
The Division of Student Affairs Assessment Report 2014-15



The Division of Student Affairs enhances Eastern students' academic and social development through a variety of comprehensive services and programs. The integration of initiatives from the University Strategic Plan and/or from the Division of Student Affairs Strategic Plan into departmental activities ensures that each department in the Division is working to achieve the same goals yet in a manner appropriate for its own mission.

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

This report features a sample of the action steps each unit took in 2014-15, results these steps have yielded, and next steps each unit will take in the future toward its own mission as well as Eastern and/or Division plans.

The report that follows highlights important goals, actions and results from Academic Year 2014-15. Although all departments have operating plans, not all conducted assessment during the reporting year. As additional assessments are conducted, they will be included in next year's report.

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Vice President for Student Affairs

EASTERN CONNECTICUT STATE UNIVERSITY
A Liberal Education. Practically Applied.

Center for Community Engagement

Mission: Build a culture of civic responsibility and engaged learning by providing resources and creating sustainable, effective, and productive relations with community partners that benefit students, faculty and the community.

Strategic Plan Initiative

Increase Retention and Persistence Rates Especially Among Freshmen.

Action Step

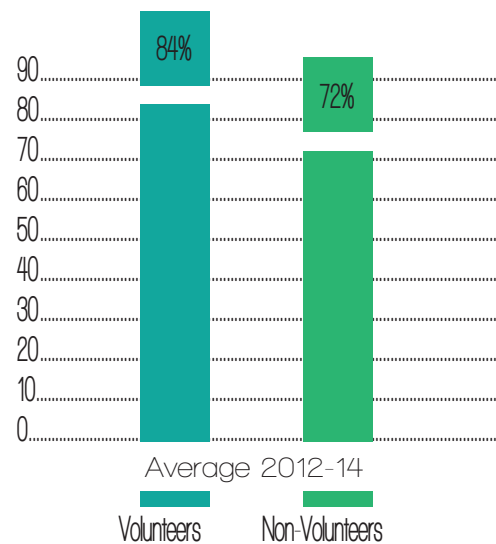
Strategically match volunteers to community projects to increase engagement in community and education.

Next Steps

Continue to track persistence rates to identify trends.

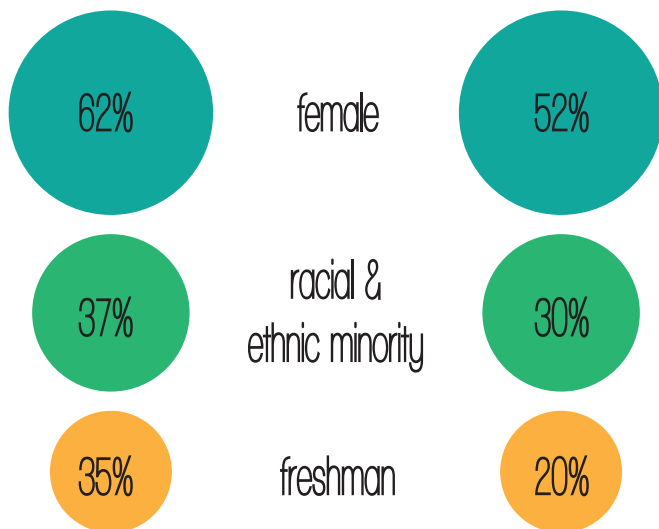
Results

% of Freshmen retained to Sophomore Year



Results

Volunteer Population vs Eastern Student Body



Strategic Plan Initiative

Sustain Inclusive and Diverse Student Populations

Action Step

Recruit students who are representative of the campus community with respect to demographics and academic interests.

Next Steps

Create targeted outreach strategies to recruit more males and upperclassmen.

Center for Internships & Career Development (CICD)

Mission: Engage students in the lifelong process of career development by offering counseling and resources; Promoting self-awareness and career exploration through a 4-year 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.

