
- VI-5: University Village

Institutional Priorities:

- COM-2: Protect Enrollment Gains, Access and Student Quality as part of moving toward Tier One Status
- SP-4: Tell UTD's Story Better
- SP-7: Enhance Graduation Rates

Related Measures:

- M. 1: Client Satisfaction Survey
- M. 2: Satisfaction survey for programs/events

Related Actions:

- A. 1: Improve counseling services

Outcome/Objective 2:

Support social justice, feminist/activist projects

Full Description:

Through campus and community partnerships, support of feminist/activist student interest by advising, mentoring the N.O.W. student organization, increase awareness of sexual assault and sexual harrassment prevention by development of UniTeD Against Sexual Assault project and S.A.R.T. membership, and foster diversity acceptance by devepment of SAFE Zone project.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- II-1: The Education of Leaders
- II-3: Investment in People
- II-4: Enhancement of Diversity and Inclusion
- V-2: Enhanced Quality of Life
- VI-4: Community Outreach
- VI-5: University Village

Institutional Priorities:

- COM-2: Protect Enrollment Gains, Access and Student Quality as part of moving toward Tier One Status
- CPT-4: Enhance student diversity
- CPT-5: Increase retention and graduation rates
- SP-4: Tell UTD's Story Better
- SP-7: Enhance Graduation Rates

Related Measures:

- M. 2: Satisfaction survey for programs/events
- M. 3: Discussion with groups and individuals

Related Actions:

- A. 2: Expand and improve programming
- A. 3: Programming topics will continue to develop

Outcome/Objective 3:

Promote personal leadership development for women

Full Description:

Improve personal leadership skills for female students by targeting opportunities, and fostering relationships with community leadership organizations.

A Student Learning Outcome? No

Strategic Plan Initiatives:

- II-1: The Education of Leaders
- II-3: Investment in People
- II-4: Enhancement of Diversity and Inclusion
- V-2: Enhanced Quality of Life
- VI-3: Business Leadership
- VI-4: Community Outreach
- VI-5: University Village

Related Measures:

- M. 2: Satisfaction survey for programs/events
- M. 3: Discussion with groups and individuals

Related Actions:

- A. 2: Expand and improve programming
- A. 3: Programming topics will continue to develop

MEASURES

Measure 1:

Client Satisfaction Survey

Measure Full Description:

Client satisfaction survey to measure counseling services

Related Outcome(s)/Objective(s):

- Obj. 1: Provide counseling/resources and programs

Target Level:

At least 70% of counseling clients are satisfied with counseling.

Findings:

68% felt their expectations were met in regard to counseling services and resources made available to them. 67% felt their expectations were met in regard to their particular need being taken care of. 69% felt the counseling they received improved their campus experience. 87% felt they learned behavioral tools that would help in their personal lives. 100% said they would recommend and refer others to the services of the Women's Center.

Target Level Achievement: Met

Further Action Planned? No

Measure 2:

Satisfaction survey for programs/events

Measure Full Description:

Satisfaction survey to measure quality of programs and events

Related Outcome(s)/Objective(s):

- [Obj. 1](#): Provide counseling/resources and programs
- [Obj. 2](#): Support social justice, feminist/activist projects
- [Obj. 3](#): Promote personal leadership development for women

Target Level:

At least 80% of attendees are satisfied with programs and events.

Findings:

62% of attendees felt the presentation gave them information that would be beneficial to their career or job. 63% of attendees felt the information was presented in an understandable and educational way. 95% indicated the workshop addressed a particular personal need. 97% said they took away valuable tools to help in their work or personal life. 96% said they would like to see more programming on the topic presented.

Target Level Achievement: Met

Further Action Planned? No

Measure 3:

Discussion with groups and individuals

Measure Full Description:

Individual and group discussions with student groups

Related Outcome(s)/Objective(s):

- [Obj. 2](#): Support social justice, feminist/activist projects
- [Obj. 3](#): Promote personal leadership development for women

Target Level:

Report of feedback from discussion groups that includes suggestions for new programs.

Findings:

In 2005, we developed the Sexual Assault Prevention project UniTeD Against Sexual Assault, to provide events and programs that educate and build awareness on topics such as Date Rape, personal safety, and community support. Some of these programs included The Clotheslines Project, Take Back the Night, and Sexual Assault Awareness Week. The Center's goal and program

planning is based on response from evaluation, advisory board meetings and verbal feedback. A S.A.R.T (Sexual Assault Response Team) was created to improve the response of all departments who may come in contact with victims of sexual assault. Also in 2005, a Safe Zone project was created for students, including development of mission, promotion, sticker design and distribution, and program development, including films and discussions on sexuality and cultural differences. The project mission is to provide opportunities for discussion on diversity, and promotes participation in establishing a university-wide network of visible allies who are willing to provide a supportive and inclusive environment to people of all races, ethnicities, nationalities, genders, sexual orientations, religions, ages, and abilities that exist on the UTD campus. We also developed curriculum for presentation to all Rhetoric classes on Date Rape and Sexual Assault, and offer self-defense training for each semester. These programs were developed as a result of increased support, via presence at meetings, focus groups, co-sponsorship and mentorship to GLBT and feminist, activist-oriented student organizations.

