

*Tyler Junior College*  
*Institutional Effectiveness*  
*Administrative and Educational Support Unit*  
*AY-2007-2008*

***Division/Unit:***  
***Student Affairs***

**Goal 1:**

Provide leadership and support to the operational departments within the Division of Student Affairs (Testing, Advising, Library Services, Athletics, Residential Life, Student Activities, Campus Safety, Student Judicial Programs, First-Year Experience, and Recreational Sports), ensuring maximum program efficiency and effectiveness.

**Strategic Plan Objective(s):**

- Review and assess the quality and effectiveness of programs and services provided by SA units during the 2007-2008 planning cycle.
- Provide a culture of evidence (qualitative/quantitative) that supports and validates our efforts to provide quality programs and services that are effective (Summer 2008).
- Review (quarterly) each director's written evaluation of their AY 07-08 goals and objectives.
- Work with SA directors to establish departmental benchmarks for continuous program improvement based on national best practices in the area that is administered by the SA director/coordinator (Fall 2007-2008).
- Annually evaluate departmental financial need based on supporting data/assessment and, if appropriate, support SA departmental request for additional funds from the college to enhance services (review during budget cycle in March 2008).
- Embrace a dynamic culture of planning, evaluation, and assessment to ensure progress toward college and divisional goals.

**Action Steps:**

- The SA directors will write comprehensive goals and objectives annually to be used as guiding principles for their respective unit goals and objectives. The precepts of the CAS (Council for the Advancement of Standards in Higher Education) will be used as a reference document.
- Vice President for Student Affairs will conduct monthly supervision meetings with each SA department head to ensure progress towards unit goals.
- Annually assess progress with each department's unit effectiveness plan, internal survey data, and other sources of data that they collect.
- Coordinate unit effectiveness and divisional assessment efforts in conjunction with Institutional Effectiveness and Institutional Research & Planning annually (begin 2007-2008).

**Expected/Intended Outcome(s):**

- Student survey data will confirm that ninety-percent of students are satisfied with programs and services in the division of student affairs.
- Ninety-percent of each department head's unit goals and objectives will be accomplished.
- After reviewing their annual data, SA directors will be able to adequately assess the efficiency, effectiveness, or ineffectiveness of their programs and services and make adjustments accordingly.

**Method of Assessment:**

- Vice President will formally evaluate progress as part of each SA director's annual personnel evaluation in March 2008 and at the end of AY 2007-08. The personnel evaluation document will be a rubric that allows each individual and unit to identify the degree to which learning experiences described in CAS-Council for the Advancement of Standards in Higher Education (or other recognized professional document) are being addressed.
- Vice President will review survey and student learning outcome data generated from SA director

**Result of Assessment:**

- In Progress. Assessment will take place in summer 2008 (end of unit effectiveness cycle)

**Proposed Changes Based on 2007-2008 Assessment Results:**

- In Progress. Will recommend changes at the end of 2007-2008 unit effectiveness cycle (summer 2008)
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**Goal 2:**

Provide a vibrant student life (Promise # 2) environment that enhances the students' out-of-class experience and creates a variety of opportunities for student engagement and success.

**Strategic Plan Objective(s):**

- Division of Student Affairs will assist in the selection of a college wide assessment tool that provides qualitative and quantitative data about our current student population and their level of participation and engagement with SA programs, services, and the overall campus environment (Fall 2007).
- Work with SA department heads and Student Service Fee Advisory Committee members to create new programs and services that enhance student life (Fall 2007).

**Action Steps:**

- Encourage President, Provost, VP's, and IRP/IRE to consider participating in the CCSSE-Community College Survey of Student Engagement (Fall 2007/Spring 2008).
- Vice President will meet with recently elected SSFAC-Student Service Fee Advisory Committee members and advise them on the standards and guidelines associated with allocating the new student life fee to academic and administrative departments that support students (Fall 2007).

**Expected/Intended Outcome(s):**

- Student Affairs staff and college administration will gain a better understanding of student participation and engagement patterns of currently enrolled students after reviewing the data from the CCSSE.
- Student Service Fee Advisory Committee members will allocate student life fee revenue to SA programs and services that support the Three Promises (Quality Education, Vibrant Student Life, and Community Service) and gain a better understanding of the costs associated with campus programming.

**Method of Assessment:**

- Community College Survey of Student Engagement
- Financial allocations awarded to SA departments and academic units that submit proposals for funding.

**Result of Assessment:**

- In progress. Assessment will take place in summer 2008 (end of unit effectiveness cycle)

**Proposed Changes Based on 2007-2008 Assessment Results:**

- In progress. Will recommend changes at the end of 2007-2008 unit effectiveness cycles (summer 2008).
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**Goal 3:**

Serve as a centralized resource for students who have concerns, complaints or suggestions regarding their TJC campus experience.

**Strategic Plan Objective(s):**

- Listen and respond to all student life concerns and provide information or referral assistance that will help resolve the student's problem in a timely manner (annually).
- Plan and coordinate Vice Presidents' Student Advisory Council (VPSAC) meeting.
- Annually review and update "Student Handbook" and "Need to Know" documents that provide students with a detailed description of their rights and responsibilities

**Action Steps:**

- Vice President will meet with student advisory council representatives on a monthly basis to discuss their concerns, complaints, and suggestions for improving student life.
- Vice President and designee will plan, develop, produce, and distribute the “Student Handbook” and “Need to Know” documents no later than the end of the spring semester of each academic year (May 2008).
- Vice President will distribute an electronic student satisfaction survey to VPSAC members (Spring 2008).

**Expected/Intended Outcomes:**

- After participating in Apache Orientation and VPSAC, 80% of incoming and returning students will have a general understanding of their rights, responsibilities, and college resources.

**Method of Assessment:**

- Survey will be administered to incoming freshman during summer orientation (2008).
- Survey will be administered to VPSAC (Vice President’s Student Advisory Council) members in the Spring of 2008.

**Result of Assessment:**

- In Progress. Assessment will take place in summer 2008 (end of unit effectiveness cycle)

**Proposed Changes Based on 2007-2008 Assessment Results:**

- In progress. Will recommend changes at the end of 2007-2008 unit effectiveness cycles (2008).