
Division of Student Affairs Assessment Report 2015-16



The Division of Student Affairs enhances Eastern students' academic and social development through a variety of comprehensive services and programs. The integration of plans from the University Strategic Plan and from the Student Affairs Strategic Plan into departmental activities ensures that each unit 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 units' work to achieve intended outcomes. These assessments are used to refine the next year's operating plans and guide units on where to focus resources.

This report is based on that broader annual review process. It features a sample of the operating goals each unit intended to reach in 2015-16, outcomes each unit assessed, and responses to these outcomes in actions each unit plans to take in 2016-17 toward its own mission as well as Division and University plans.

The report that follows highlights important plans, goals, assessed outcomes, and future responses from Academic Year 2015-16. While all units have operating plans, not all conducted assessment during '15-'16. Of the units that did, a few reviewed retention or persistence as marked with a notation (@) in the table of contents. As additional assessments are conducted, they will be included in next year's report.

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Division of Student Affairs Assessment Report 2015-16

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The notation @ indicates that a unit included retention and/or persistence in its assessment. Among these units, Brian Lashley with the university's Office of Planning and Institutional Research provided the quantitative analysis for units whose reporting feature statistical analyses of any correlation between retention/persistence and student involvement with their work.

Office of Housing and Residential Life

Mission: 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.

Division Plan | University Plan

Retention | Ensure that programs are relevant, effective and challenging

Operating goal

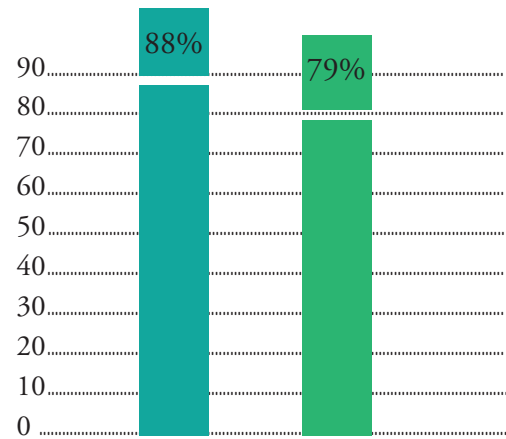
Contribute to university student retention efforts to aid in housing occupancy

Response for 2016-17

Develop a community service programming model that will continue the trend of increasing civic engagement amongst residential students

Assessed outcomes

Rates of 1st-Year Students Retained to 2nd-Year*



First-year students from 2014-15 toward 2015-16

In Residence Halls Out of Residence Halls

* Correlation between retention and residential status is statistically significant with $p < .001$

Assessed outcomes

7% growth
in number of students in
theme housing from 204
during 2014-15 academic year
to 219 during 2015-16 year

Division Plan | University Plan

Engagement | Ensure that programs are relevant, effective and challenging

Operating goal

Develop and implement living-learning communities and other academic partnerships/initiatives

Response for 2016-17

Develop an implementation plan for upgrading certain themes in theme housing to become living/learning communities

Center for Community Engagement

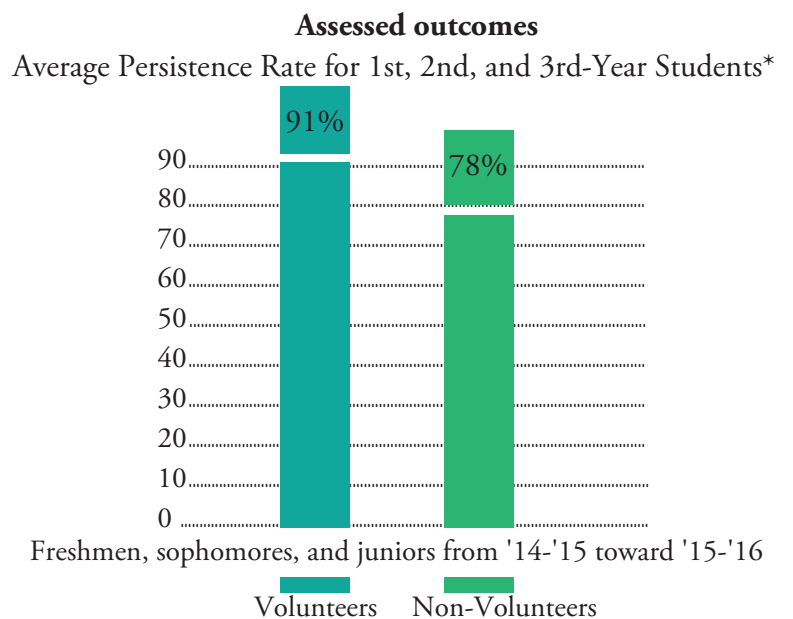
Mission: Build a culture of civic responsibility and engaged learning. The Center for Community Engagement creates sustainable, effective and productive relationships with community partners that benefit students, faculty and the community.

