



THE DIVISION OF STUDENT AFFAIRS ASSESSMENT REPORT 2013-14

The Division of Student Affairs

enhances Eastern students' academic and social development through a variety of comprehensive services and programs. The operating plans of each department in the Division include student learning outcomes, program outcomes and performance measures specific to each department's mission. The outcomes are derived from the University Strategic Plan and Division of Student Affairs Strategic Initiatives. The integration of the strategic plans into departmental operating plans ensures that each department in the Division is working to achieve the same goals yet in a manner appropriate for their own mission.

Annual assessments are conducted to evaluate the efficacy and efficiency of departments' work to achieve intended outcomes. The results of these assessments are used to refine the next year's operating plans and guide departments on where to focus resources.

The report that follows attempts to highlight important goals, outcomes and assessment results from Academic Year 2013-14. Although all departments have operating plans, not all conducted assessment during the reporting year. As assessment projects are added, they will be included in next year's report.

Ken Bedini

Vice President for Student Affairs

COUNSELING AND PSYCHOLOGICAL SERVICES (CAPS)

MISSION

Counseling and Psychological Services mission is to provide a resource for Eastern students who are in need of information, support, consultation and/or clinical intervention.

SELECT 2013-14 OPERATING PLAN GOALS

- Expand and refine the use of data and tools to identify students' needs regarding services.
- Expand the use of self-evaluation tools for students needing psychological services.
- Explore options for providing services to students.

RELATED 2014-15 ACTION STEPS

- Develop a comprehensive self-assessment survey regarding current mental health programming through JedCampus program.
- Review and assess available counseling resources.
- Develop a comprehensive approach to mental health promotion and suicide prevention via JedCampus program.

2013-14 ASSESSMENT HIGHLIGHTS

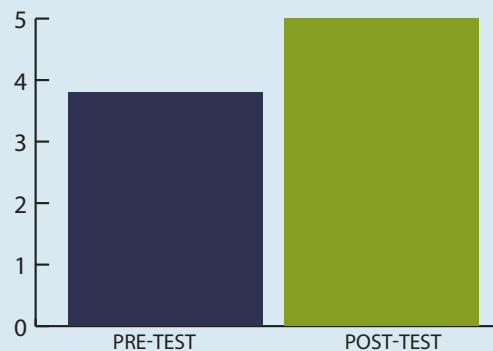
Outcome Select and implement the Wellness Warriors pilot program.

Results Data demonstrated increased knowledge regarding college mental health issues and available resources on campus.

CAPS trained 19 students to recognize signs and symptoms of mental illness, provide peer support and refer students to appropriate services. After completing the six week Wellness Warrior training, participants:

- Became more competent in recognizing productive and appropriate responses to a suicidal individual (measured using the SIRI-II, Neimeyer and Bonnelle, 1994).
- Were able to better recognize symptoms of depression, anxiety and suicidal ideation.
- Were more able to identify appropriate mental health referral sources.

Knowledge of College Mental Health Issues



Pre-Test

- Average of 3.8 symptoms recognized

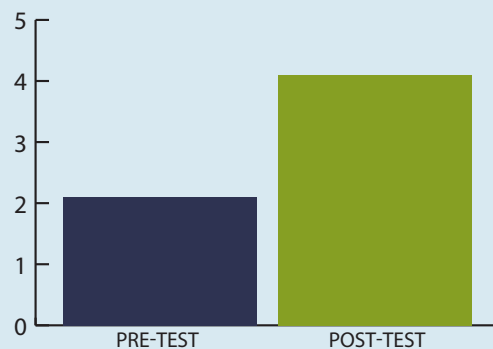
Post-Test

- Average of 5 symptoms recognized

Overall significantly more depression symptoms recognized compared to anxiety symptoms

Depicts identified signs and symptoms of mental illness (depression and anxiety)

Knowledge of Available Mental Health Resources on Campus



Pre-Test

- On average, students identified 2.1 (range 0-4) resources to refer peers for support
- Nine (9) specifically identified CAPS

Post-Test

- On average, students identified 4.1 resources
- All 19 responders specifically identified CAPS as a resource
- Responses were more specific and accurate (CAPS, 2-1-1, suicideprevention.org)

Depicts number of resources identified by students



CENTER FOR COMMUNITY ENGAGEMENT

MISSION

The Center for Community Engagement (CCE)

supports the mission and vision of Eastern Connecticut State University by providing resources to build a culture of civic responsibility and engaged learning. The CCE creates sustainable, effective and productive relationships with community partners that benefit students, faculty and the community.

