

**UNIT NAME: OFFICE OF STUDENT ENGAGEMENT REVIEW CONTACT: TORREY WEST
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GUIDELINES

Time Frames:

1. **Scope:**

The time frame of program review is five years, including the year of the review.
Data being reviewed for any item should go back the previous four years, unless not available.

2. **Deadline Dates:**

January 15th – Program Review Document due to Department Supervisor for review
February 1st – Program Review Document due to Program Review Steering Committee

3. **Years:**

Years 1 & 3 – Implement Action Plan of (CIP) and collect data
Years 2 & 4 – Analyze data and findings, Update Action Plan
Year 5 – Write Program Review of past 4 years; Write Continuous Improvement Plan (CIP) and create new Action Plan

LENGTH OF RESPONSES: Information provided to each question may vary but should be generally kept in the range of 1-2 pages.

EVIDENCE GUIDELINES: In the following sections, you will be asked to provide evidence for assertions made.

- a. **Sources:** This evidence may come from various sources including Collin College faculty and staff, Service Unit Student Satisfaction Surveys, Service Unit Faculty/Staff Surveys, Ruffalo Noel-Levitz Student Satisfaction Surveys, IPEDS Data, National Community College Benchmarking Project data, peer surveys, or unit-level data and surveys. This evidence may be quantitative and/or qualitative. If you are unfamiliar with any of these information sources, contact the Institutional Research Office (IRO) at: effectiveness@collin.edu. Use of additional reliable and valid data sources of which you are aware is encouraged.
- b. **Examples of Evidence Statements:**
 1. Poor example: Employees are encouraged to embrace the College's core values. (Not verifiable)
 2. Good example: Core values are discussed with each employee in annual performance evaluations. (Verifiable, but general)
 3. Better example: Core values are discussed in annual performance evaluations and employees are expected to include one goal that will demonstrate personal improvement related to a core value and document, in the next annual performance evaluation, their accomplishment of that goal. (Replicable, Verifiable)

FOR MORE INFORMATION: Documentation can be found at http://inside.collin.edu/institutionaleffect/Program_Review_Process.html. Any further questions regarding Program Review should be addressed to the Institutional Research Office (effectiveness@collin.edu, 972-985-3714).

Section I. *Are We Doing the Right Things?*

1. WHAT DOES YOUR SERVICE UNIT DO?

A. What is the service unit and its context?

This section is used to provide an overview description of the service unit, its relationship to the college and the community it serves. Keep in mind the reviewer may not be familiar with your area. Therefore, provide adequate explanation as needed to ensure understanding.

Requested points to address, but not limited to:

- *Unit's purpose (Include the unit's purpose/mission statement if one exists.)*
- *Services and products (i.e. reports, promotional materials, handouts, etc.)*
- *Service across campus/departments/district/community*
- *Regulatory standards the unit must meet*

Mission Statement: Student Engagement strives to enhance student learning and development.

It is the goal of the Student Engagement Office to provide co-curricular civic, educational, leadership development and social activities. Through the offering of these services and opportunities, this department contributes to the retention efforts of students at Collin College. Supporting the college's core value of Creativity and Innovation, the Office of Student Engagement provides administrative oversight for program development, student organizations, Student Activity Fee Advisory Committee (SAFAC) and management of the student centers.

In support of student organizations, the department processes registration submissions, event requests, travel documents and requests, and handling all publicity, marketing, and promotion for each organization. One of the Office of Student Engagement's most visible functions is to assist with the development, coordination, and marketing of district-wide events and activities (e.g., Annual Student Organization Festival, SpringFest, Safe Spring Break, Veterans Day Activities and Weeks of Welcome activities). There are also numerous district-wide diversity awareness programs (e.g., African-American History Month, Women's History Month, Hispanic Heritage Month) supported by this department. Many of these events will be facilitated by an outside speaker and as such, the department is responsible for performance/services contracts and contract labor forms.

Each student that attends Collin College is charged a \$2 per credit hour student activity fee. These funds are placed in to an account overseen by the Student Activity Fee Advisory Committee (SAFAC) within the Student

Engagement department. From this budget, student organizations and campus programs can request various initiatives to be funded (examples include: Wild West at the Park, Rockin' the Ridge, Community College Day at the Capitol - the student group F.O.C.U.S. received funding to attend a winter camp for over 100 students). Supporting events like this requires the department to follow Collin College policies and procedures related to fiscal responsibilities, student travel and liability as well as all State of Texas Education Code 54.503 [Student Service Fees], 54.504 [Incidental Fees], 54.511 [Student Fees for Bus Service], 54.512 [Shuttle Bus Fee], and 54.513 [Student Service Fees Compulsory].

The Office of Student Engagement also produces identification (ID) cards for all faculty, staff and students as well as serving as the college district's "Lost and Found" at the Frisco, McKinney, and Plano Campuses. Additionally, the Office of Student Engagement posts student organization, campus, and community news promotional/informational materials at Frisco, McKinney, and Plano Campuses.

Lastly, the Office of Student Engagement coordinates and manages New Student Orientation. Orientation is mandatory for all entering First Time in College Students (FTIC). This includes on-campus sessions in addition to the creation and development of online orientation which utilizes multiple software programs for an enhanced student experience.

B. Executive summary: briefly summarize the topics that are addressed in this self-study, including areas of strengths and areas of concern. (Information to address this Executive Summary may come from later sections of this document; therefore, this summary may be written after these sections have been completed.) Using the questions in the template as headings in the Executive Summary can provide structure to the overview document.

- **What does your service unit do?**

According to *Completing College, Rethinking Institutional Action* (2012) author Dr. Vincent Tinto, the more students are academically and socially involved, the more likely they are to persist and graduate. This is the core purpose for the Office of Student Engagement: to create opportunities for students to become involved. The comprehensive and collaborative events support civic, educational, leadership development and social activities. These events are coordinated with student organizations, faculty and staff, and community non-profit organizations.

While event programming is the most recognized function, the department also maintains the district's "Lost and Found" on the three comprehensive campuses, creates ID cards for students, faculty and staff members, and coordinates and

manages New Student Orientation for the entire district, including on-campus sessions and oversight of the online orientation module.

- **Why do we do the things we do? Unit relationship to the college mission, core values and strategic plan.**

At the heart of the mission statement is being a student centered institution. Every event and program is designed for the students. The creation of the physical student centers managed by the Office of Student Engagement are designed and built for the sole purpose of serving our students. Many of the student organizations promote and support our local community.

Student Engagement supports the college's core values through collaboration with departments, faculty and staff members, and the students through event programming and support of student organizations. The department demonstrates the core value of *Learning* by assisting students in their organizations learn how to manage the operations of an organization and become better leaders; *Service and Involvement* by working with student organizations as they attend and promote service oriented events; *Creativity and Innovation* through the different types of programs and leadership opportunities presented; *Academic Excellence* through the GPA requirements of our student leaders and organization participation; *Dignity and Respect* through communication with students, faculty and staff; and *Integrity* through guidelines and procedures which are implanted consistently and equitably.

In support of the strategic plan, many of the programs are designed to support student persistence. The Office of Student Engagement has been hosting "Weeks of Welcome" prior to the new strategic plan but the events are designed to help create a welcoming environment for all new and returning students.

- **Why do we do the things we do?**

In addition to all the research that shows students who are engaged with an institution have higher retention and persistent rates (**Tinto, 2012**), this department is able to put in to action the call of our college president "Students First, No Excuses." All of the engaging activities, leadership programs and camaraderie assist in the retention of our students. With mental illness and social isolation on the rise with college students, the Office of Student Engagement not only supports awareness programs but also provides events to help counteract.

- **How effectively do we communicate and how do we know?**

The student population at Collin College is diverse and as such, the Office of Student Engagement uses a multitude of methods for communication. The most robust tool is Cougar Connect. Acting as the repository for all student organizations and events, this software enables the Office of Student Engagement to house training documents, student

organization materials (constitutions, agendas, minutes) and a master calendar of all events throughout the district. Cougar Connect is available online as well as through a mobile app. Students, faculty and staff are able to register/rsvp for events. The company that supports Cougar Connect is national so currently there is no way of knowing exactly how many Collin College students have downloaded the app but overall participating college and university downloads are in excess of 50,000 for Andriod users.

In addition to online content, information is also communicated on campus through the posting of flyers on designated bulletin boards, digital advertisement on flat screens (CougarVision), direct communication with email updates, strategically placed large signage and sidewalk chalk. While we are unable to quantify the impact of these specific communication methodologies, the verbal affirmation is evidence that they are effective and for fall 2018, there were over 100 events and programs attended by more than 4,000 participants.

○ **How well are we leveraging partnership resources and building relationships, and how do we know?**

Student Engagement works with community non-profit organizations such as Carter BloodCare and the North Texas Food Bank as well as departments across the district to bring educational, social and service-oriented opportunities to the students at Collin College. In order to continue these partnerships, minimum participation must be met. In order for the North Texas Food Bank to bring the fresh fruit and veggie truck on campus, there must be at least 50 individuals served each month. Spring 2019 will be the second year for us to host. Carter Blood care has been on campus for more than 7 years.

