Student Affairs Assessment Plan/Report for Student Services: July 2005 - June 2006

University of South Florida St. Petersburg. Division of Student Affairs.
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ASSESSMENT RECORD FOR DEPARTMENT/UNIT OF

Student Services (USF St. Petersburg)

(Name of Administrative or Educational Support Department/Unit and Campus)


(Assessment Period Covered)

August 3, 2005

(Date Submitted)

Submitted by: Cedric B. Howard

(Unit Assessment Representative)
Expanded Statement of Institutional Purpose Linkage:

Institutional Mission/Goal(s) Reference:

USF St. Petersburg offers distinctive graduate and undergraduate programs in the arts and sciences, business, and education within a close knit, student-centered learning community that welcomes individuals from the region, state, nation, and world. We conduct wide-ranging, collaborative research to meet society's needs and engage in service projects and partnerships to enhance the university and community's social, economic and intellectual life. As an integral and complementary part of a multi-campus university, USF St. Petersburg retains a separate identity and mission while contributing to and benefiting from the associations, cooperation, and shared resources of a premier national research university.

Administrative or Educational Support Unit Mission Statement:

The Department of Student Services (DOSS) is here to serve the needs and interests of all students enrolled at USFSP, by providing services that will facilitate the optimum educational development of each student. DOSS, through various campus programs and services, is committed to providing resources that will enrich students' college experience both inside and outside of the classroom.

Intended Administrative Objectives:

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

1. Expand diversity and multicultural programming.

2. Expand volunteer and service-based programs

3. Expand accommodations and services provided to registered students with disabilities.

4. Establish a student housing operational plan.
Student Services (USF St. Petersburg)

(Administrative or Educational Support Unit and Campus)

July 2005-July 2006

(Assessment Period Covered)

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Planning Instructions:

Identify at least three administrative objectives for assessment and complete the following portions of this plan. Objectives define a service, or a work process, or an outcome resulting from services. The completed plan is e-mailed to Oaplans@acad.usf.edu

Here are some examples of different types of administrative objectives.

| Outcome statements | • Students learn how to use library resources. |
| Process statements  | • The library is efficient in book acquisitions. |
| Satisfaction statements | • Students are satisfied with library circulation services. |
|                    | • Vendors report that they are promptly paid. |

Reporting Instructions:

At the end of the assessment period, the assessment report is prepared and e-mailed to: Oareports@acad.usf.edu The report contains a summary of assessment findings identified. In addition, the report describes what changes (if any) were made as a result of a review of assessment findings. The discussion on use of results should, at the very least, indicate that faculty members reviewed the assessment findings.
Objective #1
What process, service, or outcome will be assessed?

Expanding diversity and multicultural programming.

**ASSESSMENT PLAN** - The completed assessment plan is e-mailed to Oaplans@acad.usf.edu at the beginning of the assessment period.

It is recommended that two means of assessment be prepared for each objective. One means of assessment may be sufficient.

**Means of Assessment #1:** The Center for Multicultural Affairs will increase the number of programs from the previous year by 25%, program assessment sheet will be used to record programs presented through the center.

**Criteria for Success:** The total numbers of programs sponsored by the Center for Multicultural Affairs shall increase by 25% from Fiscal Year 2005.

**Means of Assessment #2:** The Center for Multicultural Affairs will increase participation and attendance at sponsored events by 20% from the previous fiscal year. The tally numbers will be compiled through the program assessment form.

**Criteria for Success:** The number of attendees and participates exceed 20% more than Fiscal Year 2005.

**ASSESSMENT REPORT** - These items are completed after assessment activities, at the end of the assessment period. Completed assessment reports are e-mailed to: Oareports@acad.usf.edu

**Findings:** What findings resulted from assessment activities?

**Use of Results:** What changes, if any, were made in response to the findings? This section should indicate that staff members reviewed the assessment findings. How were results used to make improvements?
Objective #2

What process, service, or outcome will be assessed?

Expand volunteer and service-based programs

ASSESSMENT PLAN - The completed assessment plan is e-mailed to Oaplans@acad.usf.edu at the beginning of the assessment period.

It is recommended that two means of assessment be prepared for each objective. One means of assessment may be sufficient.

Means of Assessment #1: The Coordinator will evaluate the number of projects produced by the Volunteer Student Organization.

Criteria for Success: The Volunteer Student Organization will produce a minimum of 5 volunteer projects.

Means of Assessment #2: The Coordinator will co-sponsor service learning projects with faculty who teach courses with a service learning component.

Criteria for Success: The Volunteer Service will co-sponsor at least three new projects with faculty members in 2005-2006.

ASSESSMENT REPORT - These items are completed after assessment activities, at the end of the assessment period. Completed assessment reports are e-mailed to: Oareports@acad.usf.edu

Findings: What findings resulted from assessment activities?

Use of Results: What changes, if any, were made in response to the findings? This section should indicate that staff members reviewed the assessment findings. How were results used to make improvements?
What process, service, or outcome will be assessed?

Expand accommodations and services provided to registered students with disabilities.

**ASSESSMENT PLAN** - The completed assessment plan is e-mailed to Oaplans@acad.usf.edu at the beginning of the assessment period.

It is recommended that **two means** of assessment be prepared for each objective. One means of assessment may be sufficient.

**Means of Assessment #1**: The Coordinator will recruit faculty consultants to develop training materials for faculty workshops on learning disability issues.

**Criteria for Success**:
Three faculty consultants will be recruited by the end of February, 2006.
The content and focus of three workshops will be determined by the end of February, 2006.
The three workshops will be completed and published on-line for faculty use by the beginning of Fall semester, 2006.

**Means of Assessment #2**: The Coordinator will examine records of registered students to identify those who could benefit from using adaptive software.

**Criteria for Success**: A minimum of 8 students will participate in training and utilize new adaptive software in 2005-2006.

**ASSESSMENT REPORT** - These items are completed after assessment activities, at the end of the assessment period. Completed assessment reports are e-mailed to: Oareports@acad.usf.edu

**Findings**: What findings resulted from assessment activities?

**Use of Results**: What changes, if any, were made in response to the findings? This section should indicate that staff members reviewed the assessment findings. How were results used to make improvements?
Objective #4
What process, service, or outcome will be assessed?

Establish a student housing operations plan.

ASSESSMENT PLAN - The completed assessment plan is e-mailed to Oaplans@acad.usf.edu at the beginning of the assessment period.

It is recommended that two means of assessment be prepared for each objective. One means of assessment may be sufficient.

Means of Assessment #1: Workgroups will be established to anticipate and resolve decisions concerning purchasing, policy development, and operational needs of the residence halls.

Criteria for Success: Coordinator will monitor that workgroups meet consistently to anticipate and solve problems and make recommendations for the operation of the residence hall.

Coordinator will monitor workgroup representation and attendance of individuals from campus offices to ensure that their office’s needs in service residence hall students are considered when developing procedures and recommendations for housing.

Means of Assessment #2: Partnership agreements will be developed with campus units to coordinate shared responsibilities in managing the residence hall.

Criteria for Success: Partnership agreements will be established with Campus Computing, Physical Plant, and University Police by April 1st, 2006.

ASSESSMENT REPORT - These items are completed after assessment activities, at the end of the assessment period. Completed assessment reports are e-mailed to: Oareports@acad.usf.edu

Findings: What findings resulted from assessment activities?

Use of Results: What changes, if any, were made in response to the findings? This section should indicate that staff members reviewed the assessment findings. How were results used to make improvements?