SELECT 2013-14 OPERATING PLAN GOALS

1. Develop and strengthen Eastern students to enable them to graduate with advanced knowledge, skills, and capacity in social change, leadership, and self-efficacy.
2. Create and refine community programs that address community needs, provide engagement opportunities for students, and increase capacity of community organizations to fulfill their missions.

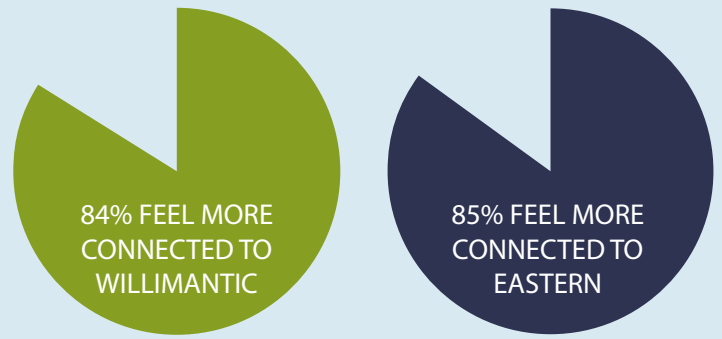
RELATED 2014-15 ACTION STEPS

- Expand tutoring and mentoring by Eastern students at Windham Middle School and Windham High School.
- Develop early childhood social and cognitive development programs.
- Involve Eastern students and faculty in family engagement programs.

2013-14 ASSESSMENT HIGHLIGHTS

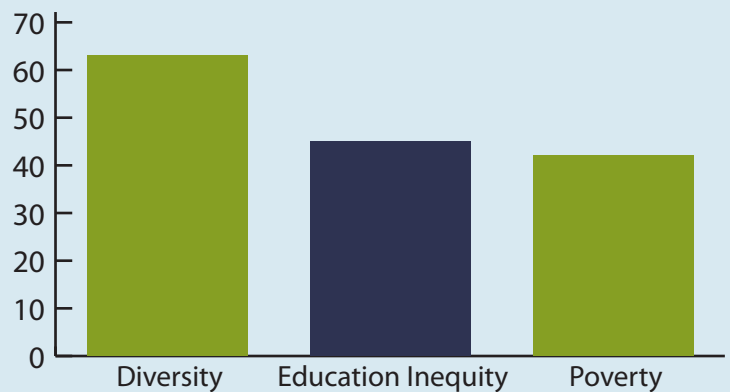
Outcome Students will increase their sense of connect- edness to the Willimantic and Eastern communities by volunteering weekly.

Results Students feel more connected to Willimantic (84 percent) and Eastern (85 percent) as a result of volunteering weekly.



Outcome Students who participate in long term programs will apply what they learn in the classroom to address community needs.

Results We asked respondents to choose from a list of social issues that they learned about in class and were able to apply to their volunteer work. 94 percent of respondents were able to identify a classroom topic they had discussed that was related to community needs. Respondents provided an average of four issues each. The most common were Diversity (63 percent), Educa- tion Inequity (45 percent), and Poverty (42 percent).



OFFICE OF HOUSING AND RESIDENTIAL LIFE

MISSION

The Office of Housing and Residential Life strives to provide a nurturing, safe, inclusive, enriching environment that fosters lifelong learning and allows students to grow intellectually and socially. Students will be exposed to an interactive living-learning experience that provides hands-on opportunities to interact with students in the residential communities designed to make their college experience meaningful.

SELECT 2013-14 OPERATING PLAN GOALS

- Continue to enhance, structure and expand theme housing options.
- Continue to enhance, develop and implement opportunities for student engagement within Residential Life.
- Increase the visibility and awareness of the Office of Housing and Residential Life, as well as its contribution to Eastern's mission.