○ **Are we hiring qualified staff and supporting them with professional development, and how do we know?**

Student Engagement comprises of individuals with educational credentials and experience in fields related to their professional duties. All staff members are given opportunities for professional development through professional conference attendance and professional development opportunities provided through the college. Not only are the staff attending professional development but also selected to serve on multi-state regional committees. Below is a summary of the Student Engagement personnel with expanded professional develop and trainings listed in **Appendix A - Staff and Professional Development**

Name	Education	Position at Collin College
Donna Okaro	M.A.	Full-Time-Assistant Director of Student Engagement
Stephen Rogers	M.S.	Full-Time-Assistant Director of Student Engagement

Michael Gregorash	M.A.	Full-Time-Assistant Director of Student Engagement
Jovanna Dollins	B.A.A.	Full-Time Student Engagement Specialist
Andrea Jackson	M.Ed.	Full-Time Student Engagement Specialist
Shayla O. Andrews	B.S.	Full-Time Student Enrollment Services Specialist
Debbie Burrow		Part-Time Student Engagement Assistant

- **Do we support the service unit well with facilities, equipment, and their maintenance and replacement, and how do we know?**
 Due to the increase in growth of student enrollment, the SAFAC program will receive a proportional increase in funding through the student activity fee based per credit hour of enrollment. However, once the Wylie campus and Tech center open, addition staff will be need to provide oversight of campus events and management of the student center. Currently, the allocated budget is adequate to support the programs and equipment needs of the department. For the student centers at the Frisco and McKinney campuses, funding for larger equipment (furniture, pool tables, etc) is requested through a district facility request. Annual maintenance for the ID equipment is covered with the budget and this ensures the equipment is consistently operational.

- **How have past program reviews contributed to success?**
 Student Engagement has implemented more interactive training for student organizations and enhanced communication with both students and faculty/staff in order to increase overall satisfaction with Student Engagement. The number of events has increased as well as the diversity of programming for students has been expanded.

- **How will we evaluate our success?**
 The department reviews the results of the Student Survey of Service Units administered by the Institutional Effectiveness office. There are three direct survey items for the Office of Student Engagement:
 - Increase student satisfaction with the courteousness of Student Engagement staff.
 - Increase student satisfaction with the knowledge of Student Engagement staff.
 - Increase Faculty/staff overall satisfaction with Student Life services.**In the department’s Continuous Improvement Plan a focus will be placed on increased scores in these three areas.**

- **How do our improvement plans impact the budget?**

The current budget is designed with enough flexibility to adjust allocations to support new programs and initiatives and discontinue those which are not as impactful for our students. At this time there is no impact on the district's budget other than the standard allocation in which the department receives.

2. WHY DO WE DO THE THINGS WE DO? UNIT RELATIONSHIP TO THE COLLEGE MISSION, CORE VALUES & STRATEGIC PLAN.

- **Provide unit-specific evidence of actions that the unit supports the [mission statement](#):** *“Collin County Community College District is a student and community-centered institution committed to developing skills, strengthening character, and challenging the intellect.”*
 - The department offers numerous events, trainings and collaborative projects that support the mission of Collin College. Here are a few initiatives and how they relate back to the mission statement:
 - StrengthsQuest workshops, utilizing the Gallup Clifton StrengthsFinder assessment, provide students with the ability to learn about their individual strengths and how to maximize their strengths to develop, grow and improve themselves and those around them. [developing skills and challenging the intellect]
 - The Make a Difference Day event and the Alternative Spring Break are cooperative service events for the local community. These events provide students with the opportunity to better understand that they are a part of a local community and how the service they provide is instrumental in helping others. [community centered]
 - The Rock the Vote events, in collaboration with the League of Women Voters, are efforts to increase civic engagement by encouraging students to register to vote, participate in any upcoming elections, and promote the ability to vote at our campus polling locations. [community centered]
 - The Blood Drive events, in collaboration with Carter Blood Care, are efforts to help increase potential blood donations through opportunities for students, faculty and staff. These events serve to remind all individuals at the college of the vital role that they can help to play in the saving of lives as one donation can save up to three lives. [community centered]
 - The Love Does Not Hurt: An Oath Against Domestic Violence event, in collaboration with the Student Government Association and the Muslim Student Association, provides the students, faculty and staff with a

unified voice to speak up against domestic violence and the irreparable harm that it does to the fabric of the family unit. [community centered and strengthening character]

- The Dr. Martin Luther King Jr Power Leadership Breakfast, in collaboration with the city of Plano, honors the legacy of Dr. King and encourages the continued unification of all peoples, regardless of race, creed, or religious affiliation. This provides the students, faculty and staff to interact with community members in a large gathering and for student leaders to gain presentation and performance skills through the presentation of the student performance at the event. [community centered and strengthening character]
- The Smart Money event, in collaboration with local businesses, provides students with financial literacy support, education and skills to help them make more informed choices with regards to their finances and budget, and to encourage graduating with as little student loan debt as possible. [developing skills]
- The Cougar SmartBar event, in collaboration with strategic initiatives e-Collin Learning Center and Cougar Compass, provides students, faculty and staff the ability to have an interactive experience with the student-facing technologies available to enhance their collegiate experience. [student centered event]
- The LEAD workshops bring in a professional speaker to help train, guide and grow leadership skills for students in this interactive workshop. [developing skills, strengthening character, and challenging the intellect]

The Office of Student Engagement provides oversight and support to over 60 Student Organizations annually. Students and Advisors (faculty and staff advisors) learn many different life skills through participation in these groups, such as time management, planning, working and leading within a team, budget management, fiscal responsibility, and self-governance.

- **Provide unit-specific evidence of actions that support the case that the unit and its faculty contribute to fulfillment of the college core values:** *“We have a passion for Learning, Service, Involvement, Creativity, Innovation, Academic Excellence, Dignity, Respect and Integrity.”*

Requested points to address, but not limited to:

- *What evidence is there to support assertions made regarding how the Service Unit relates to the Mission, Core Values and Strategic Plan?*
- *Analyze the evidence you provide. What does it show about the Service Unit?*

Many of the aforementioned programs and events also demonstrate how the department fulfills the Core Values of Collin College.

- **Learning** (resource fair, Cougar Smartbar, StrengthsQuest, LEAD workshop, work with student organizations)
- **Service and Involvement** (Alternative Spring Break, Rock the Vote, Make a Difference day, MLK Power Leadership Breakfast, Community College Day at the Capitol)
- **Creativity and Innovation** (Cougar Connect social media platform, online orientation for New Student Orientation)
- **Academic Excellence** (Cougar Smartbar, resource fair, collaboration with Career Centers, New Student Orientation)
- **Dignity and Respect** (Love Does Not Hurt, national poetry month, collaboration with African American history month and Hispanic heritage month, women's history month)
- **Integrity** (student leadership camp, LEAD workshop, student organizations)
- **Provide unit-specific evidence that supports how the unit supports the college strategic plan:**
http://www.collin.edu/aboutus/strategic_goals.html
 - **Strategic Goal 3 - Emphasize Student Achievement and Streamline Pathways to Four Year College and Universities.**
The Office of Student Engagement supports this goal through mandatory New Student Orientation. Orientation participants learn about Collin College academic and community expectations, campus culture, services and resources available. The program is designed to introduce new students to Collin College while emphasizing degree and program completion. During the academic advising portion of orientation, students are informed of the personnel available to assist with transfer (i.e. advisor, academic planning coach, career coach) helping them streamline their pathway to four-year colleges.
 - **Strategic Goal 6 - Create an Increasingly Welcoming Environment for Students, Community Members, Faculty and Staff.**
At the beginning of each fall and spring semester, Student Engagement hosts Weeks of Welcome events for new and returning students. The on campus new student orientation sessions provide new students with an opportunity to tour campus facilities and learn about resources. Students also have the opportunity to engage in small groups at the student centers managed by Student Engagement.
 - **Strategic Goal 7 - Expand the Physical Footprint of Collin College to Meet Emerging Programmatic Needs; Improve Facilities as Necessary, and Implement the Maintenance Plan to Elevate Services to Our Students.**
During the McKinney campus remodel, the former conference center was converted to a new Student Center. Additional plans include the opening of a student center at the new Wylie campus as well as evaluating the facilities at the Plano campus.

3. WHY DO WE DO THE THINGS WE DO?

A. Make a case with evidence to show that the primary functions/services of the unit are necessary as they are, or they should be modified, or eliminated.

Requested points to address, but not limited to:

- *What is the purpose and reason for the service?*
 - *How has the function evolved during the 5-year cycle? How have the reasons for the service changed over time?*
 - *What would happen if the unit no longer provided these services and/or the services were outsourced?*
 - *What unit services require the most resources including staff time? Which services add the biggest value to the college? Discuss any discrepancies between the services named in these two questions.*
 - *What are the interdependencies with other unit services and other units of the college? Is the unit duplicating any services with other units?*
 - *Is there a clear line of communication with other units involved in or supporting each of these services?*
 - *Does the unit or the college have alternate ways of providing any of these services?*
 - *Are the services offered/conducted as efficiently as possible?*
-
- The Office of Student Engagement primary functions are: coordinating campus activities (that include social, cultural awareness, educational, service, leadership, student involvement and personal growth and development), printing student ID's, managing campus lost-and-found, coordinating the college's new student orientation sessions and campus tours, and oversee and provide training and support for student organizations at Collin College. Support for the primary functions of the Office of Student Engagement can be found in student development theory. One prominent theory is Alexander Astin's theory of Student Involvement ([Astin, 1984](#)). In the theory, student development and academic performance are directly proportional to the extent in which students were involved. With that in mind the department has been rebranded from Student development to Student Engagement as a reflection creating higher student retention and program completion.
 - Other researchers have replicated this study with similar results. Student involvement in co-curricular activities such as student organizations, leadership positions, and activity in campus residence halls have a positive correlation with retention and academics ([Kuh and Pike, 2005](#)). Because of the positive aspects of co-curricular involvement, universities have been encouraging students to become involved.