Division Plan | University Plan
Retention | Ensure that programs are relevant, effective and challenging

Operating goal
Student development

Response for 2016-17

Expand Banner data analysis to include targeted advising groups and other cohorts to examine the effect of volunteer experiences on retention



* Correlation between persistence and volunteering for three cohorts combined is statistically significant with $p < .001$

Assessed outcomes

21% and 125% growth rates in numbers of service-learning students and hours in Windham from 196 students for 1,867 hours during '14-'15 academic year to 238 for 4,204 hours during '15-'16 year

Division Plan | University Plan
Engagement | Enhance learning through campus and community engagement in integrative learning experiences

Operating goal
Student development

Response for 2016-17

Continue outreach to faculty on community-based service-learning to expand integrated learning experiences for students in Windham

Office of AccessAbility Services (OAS)

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

Division Plan | University Plan

Retention | Assist students, staff and faculty in achieving their full potential

Operating goal

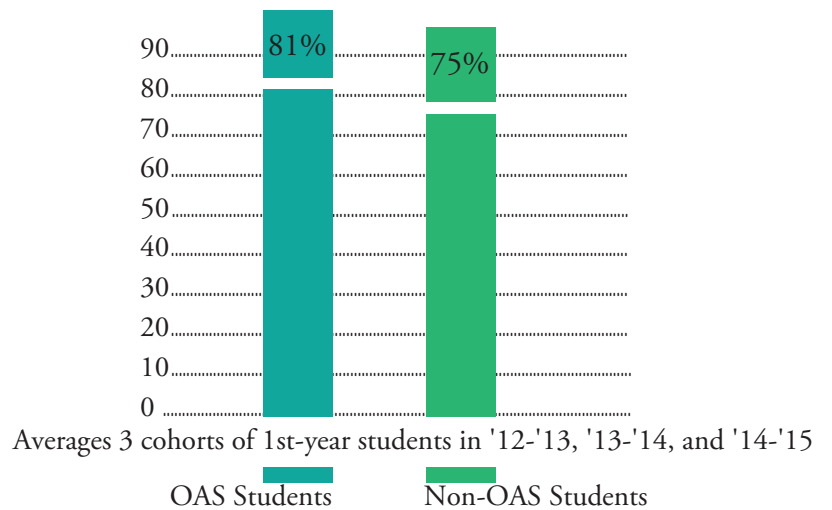
Support services

Response for 2016-17

Increase data management and analysis of OAS trends using eReports and Banner to determine the impact of OAS services on student retention

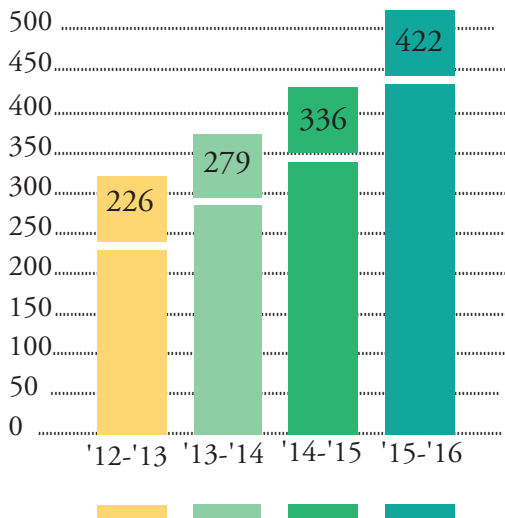
Assessed outcomes

Rates of 1st-Year Students Retained to 2nd-Year



Assessed outcomes

OAS Students per Academic Year



Division Plan | University Plan

Enable academic achievement for all students | Assist students, staff and faculty in achieving their full potential

