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Student Affairs Assessment Plan/Report for Student Administration: June 2002 - May 2003

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

Cedric Howard

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ASSESSMENT RECORD FOR
DEPARTMENT/UNIT
OF

Student Administration (USF St. Petersburg)
(Name of Administrative or Educational Support Department/Unit and Campus)

June 2002 – May 2003
(Assessment Period Covered)

November 21, 2002
(Date Submitted)

Submitted by: Cedric Howard
(Unit Assessment Representative)
Expanded Statement of Institutional Purpose Linkage:

**Institutional Mission/Goal(s) Reference:** USF St. Petersburg, as an autonomous, urban campus of the University of South Florida commits to excellence in teaching, research and service as it provides accessible educational opportunities to the diverse populations, businesses and institutions throughout Pinellas County and beyond.

**Administrative or Educational Support Unit Mission Statement:** The Division of Student Affairs of the University of South Florida St. Petersburg designs and implements services that challenge, support and encourage student growth, empowerment and success. The Division’s programs provide opportunities for students to appreciate cultural differences, and enhance the quality and spirit of campus and community life.

**Intended Administrative Objectives:**

Write at least three objectives that will be the focus of assessment activities.

1. To provide student advocacy services that meet students’ needs

2. To provide volunteer and service learning programs that assist students to gain understanding and appreciation of people with diverse backgrounds and life situations

3. To offer disability services that meet the needs of students, faculty and staff
Intended Administrative or Educational Support Objective:
NOTE: There should be one form C for each intended objective listed on form B. Intended unit objective should be restated in the box immediately below and the intended objective number entered in the blank space.

To offer disability services that meet the needs of students, faculty and staff

First Means of Assessment for Objective Identified Above:

___a. Means of Unit Assessment & Criteria for Success:
Using a survey, ninety percent (90%) of students registered with the Student Disability Service program will report satisfactory or better with regards to the registration/intake process.

___a. Summary of Assessment Data Collected:
The Office of Student Disability Services mailed out a survey to 68 students, of which 17 (25%) were completed and returned. The surveys showed that 94% were satisfied or very satisfied with the initial registration/intake process and an equal number reported that the they were satisfied or very satisfied with the helpfulness of the staff.

___a. Use of Results to Improve Unit Services:
The Office of Student Disability Services will continue to monitor student satisfaction with the service and personnel.

Second Means of Assessment for Objective Identified Above:

___b. Means of Unit Assessment & Criteria for Success:
Using a survey, ninety percent (90%) of students registered with the Student Disability Service program will report that they are “satisfied” with provision of reasonable academic accommodations.

___b. Summary of Assessment Data Collected:
The survey results indicated that 88% were “satisfied” or “very satisfied” with the academic accommodations.
b. Use of Results to Improve Unit Services:

The Office of Student Disability Services will continue to monitor student satisfaction.
Student Administration (USF St. Petersburg)  
(Administrative or Educational Support Unit and Campus)  
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Intended Administrative or Educational Support Objective:  
NOTE: There should be one form C for each intended objective listed on form B. Intended unit objective should be restated in the box immediately below and the intended objective number entered in the blank space.

To provide volunteer and service learning programs that assist students to gain understanding and appreciation of people with diverse backgrounds and life situations

First Means of Assessment for Objective Identified Above:  
___a. Means of Unit Assessment & Criteria for Success:  
Using a survey, ninety percent (90%) of the campus community members who participate in volunteer and service learning projects will report an increased awareness of the diverse life situations experienced in the outside community.

___a. Summary of Assessment Data Collected:  
The Office of Volunteer Services mailed out a survey to 40 participants, of which 19 (48%) were completed and returned. The survey showed that 84% reported that their participation helped them gain a better understanding and appreciation of people with diverse life situations to a “great extent”, while 16% stated it did so to “some extent”. In addition, 84% stated they were “very satisfied” with the volunteer experience, and 16% were “satisfied”.

___a. Use of Results to Improve Unit Services:  
The Office of Volunteer Services will continue to monitor the extent to which volunteers find their experience satisfying and the extent to which it helps them gain a better understanding of appreciation for the people with life situations that differ from their own. In addition, the Office will examine ways to monitor these outcomes with a larger percentage of volunteers.

Second Means of Assessment for Objective Identified Above:  
___b. Means of Unit Assessment & Criteria for Success:  
The volunteer service program will be increased by 20% in the numbers of participants and projects offered.

___b. Summary of Assessment Data Collected:
The number of campus wide volunteer service opportunities increased from 7 to 9, or 28%, exceeding this year’s goal. The number of campus participants increased by 12%, from 210 to 235.

_b. Use of Results to Improve Unit Services:_
The Office of Volunteer Services will explore ways to bring participation rates up to the desired goal.
ASSESSMENT PLAN/REPORT
FOR

Student Administration (USF St. Petersburg
(Administrative or Educational Support Unit and Campus)

June 2002 – May 2003

(June 2002 – May 2003)

July, 2003

(Date Submitted)

Intended Administrative or Educational Support Objective:

NOTE: There should be one form C for each intended objective listed on form B. Intended unit objective should be restated in the box immediately below and the intended objective number entered in the blank space.

To provide student advocacy services that meet students’ needs

First Means of Assessment for Objective Identified Above:

___a. Means of Unit Assessment & Criteria for Success:
Using the Student Advocacy Survey, ninety-five percent of students surveyed will report satisfactory or better in all areas surveyed.

___a. Summary of Assessment Data Collected:
The survey mailed out by the Office of Judicial Services and Student Advocacy was returned by 22% of those surveyed. The survey revealed that students were not satisfied with the resolution of their issue or concern (1.6 out of a possible score of 5.0) and that service provided to them was rated average (5.0 out of a possible most favorable score of 10). Comments from the survey revealed that the concern of students was not with student advocacy services, but with the department where their concern originated. It was determined that frustrations with university policies that lead students to seek advocacy services contaminate ratings of their satisfaction with the advocacy unit that helps resolve their complaints. In other words, the students’ situation was resolved successfully, but the students’ dissatisfaction lingered.

___a. Use of Results to Improve Unit Services:
The Director of Student Services continues to work with other units to explore policy and procedure changes that might mitigate student enrollment difficulties. New approaches to evaluating the efficacy of Advocacy Services will be explored.

Second Means of Assessment for Objective Identified Above:

___b. Means of Unit Assessment & Criteria for Success:
Using the Student Advocacy Information Sheet, ninety percent of student advocacy concerns submitted on the intake form will be resolved within three (3) days of request for services.

___b. Summary of Assessment Data Collected:
The Student Advocacy Information Sheet records revealed that the service exceeded its goal for timely resolution of student complaints. On the average, student issues and concerns were resolved within 1.85 days.
b. Use of Results to Improve Unit Services:
The length of time taken to resolve complaints will continue to be monitored. Factors that impede the timely resolution of complaints will be identified.