Over the past 5 years, the Student Engagement Office has changed and enhanced its operations. During this time, the office has updated the process for making and preparing student IDs in a more efficient manner. Managing and supporting student organizations has become more streamlined. The ability to communicate to students the activities and events on campus have increased. Leadership, service, and new student orientation programs have been added to the department's scope of responsibility during the last 5 year cycle.

- Without the primary functions of the Office of Student Engagement, the institution could see a reduction in student retention and persistence. Overall academic performance could be impacted as well. Campus activities provide students the ability to engage with the institution and connect with the campus community. Without these opportunities, there is a higher likelihood of a decrease in retention and academic performance at the institution. Student IDs are produced in the Office of Student Engagement. This service could be outsourced to another group on campus with the right equipment and technology. Currently the production of the IDs provides an opportunity for the department to connect students with resources and programs we provide.
- New student programs such as New Student Orientation and campus tours have been added to the Office of Student Engagement during a restructure of the division of Enrollment and Student Services. As such, the coordination, planning, and implementation of the on-campus new student orientations sessions throughout the year and the online orientation program now fall within the scope of responsibilities for the department. Collin College requires all new Frist Time in College (FTIC) students to participate in mandatory new student orientation. Without this department, the college would need to revisit the registration requirements or require another department to oversee the program.
- Another primary function of the Office of Student Engagement includes providing training, support, and development for student organizations and their student leaders. The department provides training each semester and processes approval for all student organization events. The student organization tracking and maintenance was previously a paper application with manual data entry in spreadsheets. Software designed specifically for student organizations was purchased which not only makes processing easier but also accessible to all students (Cougar Connect). This tool is also used by faculty to track student participation as well as the district during the All College Day sessions.
- The service provided that requires the most time is planning, preparing, and facilitation of campus programs for the college. All other services occur during regular office hours for the department. The services with the greatest value are new student orientation and campus activities. **These events are free to students and provide an opportunity for students to connect with each other and the resources at Collin College.**

- While this department issues all ID's, many other departments require the ID's to have access to their services. These departments include: bookstore to buy books, the library to checkout items, to use the fitness center, and to take tests in the testing center. All ID's are produced on demand so it is imperative that all equipment is fully operational and supplies are on hand.
- A possible duplication of services that occurs is when found items are returned to numerous places on campus. Ultimately those items should be turned over to Student Engagement however, our office continually visits areas throughout the campuses to collect lost items. This is one area where there is an opportunity for enhancement.
- **The Office of Student Engagement hosts events in the evening, weekend, and different times throughout the day in an effort to intentionally reach as many students as possible. The limitation of space availability, the amount of times we have to host an event, and trying to reach the largest amount of people, possibly causes this process to not be as efficient as it could be.**

B. Benchmarking: Review two or three comparable, colleges for the way they accomplish these services. Discuss what was learned and what new ideas for service improvement were gained.

- For benchmarking purposes, the following institutions were contacted: Sinclair Community College in Ohio, Tulsa Community College in Oklahoma, Oakland Community College in California, San Jacinto College in Texas and a few others for operation and program comparisons. There was variation of services offered with the least common being oversight of new student orientation and student ID production. The student ID was the most diverse in terms of administrative oversight - production was coordinated by the registrar's office, admissions, bookstore, or the Library. About half of the schools utilized an online student involvement platform, similar to Cougar Connect.
- Some excellent ideas that we were able to learn from these other colleges were:
 - Numerous programming topics, subjects (Graduation Fair, Lunch & Learn, Leadership programs, cultural awareness programs, food pantry, welcome week activities, continuous program participation).
 - Supporting and guidance for student organizations (checklist of expectations, written reports at the end of the year outlining what groups accomplished, work with student government, and funding).
 - Evaluating and having Student Learning Outcomes for each program/event

- Looking at additional services to be provided (homeless and food insecure programs, food pantry, public transportation)
- For the complete set of responses, see **Appendix B – Benchmarking Institutions and Responses**

4. HOW DO WE IMPACT STUDENT OUTCOMES?

Make a case with evidence to show effects of the service unit on student outcomes.

Requested points to address, but not limited to:

- *How does the service unit influence the student experience?*
 - Student involvement in co-curricular activities such as student organizations, leadership positions, and campus activity has a positive correlation with retention and academics ([Kuh and Pike, 2005](#)). Because of the positive aspects of co-curricular involvement, universities have been encouraging students to become involved.
- *How does the service unit influence the student environment and/or safety?*
 - The Office of Student Engagement creates a positive environment by continually seeking input for programs as well as the physical space of the student centers. By partnering with Counseling Services, students are presented programs that impact their emotional well-being.
- *In what way does the service unit influence student retention, persistence, and/or completion?*
 - The programs and activities conducted by the Student Engagement office could be identified as positively correlating to student retention, as cited within several research projects ([Kuh and Pike](#), [Tinto](#) and [Astin](#)) especially during the students first year of college.

Section II. Are We Doing Things Right?

5. HOW EFFECTIVELY DO WE COMMUNICATE AND HOW DO WE KNOW?

- A. Make a case that the printed literature and electronic communication are current, provide an accurate representation, and support the college's recruitment, retention and completion plans.**

Requested points to address, but not limited to:

- *Demonstrate how the unit solicits student feedback regarding its website and literature and how it incorporates that feedback to make improvements.*
- *Designate who is responsible for monitoring and maintaining the unit's website, and describe processes in place to ensure that information is current, accurate, relevant, and available.*
 - Website provides email address for individuals to email if there are questions / concerns regarding the site
 - Maintaining the website – Jovanna Dollins and Michael Gregorash. Staff frequently visit the websites to ensure that content is accurate and up to date, any issues are referred to Jovanna and Michael (main site last updated 11.12.18)
 - Online orientation – once the orientation committee updates the content, it is review by Student and Enrollment Services senior leadership. Once approved, the new content is published for upcoming sessions - managed by Stephen Rogers

B. Provide unit website URLs. If no website is available, describe plans for creation of website or explain the absence.

- New Student Orientation Registration http://www.collin.edu/gettingstarted/explore/orientation_registration.html
- Campus Ambassador <https://www.collin.edu/gettingstarted/explore/studambassadors.html>
- Campus Life <http://www.collin.edu/campuslife/>
- Student Engagement <http://www.collin.edu/campuslife/studentlife/>
- Student Engagement Contact Us http://www.collin.edu/campuslife/studentlife/SL_contacts.html
- Student Engagement Frequently Asked Questions <http://www.collin.edu/campuslife/studentlife/faqs.html>
- Campus Tours https://www.collin.edu/gettingstarted/explore/campus_tours.html
- Student Organization Procedures Manual <https://view.joomag.com/student-organizations-procedures-manual-fall-fall/0835277001508881470>
- Online Orientation <https://launch.comevo.com/collin/1152>
- Student Organizations http://www.collin.edu/campuslife/student_orgs.html
- Student IDs <http://www.collin.edu/gettingstarted/collegeids.html>

C. Describe the process used to keep all literature and electronic sites updated.

- All literature and electronic sites are updated monthly or more frequently if a change within the department occurs. Each document and media is assigned to a staff member in the Student Engagement office. Please see chart below for details of sites and publications as well as assigned staff.

Unit Literature Review Table

Title	Type (i.e. URLs, brochures, handouts, etc.)	Date of Last Review/Update		Responsible Party
Office of Student Engagement - Cougar Connect postcard	Informational flyer detailing how to connect with online student involvement platform, Cougar Connect and the services that the Office of Student Engagement provides.	Annually, July 2018	<input checked="" type="checkbox"/> Current <input type="checkbox"/> Accurate <input type="checkbox"/> Relevant <input checked="" type="checkbox"/> Available (see Appendix D)	Jovanna Dollins
Office of Student Engagement - Student ID postcard	Informational flyer detailing how, when, and where to get your student ID	Annually, July 2018	<input type="checkbox"/> Current <input type="checkbox"/> Accurate <input type="checkbox"/> Relevant <input type="checkbox"/> Available	Jovanna Dollins
<i>2018-2019 Collin College Student Handbook: Section 1 Campus Ambassadors (p.28), Campus Postings (p.28), Leadership Empowerment and Development (LEAD) (p.59), Lost and Found (p.61), New Student Orientation (p.63), Student Engagement (p.69-70) Student ID Cards (p. 70), and Student Organizations (p. 71)</i>	Student handbook outlining Collin College’s policies and procedures, and describing the college’s	Annually, August 2018	<input type="checkbox"/> Current <input type="checkbox"/> Accurate <input type="checkbox"/> Relevant <input type="checkbox"/> Available	Stephen Rogers

	various student services			
Student Organization Procedures Manual (SOPM)	Procedures manual and reference guide for student organization members, officers, and advisors containing information about the Office of Student Engagement, student organization policies and procedures, and Collin College’s policies and procedures	Annually, November 2018	<input type="checkbox"/> Current <input type="checkbox"/> Accurate <input type="checkbox"/> Relevant <input type="checkbox"/> Available	Stephen Rogers
Various Bulletin Boards at McKinney Campus, Frisco Campus, and Plano Campus	Information and flyers regarding student organizations, campus and community news items	On a weekly basis or as needed	<input type="checkbox"/> Current <input type="checkbox"/> Accurate <input type="checkbox"/> Relevant <input type="checkbox"/> Available	Donna Okaro, Michael Gregorash, Stephen Rogers

6. HOW WELL ARE WE LEVERAGING PARTNERSHIP RESOURCES AND BUILDING RELATIONSHIPS, AND HOW DO WE KNOW?

Partnership Resources: List any business, industry, government, college, university, community, and/or consultant partnerships, including internal Collin departments, to advance the service unit outcomes. If a formal agreement is involved, indicate its duration.