RELATED 2014-15 ACTION STEPS

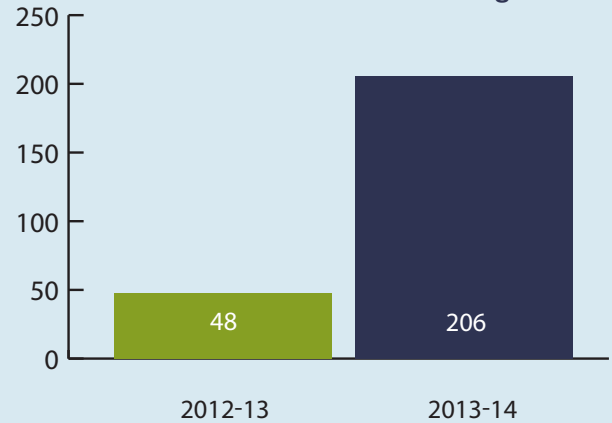
- Implement methods to track and monitor theme-based housing participants' academic achievement and rate of retention.
- Develop and implement methods for residence halls to identify societal issues to focus on via community service projects.

2013-14 ASSESSMENT HIGHLIGHTS

Outcome Develop and implement a method for students to propose, facilitate and implement additional theme housing areas.

Results Student-initiated theme housing was very successful, with an increase to 13 themes for the 2014-15 year. The population has tripled from less than 50 to more than 150 students and no student-initiated themes were denied this year.

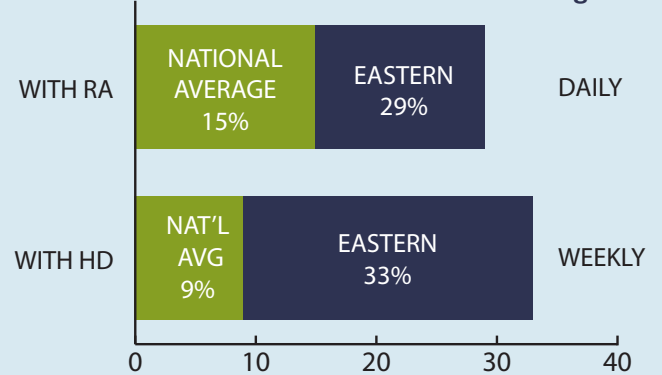
Residents in Themed Housing



Outcome Engage residents with Resident Assistant and Hall Director staff to create a welcoming environment.

Results The results below illustrate that the Housing staff at Eastern is engaging its students significantly more than the national average.

Student Interactions with Housing Staff



CENTER FOR INTERNSHIPS AND CAREER DEVELOPMENT

MISSION

The Center for Internships and Career Development offers counseling and resources to actively engage students in the lifelong process of career development by:

- Promoting self-awareness and career exploration through a four-year career development plan.
- Linking students with employers and career opportunities.
- Encouraging pre-professional experiences and internships.
- Teaching integrative life-planning, job search and career goal-setting skills.

SELECT 2013-14 OPERATING PLAN GOALS

1. Collaborate with Institutional Advancement to increase alumni participation in career-related opportunities.
2. Coordinate graduate school and career/ internship fairs.
3. Increase social media interaction of students, employers and alumni.

RELATED 2014-15 ACTION STEPS

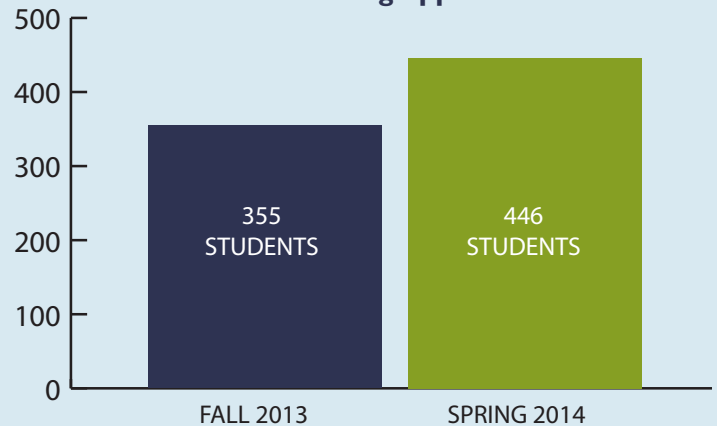
- Increase the number of students who are registered or have provided notification to our office that they are participating in an Internship/Co-op.
- Increase the number of companies who participate in on-campus recruitment.
- Directly communicate with employers who could potentially use the Work Hub as a satellite workstation.