Strategic Plan Initiative

Provide Professional Development Opportunities to Students

Action Step

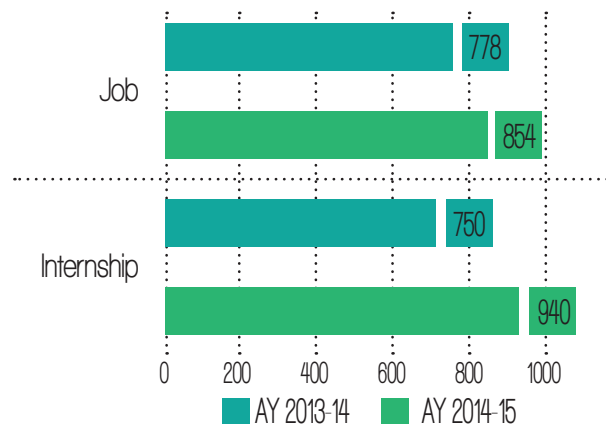
Increase employer relations and partnerships with Eastern as well as add more companies to our on-campus Workhub space.

Results

Companies Utilizing Workhub



Job and Internship Postings



Next Steps

Continue to promote Workhub through networking events and workshops the CICD attends.

Next Steps

Continue to increase job and internship offerings posted in the new Symplicity database.

Intercultural Center

Mission: Support learning, growth, leadership and academic success of Eastern's increasingly diverse student and staff population; Facilitate opportunities for cross-cultural community building, interaction, understanding and support.

Strategic Plan Initiative

Enhance and Sustain a Culture of Inclusion

Action Step

Provide diversity training for student leaders and Multicultural Leadership Council (MLC) clubs so that they can build cultural competence across the campus.

Results

Training Satisfaction Survey



75%

of respondents felt the training was helpful in learning about diversity.

85%

of respondents agreed that the MLC training enhanced their club's cultural awareness.

100%

of respondents indicated the Peer Diversity Educators (PDE) training was helpful in terms of understanding the importance of having conversation surrounding diversity.

Next Steps

Increase faculty participation in the training for PDE.

Continue to offer diversity and leadership training to all MLC clubs twice a semester.

Office of Housing & Residential Life

Mission: The Office of Housing and Residential Life strives to provide a nurturing, safe, 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.

Strategic Plan Initiative

Establish theme-based residence halls

Action Step

Implement methods to track and monitor theme housing participants as it pertains to rate of retention.

Next Steps

Determine methods to encourage Residence Hall Associations to become invested in a societal issue and increase the number of service projects.

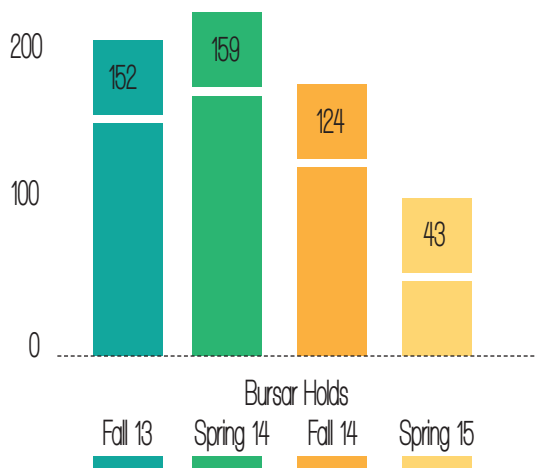
Results

70% of Theme Housing Students Plan to Return to Theme Housing in AY 2015-16



Results

72% Reduction in Bursar Holds between Fall 2013 and Spring 2015



Strategic Plan Initiative

Maximize Value of Eastern Degree & Retention

Action Step

Develop and implement early interventions and assistance for students who reside in Housing and have Bursar Holds.

Next Steps

Embrace and utilize the Financial Literacy SALT Software to provide resources and early interventions to students experiencing financial difficulties to continue to lower the number of students who have Bursar Holds.

Office of Judicial Affairs

Mission: Provide instructional and educational administration of the Student Code of Conduct; provide students with core values and lessons on how to act as a responsible adult in a community-based, living-learning environment.