Partnership Resources

Partner/Organization	Description	Formal Agreement Duration, if any	Briefly explain the Partnership’s Value to Service Unit
Carter Blood Care	Premier Partners (as defined by Carter Blood Care) and we coordinate campus blood drives 5	N/A	Provides, students, faculty, and staff the ability to give back to the community through their donation

	times a year at the Frisco, McKinney, and Plano Campuses		of blood which each donation can save up to three lives.
Intramural Sports	Partner with Intramural Sports to coordinate and promote various district-wide events (e.g., Ropes Course, Cougar-Palooza, Field Day, individual sports tournaments).	N/A	Provides students with the opportunity to participate in activities that will increase their physical activity levels and support a healthy-active lifestyle.
Counseling Services Office	Partner with the Counseling Services Office to coordinate and promote various district-wide events (e.g., Safe Spring Break).	N/A	Provides students with the opportunity to prepare, learn, and make smart decisions during spring break.
African American History Month Committee	Partner with the African-American History Month Committee to coordinate and promote district-wide events to celebrate African-American History Month.	N/A	Provides opportunity to celebrating the achievements and contributions of African Americans in our history and provide an opportunity to connect and learn about the culture.
Health and Safety Fair at McKinney Campus	Partner with the Health and Safety Fair Committee to coordinate, promote, and procure vendors for this annual event.	N/A	Provides students with the access to free health screenings and access to health-related information and resources within the community.
North Texas Food Bank	Partner with the North Texas Food Bank (NTFB) on bringing their mobile food pantry to the Plano Campus.	N/A	By partnering with the NTFB, we are able to support our students out students who suffer from food insecurity and give students,

			faculty, and staff the ability to volunteer at the event.
Smart Money	Partner with the Financial Aid Office to coordinate and promote this initiative.	N/A	Providing students the ability to understand financial literacy and gives them the tools to better manage their financial resources and utilize the skills to graduate from the college with less debt.
Veterans' Day Committee	Partner with the Veterans' Day Committee to plan and promote district- wide Veterans' Day celebration events.	N/A	Provides students, faculty, staff the ability to take time to honor and reflect on the service of those veterans who are students, faculty, staff.
Hispanic Heritage Month	Partner with the Hispanic Heritage Month Committee and the LULAC student organization to plan and promote district- wide events.		Provides opportunity to celebrating the achievements and contributions of Hispanic nations and individuals and provide an opportunity to connect and learn about the culture.
Student Government Association (SGA)	Partner with SGA to help with operations advice and leadership and manage and oversee SGA financial resources.		Helping make sure that the SGA can continue to grow and develop as leaders each year.

7. ARE WE HIRING QUALIFIED STAFF, AND SUPPORTING THEM WELL WITH PROFESSIONAL DEVELOPMENT, AND HOW DO WE KNOW?

Make a case with evidence that staff are qualified, keep current, and fulfill roles that advance the service unit and the college. List service unit employees (full-time and part-time), their roles, credentials, and known professional development activity in the last four years.

Please see attached **Appendix A - Staff and Professional Development** for staff roles, credentials, and known professional development activity.

8. DO WE SUPPORT THE SERVICE UNIT WELL WITH FACILITIES, EQUIPMENT, AND THEIR MAINTENANCE AND REPLACEMENT, AND HOW DO WE KNOW?

Make a case with evidence that current deficiencies or potential deficiencies related to service unit facilities, equipment, maintenance, replacement, plans, or budgets pose important barriers to the service unit or student success. As part of your response, complete the resource tables, below, to support your narrative.

Requested points to address, but not limited to:

- *The useful life of structures and equipment,*
- *Special structural requirements, and*
- *Anticipated technology changes impacting equipment sooner than usual.*
- *If you plan to include new or renovated facilities or replacement of equipment in your service unit improvement plan, be sure to justify the need in this section with qualitative and/or quantitative data evidence of the need.*
- *Analyze the evidence provided. What does it show about the Service Unit?*

Facilities Resources

Room/Office Location and Designation	Description (i.e. Special Characteristics)	Meets Needs (Y or N):		Describe additional needs for any "N" answer
		Current	For Next 5 Years	
Plano Campus	Need student center space dedicated for student use	N	N	The Plano Campus has the largest student population, but no dedicated student center. While there is office space and a student organization workroom, there is no flex or recreation space like those at the McKinney and Frisco campuses.

Equipment (\$5,000 or more)

Current Equipment Item or Budget Amount	Description	Meets Needs (Y or N):		For any "N", justify needed equipment or budget change
		Current	For Next 5 Years	
Computer workstations, conference table, and storage cabinets located in SCC F-130 Student Organization Office		Y	Due to the large number of student organizations at each campus and the high volume of traffic at the	Would need to look at renovating spaces to accommodate growing student population. McKinney campus student center has helped increase student involvement, but

			Plano Student Organization Office, adequate workspace/storage for the student organizations at both McKinney Frisco would be useful.	student organizations do not have convenient meeting or storage space on that campus.
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Financial Resources

Source of Funds (i.e. college budget, grant, etc.)	Meets Needs (Y or N):		For any "N", explain why	For any "N", identify expected source of additional funds if needed
	Current	For Next 5 Years		
College Operating Budget	Y	Y	Not applicable	Not applicable
Student Activity Fee Allocation Committee (SAFAC) Auxiliary Budget	Y	Y	Not applicable	Not applicable

Section III. Continuous Improvement Plan (CIP)

9. HOW HAVE PAST PROGRAM REVIEWS CONTRIBUTED TO SUCCESS?

Program Review at Collin College takes place for each unit or program every five years. During the last (fifth) year, the program evaluates the data collected during the CIP process.

Please describe how you have used your continuous improvement plan (CIP) to make the following improvements to your program over the past 4 years (your last program review can be found on the Program Review Portal):

- 1. Student Learning Outcomes**
- 2. Overall improvements to your program**

The last CIP was completed during the 2015-16 school year. During the last two years, the Office of Student Life was reorganized and title changed to Student Engagement. We made sure that we used the CIP to stay on track for the 3 expected results chosen during that school year. We have worked on strengthening our processes as well as training our staff to communicate better with both students and faculty/staff in order to increase overall satisfaction with Student Engagement. Please see attached CIP Appendix C.

10.

HOW WILL WE EVALUATE OUR SUCCESS?

As part of the fifth year program review, the program should use the observations and data generated by this process along with data from other relevant assessment activities to develop the program's CIP and an action plan for the next two years. At the conclusion of the first two years, data collected from the first year, plus any other relevant data that was collected in the interim, should be used to build on the accomplishments of those first two years by developing another two-year action plan for the CIP to help the program accomplish the expected outcomes established in its CIP or by implementing one of your other plans.

Based on the information, analysis, and discussion that have been presented in your Program Review submission to this point, please summarize the strengths and weaknesses of this program or unit. This response should be based on information from prior sections of this document. Please describe how the continuous improvement plans you propose below will capitalize on the strengths, mitigate the weaknesses, and improve student success.

- Data collected from Institutional Effectiveness's student & faculty/staff survey's (attached) indicates that the majority of students, faculty, and staff who were aware of and used Student Engagement's services felt the hours were convenient, service was provided in a timely manner, and the staff were courteous and knowledgeable. Overall, the majority were either "satisfied" or "very satisfied" with the Student Engagement's programs and services. Additionally, faculty and staff indicated the Student Engagement's staff were courteous and knowledgeable. The Student Engagement Office will continue to improve by looking for additional ways to support faculty members outside the classroom as well as ways to support staff members in their efforts to increase student retention and overall student success. Additionally, the Student Engagement Office staff members are able to recognize potential problems and work quickly to find solutions and correct any problems or issues that do arise during events.

11. COMPLETE THE CONTINUOUS IMPROVEMENT PLAN (CIP) TABLES THAT FOLLOW.

Within the context of the information gleaned in this review process and any other relevant data, identify program priorities for the next two years, and focus on these priorities to formulate your CIP. This may include short-term administrative, technological, assessment, resource or professional development outcomes as needed.

