

INCOMPLETE DOCUMENT AS OF 28 JUNE 2007: Final reports not due until late August 2007. Sample document for Reaffirmation Documentation, "Employing Qualified Personnel in Student Affairs." / huckaba 20070628

## **2006-2007 :: Student Affairs Operations**

### **1. Mission Statement:**

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.

### **2. Objectives:**

**2.1 Ensure high standards of customer service in Student Affairs:** Ensure high standards of customer service in all units reporting to the Vice President for Student Affairs.

**2.1.1 Related Strategic Plan Item(s):** II-3 Investment in People; V-2 Enhanced Quality of Life

**2.1.2 Related Institutional Priority Item(s):** SP-7 Enhance Graduation Rates; CPT-5 Increase retention and graduation rates

**2.1.3 Standards and Associations:**

NASPA (Student Affairs Administrators in Higher Education; AACRAO (American Association of Collegiate Registrars and Admissions Officers)

**2.2 Foster high-level knowledge and performance of Student Affairs staff:** Foster high-level of knowledge and performance of staff at all levels throughout the Division of Student Affairs.

**2.2.1 Related Strategic Plan Item(s):**

II-3 Investment in People; III-1 Dynamic Change Management; V-2 Enhanced Quality of Life

**2.2.2 Related Institutional Priority Item(s):**

SP-7 Enhance Graduation Rates; SP-8 Reduce Costs; CPT-5 Increase retention and graduation rates

**2.2.3 Standards and Associations:**

NASPA (Student Administrators in Higher Education; AACRAO (American Association of Collegiate Registrars and Admissions Officers)

**2.3 Enhance efficiency of scholarship award process:**

Enhance the efficiency of the scholarship award process through the general university scholarship committee.

**2.3.1 Related Strategic Plan Item(s):** II-3 Investment in People

**2.3.2 Related Institutional Priority Item(s):** SP-8 Reduce Costs; CPT-5 Increase retention and graduation rates

**2.4 Develop an effective implementation plan for new student information system:** Develop an effective and fiscally sound implementation plan for the new People Soft student information system and engage Student Affairs units in preliminary business process analysis and logistical preparation for the project.

**2.4.1 Related Strategic Plan Item(s):** II-3 Investment in People; III-1 Dynamic Change Management

**2.4.2 Related Institutional Priority Item(s):** SP-8 Reduce Costs

**2.5 Improve budget planning and monitoring process:** Improve the Student Affairs budget planning and monitoring process.

**2.5.1 Related Strategic Plan Item(s):** III-1 Dynamic Change Management

**2.5.2 Related Institutional Priority Item(s):** SP-8 Reduce Costs

**2.6 Enhance facilities and infrastructure related to Student Affairs programs and services:** Enhance facilities and infrastructure related to the delivery of high-quality and efficient Student Affairs programs and services.

**2.6.1 Related Strategic Plan Item(s):**

II-3 Investment in People; III-1 Dynamic Change Management; V-2 Enhanced Quality of Life

**2.6.2 Related Institutional Priority Item(s):** CPT-5 Increase retention and graduation rates

### **3. Measures & Findings:**

**3.1 Departmental Customer Satisfaction Surveys:**

Each unit within the Division of Student Affairs administers separate customer satisfaction surveys to various student and non-student constituent groups and compiles the data into reports to the VP for Student Affairs Office (VPSA). The VPSA reviews, analyzes and reports the results of the surveys on a Division level.

**3.1.1 Assessment Timeframe:** August 2007

**3.1.2 Success Criteria:** At least 90% of respondents indicate satisfaction with Student Affairs units.

**3.1.3 Related Objective(s):**

Ensure high standards of customer service in Student Affairs; Foster high-level knowledge and performance of Student Affairs

staff

**3.2 Student Complaint Log:** Log of student complaints related to non-academic student issues that come through the VPSA office.

**3.2.1 Assessment Timeframe:** August 2007

**3.2.2 Success Criteria:** Reduce number of student complaints by at least 10%.

**3.2.3 Related Objective(s):**

Ensure high standards of customer service in Student Affairs; Foster high-level knowledge and performance of Student Affairs staff

**3.3 Director Meeting Agendas & Minutes:**

Agendas and minutes of meetings with Student Affairs directors to document discussions and issues.