Strategic Plan Initiative

Enable Academic Achievement for all Students

Action Step

The Office of Judicial Affairs will employ progressive discipline with repeat offenders to reduce recidivism in student conduct violations

Next Steps

Continue progressive discipline to help students better understand the negative behavior and allow them to learn from their mistakes

Strategic Plan Initiative

Increase Public Awareness of Eastern's Unique Mission and Community

Action Steps

Increase staff visibility in the on and off-campus communities beyond regular business hours through 6 ride-alongs with Willimantic Police and 5 off-campus residential shadowing events

Next Steps

Continue to increase staff visibility to the campus and Willimantic publics through ride-alongs that will include additional events and through continued residential events

Results

23%

Reduction of recidivism in student conduct violations between AY 2013-14 & AY 2014-15

Students report seeing staff increasingly off campus outside normal business hours

Office of AccessAbility Services (OAS)

Mission: Encourage independence, assist students in realizing their academic potential, and facilitate the elimination of physical, programmatic, and attitudinal barriers.

Strategic Plan Initiative

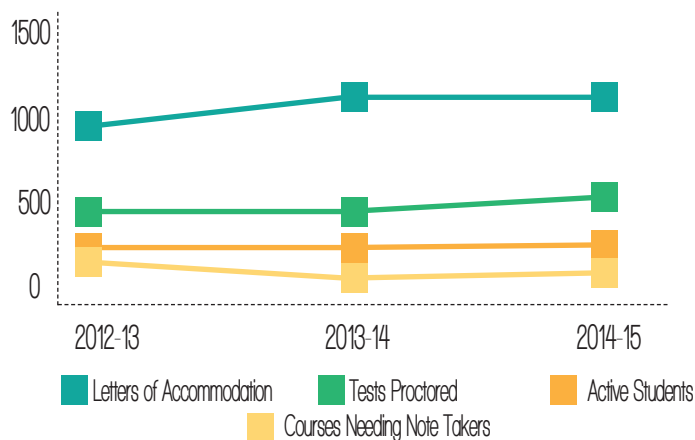
Retention, Enhancing Academic Achievement, & Enhancing and Sustaining a Culture of Inclusion

Action Step

Continue to expand support and accommodation programs for OAS-registered students while operating under best practices.

Results

Services Provided and Requested Have Increased



Results

Students Reporting a Psychological Disability



Next Steps

Increase efforts to streamline the process of implementing proctoring and note-taking services, including efforts to manage issues relating to lack of space and staff.

Next Steps

Continue to make a concerted effort to employ mental health counselors as OAS staff, in light of the increase of psychological disabilities amongst Eastern students.

Student Activities

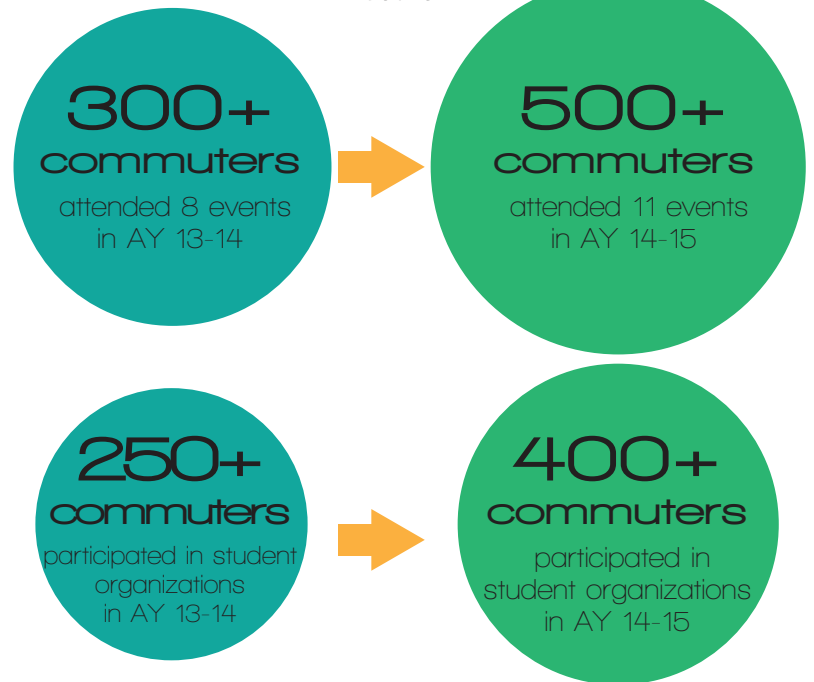
Mission: Provide social and educational activities outside the classroom which enhance learning and personal development. Through engagement, students participate in leadership development opportunities that empower them to become socially responsible leaders.