Table 1. CIP Outcomes, Measures & Targets Table (choose up to 5 outcomes)

A. Expected Outcome(s) Results expected in this unit (e.g. Authorization requests will be completed more quickly; Increase client satisfaction with our services)	B. Measure(s) Instrument(s)/process(es) used to measure results (e.g. surveys, focus groups, etc.)	C. Target(s) Level of success expected (e.g. 80% approval rating, 10 day faster request turn-around time, etc.)
Increase student satisfaction with Student Engagement staff.	IE Student Survey of Service Units, courteousness of staff item.	4.25 rating on a 5 point scale
Increase student participation in Student Engagement activities.	IE Student Survey of Service Units, knowledge of staff item	4.25 rating on a 5 point scale
Increase Faculty/staff overall satisfaction with Student Engagement services.	IE Faculty/staff Survey of Service Units, overall satisfaction with Student Life services.	4.25 rating on a 5 point scale

Continuous Improvement Plan

Outcomes might not change from year to year. For example, if you have not met previous targets, you may wish to retain the same outcomes. If this is an academic, workforce, or continuing education program, you must have at least one student learning outcome. You may also add short-term administrative, technological, assessment, resource or professional development goals, as needed. Choose up to 2 outcomes from Table 1 above to focus on over the next two years.

- A. Outcome(s)** - Results expected in this program (from column A on Table 1 above--e.g. Authorization requests will be completed more quickly; Increase client satisfaction with our services).
- B. Measure(s)** - Instrument(s)/process(es) used to measure results (e.g. surveys, test results, focus groups, etc.).
- C. Target(s)** - Degree of success expected (e.g. 80% approval rating, 10 day faster request turn-around time, etc.).
- D. Action Plan** - Implementation of the action plan will begin during the next academic year. Based on analysis, identify actions to be taken to accomplish outcome. What will you do?
- E. Results Summary** - Summarize the information and data collected in year 1.
- F. Findings** - Explain how the information and data has impacted the expected outcome and program success.
- G. Implementation of Findings** – Describe how you used your findings and analysis of the data to make improvements to your program.

Table 2. CIP Outcomes 1 & 2 & 3

A. Outcome #1 Increase student satisfaction with Student Engagement staff.	
B. Measure (Outcome #1) IE Student Survey of Service Units, courteousness of staff item	C. Target (Outcome #1) 4.25 rating on a 5 point scale
D. Action Plan (Outcome #1) Survey student officers re: courteousness of Student Life staff & retrain staff based on results.	
E. Results Summary (Outcome #1) TO BE FILLED OUT IN YEAR 2	
F. Findings (Outcome #1) TO BE FILLED OUT IN YEAR 2	
G. Implementation of Findings (Outcome #1) TO BE FILLED OUT IN YEAR 2	

Table 2. CIP Outcomes 1 & 2 & 3 (continued)

A. Outcome #2 Increase student participation in Student Engagement activities.
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B. Measure (Outcome #2) IE Student Survey of Service Units, knowledge of staff item		C. Target (Outcome #2) 4.25 rating on a 5 point scale
D. Action Plan (Outcome #2) Meet with PR to review our public relations process as well as coordinating how to be more active on social media in order to elicit more participation. Meet with the Dean of Strategic Initiatives in order to market student engagement events in our new Collin College App.		
E. Results Summary (Outcome #2) TO BE FILLED OUT IN YEAR 2		
F. Findings (Outcome #2) TO BE FILLED OUT IN YEAR 2		
G. Implementation of Findings (Outcome #2) TO BE FILLED OUT IN YEAR 2		

Table 3. CIP Outcomes 1 & 2 & 3 (continued)

A. Outcome #3 Increase Faculty/staff overall satisfaction with Student Engagement services.		
B. Measure (Outcome #2) IE Faculty/staff Survey of Service Units, overall satisfaction with Student Life services.		C. Target (Outcome #3) 4.25 rating on a 5 point scale
D. Action Plan (Outcome #2) Use comments from faculty/staff survey to identify reasons for dissatisfaction re: overall satisfaction with Student Life services & retrain		
E. Results Summary (Outcome #2) TO BE FILLED OUT IN YEAR 2		

F. Findings (Outcome #2) TO BE FILLED OUT IN YEAR 2

G. Implementation of Findings (Outcome #2) TO BE FILLED OUT IN YEAR 2

12. HOW DO OUR IMPROVEMENT PLANS IMPACT THE BUDGET?

A. What additional funding beyond the unit's base budget is needed to implement your Continuous Improvement Plan?

- No additional funds are needed at this time. This will need to be re-evaluated once additional campuses are open.

B. With these additional funds, please explain how funds will be used to improve student learning or other outcomes.

See possible examples below:

- *Increase and retain enrollment*
- *Increase completers*
- *Develop resources*
- *Update facilities*
- *Expand service opportunities*
- *Partner to increase post-graduation employment opportunities*
- *Increase transfers to related baccalaureate institutions*
- *Increase effectiveness and/or efficiency*
- *Improve student performance levels*
- *Expand or transform services*
- *Anything else? Briefly describe.*

- **N/A**

APPENDIX A – STAFF AND PROFESSIONAL DEVELOPMENT

Employee Name	Role in Unit	Credentials	Professional Development since Last Program Review**
Michael Gregorash	Full-Time- Assistant Director of Student Engagement	MA, BBA	2014-2015 Student Activity Fee Advisory Committee (SAFAC) MLK Power Leadership Breakfast All College Day, Fall Plagiarism Notification and Decision meetings Online Travel Software Training Food Service Training – How to Improve Food in Cafeteria Supervisor/Dept Chair Training Google Analytics Training (OrgSync) Purchasing Procedures Annual Training All College Day, Spring Job Description Review and Compensation Study Student Employment Supervisor Training CONCUR Travel Training Budget Training OrgSync Webinar iModules OrgSync Webinar Budget OrgSync Webinar Polishing Up Your Event Request Process OrgSync Conference CougarMart Training 2015-2016 Student Activity Fee Advisory Committee (SAFAC)

		<p>MLK Power Leadership Breakfast</p> <p>All College Day, Fall</p> <p>Emergency Communication Team training</p> <p>Purchasing Procedures Annual Training</p> <p>Student Employment Supervisor Training</p> <p>Director of First Impression Conference</p> <p>Plagiarism Notification and Decision meetings</p> <p>All College Day, Spring</p> <p>OrgSync Conference</p> <p>2016-2017</p> <p>Student Activity Fee Advisory Committee (SAFAC)</p> <p>MLK Power Leadership Breakfast</p> <p>All College Day, Fall</p> <p>Purchasing Procedures Annual Training</p> <p>Student Employment Supervisor Training</p> <p>Director of First Impression Conference</p> <p>All College Day, Spring</p> <p>New Student Orientations</p> <p>OrgSync Conference</p> <p>2017-2018</p> <p>Student Activity Fee Advisory Committee (SAFAC)</p> <p>MLK Power Leadership Breakfast</p> <p>All College Day, Fall</p> <p>Purchasing Procedures Annual Training</p> <p>Student Employment Supervisor Training</p> <p>Director of First Impression Conference</p>
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			<p>All College Day, Spring</p> <p>New Student Orientations</p> <p>Banner 9 Training</p> <p>Engage Conference</p>
<p>Donna Okaro</p>	<p>Full-Time- Assistant Director of Student Engagement</p>	<p>MA, BAAS, AA</p>	<p>2014-2015</p> <p>All College Day, Fall</p> <p>All College Day, Spring</p> <p>Student Employment Training</p> <p>Google Analytics Webinar</p> <p>Concur Travel Training</p> <p>Budget Training</p> <p>TJCSGA Annual Convention</p> <p>OrgSync Conference</p> <p>Community College @ the Capitol</p> <p>Student Employment Training</p> <p>2015-2016</p> <p>All College Day, Fall</p> <p>All College Day, Spring</p> <p>Decision Making Skills</p> <p>Problem Solving Training</p> <p>Discipline Appeals Task Force Training</p> <p>2016-2017</p> <p>All College Day, Fall</p> <p>All College Day, Spring</p> <p>Ad Astra Training</p>

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			<p>APCA Conference</p> <p>Director of 1st Impressions</p> <p>Supervisor Training</p> <p>Symplicity Training</p> <p>Holistic Approach to Student Support</p> <p>Understanding the Career Development Process</p> <p>Global Career Development Facilitator Certification</p> <p>2017-2018</p> <p>All College Day, Fall</p> <p>All College Day, Spring</p> <p>Banner 9 Training</p> <p>Engage Training</p> <p>Travel Training</p> <p>Understanding Degrees, Majors, and Programs at Collin College</p> <p>National Resume Writer Association Conference</p> <p>Symplicity Training</p> <p>Optimal Resume Training</p> <p>Director of 1st Impressions</p> <p>MBTI Certification Training</p> <p>Campus Labs Conference</p> <p>LinkedIn Training</p>
Stephen Rogers	Full-Time-Assistant Director of Student Engagement	MS, BS, AA	<p>2014-2015</p> <p>All College Day, Fall</p> <p>All College Day, Spring</p> <p>NODA Region 4 Conference</p>

