

2007–2008
Institutional Effectiveness
Quality Improvements

August 4, 2008



Improvements: Student Development and Enrollment Services

Alcohol and Other Drug Prevention and Intervention

Assessment method: pre-test and post- test exam

Results: First year students who completed AlcoholEdu reported increased expressions of social concern as evidenced by care-taking behaviors of peers engaged in alcohol abuse.

Action taken: In Fall 2008 FTIC students will be required to complete AlcoholEdu.

Improvement: Increase access to AlcoholEdu for FTIC students.

Improvements: *Student Development and Enrollment Services*

Alcohol and Other Drug Prevention and Intervention

Assessment method: pre-post survey of students sanctioned for alcohol violations

Results: participants indicated a 50% decrease in alcohol related risky behavior from the initial session to 60 days post intervention.

Action taken: all sanctioned students will be required to be individually screened for substance use disorders

Improvement: sanctioned students will be provided proven risk reduction strategies

Improvements: Student Development and Enrollment Services

Student Academic Resource Center Supplemental Instruction (SI)

Assessment method: 1) generate rosters and SI session attendance records for CHM 2930 and CHM 2931; 2) analyze final semester grades to compare academic performance of SI participants versus non-SI participants.

Results: SI participants had significantly higher mean final grades, were more likely to receive A, B, or C grades and less likely to withdraw or receive D or F grades.

Improvements: Student Development and Enrollment Services

Student Academic Resource Center Supplemental Instruction (continued)

Action taken: Stronger collaboration with Chemistry faculty; continue SI support for chemistry courses; continue training Chemistry SI leaders.

Improvement: SI continued to be effective the following year; student participation in CHM 2930 almost doubled this academic year.

Improvements: *President's Division*

Diversity Initiatives

Assessment method: Establish baseline for participation and evaluation of the Student Government Association's (SGA) involvement with the Office of Diversity Initiative's (ODI) diversity programs, processes, and services.

Results: SGA participated in a training session focusing on issues of diversity and inclusion which led to the ODI and the SGA partnering to create Difficult Discussions, a series of facilitated forums on a variety of diversity topics. Four Difficult Discussions were held in 2006-2007 involving 42 SGA leaders and 150 students.

Improvements: *President's Division*

Diversity Initiatives (continued)

Action taken: ODI assisted SGA in passing Bill 39-21, which requires all Student Government officials to participate in ODI-led diversity training within their first four weeks in office.

Improvement: Measurements indicated substantial participation and a high degree of satisfaction (over 90%) with diversity training and other diversity-related activities. This has resulted in an increased number of student organizations requesting diversity training for their individual clubs and organizations, as well as recommending that diversity training sessions be included in their classes.

Improvements: *President's Division*

Equal Opportunity and Affirmative Action Programs

Assessment method: The office will conduct post-hire reviews of Faculty and A&P search records to ensure compliance with equal opportunity statutes and affirmative action guidelines.

Results: Effective 3/1/07, President Hitt and other administrative leaders agreed on new hiring procedures for Faculty and A&P positions. Pre-hire reviews by EO/AA were eliminated.

Improvements: *President's Division*

Equal Opportunity and Affirmative Action Programs (continued)

Action taken: New hiring guidelines for Faculty and for A&P were developed collaboratively by Academic Affairs, Human Resources, the General Counsel's Office, and EO/AA.

Impact: Post-hire reviews bring defined consequences if documentation does not meet EO/AA review standards. Post-hire review standards and communications became the basis for effectiveness measures for 2007-2008.

Improvements: *President's Division*

Ombuds Office

Assessment method: Measure satisfaction of all individuals seeking assistance from the Ombuds Office without compromising the confidentiality of the office.

Results: 70% of initial contacts were completely satisfied. The other 30%, while satisfied with the way they were treated by the office, were disappointed that their problem could not be *fixed* by the office.

Improvements: *President's Division*

Ombuds Office (continued)

Action taken: A confidential electronic log of students, faculty, and staff contacts was established February 1, 2006.

Improvement: The Ombuds Officer will make sure visitors understand the role of the office and the fact that they are not there to circumvent process, cannot interfere with formal process, nor overturn formal action.