2013-14 ASSESSMENT HIGHLIGHTS

Outcome Increase the number of students completing career counseling sessions.

Results 355 students attended a career counseling session in Fall 2013 and 446 students completed a career counseling session in Spring 2014.

2013-14 Student
Career Counseling Appointments

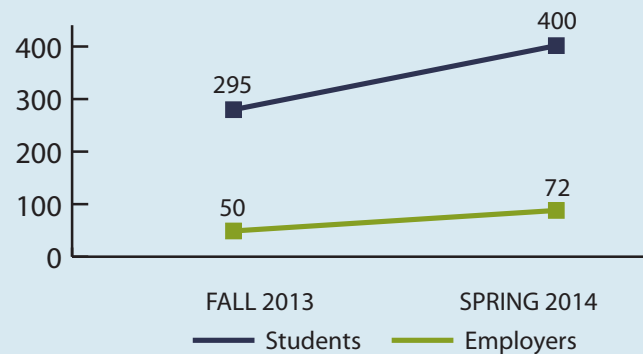


Outcome Increase the number of employers participating in internship/career fair or other career-related activities.

Results

- 943 students reported that they attended the three fairs during the 2013-14 academic year.
- The Career and Internship Fair hosted 72 employers.

Fall 2013 & Spring 2014
Career & Internship Fair Attendance



OFFICE OF STUDENT ACTIVITIES

MISSION

The Office of Student Activities provides social and educational activities outside the classroom which enhance learning and personal development. Through engagement, students participate in leadership development opportunities that empower them to become socially responsible leaders.

SELECT 2013-14 OPERATING PLAN GOALS

1. Enhance the commuter student experience.
2. Develop a model for a comprehensive, campus-wide leadership development program to incorporate group and personal leadership elements.
3. Review and state priorities with regard to parents, including opportunities to individualize their Orientation experience.

RELATED 2014-15 ACTION STEPS

- Continue to develop Parent Advisory Board.
- Develop parent web site.
- Increase the percentage of commuters participating in leadership opportunities by 10 percent.

2013-14 ASSESSMENT HIGHLIGHTS

Outcome Increase the number of clubs and organizations participating in the Leadership series.

Results 22 clubs and organizations participated in the “Tracks to Teamwork” Leadership series during the spring 2014 semester.

Outcome Establish a parent newsletter and promote it among parents.

Results An average of 434 parent newsletters were opened each month, or 53 percent.

PARENT NEWSLETTER MONTHLY AVERAGE

Total Recipients	823
Bounced	6
Opened (percentage)	53%
Opened	434
Total Opens	1079
Click (percentage)	11%
Total Clicks	194
Clicks per Unique	21%
Unsubscribed	1



WOMEN'S CENTER

MISSION

The Women's Center promotes gender equality by critically examining cultural ideals of gender and gender relations.

Students and faculty are led in an ongoing and open-ended discussion about what it means to be a woman or a man at the dawn of a new century and how gender is shaped by social class, ethnicity, age, religion, sexual orientation and geographical location.

The Center hosts speakers, programs, movies, workshops, fundraisers and cultural events to both inform and entertain the Eastern community.

SELECT 2013-14 OPERATING PLAN GOALS

- Increase visibility of the Women's Center through key collaborations.
- Increase direct services, resources and programs for students on interpersonal violence, sexual assault and bystander intervention.
- Provide programs and collective opportunities to raise awareness about social injustice and promote participation in service and advocacy opportunities.

RELATED 2014-15 ACTION STEPS

- Enhance interpersonal violence training for target student audiences.
- Ensure availability of at least one certified on-campus and community domestic violence advocate and one sexual assault victim advocate 24 hours a day.

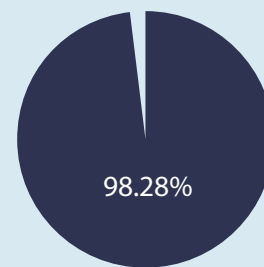
2013-14 ASSESSMENT HIGHLIGHTS

Outcome Students will be able to understand the importance of meaningful communication in relationships.