**3.3.1 Assessment Timeframe:** August 2007

**3.3.2 Success Criteria:** Report of discussions, issues, and approved actions.

**3.3.3 Related Objective(s):**

Ensure high standards of customer service in Student Affairs; Foster high-level knowledge and performance of Student Affairs staff; Develop an effective implementation plan for new student information system; Improve budget planning and monitoring process; Enhance facilities and infrastructure related to Student Affairs programs and services

**3.4 Email Survey to Staff:**

Survey staff through email as to their greatest customer service challenge and their perspective on how they believe their customers rate the service they provide.

**3.4.1 Assessment Timeframe:** August 2007

**3.4.2 Success Criteria:**

Report of customer service challenges identified and comparison of staff and customer perspectives on service provided.

**3.4.3 Related Objective(s):**

Ensure high standards of customer service in Student Affairs; Foster high-level knowledge and performance of Student Affairs staff

**3.5 Conference and Workshop Staff Participation Log:**

Log of conferences, workshops, seminars and other professional development activities in which Student Affairs staff participate during the year.

**3.5.1 Assessment Timeframe:** August 2007

**3.5.2 Success Criteria:** Report of Student Affairs staff participation in professional development activities.

**3.5.3 Related Objective(s):** Foster high-level knowledge and performance of Student Affairs staff

**3.6 Staff Development Meeting Agendas and Minutes:**

Agendas and minutes of required staff development meetings and events during the year.

**3.6.1 Assessment Timeframe:** August 2007

**3.6.2 Success Criteria:** Report of topics, discussions and activities of required staff development meetings and events.

**3.6.3 Related Objective(s):**

Ensure high standards of customer service in Student Affairs; Foster high-level knowledge and performance of Student Affairs staff

**3.7 Annual Performance Appraisals:**

Conduct one-on-one annual performance appraisals with each staff member, identifying strengths, areas for improvement and specific performance goals for the upcoming year.

**3.7.1 Assessment Timeframe:** August 2007

**3.7.2 Success Criteria:** At least 75% of staff receive a "meets expectations" or higher rating on their annual appraisal.

**3.7.3 Related Objective(s):**

Ensure high standards of customer service in Student Affairs; Foster high-level knowledge and performance of Student Affairs staff

**3.8 One-on-One Evaluation of Assessment Knowledge:**

Assistant VPSA conducts one-on-one sessions with directors and other staff who work on the unit's assessment plans and identifies current levels of assessment-related knowledge and training needs in the area of assessment.

**3.8.1 Assessment Timeframe:** August 2007

**3.8.2 Success Criteria:** Report of current knowledge and training needs related to assessment efforts.

**3.8.3 Related Objective(s):** Foster high-level knowledge and performance of Student Affairs staff

**3.9 Scholarship Committee Minutes:**

Document activities of the Scholarship Committee, including deliberations, awards and compliance with established timeline.

**3.9.1 Assessment Timeframe:** August 2007

**3.9.2 Success Criteria:**

Report of Scholarship Committee processes, awards, deliberations and suggestions for process improvement.

**3.9.3 Related Objective(s):** Enhance efficiency of scholarship award process

**3.10 Scholarship Appointment Forms:**

Monitor the award disbursement process by tracking of the routing of the Scholarship Appointment Forms for approval.

**3.10.1 Assessment Timeframe:** August 2007

**3.10.2 Success Criteria:** Report of scholarship award recipients and endowment scholarship annual reports.

**3.10.3 Related Objective(s):** Enhance efficiency of scholarship award process

**3.11 Budget Reconciliation Report:**

Reconcile actual scholarship awards posted to financial system to approved appointment forms to ensure endowed account balances comply with endowment agreements and endowment regulations.

**3.11.1 Assessment Timeframe:** August 2007

**3.11.2 Success Criteria:** Fund balance in each endowed account that is not more than 2 times the annual revenue.

**3.11.3 Related Objective(s):** Enhance efficiency of scholarship award process

**3.12 Minutes of UTD and UT System Committee Meetings Related to the ERP Implementation:** All deliberations, issues raised, progress reports and budget considerations related to the ERP/People Soft Student System implementation are recorded and reviewed.