			<p>Student Employment Supervisor Training</p> <p>All College Council</p> <p>2015-2016</p> <p>All College Day, Fall</p> <p>All College Day, Spring</p> <p>NODA Region 4 Conference</p> <p>Director of First Impressions</p> <p>Student Employment Supervisor Training</p> <p>All College Council</p> <p>2016-2017</p> <p>All College Day, Fall</p> <p>All College Day, Spring</p> <p>NODA Region 4 Conference</p> <p>Director of First Impressions</p> <p>Disney Institute: Customer Service</p> <p>Student Employment Supervisor Training</p> <p>Supervisor Training Series</p> <p>All College Council</p> <p>2017-2018</p> <p>All College Day, Fall</p> <p>All College Day, Spring</p> <p>NODA Region 4 Conference</p> <p>Director of First Impressions</p> <p>Annual Purchasing training</p> <p>Purchase Card Training</p>
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			<p>TimeClock Training</p> <p>Caspio Training</p> <p>2-year Schools Webinar</p> <p>Student Employment Supervisor Training</p> <p>All College Council</p>
Jovanna Dollins	Full-Time Student Engagement Specialist	BAA, AAS	<p>2014-2015</p> <p>All College Day, Fall</p> <p>All College Day, Spring</p> <p>OS Webinar: Events and Calendars as Engagement Tools</p> <p>QEP Info Session/Training</p> <p>OS Webinar: Showcasing Engagement w/ the Portfolio</p> <p>OS Webinar: Engaging students through professional exploration</p> <p>CPR Workshop</p> <p>OS Webinar: Creating a meaningful Co-Curricular Transcript</p> <p>OS Webinar: In Their Own Words: Reflection as a Powerful Pedagogy</p> <p>Basic Financial Planning</p> <p>Managing your Money</p> <p>Wise Use of Credit</p> <p>OS Webinar: Assessing Student Learning Outside the Classroom</p> <p>OS Webinar: Polishing Up Your Event Request</p> <p>OS Webinar: Utilizing Service Management System to Increase Volunteerism</p> <p>FERPA</p> <p>OrgSync Connect 2015</p>

			<p>2015-2016</p> <p>All College Day, Fall</p> <p>All College Day, Spring</p> <p>Collin Supervisor Practicum - Began</p> <p>Association for the Promotion of Campus Activities - Houston, TX</p> <p>Hiring Practices</p> <p>Compensation Basics</p> <p>Leaves of Absence & FMLA</p> <p>Emergency Preparedness</p> <p>EED Laws & Discrimination Prevention for Higher Ed</p> <p>Clery Act</p> <p>Unlawful Harassment Prevention from Higher Ed Staff</p> <p>Performance Review Fundamentals</p> <p>Ethics for Supervisors</p> <p>Delegating Tasks to Your Team</p> <p>2016-2017</p> <p>All College Day, Fall</p> <p>All College Day, Spring</p> <p>OrgSync Connect 2017</p> <p>Campus Labs Webinar: Program Review Made Simple</p> <p>Campus Labs Webinar: Closing the Assessment Look: Making Informed Decisions</p> <p>Developing Your Leadership Philosophy</p>
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			<p>Effective Listening</p> <p>Leadership Fundamentals</p> <p>Management Fundamentals</p> <p>Coaching & Developing Employees</p> <p>Conflict Resolution Fundamentals</p> <p>Leading Change</p> <p>Communication across Generations: Millenials and Gen Z</p> <p>Change Management - Decision Making</p> <p>Problem Solving</p> <p>Safety and Security Practices</p> <p>Performance Evaluation Training</p> <p>Collin Supervisor Practicum - Completed</p> <p>College Success Webinar</p> <p>SOBI Training</p> <p>National Association Campus Activities Conference - Baltimore, MD</p> <p>Webinar: Higher Ed Law for New Professionals</p> <p>Microsoft Planner - First Look</p> <p>A Holistic Approach to Student Support</p> <p>2017-2018</p> <p>All College Day, Fall</p> <p>All College Day, Spring</p> <p>Travel Training</p>
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APPENDIX

			<p>Respect and Inclusion - Power of Respectful Language</p> <p>Clery Act</p> <p>Supervisor Training - Module 1</p> <p>Supervisor Training - Module 2</p> <p>Workplace Zodiac - How Individuals Can Enable Your Team</p> <p>Annula Purchasing Procedures Workshop</p> <p>Comevo Webinar</p> <p>P-Card Training</p> <p>Engage Training</p> <p>Engaging Gen Z: Strategies from IT and Student Affairs</p> <p>Chart of Accounts Purchasing Training</p> <p>Banner 9 Training</p>
<p>Andrea Jackson</p> <p>Start Date: October 9, 2017</p>	<p>Full-Time Student Engagement Specialist</p>	<p>M.Ed., BA</p>	<p>2017-2018</p> <p>All College Day, Spring</p> <p>NODA Region 4 Conference</p> <p>Director of First Impressions</p> <p>Student Employment Supervisor Training</p>
<p>Shayla O. Andrews</p> <p>Start Date: October 21, 2016</p>	<p>Full-Time Student and Enrollment Services Specialist</p>	<p>BS</p>	<p>2016-2017:</p> <p>All College Day, Spring</p> <p>Residency Training</p> <p>Understanding Degrees, Majors, and Programs</p> <p>Director of First Impression</p> <p>FERPA Training</p>

			<p>Campus Tour Training</p> <p>Concur Training</p> <p>Crossed-Trained New Student Advising</p> <p>2017-2018:</p> <p>All College Day, Fall</p> <p>All College Day, Spring</p> <p>Residency Training</p> <p>Banner 9 Training</p> <p>Director of First Impression</p> <p>Graduate School</p> <p>Academic Planning Coach Training</p> <p>Appreciative Advising: Introduction</p> <p>Appreciative Advising: The Disarm Phase</p> <p>Advising for Transfer Students</p> <p>Disney Institute</p> <p>Section 504 and Academic Accommodations Training</p> <p>Staff Council</p> <p>Designated School Official (DSO) Training</p> <p>NTCCURAO Administrative Front Line Training</p> <p>Student Employment Training</p> <p>VA Advisory Board Green Zone Training</p>
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APPENDIX B - BENCHMARKING INSTITUTIONS AND RESPONSES

Sinclair Community College (<http://www.sinclair.edu/>)

- Program is “Student & Community Engagement”
- <https://www.sinclair.edu/student-life/sce/staff/>
- Contact: Matt Massie (Manager)
- matt.massie@sinclair.edu / 937-512-2956

Do they produce ID’s?

No, we do not (registrar)

How much does an ID/Replacement cost?

1st one free; replacement is \$5.00

Is it just an ID or does it serve other functions?

The ID does currently serve other functions; however, we are looking at removing those other functions. The card still has a magnetic stripe card, so we can have funds placed on it (dining, vending machines). The college is looking at removing that function (financial ‘nightmare’). Not certain as to what the new model will look like

Do they have Student Organizations? How many?

Yes; we have 37 chartered (some come and go, minimum enrollment for an organization)

What is the registration process?

Must have 10 actively enrolled students, must have faculty/staff advisor, must have a completed and approved constitution, advisor has to complete a training sponsored by our office, must abide by all rules and regulations of the college

What all does Student Life/Activities handle?



APPENDIX

4 primary functions in our department: Campus Life (clubs, organization, recreation, etc), Leadership Development, Career Development (career services, employer relationships, career fairs, etc), and oversee Student Senate (we also oversee the student conduct process to some extent).

What type of programming do they do?

Wide variety of programming; Welcome Week (actually 2 weeks of the semester – career, diversity, campus resources, civility campaign), Campus Rec Breaks (open gym – basketball, soccer, etc), Sinclair talks (weekly program – similar to Ted Talks; faculty/staff submit a topic for consideration), more traditional programs (harvest fest, spring fling, etc), Competition based events (ping pong tournaments, guitar hero tournaments – based on student population and interest)

Does your office handle / work with Orientation? If so, do you do it online or in person?

We only participate as a stop along the route; group of students will get to see what offices are available (resource fair). Done both online and in person (being revised based on learner demographics)

Does your office run a leadership program?

Leadership – Ohio Fellows program – 43 years now – Greenleaf program of self leadership; self opt in program, modules that they go through to work on self leadership

Does anyone in your office also work in another office in another position?

Yes – an employee in my office works for me and is also the college’s conduct officer

Does your office handle student fee responsibilities (SAFAC)?

We allocate funds to each chartered student club (as long as they do not have an external affiliation). Each chartered organization receives \$400 a year (we do not have access to additional student fees)

Tulsa Community College (<https://www.tulsacc.edu/>)

- **Program is “Student Life”**
- **Could not find a website for the department**
- **<https://www.tulsacc.edu/programs-courses/employee-directory>**
- **Contact: Jon Herring (Coordinator)
Jon.herring@tulstacc.edu / 918.595.7273**

Do they produce ID’s?

Yes

How much does an ID/Replacement cost?

No cost if they get their ID prior to August 1st (after that, the replacement cost is \$20), don’t expect them to last more than a year or two (we have four campuses).

Is it just an ID or does it serve other functions?

It is an ID – Smart ID (chip in card); Scan card is used to scan in to fitness center, some limited access doors in nursing and IT department with secure ID.

Do they have Student Organizations? How many?

YES / Over 30 approaching 40 (varies depending on how many are active)

What is the registration process?

Just went to a brand new process. For a new organization, they have to get 10 student signatures, an advisor, have a constitution written up, approval from Dean of Student Life and Vice President (primarily to make sure that the language is correct).

We use PRESENCE (presence.io), which is an online system

What all does Student Life/Activities handle?

Handle student orgs (4 different campuses), maintain travel budgets and spending. Sells discounts tickets (movies, ballet, Broadway performances), handle facilities (do all the scheduling for those rooms, kind of like hospitality), student programming (print out monthly calendar, mostly educational and some fun activities as well; lunch and learn), lot of collaboration, we have fitness centers (we have a director with 4 managers), weight machines, rock climbing walls

What type of programming do they do?

Print out monthly calendar, mostly educational and some fun activities as well; lunch and learn), lot of collaboration, we have fitness centers (we have a director with 4 managers), weight machines, rock climbing walls

Does your office handle / work with Orientation? If so, do you do it online or in person?