Operating goal

Marketing and awareness

Response for 2016-17

Continue to expand and implement programs that support students with disabilities in achieving their social and academic goals

Department of Intercollegiate Athletics, Intramurals and Recreation

Mission: By placing its highest priority on the overall quality of the liberal arts educational experience, the Department seeks to integrate its programs and goals with academic and developmental objectives and to assure the assimilation of student-athletes into the general student body.

Division Plan | University Plan

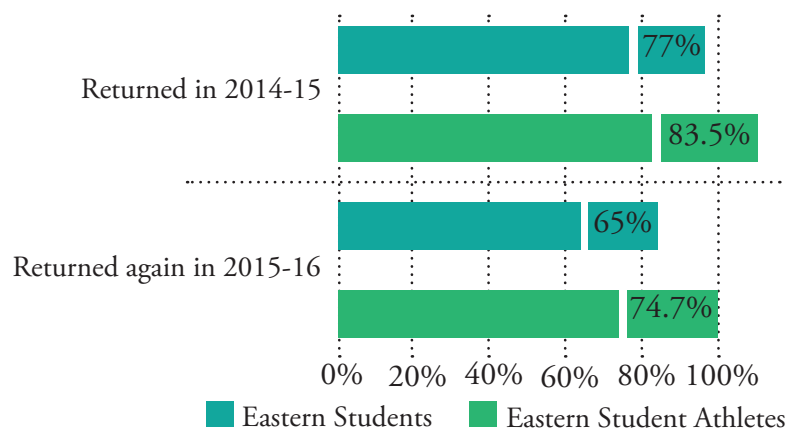
Retention | Ensure that programs are relevant, effective and challenging

Operating goal

Data collection

Assessed outcomes

Retention Rates for 2013-14 First-Year Cohort



Response for 2016-17

Expand retention data to the first-year student-athletes in 2014-15 and 2015-16

Intercultural Center

Mission: Offer a welcoming and inclusive environment for all members of the Eastern community to embrace and celebrate diversity. The Center also implements initiatives that increase diversity awareness of various cultures and identities. The staff at the Center support student learning, growth, leadership and academic success by collaborating with faculty and staff and serving as a liaison to university resources. The Center strives to facilitate opportunities for cross-cultural community building, interaction, understanding and support.

Division Plan | University Plan

Retention | Assist students, staff and faculty in achieving their full potential

Operating goal

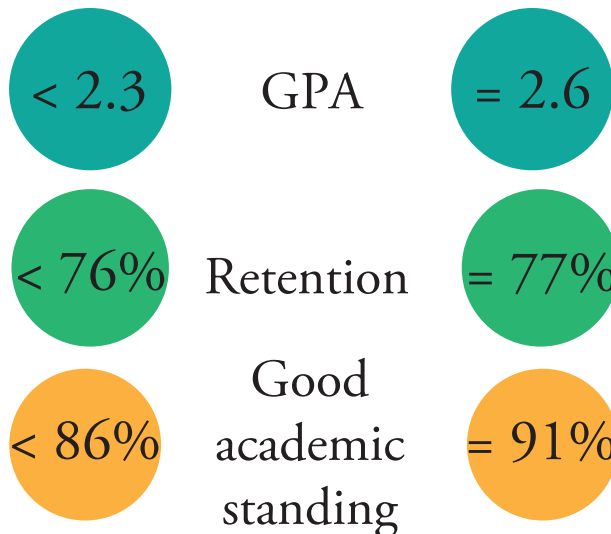
Peer mentoring initiative for a targeted cohort from larger set of 1st-year students of color

Assessed outcomes

Projections for prospective 1st-year student mentees if not mentored

vs.