Target Level Achievement: Met

Further Action Planned? No

ACTIONS

Action 1:

Improve counseling services

Full Description

We continue to make efforts to improve our counseling services. Our counseling staff attends weekly case management meetings with the Student Counseling Center, and take professional development and licensure requirements(CEU`s) to enhance their skills in counseling students. We evaluate our internal procedures annually and revise to incorporate better client log safeguards, adjustment of number of visits, and extracting satisfaction survey results.

Related Objectives:

- [Obj. 1:](#) Provide counseling/resources and programs

Related Measures:

- [M. 1:](#) Client Satisfaction Survey

Person/group responsible for the action Women`s Center Director and Counselor

Target date to implement the action Completed August 2006

Priority

Med

Action 2:

Expand and improve programming

Full Description

We continue to make efforts to expand and improve our programming efforts, by developing co-sponsorship opportunities with campus and community organizations that will provide educational presentations to students in health, wellness, gender and leadership issues. Programming topics are and will continue to develop as a result of verbal feedback, as well as survey results.

Related Objectives:

- [Obj. 2](#): Support social justice, feminist/activist projects
- [Obj. 3](#): Promote personal leadership development for women

Related Measures:

- [M. 2](#): Satisfaction survey for programs/events
- [M. 3](#): Discussion with groups and individuals

Person/group responsible for the action

Women`s Center Director

Target date to implement the action

Completed August 2006

Priority

Med

Action 3:

Programming topics will continue to develop

Full Description

Programming topics are and will continue to develop as a result of event evaluation, to ensure consistency, and high level of attendance.

Related Objectives:

- [Obj. 2](#): Support social justice, feminist/activist projects
- [Obj. 3](#): Promote personal leadership development for women

Related Measures:

- [M. 2](#): Satisfaction survey for programs/events

Person/group responsible for the action

Women`s Center Director and Counselor

Target date to implement the action

Completed August 2006

Priority

Med

ANALYSIS

Strength

At least 70% of counseling clients are satisfied with counseling. At least 80% of attendees are satisfied with programs and events. Positive and constructive feedback from meeting notes indicates new program suggestions.

Attention Needed

Continued monitoring of evaluation/assessment results for both counseling and programming, and improving the effectiveness of measurement tools are needed.

ANNUAL REPORT

Executive Summary

In September of 2005, the Galerstein Women's Center has been in active operation for 10 years, and affirms the university's commitment to advancing the status and success of women on campus. Services were available to any women and men who needed its services, providing counseling, mentoring and support to students, staff and faculty, as well as quality programming and events in response to continual needs assessment surveys. The Center works in partnership with campus organizations, regional businesses, service and other community organizations to provide quality services. We seek continuous improvement through the on-going assessment of its services through visitor satisfaction surveys, needs assessments, and input from an advisory body composed of students, staff, faculty and community members. The process of needs assessment, planning and evaluation for the Center involved quarterly meetings of an Advisory Board called "Friends of the Center" consisting of campus and community representatives. The meetings have brought focus, and establish a "pulse-point" from various areas for effective program development of the Center. The Board has been successfully expanded this year, bringing in more students, as well as representation from liaison departments. Effectiveness and personal value was measured by attendance at programs, and feedback from participants at programs via a brief evaluation form. Evaluation forms were also used as an "assessment for service provided" tool by individuals who used the Center for counseling. The Center has found new ways to increase student participation by teaming with Student Life, Multicultural and International Services, and Greek Life, as well as Gender Studies and the School of Management to co-sponsor quality events. We continue to represent the Center by offering class presentations in every academic department on campus. Our continued involvement on campus work groups such as The Committee on the Status of Minorities and Women, and the Wellness Committee of Staff Council compliment the Center's goals, and facilitate changes that improve the quality of women's lives on campus. We continually benchmark against other campus