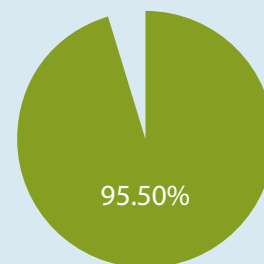
Results

- 98.2 percent of respondents understood the definition of relationship violence.
- 95.5 percent would do something if they saw a violent act.
- 70 percent did not think relationship violence was an issue at Eastern.

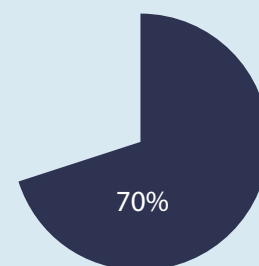
Understanding of Relationship Violence



Students who would do something if they witnessed a violent act



Percentage of students who do not think relationship violence is a concern at Eastern



OFFICE OF ACCESSABILITY SERVICES

MISSION

The Office of Accessibility Services (OAS) encourages independence, assists students in realizing their academic potential and to facilitate the elimination of physical, programmatic and attitudinal barriers.

SELECT 2013-14 OPERATING PLAN GOALS

1. Foster an excellent working relationship between Eastern faculty and the OAS.
2. Collaborate with campus offices to improve student service.
3. Develop programs that support OAS-registered students in their academic and social achievement.

RELATED 2014-15 ACTION STEPS

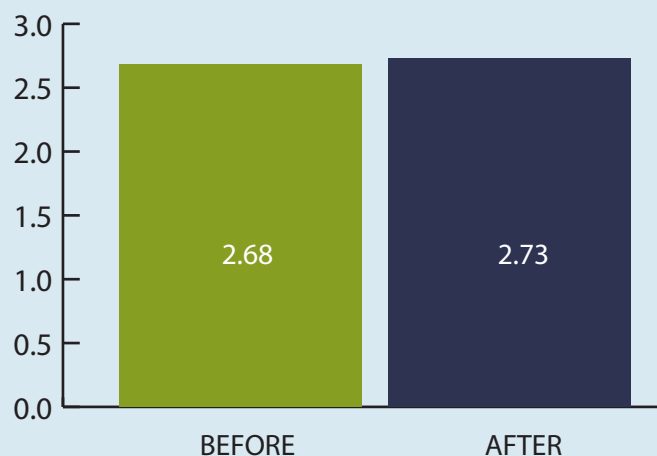
Monitor the trends of the OAS student population with respect to class level, graduation rate and student dismissal and withdrawal.

2013-14 ASSESSMENT HIGHLIGHTS

Outcome Increase the GPA of students participating in the Eastern Prep Program.

Results The GPAs of OAS students who participated in three or more sessions of Eastern Prep during the spring 2014 semester increased by .05 points.

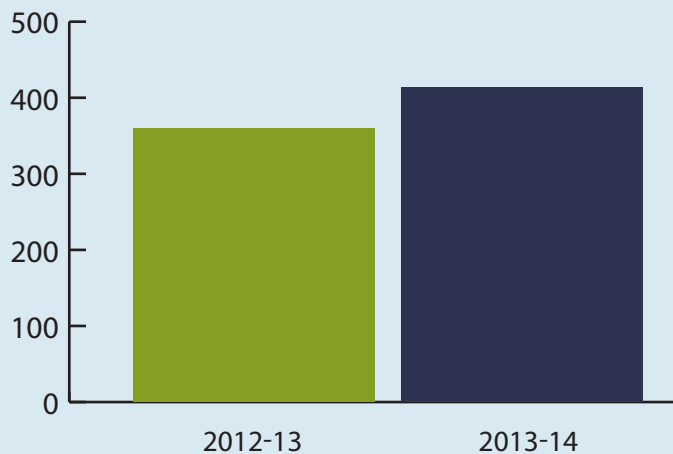
GPA After 3 or More Eastern Prep Sessions



Outcome Increase the number of exams proctored by OAS staff.

Results OAS-proctored exams increased by 15.04 percent.

Proctored Exams



INTERCULTURAL CENTER

MISSION

The Intercultural Center (IC) enhances the climate of cultural awareness and inclusion at Eastern Connecticut State University. It also furthers the institutional mission by providing services that support, embrace and celebrate myriad cultures and identities. The center also encourages collaboration between faculty and staff in engaging students to further cultural learning and student success.