Actual achievements of 1st-year student mentees when mentored



Response for 2016-17

Track second year students from the cohort and promote their involvement in student organizations, specifically multicultural student organizations

Center for Internships and Career Development

Mission: Offer counseling and resources to actively engage students in the lifelong process of career development by promoting self-awareness and career exploration through a 4-year career development plan; linking students with employers and career opportunities; encouraging pre-professional experiences and internships; and teaching integrative life planning, job search and career goal-setting skills.

Division Plan | University Plan

Professional development | Maximize the value of an Eastern degree

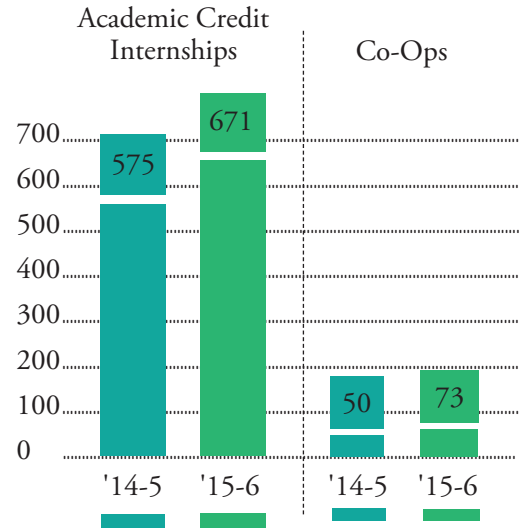
Operating goals

Provide career counseling; promote internship participation and co-op registration

Assessed outcomes



Out of the students surveyed, 90% felt more confident about career planning after meeting with a career counselor



Response for 2016-17

Collaborate with the Academic Advising office

Response for 2016-17

During the Fall 2016 semester the co-op fee will be waived for students participating in paid internships (co-ops)

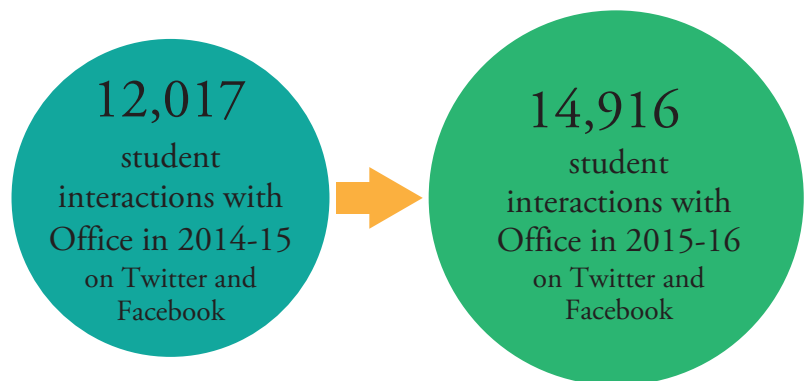
Office of Student Activities

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.

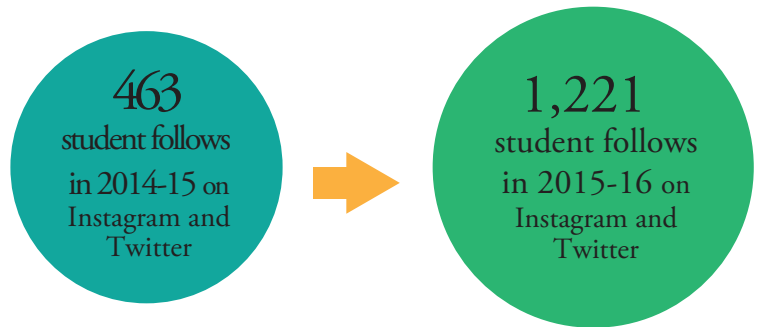
Assessed outcomes

Division Plan | University Plan
 Engagement | Assist students, staff and faculty in achieving their full potential