We used to control Orientation until 2 years ago, now it's its own entity (hired their own Orientation Director)

Does your office run a leadership program?

40 students in, do Pathways (6 – 8 schools), each school is allotted a certain amount of money, program with Advisement

Does anyone in your office also work in another office in another position?

No

Does your office handle student fee responsibilities (SAFAC)?

We have set aside funds that we have received through Student Government Association (for trips, special projects, etc.). There is also a higher level in Vice President through Financial Services. We do also have a reward process: if an organization completes a certain number of checklist items, they can receive up to \$250 - \$750 funds in a calendar year (January – December) through tiered funding

William Rainey Harper College (aka Harper College - <https://www.harpercollege.edu/>)

- Program is “Center for Student Involvement”
- <https://www.harpercollege.edu/services/involvement/index.php>
- <https://www.harpercollege.edu/about/directory/index.php>
- Contact: 847-925-6242

Does your office produce ID's?

No, our Box Office produces student ID's (under the division of Student Affairs).

How much does an ID/Replacement cost?

\$5

Is it just an ID or does it serve other functions?

Students receive \$50 worth of printing at any campus computer (connected to a printer) which is utilized through their ID. Students must also present their ID to check-in at our campus recreation center.

Do you have Student Organizations? How many?

Yes, 70 student organizations.

What is the registration process?

See attached.

What all does Student Life/Activities handle?

APPENDIX

Overview of all clubs and student organizations, supervision of the Center for Veterans and Military Connected Students, coordination of the homeless and food insecure programming (food pantry/student needs assessment & resources), provides free legal guidance, oversees club office space and the student center, budget, representation on various shared governance committees and taskforces.

What type of programming do you do?

Diversity and inclusion, stress relief, co-curricular engagement, intramurals, educational, social capital building, graduation and convocation support, welcome week, involvement fairs and volunteer fairs.

Does your office handle / work with Orientation? If so, do you do it online or in person?

No, orientation is hosted by the Center for New Students and it is held in person.

Does your office run a leadership program?

We offer leadership workshops throughout the year but not a consistent program.

Does anyone in your office also work in another office in another position?

Yes, we have a Secretary that works two days a week in the Center for Student Involvement and three days a week in the Dean of Students office. Both offices have a full-time administrative assistant.

Does your office handle student fee responsibilities? (here at Collin, we have a committee called SAFAC – Student Activity Fee Advisory Committee. As the students here pay \$2.00 per credit hour, our committee is in place to accept submissions for requests for funding, and the committee meets once a month to hear those requests to determine if that group would receive full funding, partial funding or no funding.)

The Dean, Associate Dean and Manager for the Center for Student Involvement oversee the student activities fees. Student Organizations apply for funding each year and the funds are determined based on overall budget, level of activity and goals for the year.

Eastern Florida State College (formerly Brevard Community College)

Palm Bay

Ancel Robinson, Student Life Coordinator

321-433-5374

robinsona@easternflorida.edu

- *Do they produce ID's?*
No - Security Office
- *How much does and ID/Replacement cost?*
Free 1st, \$10 replacement fee
- *Is it just an ID or does it serve other functions?*
ID gives student access to ride the city bus free
- *Do they have Student Organizations? /How many?*
Yes, 12 on this campus (3 other campuses & not sure of them)
- *What is the registration process?*
Find a sponsor, get 20 signatures, Activation Form, advisor agreement form, copy of club bylaws, give to coordinator for processing of six signatures
- *What all does Student Life/Activities handle?*
SGA, Ambassadors, 90% of events on campus, all club events.
- *What type of programming do they do?*
Welcome back, club rushes, health fair, all history months (Black, Womens, Hispanic), green dot week (bystander & violence)
- *Does your office handle / work with Orientation? If so, do you do it online or in person?*
NO
- *Does your office run a leadership program?*
Yes, networking - especially with city professionals, resumes, portfolios, personality assessments, etiquette, listening skills.

- *Does anyone in your office also work in another office in another position?*
NO
- *Does your office handle student fee responsibilities (SAFAC)?*
NO

Central Piedmont Community College

Demika Wallace, Administrative Assistant II
704.330.6584

- *Do they produce ID's?*
No, Admissions and Registration. Student Life pays for equipment and maintenance cost.
- *How much does an ID/Replacement cost?*
\$5
- *Is it just an ID or does it serve other functions?*
Library, Financial Aid used to purchase books, discount bus passes
- *Do they have Student Organizations? How many?*
Yes, over 70 active clubs and orgs
- *What is the registration process?*
Paper applications, scan or turn in paperwork, minimum of 10 students, then goes to SGA for voting.
- *What all does Student Life/Activities handle?*
SGA, PTK, provide graduation regalia for PTK, oversee all events (6 campuses – 1 coordinator for each campus)
- *What type of programming do they do?*

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Pamper Relief – stress free - (mobile massage, coloring), welcome week – guide students to classes, maps, general questions, club fair, popcorn, ice cream, other food, giveaways, something different every day for welcome week (just 1 week), all 6 campus do the same.

- *Does your office handle / work with Orientation? If so, do you do it online or in person?*
No, but assist if the Orientation department needs help.
- *Does your office run a leadership program?*
Ruth G. Shaw – former president – scholar program for women, LEAD (each campus has a different type of leadership program, mentorship (largest)).
- *Does anyone in your office also work in another office in another position?*
NO, but work with Service Learning.
- *Does your office handle student fee responsibilities (SAFAC)?*
No, but SGA oversees the funds. Salaries are paid by student fees.

Diablo Valley College

Ashley Murdock, Office Assistant
925.969.4267
amurdock@dvc.edu

- *Do they produce ID's?*
Yes.
- *How much does an ID/Replacement cost?*
Black & white is free, color ID is \$4/\$4 replacement for both.
- *Is it just an ID or does it serve other functions?*
Load money on card so they can use it to print, OrgSync card swipe.

- *Do they have Student Organizations? How many?*
Yes, SGA and over 70 active clubs.
- *What is the registration process?*
OrgSync.
- *What all does Student Life/Activities handle?*
Multicultural Cultural Center, Food Pantry, Study Space, Computer Lab, IDs at front desk, programming on campus.
- *What type of programming do they do?*
Lunch workshops, college success brown bags, multicultural events, welcome week (1 day), awareness months, club day, stress free (yoga).
- *Does your office handle / work with Orientation? If so, do you do it online or in person?*
No.
- *Does your office run a leadership program?*
Yes, Multicultural Center does that programming, which is still being developed as it is new.
- *Does anyone in your office also work in another office in another position?*
One Administrative works ½ time for conduct office and ½ time Student Life financials.
- *Does your office handle student fee responsibilities (SAFAC)?*
SGA approves the funds.

San Jacinto College- *Department: Student Engagement & Activities*

<https://www.sanjac.edu/engage>

Daniel Byars, Coordinator (South Campus) daniel.byars@sjcd.edu

Enrollment 30,000 on 4 campuses and online.

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- Does your office handle / work with Orientation? If so, do you do it online or in person?
No. separate orientation and campus tours office
- Does your office run a leadership program?
Yes, entire leadership program is branded on emerging leaders (all day conference in September, February emerging leaders retreat and focuses within. Each month leadership workshops and 3 community service (weighing co-curricular transcript versus certificate)
- Does anyone in your office also work in another office in another position?
Team orientated and work together across Student Development and helping other campuses. All staff is dedicated to our office. Coordinators run each campus with one full time specialist and one administrative assistant.
- Does your office handle student fee responsibilities (SAFAC)?
No student activity fee. Budget comes from general student development budget. College does allocate funds for student organizations based on campus.
- Do they produce ID's? No. Ids are produced out of the Admissions Office
How much does and ID/Replacement cost? 1st one free, replacements \$10 (use semester stickers)
- Is it just an ID or does it serve other functions?
Check in at Game Room, attendance at events, Library
- Do they have Student Organizations? /How many?
Yes. Have about 90 amongst all 3 campuses. The student organization are predominantly registered by campus.
- What is the registration process?
Returning student groups have first 30 days to renew with updated contact information, signed updated constitution (paper process), and training. All new groups do same process and complete training (2 officers, one advisor) before being recognized. Open enrollment for new groups.
- What all does Student Life/Activities handle? *Student Engagement and Activities*
General campus events, clubs and activities, food pantry, leadership, service, game room, all cultural awareness, pathways events.
- What type of programming do they do?

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Do whatever is needed, Average about 3 events per week. Make uniform amongst campuses, minor variation (programs to meet needs of campus). Work together with faculty and departments on programs.

Events this week: Thank a Vet event (Snap Chat), Diabetes Health Fair, and Stem Fair Pathways in cooperation STEM Career center, Food Pantry birthday bash (SE event), Bystander training (SE Event), Self Defense class with Police. Mix of times but mostly 11-2pm), outside in student center or open area. 75% of events are come and go and meeting learning outcomes. 25% workshops. Every program has a learning outcomes. Every campus to do same thing (1 evening a month, but not good turnout. Evening programs have been Fall fest, movie night, general studies and scantrons. Food Pantry is out of storage closet (work with local food bank, donated by faculty/staff, food provided through Foundations and local groups). They try not to do the same thing over and over. Base everything on assessments.