SELECT 2013-14 OPERATING PLAN GOALS

1. Create a student Multicultural Leadership Council to advance the program and services of the Intercultural Center.
2. Provide identity development support for all students and in particular student affinity groups.

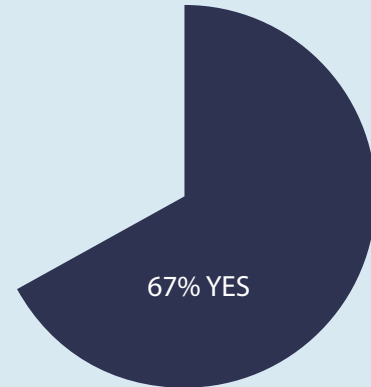
RELATED 2014-15 ACTION STEPS

- Increase collaborations and promote diversity among clubs and organizations.
- Strengthen the relationship with the Writing Center and add a math tutor.

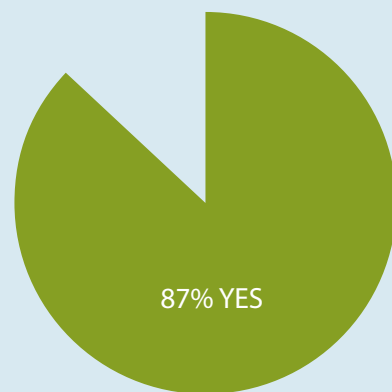
2013-14 ASSESSMENT HIGHLIGHTS

Outcome Students will be able to effectively identify the programs and services offered by the Intercultural Center.

Results Students recognized through focus group discussions that the Center promotes academic success.



Students who feel the IC promotes academic success



Students who were satisfied with the IC staff



OFFICE OF JUDICIAL AFFAIRS

MISSION

Judicial Affairs is both instructional and educational in design while providing protection to the academic community in a collegiate setting. It provides students with core values and lessons on how to act as a responsible adult in a community-based living-learning environment. Through this process, students are encouraged to take responsibility for their actions and realize that the University, by design, is its own community.

SELECT 2013-14 OPERATING PLAN GOALS

- Enhance student understanding of judicial processes at Eastern.
- Reduce recidivism in student conduct violations.
- Increase collaboration and quality of life issues with the local community.
- Increase students' awareness of University policies and regulations including the university sexual assault policies.

RELATED 2014-15 ACTION STEPS

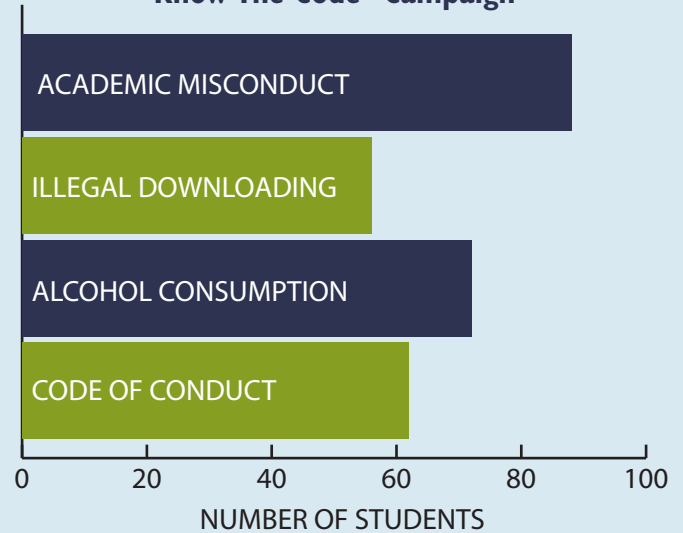
- Continue to promote the "Know the Code" campaign.
- Educate first-time offenders regarding the rationale for their violation and sanction.
- Employ progressive discipline with repeat offenders.
- Enhance community outreach efforts by conducting meet-and-greet events with students and community members.

2013-14 ASSESSMENT HIGHLIGHTS

Outcome Eastern students will demonstrate increased awareness of ethical conduct as a result of receiving judicial policy resources.

Results Students demonstrated knowledge of the elements of the "Know The Code" campaign.

"Know The Code" Campaign



Outcome The number of judicial violations will decrease as a result of increased knowledge of the Student Code of Conduct.

Results Judicial incidents were reduced by 23 percent over last year.

Conduct Violations AY 12-13 and AY 13-14