Operating goal
 Marketing and promotion



Response for 2016-17
 Sustain these interactions through the summer and into fall 2016, including a "Where's Willi" photo campaign to start in the fall



Assessed outcomes



Division Plan | University Plan
 Professional development | Ensure that programs are relevant, effective and challenging

Operating goal
 Student-faculty interactions

Response for 2016-17
 Many of the pilot programs of student-faculty involvement that were started will become more established next year

Pride Room

Mission: Serving the diversity of the LGBTQ+ (lesbian, gay, bisexual, transgender, queer, intersex, asexual, and all sexual/gender minorities and their allies) community on campus. The Pride Room creates a space that is safe, accessible, open, and confidential for all students. The Pride Room cultivates a community of advocacy and support for all students, especially members of the LGBTQ+ community. The Pride Room provides programming that increases LGBTQ+ awareness and informs the community about issues related to sexuality and gender identity.

Division Plan | University Plan

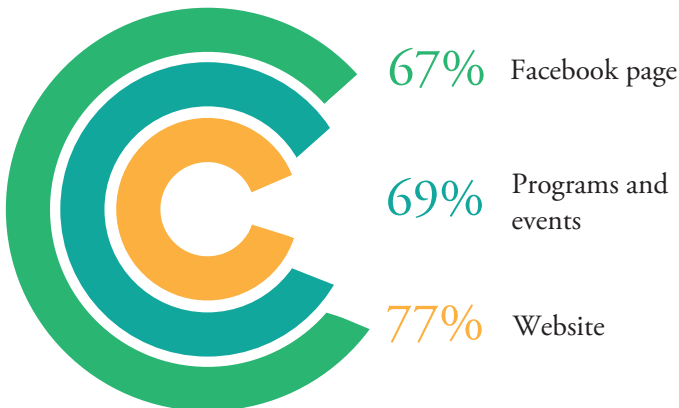
Enhancing and sustaining | Assist students, staff and faculty in a culture of inclusion achieving their full potential

Operating goal

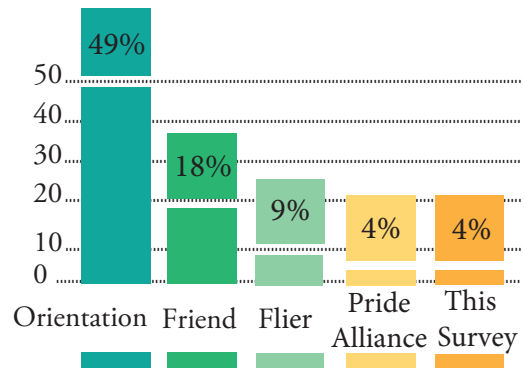
Increased visibility/better online presence

Assessed outcomes

Pride Room resources most familiar to survey respondents: Top 3 responses from a larger set



How survey respondents first became aware of Pride Room: Top 5 responses from a larger set



Response for 2016-17

Regularly update Pride Room website and Facebook page to ensure engagement and increase awareness of programs and services as well as increase number of programs and include opportunities for students to meet and socialize with other students during programs

Response for 2016-17

Continue to collaborate to be part of Orientation programming; encourage students to “Be a Friend, Tell a Friend” about Pride Room and its programs; collaborate to identify and contact a list of admitted students who have indicated interest in the campus LGBTQ+ community or self-identified as an LGBTQ+ person

Counseling and Psychological Services (CAPS)

Mission: To provide a resource for the students of Eastern who are in need of information, support, consultation and/or clinical intervention. Ultimately, services are designed to help students mature and work toward obtaining more fulfilling educational, vocational and personal lives during their time at Eastern and beyond. Although our primary goal is to serve the mental health and developmental needs of students, we also serve as a source of information, consultation and support to faculty and staff.

