

Student Affairs Assessment Reporting

| Institutional Mission/Goals Reference | Administrative Objectives | Means of Assessment Criteria | Summary of Data Collected | Use of Results |
|--|--------------------------------------|---|--------------------------------------|-----------------------|
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Five Column Model

Wilderness Recreation Center

| Goals | Objectives | Assessment Criteria | Summary of Data | Use of Results |
|--|---|---|--|---|
| <p>SA Goal Strengthen the outcome-based assessment process for each department/program</p> <p>A: . . . Student Satisfaction</p> <p>WRC Goal: To Improve WRC customer service practices</p> | <p>1. Develop and implement curriculum for a 2 hour customer service training session that will be required for all employees.</p> <p>2. Develop and implement a customer satisfaction survey to measure satisfaction levels with the WRC's customer service.</p> | <p>1a. Implementation of a 2-hour training session.</p> <p>1b. Follow-up verbal quiz to assess retention of information.</p> <p>2a. Put into use a survey to measure customer satisfaction with WRC's customer service.</p> <p>2b. Obtain and report on data from the customer satisfaction survey.</p> | <p>1a. Two hour training session Implemented for all staff of 8/25/01.</p> <p>1b Two-month follow-up quiz showed that most employees retained knowledge gained at the training session.</p> <p>2a. Survey implemented 11/15/01.</p> <p>2b. As of 12/31/01, 45 surveys were collected. 100% of respondents would recommend the WRC to a friend.</p> <p>Instruction & Service provided 75.6% very pleased 13.3% pleased 8.9% neutral</p> | <p>1a. Provide this training each semester.</p> <p>1b. Continue to quiz employees throughout semester to ascertain retention of knowledge.</p> <p>2a. Continue to use the developed survey.</p> <p>2b. Study now underway to compare policies and prices with all local shops.</p> <p>Continue to collect data and look for methods to improve ratings.</p> |

Five Column Model

Services for Students with Disabilities

| Goals | Objectives | Assessment Criteria | Summary of Data | Use of Results |
|--|---|---|---|--|
| <p>Institutional Mission: Students are admitted on the basis of competence in skills that assure a reasonable chance of success in both college and career. Curricular and co-curricular programs emphasize further development of such skills, together with the acquisition of knowledge and development of character.</p> <p>Student Affairs Goals: 5 Understand, be proactive and respond to the need of community in the planning and implementation of each program and service</p> <p>SSD Mission: To insure an equal educational opportunity to all individuals with disabilities SSD provides access to all university functions, activities, and programs.</p> | <p>1, Barriers to educational goals will be mitigated or eliminated for students with disabilities.</p> | <p>1a. Annual student survey will indicate that 90% or more respondents *agree* or *strongly agree* that SSD was able to meet academic goals.</p> <p>1b. Specific accommodation issues will be identified in follow-up interviews and problems addressed.</p> | <p>1a: Annual survey indicates SSD was able to *meet academic needs* for 91% of respondents</p> <p>1b: While specific data is unavailable, follow-up interviews would indicate that problem areas were addressed and resolved as issues arose</p> | <p>1a. Criteria for success met. However, survey instrument will be adjusted to more directly address accommodation issues.</p> <p>1b. While problems have not been evident in this area, SSD will begin collecting specific data regarding problem resolution to confirm this assessment.</p> |

Five Column Model

Counseling & Psychological Services Center

| Goals | Objectives | Assessment Criteria | Summary of Data | Use of Results |
|---|--|---|---|--|
| <p>Institutional Mission/Goal: "...programs are designed to prepare students for immediate employment... equipping them for lifelong learning in a challenging world. "</p> <p>Unit Mission Statement: "The Counseling Center provides individual and group programs to enhance both personal and interpersonal development"</p> <p>Student Affairs Goal: Goal 5. Identify and implement specific working partnerships with academic departments...which will result in increased learning opportunities.</p> | <p>Collaborate with the Psychology Department in developing a field practicum experience at the Counseling Center for advanced Psychology majors</p> | <p>The success of the field practicum will be assessed through periodic interviews with the student. A semester-end evaluation will be conducted with the student, Psychology Department site coordinator, and Counseling Center field practicum coordinator.</p> | <ol style="list-style-type: none"> 1. Periodic interviews indicated that the student would benefit from greater exposure to the Center's professional staff. 2. The student requested a higher level of involvement in outreach and Center activities. 3. The Department requested that an additional student be placed at our site. | <ol style="list-style-type: none"> 1. It was decided that the practicum student would attend staff meetings periodically. 2. Offer an additional semester to provide more involvement. 3. We also decided to include an additional student in the field practicum program for Spring Semester |

Five Column Model

Department of Student Activities

| Goals | Objectives | Assessment Criteria | Summary of Data | Use of Results |
|--|--|--|--|--|
| <p>Student Affairs Goal #6. Develop on-going student leadership opportunities, including a series of training programs for prospective and current student leaders.</p> <p>The purpose of Student Activities is to create opportunities for students to be involved, have fun, develop leadership skills, and become better citizens. This is accomplished through....<i>leadership training</i> which maintains WSU traditions.</p> | <p>1. Increase overall attendance.</p> <p>2. Increase the educational quality of the curriculum.</p> | <p>1. Use the registration forms to count the participants.</p> <p>2a. Examine evaluation forms focusing on workshop evaluations.</p> <p>2b. Compare format of previous conferences.</p> | <p>1. 125 people</p> <p>2a. 87% of those surveyed agree/strongly agree to quality of workshop.</p> <p>2b. 5.25 hours of educational programming 2 of 4 workshop choices.</p> | <p>1. Next year we will increase attendance to 200 participants.</p> <p>2a. Next year we will goal for a 5% increase in those surveyed on quality of workshops.</p> <p>2b. Next year we will increase workshops offered and will increase required educational workshops to 3.</p> |