Student Affairs Service Improvements : 2001-2002 : Report

University of South Florida St. Petersburg, Division of Student Affairs.

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Office of the Associate Vice President of Student Affairs

Administrative Leadership:

- All position descriptions were revised to reflect new levels of authority and responsibility.
- A Divisional effectiveness self-study was conducted through interviews with staff who identified improvement opportunities in eight areas: Human resource management; Marketing; Student learning and development; Technology; Divisional effectiveness and assessment; Recruitment; Facility management; and Fiscal management. Specific actions steps are being identified by the full staff through consensus. A senior staff member was reassigned to provide a systematic assessment program for the Division of Student Affairs.

Teaching, research, and service offered through the Wally and Louise Bishop Program for Ethical Leadership Studies:

- The upper division course “Ethics and Power in Leadership” was approved by the Undergraduate Council and was taught in the summer of 2001 and spring, 2002.

Leadership Education Program:

- In cooperation with USF campuses in Tampa and Lakeland, a Leadership Studies minor was created and approved by the Undergraduate Council. On this campus, courses are scheduled through the College of Arts and Sciences.

Student Housing:

- The Comprehensive Study of Residence Life Program/Housing System was completed. The study included a detailed pro forma and financing plan. The student housing project is scheduled to open in fall, 2005. The new Director of Student Services was hired, in part, for his experience in student housing.
- The office worked with a nearby property owner to provide a student housing package that is attractive and quite reasonably priced.
Residential Life Program:

- The Comprehensive Study of Residence Life Program/Housing System included a chapter outlining our future residence life program. The Director of Student Services has become a member of the Association of College and University Housing Officers – International (ACUHO-I).

Student Health Center:

- A Student Health Services Survey was conducted and the need for and scope of services was identified. A financing plan was developed. Implementation was delayed by statutory limitations on student fee increases and lack of space. The intention remains to resolve fee and space problems and open the service at the time student housing opens.

Student Union Building:

- A graduate student completed a preliminary study in late spring, 2001. A staff member has been assigned responsibility for developing a program and needs assessment that will lead to a financing plan and building program. A site was identified in the Master Plan revision process and an interim facility was identified.

Food Service:

- The food service operation was reviewed. In response to this assessment, the campus food service vendor was changed and the catering list was expanded, both of which resulted in reports of higher satisfaction.

Administrative Services:

- Salary spreadsheets were expanded to include actual benefits costs.
- A cash report format was developed.
- Training of Financial Aid office personnel in budget spreadsheets was conducted.
- In conjunction with USF campuses in Tampa, Lakeland and Sarasota and with Tampa IT personnel, a web-based, on-line commencement registration system was developed and implemented.
- In conjunction with the Department of Student Life, a Senior Week was established in Fall and Spring semesters. Recognition of graduating seniors in the form of promotional discounts and coupons were secured in collaboration with the USF Bookstore and Bayboro Café.
Director of Student Services

Volunteer services:

- The number of campus wide projects increased from four to seven.

Advocacy services:

- The office requested and received authority from Tampa to make decisions regarding late registration fee waiver petitions in order to expedite petitions and serve students more efficiently.

Judicial Services:

- Exploration of a campus honor system continued throughout the year. Several workshops were held and facilitated by a consultant from the Pinellas County Schools. Individuals from all segments of the campus community participated in discussion of community core values.

Student Disability Services:

- An advisory committee of five students was formed and provided input to the master plan committee.
- A Student Disability Services brochure was created for both internal and external use. The brochure is distributed to all local high schools.
- A Manual of Student Disability Service was created and distributed to each student who registers.
- All faculty and staff were informed about services.
- New adaptive equipment was purchased and located in the library.
- An early registration process was implemented and will be promoted and utilized in 02-03.
Counseling & Career Center

Counseling and Psychological Services:

- Program evaluations and client satisfaction assessment processes were implemented in all program areas
- Confidentiality of client records was assured through the acquiring a printer exclusively for staff use

Career Services:

- Career services became fully autonomous from the Tampa Career Center with the implementation of Career Connections, a web-based job listing and student registration system, and with an independent Cooperative Education program
- A “Career Central” kiosk and bulletin board was placed in a high traffic area of the Davis Hall student lounge
- Student peer counselors were trained in critiquing student resumes and in conducting orientations to the web based Career Connections program
- The furniture in the Career Library was rearranged to provide better customer service

Health and Wellness Services:

- Conducted a student health services needs assessment for use by the Student Health Services Fee Committee in developing a service model and business plan for student health services. The proposal and fee increase recommendations were approved by Student Government
- To increase the impact of health and wellness services, a one day comprehensive Wellness Fair was produced after a one year experiment with a less visible format
- Immunization clinic times were consolidated to save staff time
- Distribution stations for condoms were placed in additional discrete locations on campus
Financial Aid/Veterans Services

Information Resources:

- The policy and procedures manual was updated this year and procedures were made specific to the St. Petersburg campus, providing more accurate resources for staff.
- The Financial Aid Office distributed information to all offices involved in enrollment services on the St. Petersburg campus, as they do not regularly receive this information from their counterparts at the USF Tampa campus.

Assessment of student satisfaction:

- A study conducted by Institutional Research in the Fall of 1999 revealed considerable discrepancy between how important students viewed financial aid services and how satisfied they were with them. In order to gain a more specific understanding of the areas in need of improvement, the office distributed a point of service satisfaction survey during Fall 2001 and Spring 2002. The survey revealed that 87% of students rated the overall service at the St. Petersburg campus as “excellent”.