Division Plan | University Plan

Engagement | Assist students, staff and faculty in achieving their full potential

Operating goal

Increase student support available regarding mental health concerns commonly experienced in college setting

Assessed outcomes

30% and 27% increases in the ability of students who participated in Wellness Warriors training to identify warning signs of problematic drinking or drugging behavior during Fall 2015 and Spring 2016



Students who participated in Wellness Warriors training during 2015-16 increased their ability to identify available mental health resources on-campus by approximately 150%



Pre-Test



Post-Test

Response for 2016-17

CAPS will continue to support the Wellness Warriors: In an effort to expand campus awareness of CAPS and services provided among Eastern students, staff and faculty, and to increase faculty and staff knowledge regarding supporting students who may be experiencing mental health concerns, CAPS will initiate enhanced campus outreach

Office of Wellness Education and Promotion

Mission: Support Eastern Connecticut State University Students, enhancing their capacity for academic and personal success by emphasizing physical, emotional, intellectual, environment, social and spiritual well-being.

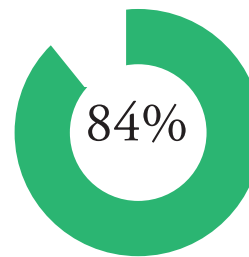
Division Plan | University Plan

Engagement | Assist students, staff and faculty in achieving their full potential

Operating goal

Programs

Assessed outcomes

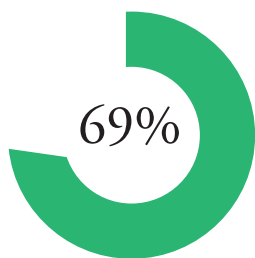


84% of students retained information on how to calculate blood alcohol concentration, six weeks post program session

Response for 2016-17

Increase the number of students who are able to recall information about alcohol six weeks post-programming to 90%

Assessed outcomes



69% of survey respondents learned of new campus resources at classroom presentations for first-year students

Division Plan | University Plan

Enable academic achievement for all students | Ensure that programs are relevant, effective and challenging

Operating goal

Programs

Response for 2016-17

Increase the number of collaborations with First Year Faculty to 22 for a 7% increase in student awareness of campus resources

Women's Center

Mission: Advance the personal growth and intellectual development of individuals and communities of all identities, with a particular focus on women. We cultivate socially responsible leaders by advocating for social justice and gender equity, addressing campus climates, and providing resources and support for everyone. The Women's Center is a place to develop, act on and support social justice initiatives.

Division Plan | University Plan

Enhancing and sustaining a culture of inclusion | Assist students, staff and faculty in achieving their full potential

Operating goal

Data collection

Assessed outcomes

46% increase in students identified and referred to Sexual Assault and Interpersonal Violence Response Team (SAIV-RT) as impacted by some form of interpersonal violence during 2015-16



Response for 2016-17

Craft a strategy that tracks all new Eastern students, faculty and staff completion of mandatory training so as to keep up any student referrals to the SAIV-RT, resulting in timely intervention

Office of Judicial Affairs

Mission: By nature, the Office of 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.

