

**SAMPLE ACTIVITY/PROGRAM ASSESSMENT
DIVISION OF STUDENT AFFAIRS
JANUARY 2004**

Area: Auxiliary Services

Assessment Type	Area	Method/Instrument	Frequency	Use of information
Satisfaction	All Auxiliary Departments	Auxiliary Services Student Satisfaction Survey	Conducted annually	Modifications are made to improve services as identified
	Student Union	Union Satisfaction Survey	Completed after each major event by participant	Ensure customer satisfaction and to modify services/ programs as required
	Student Housing and Residential Services	EBI Satisfaction Survey	Conducted annually	Benchmark data to 6 other regional universities; provides standards and guidance for change
	Aramark Food Service	Client survey	Conducted each semester	Modification are made to services and menus based on student input
Financial	All Auxiliary Departments	Financial reports	Reviewed monthly	Modify services and programs as required
Needs	All Auxiliary Departments	Annual review of policy and procedures manuals	Reviewed annually	Program improvements
Professional Standards	All Auxiliary Departments	CAS Inventory, CUHO-I Standards, and NACAS Standards	Reviewed annually	Program improvements

Area: Student Life

Assessment Type	Area	Method/Instrument	Frequency	Use of information
Tracking	Career Services	Access Database report on students utilizing services	Reviewed each semester	Track trends, modify promotions and services as assessing
	Career Services	Job Location & Development Web-Base with data base components utilizing E-Recruiting Software	Reviewed annually	Increase service opportunities
	Disability Services	Student database of utilization	Reviewed annually	Determine areas of needs
	Judicial Affairs	Database on items such as decisions overturned, number of legal actions, repeat offenders, sanctions, student demographics, and types of appeals	Updated after each judicial case	Justification of decisions rendered by the office.
Satisfaction	Career Services	Employer program evaluations	Reviewed annually	Improve services
	Career Services	Career Fair Surveys	Reviewed annually	Improve services
	Counseling Center	Individual/Couples/Family Counseling Evaluation survey	Reviewed each semester	Ensure that counseling sessions are effective
Outcomes - Learning	Career Services	Student Interview Evaluations	As needed	Improve students' interview skills
	Disability Services	Students utilizing program	After each accommodation letter received	Improve services
	Disability Services	Questionnaire to faculty	Different departments each semester	Determine needs of faculty in regard to student accommodations
	Judicial Affairs	Judicial Affairs staff survey on sanctions, processes, legalities, rights and responsibilities	Reviewed each semester	Improve office procedures
		Hearing Board Observations; Survey on sanctions, processes, legalities and moral development	Reviewed each semester	Improve hearing procedures

Outcomes - Retention	Counseling Center	Individual/Couples/ Family Counseling Intake survey – database	Reviewed each semester	Ensure that counseling sessions are effective.
	Disability Services	Student database of students utilizing services	Reviewed annually	Satisfaction of students linked to retention/ graduation
Emotional Development	Counseling Center	Individual/Couples/ Family Counseling Global Assessment of Functioning (DSM-IV-TR Axis X)	At session termination	Ensure quality services
Professional Standards	All Student Life Departments	CAS Inventory	Reviewed annually	Program Improvement
	Counseling Center	IACS Accreditation	Reviewed annually	1. Improve practices; 2. Maintain national standards; 3. For quality; 4. Determine areas of improvement

Area: Student Development

Assessment Type	Area	Method/Instrument	Frequency	Use of information
Tracking	Project Safe Campus	Participant count through ID Scanner at all Project Safe Campus programs	After each program	Determine need for programming based on attendance
	Recreational Sports and Wellness	Centrax database and monitored hourly count of students and alumni using facility	Reviewed annually	Determine outreach and marketing needs.
	Recreational Sports and Wellness	Centrax database and written questionnaire to randomly selected faculty/staff	Reviewed each semester	Determine outreach and marketing needs.
	Student Organizations/ Greek Affairs	Database based on organization self-reported community service	Reviewed each semester	Ensure minimum standards of community service hours are achieved
Satisfaction	Leadership Development/ Student Activities	ExCEL evaluation survey; Chart leadership progress	Reviewed annually	Adjust topics for seminars and projects
	Leadership Development/ Student Activities	LEAD evaluation survey; Chart leadership progress	Reviewed annually	Ensure LEAD stays current with student leadership needs
	Multicultural/ International Student affairs	Participant survey	Reviewed after each program	Program improvement
	Recreational Sports and Wellness	Facility use satisfaction questionnaire	Reviewed each semester	Determine if changes are needed in programming
	Recreational Sports and Wellness	Intramural Sports use satisfaction questionnaire	After each program	Determine if changes are needed in programming
	Student Organizations/ Greek Affairs	SGA/Institutional Research Student Life Survey	Reviewed annually	Determine needs and make adjustments
Financial	Recreational Sports and Wellness	Programming Form	Reviewed after each event	Annual compilation to assess budget expenditures.
	Recreational Sports and Wellness	Financial reports	Reviewed monthly	Determine areas to improve
Outcomes - Learning	Leadership Development/ Student Activities	Tracking student leadership positions post LEAD	At the end of each LEAD Retreat	Determine how effective the program is

	Multicultural/ International Student Affairs	Students from Project Pull are surveyed utilizing focus groups, observations, and Intake Forms (Pre/Post Tests)	Reviewed each semester	Program and participant improvement
	Project Safe Campus	Short, program specific, questionnaire e-mailed to all Project Safe Campus attendees	After each program	Alter programs and events based on student feedback
	Recreational Sports and Wellness	Student employee evaluations and practical tests	Reviewed each semester	Determine strengths and weaknesses so as to determine job- training needs.
	Student Organizations/ Greek Affairs	Greek Leadership Workshop questionnaire	Reviewed each semester	Assure leader knowledge of intake procedures
Outcomes – Retention/ Graduation	Leadership Development/ Student Activities	ExCEL surveys of student leadership growth	Reviewed each semester	Improve event
	Leadership Development/ Student Activities	Compare the LEAD participants who are here at the end of each semester with general population	Reviewed each semester	Examine the retention rates of student participants
	Multicultural/ International Student Affairs	PeopleSoft review of Project Pull students' grades, credit hours toward degree, and declaring or maintaining a chosen major	Reviewed each semester	Monitor program's success
	Recreational Sports and Wellness	Comparison of wellness program students to the overall campus	Reviewed each semester	Determine if Wellness impacts academic success.
	Student Organizations/ Greek Affairs	Database on retention in Greek program	Reviewed each semester	Determine needs and make adjustments
		Semester Grade Report	Reviewed each semester	Goal setting with chapter presidents
Professional Standards	All Student Development Departments	CAS Inventory	Reviewed annually	Program improvement

Area: University Police

Assessment Type	Area	Method/Instrument	Frequency	Use of information
Tracking	University Police	Daily reports on Crimes/incidents on campus	Reviewed weekly/ monthly/annually	Monitor problems associated with behaviors on campus.
	University Police	Daily reports combined to produce an annual Cleary Act report	Reviewed annually	Provide the public with an accurate picture of the crime on and or near our campus.
Professional Standards	University Police	1. CAS Standards 2. IACLEA Standards	Reviewed annually	Program improvements