**Date** 2015\_16 **Name of Administrative or Educational t Unit:** \_\_\_\_Student Life\_\_

**Contact name:** Terrence Brennan **Contact email:** TBrennan@collin.edu **Contact phone:** **Office Location:**

**Mission:**

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| Student Life strives to enhance student learning and development. It is the goal of Student Life to provide co-curricular civic, educational, leadership development and social activities. Students can also join student organizations and committees, work on special projects, or enjoy social activities with friends.  Student Life presents a wide variety of opportunities to enrich students’ college experience including: educational conferences; entertainers; field trips; guest speakers; leadership training; student organizational officer training; social, cultural and civic events; and student organizations.  Additional functions and services are:   1. Oversee all aspects of Student Organizations at Collin College; 2. Serve as the district’s Lost and Found at CPC, PRC & SCC. 3. Produce student identification cards. 4. Assist with the development and coordination of districtwide events ( i.e. Earth Day, African American History Month, Knowledge is Power series); develop and coordinate Welcome Week, National Collegiate Alcohol Awareness, Week, Safe Spring Break, and Diversity Awareness Week.   Key Institutional Outcome Indicators: Overall Satisfaction, Completers, Efficiency, Effectiveness |

**PART I: Might not change from year to year**

| A. Outcomes(s)  Results expected in this department/program | B. Measure(s)  The instrument or process used to measure results | C. Target(s) The level of success expected |
| --- | --- | --- |
| Increase student satisfaction with the courteousness of Student Life staff. | IE Student Survey of Service Units, courteousness of staff item | 4.0 rating on a 5 point scale |
| Increase student satisfaction with the knowledge of Student Life staff. | IE Student Survey of Service Units, knowledge of staff item | 4.0 rating on a 5 point scale |
| **PART I Continued:** |  |  |
| Increase Faculty/staff overall satisfaction with Student Life services. | IE Faculty/staff Survey of Service Units, overall satisfaction with Student Life services. | 4.0 rating on a 5 point scale |

**PART II: For academic year** 2015-16 **(enter year i.e. 2011-12)**

**From Part I**

| A. Outcomes(s)  Results expected in this department/program | D. Action Plan Years 5 & 2  Based on analysis of previous assessment, create an action plan and include it here in the row of the outcomes(s) it addresses. | E. Implement Action Plan  Years 1 & 3  Implement the action plan and collect data | F. Data Results Summary  Years 2 & 4  Summarize the data collected | G. Findings  Years 2 & 4  What does data say about outcome? |
| --- | --- | --- | --- | --- |
| Increase student satisfaction with the courteousness of Student Life staff. | Survey student officers re: courteousness of Student Life staff & retrain staff based on results. | Implement plan and collect data. | 2012 -- 4.36 rating on a 5.0 scale (n=311 students)  2014 – 4.48 rating on 5.0 scale (n=271 students) | Target met; a modest increase in perception of courteousness of staff between years |
| Increase student satisfaction with the knowledge of Student Life staff. | Hold a district wide training session of Student Life staff members in August Create “best practices” guide for office use. | Implement plan and collect data. | 2012 -- 4.37 rating on a 5.0 scale (n=308 students)  2014-- 4.49 rating on a 5.0 scale (n=271 students) | Target met; a modest increase in perception of courteousness of staff between years |
| Increase Faculty/staff overall satisfaction with Student Life services. | Use comments from faculty/staff survey to identify reasons for dissatisfaction re: overall satisfaction with Student Life services & retrain staff addressing these results. | Implement plan and collect data. | 2012 -- 4.45 rating on a 5.0 scale (n=220 faculty)  2014-- 4.26 (n=208 faculty) | Target met but decrease in faculty perception of overall satisfaction with Student Life service. |