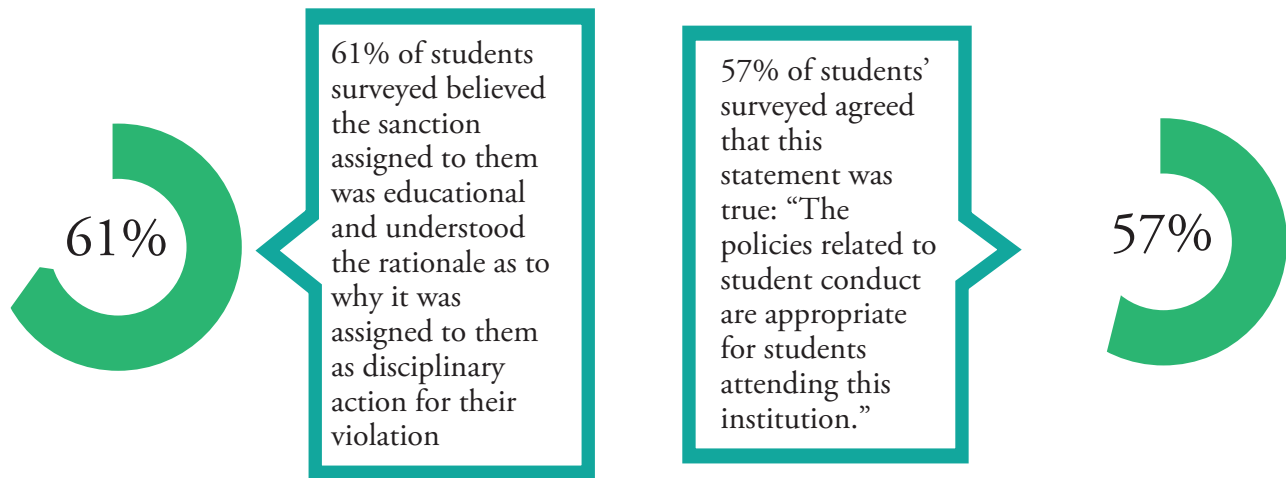
Division Plan | University Plan

Professional development | Assist students, staff and faculty in achieving their full potential

Operating goal

Enhance student understanding of judicial processes at Eastern

Assessed outcomes



Response for 2016-17

Increase Eastern student knowledge of the Student Code of Conduct among Connecticut State Colleges and Universities (CSCU) and its applicable policies and procedures

Veterans Education and Transition Services Center

Mission: Provide comprehensive support services to prospective and current students, including community college transfers, who are members of the U.S. armed services. In addition, the Center will provide assistance to student veterans in dealing with and resolving their unique academic and life issues. The Veterans Education and Transition Services (VETS) Center is open to veterans, their family members and the Eastern Connecticut State University community.

Division Plan | University Plan

Engagement | Assist students, staff and faculty in achieving their full potential

Operating goal

Market and promote the VETS Center to students, faculty, and staff

Assessed outcomes

Over 25% (61) of student veterans (210) used the VETS Center at least once during 2015-16



Response for 2016-17

Develop more publications/brochures/social media to advertise the VETS Center and attend more Student Orientation, Advising & Registration (S.O.A.R.) events to increase visibility for new or transferring student veterans

Student Health Services

Mission: Promote the lifelong health and well-being of Eastern's students through the provision of accessible, comprehensive, caring and cost-effective primary health care and educational outreach.

Division Plan | University Plan

Engagement | Assist students, staff and faculty in achieving their full potential

Operating goal

Increase illness prevention awareness within the campus community

Response for 2016-17

Continue to collaborate with other Division units in promoting the Get Yourself Tested program while placing and tracking it on Student Health Services' new social media page

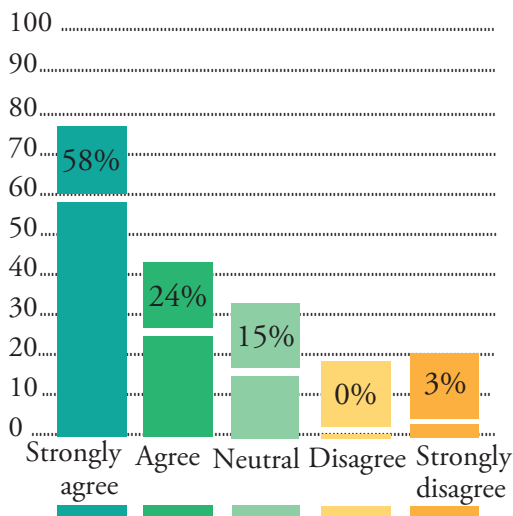
Assessed outcomes

84% increase in the number of students who completed preventive health care screenings where they dealt with their health proactively and thereby also protected the health of others during 2015-16



Assessed outcomes

Survey: The service I received met my expectations.



Division Plan | University Plan

Enhancing and sustaining a culture of inclusion | Assist students, staff and faculty in achieving their full potential

Operating goal

Maintain high quality of medical care

Response for 2016-17

Continue monthly meeting of clinicians to discuss specific clinical cases and/or journal articles as well as quarterly peer review of patient charts among staff members to keep up chart reviews that over time have noted the improvements intended