

HLC Criterion Three: Student Learning and Effective Teaching

Response from Student Affairs

Changes or Developments Since the Last HLC/NCA Visit

Mission statement for Student Affairs re-written to emphasize student learning (see mission statement).

Focus on Strengths and Challenges

Student Affairs has addressed a part of the following three items from the last report:

Inconsistent student and support services staffing

An assistant director of counseling position was added by eliminating the assistant director of the University Center and student activities position.

Insufficient institutional data collection and analysis

Retention study (freshman-sophomore one-year persistence) now conducted annually (report attached).

Improving, but limited, ethnic diversity in the staff and faculty

People of color were hired in the following positions within Student Affairs:

Associate Dean (MCISA, New Student Orientation, and Judicial Affairs)

Assistant Director of Counseling

Assistant Director of Career Services

Director of International Student Affairs

Core Component 3c

The following Student Affairs departments offer a wide variety of programs and services for student development purposes (see annual report):

Residential Life and Housing

Multicultural Center and International Student Affairs

University Center and Student Activities

Career Services

Counseling and Life Development

Health Services

WebsterLEADS

Evidence of the organization providing an environment that supports all learners and respects the diversity they bring:

All of the programs and services offered by the Multicultural Center and International Student Affairs department (see annual report).

Evidence of assessment results informing improvements in student services:

Changes in Campus Dining Services

Quality of Life Surveys and NACUFS Benchmarking Surveys

New campus housing

Quality of Life Surveys

New outreach efforts for young alumni from School of Communications

Success Report produced by Career Services

Evaluation and Assessment

Five-year departmental reviews, based on the CAS Standards, instituted for all Student Affairs units in 2006. Reviews have been completed for Health Services, Student Employment, and the University Center and Student Activities. Housing and Residential Life and the WVA utilize annual Quality of Life surveys to get feedback from residents. Campus Dining has used the NACUFS Customer Satisfaction Benchmarking Survey annually since spring 2006. Student Affairs staff attended a full-day retreat on assessment in October 2004 and developed guidelines for assessing student learning outcomes.

Core Component 3d

Evidence of the organization's systems and structures enabling partnerships and innovations that enhance student learning:

Bridge Fund coordinated through Student Activities (documentation can be provided by John Ginsburg in UC/SA)