Strategic Plan Initiative
Engagement

Action Step
Use targeted marketing and outreach strategies to engage commuter students in on-campus activities.

Next Steps
Continue targeted marketing and outreach strategies to continually increase engagement.

Results



Results

As a result of training, which skills have you been able to improve?



% of Respondents

Strategic Plan Initiative
Professional Development

Action Step
Develop an intentional program for the hiring, training, evaluation, and structure of student employees and Graduate Assistants.

Next Steps
We will continue to offer professional development for student employees that helps them build important skills for the workplace.

Pride Room

Mission: Serve the diversity of the LGBTQIAA (lesbian, gay, bisexual, transgender, queer, intersex, asexual, and ally) community on Eastern's campus; create a space that is safe, accessible, open, and confidential for all students; cultivate a community of advocacy and support for all students, especially members of the LGBTQIAA community; provide programming that increases LGBTQIAA awareness and informs the community about issues related to sexuality and gender identity.

Strategic Plan

Enhance the professional development opportunities for all members of Eastern's workforce.

Action Step

Provide educational opportunities to faculty, staff, and students regarding LGBTQIAA topics.

Next Steps

Continue targeted marketing and outreach strategies to further increase engagement.

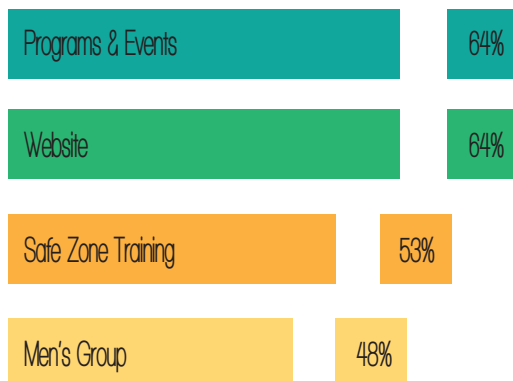
Results



100% of faculty and staff who participated in Safe Zone Training in Spring 2015 felt the time they spent in the training was "worthwhile and will help me better serve students"

Results

Which Pride Room services are you aware of?



% of Survey Responses

Strategic Plan Initiative

Increase Student Awareness of University Support Services.

Action Step

Obtain benchmark data on what services the campus is aware that the Pride Room provides.

Next Steps

Continue to promote services with heightened emphasis on the items that did not make the top 4.

Women's Center

Mission: Advance the personal growth and intellectual development of individuals and communities of all identities with a particular focus on women; cultivate socially responsible leaders by advocating for social justice and gender equity, addressing campus climates, and providing resources and support for everyone.

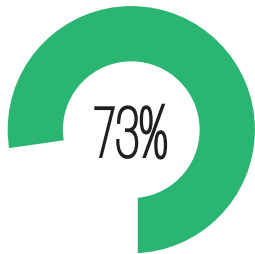
Strategic Plan Initiative

Engagement of students in University Support Services.

Action Step

Educate the Eastern community on issues related to the Sexual Assault & Interpersonal Violence-Response Team (SAIV-RT) and work collaboratively with community agencies.

Results



73% of Eastern students completed Part 1 of an online course for Sexual Assault Training

54% increase in reports to the Sexual Assault & Interpersonal Response Team between AY 2013-14 & AY 2014-15

Next Steps

Use social media to increase the number of Eastern students who complete the Haven: Sexual Assault Training

Develop strategies to increase the number of students accessing resources and services of the Sexual Assault & Interpersonal Violence Response Team