Student Affairs Service Improvements : 2002-2003 : 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:

- Outcomes assessment plans using the Nichol’s model were implemented in all departments of Student Affairs. End of year reports were completed.
- Agreement was reached with the Tampa campus about authority for Judicial Services at USF St. Petersburg.
- Designed the representative structure of the campus Leadership Council and recommended its mission and operating by-laws.
- The Space Use policy was revised and responsibility was transferred to the Department of Student Life.
- Based on a needs assessment of students on off-campus sites in Pinellas County, a discussion was begun with Educational Outreach to improve student services on off-campus sites.
- Advocated for and secured additional student programming space in Terrace East.
- Produced a workshop for all campus personnel called “Enhancing Customer Service in a Rapidly Changing Environment”.

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

- The Leadership Studies Minor was assigned to the College of Education and Dr. Stephen W. Ritch, the Associate Vice-President for Student Affairs, received a reassignment as Coordinator and Lecturer, Leadership Studies Minor and Bishop Program for Ethical Leadership.

Services for International Students

- An advisor from USF Tampa’s International Student and Scholar program schedules office hours at USFSP once a month.
- The Student and Exchange Visitor Information System (SEVIS) program was installed in Tampa and is available for our use.

Administrative Services

- Worked with Divisional support staff to implement the new web-based financial management system (FAST Financials).
Director of Student Services

Judicial Services and Student Advocacy

- Implemented procedures that resulted in reducing the average time to resolve judicial and advocacy issues to 1.85 days.

Food Service

- Updated kitchen equipment in Bayboro Café.
- Increased total sales for catering and cafeteria by 39%

Disability Services

- Initiated discussions with Tampa for developing a course substitution petition process in St. Petersburg
- An SDS Student Advisory Committee was formed and met twice.
- Signage was changed in Bayboro Hall bathrooms to improve wheelchair access.
- A disabled student representative was named to the Capital Improvement Trust Fund (CITF) committee.
- A priority registration system was implemented for disabled students.

Volunteer Services

- The number of campus wide projects increased from 7 to 9
- Held 2 Volunteer Fairs with 29 agencies and 320 student participants. For the year, approximately 235 students participated in volunteer projects and service-learning activities – an increase of 12% from 2001-2002.
Financial Aid / Veterans Services

Information Resources:

- Training resources were improved by developing a booklet of sample forms and general information about programs to enable staff to research accurate information requested by students
- A VA training presentation was completed.

Processing Time:

- An additional Senior Financial Aid Officer was hired to assist in performing all the additional processes that have been transferred to the campus.
- Staff were trained to award loans, package awards and in 13 additional new processes this year.
- Reports are now accessible from Tampa via intranet.
- These changes resulted in reducing processing time for federal verifications by 19.65 days or 43%.

Student Satisfaction:

- To address the concern about misinformation at the front counter, counselors’ schedules were reorganized so that counselors serve shifts as back-up for student workers and as someone the students can go to for assistance. This reorganization has resulted in better support for the front counter staff and better utilization of counselors’ time.

Other Service Improvements:

- Two “FAT Tuesday” events were held to encourage students to apply early for financial aid and to teach students how to use OASIS. As a result, the number of short term loans processed went down since students received their money on time.
Counseling and Career Center

General Services:

- Several forms were created or revised to better meet record keeping and service needs (referral form for psychiatric services, client contact sheet, staff daily log, intake demographic sheet, E-Recruiting registration and survey forms).
- Therapists were given voice mail in order to increase confidentiality of messages and expedite client access to staff.
- Center was relocated to more confidential space.

Counseling Services:

- Number of individual therapy sessions allowed for students was increased from 12 to 20 sessions.
- Number of individual therapy sessions allowed for EAP was established at sessions.
- A structured clinical intake form was created and implemented to increase clinical uniformity.
- Weekly supervision was established to maintain and ensure clinical excellence.

Career Services:

- E-Recruiting system replaced the Career Connections program and student peer-counselors and program assistants were trained in order to provide orientations to students registering with the service.
- Four new computer stations were purchased for the Career Resource Lab.
- Evaluated student resource needs and made necessary changes by eliminating under utilized and out dated resources and purchasing new career resource publications.