Women's Centers, such as Georgetown, TWU, Carnegie-Mellon, SMU and Dartmouth for the purpose of strategy in planning our goals. We represented the Center, its history and events to local women's organizations, as a tool for recruiting community members to our programs, and to, hopefully impact campus enrollment. We have achieved more success in attracting community attendees due to our expanded media press release list, which cover many Dallas area newspapers, magazines and organizations. In the past year, the Center provided targeted services to enhance and encourage the status of women on campus, by bringing prominent women to campus in areas of social, moral and personal development to share their expertise. Programming has covered topics such as health and wellness, women's history and feminism, time management, self-defense, networking opportunities, anger management, international forums, CPR, social gatherings, discussion groups, meditation, nutrition, financial and investment strategies, and parenting. There are almost always community members that attend our programs, as well as a varied mix of students, staff and faculty. The Center is utilized often for events and meetings by campus groups. A concept that we developed in 1999, N.E.W. (Newly Empowered Women) has been resurrected and new programs and gatherings planned, for non-traditional aged women who are looking for ways to connect with other women who have returned to school after a break or attending school for the first time. Staff was expanded this year to include a full-time Outreach Coordinator for the sole purpose of developing and expanding these events for the Center. The book and video library are extremely popular, as is the study and relax space we provide to students. In the past year, we have seen a strong increase in international students, who comment that they feel comfortable in our environment. We strive to provide a creative venue for those wishing to express themselves, and a nurturing, supportive atmosphere for all who enter. Those who walk through these doors do so without fear of judgment or prejudice, and we are home to and provide support and advisement to four student organizations, Homage, the Bangladeshi Association, The Knitting Club, and N.O.W.

Contributions to the Institution

In the past year, the Center provided targeted services to enhance and encourage the status of women on campus, by bringing prominent women to campus in areas of social, moral and personal development to share their expertise. In September of 2005, the Galerstein Women's Center has been in active operation for 10 years, and affirms the university's commitment to advancing the status and success of women on campus. We continue to represent the Center by offering class presentations in every academic department on campus. Our continued involvement on campus work groups such as The Committee on the Status of Minorities and Women, and the Wellness Committee of Staff Council compliment the Center's goals, and facilitate changes that improve the quality of women's lives on campus. We continually benchmark against other campus Women's Centers, such as Georgetown, TWU, Carnegie-Mellon, SMU and Dartmouth for the purpose of strategy in planning our goals. We represented the Center, its history and events to local women's organizations, as a tool for recruiting community members to our programs, and to, hopefully impact campus enrollment. • Continue representing the Women's Center and the university, its history and events to the community, as a tool for recruiting community members to our programs, with the goal of impacting campus enrollment and retention. • Achieve more success in attracting

community attendees by expanding our media press release list, covering Dallas area newspapers, magazines, community organizations and corporations.

Highlights

Awards program for campus women..."Unsung Shero" (staff, faculty) "Torch-Bearer" (sports), "Marie Curie" (Science and Engineering), "Feminist Ideals" (Gender Studies) Co-sponsored community service drives for student organizations Health/wellness/psycho-social seminars Vagina Monologues - support and advisement Self-Defense training Co-development of Women's Leadership Conference Contributors to International Week Relationship Support Group for Students Mammograms performed by UT Southwestern Center for Breast Care Mobile Mammography Date Rape Awareness Week, Take Back the Night, and Clothesline Project Co-sponsors of the Gender Studies lecture series Dallas Race for the Cure, UTD Team Safe Zone events and programming Women's History Month special event Hosting a female/new female faculty networking/socializing function UniTeD Against Sexual Assault programming Galerstein Scholarship fund Individualized, professional counseling for students, staff and faculty Resource referral for Dallas community

Teaching Activities

We represented the Center, its history and events to local women's organizations. We continue to represent the Center by offering class presentations in every academic department on campus. Developed curriculum for presentation to all Rhetoric classes on Date Rape and Sexual Assault. Education, speaker events with Gender Studies (Gender Studies Lecture Series).

Research and Scholarly Activities

No activity to report.

Public/Community Service

We represented the Center, its history and events to local women's organizations, as a tool for recruiting community members to our programs, and to impact enrollment and retention rates. We have achieved more success in attracting community attendees due to our expanded media press release list, which cover many Dallas area newspapers, magazines and organizations. Most events offered through the Center are attended by community members. We also promote N.E.W. (Newly Empowered Women) to community women's organizations, which includes programs and gatherings for non-traditional aged women who are looking for ways to connect with other women who have returned to school after a break or attending school for the first time.

International Activities

In the past year, we have seen a strong increase in international students, who comment that they feel comfortable in our environment. We strive to provide a creative venue for those wishing to express themselves, and a nurturing, supportive atmosphere for all who enter. This year, we participated in International Education Week with the International Department, and the Multicultural Leadership Conference, The Center has found new ways to increase student

participation by teaming with International Student organizations, advising to the Bangladeshi Association, and Multicultural and International Student Services, to co-sponsor quality events.

Challenges

Establishing direction and focus for our Safe Zone and Sexual Assault prevention project. Anticipating the expanding needs of our students, and providing a safe, inclusive environment.