**3.12.1 Assessment Timeframe:** August 2007

**3.12.2 Success Criteria:** Report of progress made, issues raised, budgets and actions approved.

**3.12.3 Related Objective(s):** Develop an effective implementation plan for new student information system

**3.13 Unit Business Process Analyses:**

Each unit involved in the project will map and analyze current business processes related to the ERP implementation project.

**3.13.1 Assessment Timeframe:** August 2007

**3.13.2 Success Criteria:** 100% of units have mapped and documented business processes.

**3.13.3 Related Objective(s):** Develop an effective implementation plan for new student information system

**3.14 Budget Analysis Report:**

Review remaining funds available for the ERP/People Soft student information system implementation and analyze financial needs not covered by UT System.

**3.14.1 Assessment Timeframe:** August 2007

**3.14.2 Success Criteria:** Budget projections report for ERP/People Soft implementation.

**3.14.3 Related Objective(s):** Develop an effective implementation plan for new student information system

**3.15 Student Fee Advisory Committee Minutes:**

Documentation of discussions, issues, fiscal analyses and final budget recommendations for the next year.

**3.15.1 Assessment Timeframe:** March 2007

**3.15.2 Success Criteria:** Budget recommendation memorandum to the President.

**3.15.3 Related Objective(s):** Improve budget planning and monitoring process

**3.16 Unit Annual Reports & Budget Requests:**

Collection and review of annual reports for each unit within Student Affairs and related budget requests, priorities and justifications for the next year.

**3.16.1 Assessment Timeframe:** Fall 2006

**3.16.2 Success Criteria:** Impact analysis report for each student fee revenue stream.

**3.16.3 Related Objective(s):** Improve budget planning and monitoring process

**3.17 Executive-level Monthly Budget Reports:**

Review monthly executive-level budget reports to track revenue activity and related expenditures and to identify potential problems before they arise.

**3.17.1 Assessment Timeframe:** Each month during the year

**3.17.2 Success Criteria:** No budget account that reflects a deficit in any spending category.

**3.17.3 Related Objective(s):** Improve budget planning and monitoring process

**3.18 Architectural Firm Feasibility Study Report:**

Review of architectural firm report on cost of building and maintaining a student services building.

**3.18.1 Assessment Timeframe:** Spring 2007

**3.18.2 Success Criteria:** Cost analysis report, including determination of level of student fee needed to support the project.

**3.18.3 Related Objective(s):** Enhance facilities and infrastructure related to Student Affairs programs and services

**3.19 Student Fee Referendum:**

Vote of students to determine whether or not they would support new fees for a student services building, athletic building, athletic program fee, and/or transportation fee.

**3.19.1 Assessment Timeframe:** Fall 2006

**3.19.2 Success Criteria:**

Approval of student body to request a student services building fee, an athletic facility fee, an athletic program fee, and a transportation fee through the state legislature and regents.

**3.19.3 Related Objective(s):** Enhance facilities and infrastructure related to Student Affairs programs and services

**3.20 Student Services Building Space Analysis:**

One-on-one meetings with each unit that would be housed in a new student services building to determine total space each unit would need and how the space should be configured for optimal service.

**3.20.1 Assessment Timeframe:** Spring 2007

**3.20.2 Success Criteria:**

Report of space needs and desired configuration for each unit that would be housed in the new student services building.

**3.20.3 Related Objective(s):** Enhance facilities and infrastructure related to Student Affairs programs and services

**3.21 Residential Housing Site Visits:**

Committee made up of administrators and students to conduct site visits to other campuses with varying types of residential housing facilities.

**3.21.1 Assessment Timeframe:** Fall 2006

**3.21.2 Success Criteria:**

Comparative analysis report and PowerPoint presentation on the various types of residential housing facilities viewed with a recommendation on the type of facility deemed most appropriate for UTD's next housing phase.

**3.21.3 Related Objective(s):** Enhance facilities and infrastructure related to Student Affairs programs and services

**3.22 Committee Meeting Minutes:**

Documentation of discussions, issues, considerations and approved actions related to the planning, design and construction of new facilities.

**3.22.1 Assessment Timeframe:** August 2007

**3.22.2 Success Criteria:**

Report of discussions, issues, recommendations and approved actions related to the design and construction of new facilities.

**3.22.3 Related Objective(s):** Enhance facilities and infrastructure related to Student Affairs programs and services

**5. Closing the Loop:****6. Analysis:****7. Report:**