Health and Wellness Services:

- Staff observed that some students appeared uncomfortable about taking free condoms from the basket located on the counter of the Resource Library. In response, condom distribution stations were place in a more discrete location in the hallway and in the Fitness Center. This significantly increased the number of condoms distributed by approximately 800.
- The Wellness Fair increased significantly in size and variety of services offered with a focus on increased collaboration with local health and wellness organizations. In past years, it was observed that the annual Wellness Fair’s attendance was low. In response, several changes were made. The event was themed as a carnival offering free snow cones,
popcorn and cotton candy to all. Also free Boca Burgers and Healthy Choice hot dogs were grilled and given away. Structured presentations were organized throughout the day and Aveda gave free haircuts to students, faculty, and staff. The Counseling and Career Center also worked very hard at promoting the event. Flyers were made and placed in the classrooms the week prior to the event, an ad was placed in the Crow’s Nest newspaper, sidewalk chalk was used, and an advertising banner with details of the event was placed outside Davis Lobby. All the above changes significantly increased the attendance. Positive feedback was received from both the campus population and the exhibitors.
Department of Student Life

New Student Orientation

- The Orientation Manual was revised to provide up to date information regarding all campus offices and services and it was distributed as a reference tool for new students.
- The Student Handbook was revised and incorporated into the Orientation Manual publication
- Scantron sheets were designed to facilitate coding of program evaluation and student goal information.

Student Organizations

- A training workshop was developed for Student Government Officers and Representatives.
- The Student Organization Policy and Procedure Manual was revised and a copy was distributed to each organization.
- A web page listing all student organizations was developed and student organizations now have the option of linking their individual web pages to the University web site.

Campus Activities Center

- A permanent Information Desk was purchased for the CAC main lobby
- A technical support position was created to support Waterfront and CAC/Reservation Services
- A space use request process was developed
- A Reservation Services information packet and form was created
- The Fitness Center and Information Desk student staff were merged into one CAC student employee staff.

Fitness Center

- Seven intramural recreational sports events were planned, organized and offered. Student interest and enthusiasm was high, but actual participation was low.
- A treadmill and cross training cycle were added to the exercise area.
- A maintenance and repair contract was implemented for the fitness center equipment
- The student OPS staff now serves both the Fitness Center and the General Information Desk for the CAC. All part time OPS staff are familiar with operations at both desks.
- The LMS tracking system continues to be refined by Tampa Academic Computing. Operational problems are diminishing. Internal tracking
systems remain important for needed data and as a backup to the LMS program.

Sailing Team

- The team website was revamped with a roster page, more information about the team, a Hall of Fame and additional pictures.
- The women’s team roster grew to 19 sailors, increasing team depth.
- Recruiting was enhanced by publicity in the USF student papers and in Sailing World Magazine. USF Women’s Sailing was ranked in the top 15 in the nation by Sailing World Magazine for much of 2002-03.
- The coed team won seven regattas this year and qualified for four selective invitational regattas.
- The Lady Bulls ended the fall season with the highest ranking in school history, 7th in the nation. Genoa Griffin was ranked the number one women college sailor in the country in May 2003.
- 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 sport in the spring of 2003 with a 3.47 GPA.

Student Government

- Renovated the student lounge in Davis Hall.
- Developed a process for active participation in homecoming events.
- Established a Community Outreach Committee to coordinate community service.

Waterfront Office

- Installed 100 linear feet of new floating dock including 12 “Easy Port” mooring stations for 12 FJ dinghies.
- Disposed of three sailboats, making significant progress towards the goal of a uniform recreational/instructional keelboat fleet.
- Sold fleet of 8 Snipe class dinghies, creating needed facility space for work area and proper storage of uniform dinghy fleet.
- Completed Engineers evaluation of needed pool plumbing rehabilitation and obtained CITF approval of budget for project.
- Purchased Kayak carry trailer and three new Ocean Kayaks, thus improving storage and facilitating transport of Kayaks on “Kayak Safari” events.