Processing Time:

- A scanning process was implemented, eliminating document loss that occurred when records were sent to Tampa. The new scanning process allows student record access within 24 hours (compared to one week previously) and has reduced annual copying charges by over $340.
- In order to have greater impact on processing time, and in keeping with legislative approval authorizing campus autonomy, the St. Petersburg campus took over Financial Aid processing for students on this campus. Five staff were trained in 39 processes that were taken over from Tampa Financial Aid. The office computers were upgraded and increased to accommodate new staff and processes. The office is verifying records on a pace with the Tampa campus although St. Petersburg Financial Aid is operating with less professional and para-professional staff than comparable verification teams on the Tampa campus.
Department of Student Life

Use of Technology:

- The Lab Management System (LMS) was implemented at the Waterfront to check in pool and boat users
- A facility reservation system was developed in Excel for use in the Campus Activities Center

Student Programming Space:

- Student Government redecorated Davis Lobby
- Tents were acquired for outdoor events
- Waterfront locker rooms and offices were renovated
- The pool deck, tile and marcite were renovated

Student Awareness:

- An email distribution list was developed and bi-weekly updates are sent to students who request it
- Campus email was used to announce all programs to faculty and staff
- Staff wear Student Life shirts at campus events

Xtra Ed. Programs:

- A comprehensive Xtra Ed. brochure is now produced each semester
- A RAD (Rape Awareness Defense) course was added upon student request

Faculty and Staff Awareness:

- A “Take a Faculty Member to Lunch” program was developed and offered to promote student/faculty interaction
- Provided a welcome packet to all new faculty members with information about Student Life, calendar of events, and goodies

Intramurals:

- The first organized tournament (3 on 3 basketball) was held
Campus Activities Center:

- Equipment updated: Carpeting, LCD projector, cordless microphone, pipe & drape

- Efforts to acquire new student programming space:
  - Drafted proposal for use of Fountain Inn
  - Drafted proposal for use of Dali Museum

Waterfront:

- Created coach position for co-ed sailing team
- Created promotional brochure
- Refined curriculum and lesson plans for sailing classes
- Added boat dollies to facilitate ease of launching FJs
- Implemented LMS ID scanning system for pool and boat use
- Redesigned and upgraded Waterfront office and locker rooms
- Implemented evaluation of sailing course and sailing instructors
- Equipment updated:
  - Pool chemical pumps
  - EZ boat lift
  - New sails for 37’ O’Day
  - Five boat dollies
  - Storage boxes for boat gear and maintenance materials

- Efforts to improve equipment:
  - Submitted proposal for new floating docks
  - Initiated process of eliminating keel boats of inappropriate design from recreational fleet.

New Student Orientation:

- Developed and implemented Freshmen Orientation Program
- Developed and implemented Parent’s Program
- Created Orientation Manual with information about all campus offices and services as a reference tool for new students
- Revised Student Handbook and incorporated it into the Orientation Manual
- Developed Orientation Leader Training Program
- Implemented the use of the orientation screen in the Banner student information system to improve tracking of orientation attendance
- The Program Perception Survey was completed by 98% of students attending NSO. On the average, students responded that they agree or strongly agree that NSO is meeting its goals and their expectations
Sailing Team:

- Increased the number of recruit contacts from 14 to 85 by adding a feedback form to the website, mailings, and participation at student organization showcases
- Increased team depth by teaching more members how to steer
- Varsity women’s team ranked 13th in the nation, won the South Atlantic Women’s Sailing Championship, and qualified for the Women’s North Atlantic Championships
- Coed team ranked in top 20 and qualified for Atlantic Coast Championship
- Hosted Intercollegiate Sloop North Americans regatta, two South Atlantic Women’s Championships. A USF sailor was elected Vice-President of the South Atlantic executive board
- The women’s team improved its team GPA from the lowest in USF women’s sports in the Spring of 2001 to the highest GPA of any women’s sport in the Fall of 2001 and the highest GPA of both men’s and women’s sports in the 2002 Spring semester with a 3.58 average

Student Government:

- Revised and approved Student Government Allocations Manual
- Created a Homecoming Committee and coordinated first homecoming activities including selection of a Duke and Duchess
- Convened a separate Athletic Fee Committee (for the first time) and recommended an increase in the athletic fee
- Convened Health and Wellness Committee to review health services needs on campus, completed study and made fee recommendations which were approved by Student Government
- Created a Community Outreach Committee and coordinated a Holiday Adopt-a-Family Program for the USF/YWCA Homeless shelter
- Developed an SG Representative Manual to assist with orientation of new members
- Instituted regular meetings with the Vice President and the SG Executive Board
- Sponsored agreement with the St. Petersburg Tennis Center to provide for student access for the next 2 years

Student Organizations

- Revised the Student Organization Policy and Procedures Manual
- Developed and implemented a Clubs & Organization Advisor’s Workshop
Fitness Center

- Fitness Center and Activities staff united as one staff to increase coverage and foster teamwork
- An outside vendor was identified to provide contracted fitness instructors for aerobics classes and provide more consistent and quality instruction
- Facility use reports were altered to better reflect peak use hours and status of patrons
- Group orientations were offered to accommodate more patrons at the beginning of each semester. Orientations were also offered during New Student Orientation