Sierra College-Department: Campus Life

<https://www.sierracollege.edu/student-services/campus-life/index.php>

Mary Vogel- Administrative Assistant-Rocklin Campus

Nate Conklin-(Nevada County) nconkle@sierracollege.edu

Enrollment: 55,000 on 4 campuses and 1 site

- Does your office handle / work with Orientation? If so, do you do it online or in person?
No
- Does your office run a leadership program?
Teach Leadership Course, Tenure-tracked faculty position. Full-time Faculty and does this on side
- Does anyone in your office also work in another office in another position?
No
- Does your office handle student fee responsibilities (SAFAC)?
Activity sticker \$10 per semester Student Senate, Campus Activities, and student groups come from student senate. They can opt out
- Do they produce ID's?
Used to, but now by Library/Admissions & records

- *How much does and ID/Replacement cost?*
N/A
- *Is it just an ID or does it serve other functions?*
Some events are for sticker holders, lawyer comes for free sessions, discount at bookstore
- *Do they have Student Organizations? /How many?*
YES. 30 active clubs (activate anytime) new & 3 active clubs
- *What is the registration process?*
Activation paperwork (Paper)
- *What all does Student Life/Activities handle?*
Looking to Wolverine week and club rush and table, costume contest, New coordinator, previous one was there for 16 years, Game nights, dinner with dean, club fair, treats and healthy snacks (2-3 programs a month)
- *What type of programming do they do?*
*NCC-Separate programming, separate budget, separate
Try to maintain consistency, but hard to do same thing (similar but much smaller)*

Palm Beach State College: Department: Student Activities

<https://www.palmbeachstate.edu/studentactivities/default.aspx>

Nefi Narvaez, Student Life Specialist 561-568-3179 narvaezn@palmbeachstate.edu

Enrollment: 49,000 on 5 campuses

- *Does your office handle / work with Orientation?*
If so, do you do it online or in person? No, done through registration.
- *Does your office run a leadership program?*
We model legislature, Center for Student Leadership Year-long with different task (Bronze, Silver, gold) create their own workshop and present and speakers. School wanted to push them to push them to learn about Legislature.
- *Does anyone in your office also work in another office in another position?*
No

- Does your office handle student fee responsibilities (SAFAC)?
Yes they do and separate money by campus.

Have ENGAGE
- Do they produce ID's?
No
- How much does and ID/Replacement cost?
n/a
- Is it just an ID or does it serve other functions?
Event tracking (ENGAGE and printing)
- Do they have Student Organizations? /How many?
Each Campus manage their clubs. 103 clubs
- What is the registration process?
Hybrid, can do paper process or do Engage (Election)
- What all does Student Life/Activities handle?
Student orgs, funding, 10 different district programs, each campus separate identity (Sports Clubs, Model UN), in charge of Title IX
- What type of programming do they do?
2 per week

Oakland Community College-Department: Student Life

<https://www.oaklandcc.edu/studentlife/default.aspx>

Stacey Jackson, Associate Dean of Student Services snjackso@oaklandcc.edu

Enrollment: 17,000 on 5 Campuses

- Does your office handle / work with Orientation?
Primarily, this is handled by the Admissions department. We do have a mandatory online orientation for all new students.
- Does your office run a leadership program?
Yes

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- *Does anyone in your office also work in another office in another position (one of our staff members oversees Student Engagement and Career Center?)*
The Associate Deans of Student Services oversees Student LIFE, as well as manages staff for enrollment/counseling and faculty secretaries. Special projects and committee appointments as well.
- *Does your office handle student fee responsibilities?*
Upon registration for courses, students are assessed a student registration fee, some courses have additional fees
- *Do they produce ID's?*
Students are encouraged to have a college ID made available to them by the College Bookstore
- *How much does and ID/Replacement cost?*
First one is free, replacement is \$15
- *Is it just an ID or does it serve other functions?*
Raider One ID Card - serves as your official College ID
Library Services - used for borrowing privileges from local and state resources *Raider One iROC Cash* - used for print/copy services, Raiders Store and café purchases
- *Do you oversee clubs and organizations? If yes, what is the registration process for clubs/student organizations?*
Yes, these are outlined on our website –under Student LIFE-student organizations
- *What all does Student Life office handle?*
Explained on our website
- *What type of programming do you do, (average per week)?*
I approve and manage the student orgs that offer any programming.

Mesa Community College (part of Maricopa Community College District)-Department: Student Life & Leadership

<https://www.mesacc.edu/student-life>

Erica Horihan, Coordinator for Student Life & Leadership erica.horihan@mesacc.edu

Enrollment: 20,000 on 2 campuses and 1 site

Student Life & Leadership (1 coord, 1 Manager oversees (SLL, Career Services, Child Development), 2 advisors

- *Does your office handle / work with Orientation?*
If so, do you do it online or in person? Used to, but help with tours. Give 3 times a day.

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- *Does your office run a leadership program?*
SGA is through department, leadership retreats, one day leadership retreat, off-campus conference Workshops throughout the year with clubs. 3 day retreat-Student teach workshops (10 different)
- *Does anyone in your office also work in another office in another position?*
Just manager
- *Does your office handle student fee responsibilities (SAFAC)?*
\$35 fee, seek from Student Senate for money
- *Do they produce ID's?*
Enrollment center (used to 3 years ago)
- *How much does and ID/Replacement cost?*
\$5
- *Is it just an ID or does it serve other functions?*
Library, Fitness Center, not a lot of function, use for Food Pantry, printing
- *What is the registration process?*
Form to be turned in each semester, training each semester, (NEW CLUB PACKET, get 25 signatures and 5 HAVE TO BE IN THE CLUB, SGA AND Student Life for approval, then VP for approval. Get officers and advisors trained. Start group at anytime
- *What all does Student Life & Leadership handle?*
Student Activities, Co-Curricular Events, Leadership Retreats, Clubs & Organizations, Food Pantry, Housing Guide, Discount bus passes, emergency grants. 40-45 student clubs (PTK and Psi Beta at both)
- *What type of programming do they do?*
Resource Fairs, passport system (punches), health fair, speakers, connecting with faculty and cultural heritage months, 2-3 events per week, helping with events, not just solely departments. Food Pantry can get food when we are open. Get 10 items per week (gab and thing cook), 5 hygiene products, once a month with distribution from local pantry. SGA sponsors food voucher. Pantry is stocked by Food drive, partnership with food banks, donation based Grant from Kroger to stock and buy meals. Clothes donation

APPENDIX C – PREVIOUS CONTINUOUS IMPROVEMENT PLAN (CIP)

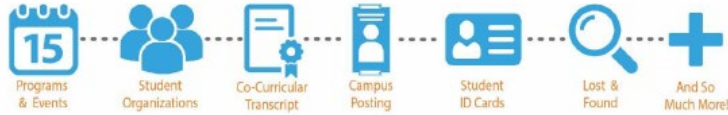
<p>A. Outcomes(s)</p> <p>Results expected in this department/program</p>	<p>D. Action Plan Years 5 & 2</p> <p>Based on analysis of previous assessment, create an action plan and include it here in the row of the outcomes(s) it addresses.</p>	<p>E. Implement Action Plan Years 1 & 3</p> <p>Implement the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

APPENDIX D – POSTCARD

Student Engagement

Student Engagement enhances students' learning and development by engaging them outside the classroom through co-curricular, civic, educational, leadership, and social opportunities.

Opportunities and Services



Need More Info?

Contact any Student Engagement Office

Plano: 972.881.5788 Room: F-129 Frisco: 972.377.1788 Room: A-185 McKinney: 972.548.6788 Room: D-106

✉ studentengagement@collin.edu 📱 www.collin.edu/campuslife/studentlife

GET CONNECTED...



COUGAR CONNECT

at Collin College

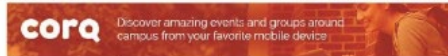
Getting Started

Activate Your Personal Profile

1. Go to collin.campuslabs.com/engage.
2. Select "SIGN IN."
3. Sign in with your current CougarMail credentials.
5. Welcome to Cougar Connect!

Join an Organization

1. Log in to collin.campuslabs.com/engage.
2. Search Organizations.
3. Request to join OR accept the invitation you received from the organization.



Need Help?

Visit the online Help Desk:
engagesupport.campuslabs.com

**APPENDIX E - Collin
Educational Support
Services/Programs Student
Survey: Fall 2014
Collin College**

SERVICE/PROGRAM: STUDENT LIFE

Table 1. Awareness and use of service/program

	N	% *
Aware of Student Life	562	62.7%
Used Student Life	271	30.2%

* Percentage out of total respondents (N= 896).

Table 2. Please use a five-point scale to tell us about your experience with the service/program.

Items		Response on 5-point scale					No response	Total	Mean*	SD
		1	2	3	4	5				
The hours the service/program is available are convenient. (1= Very inconvenient, 5=Very convenient)	n	6	6	31	71	142	15	271	4.32	0.940
	%	2.2%	2.2%	11.4%	26.2%	52.4%	5.5%	100%		
The service was provided in a timely manner. (1= Strongly disagree, 5 = Strongly agree)	n	5	2	31	55	163	15	271	4.44	0.879
	%	1.8%	0.7%	11.4%	20.3%	60.1%	5.5%	100%		
The staff was courteous. (1= Strongly disagree, 5 = Strongly agree)	n	3	6	31	41	173	17	271	4.48	0.883
	%	1.1%	2.2%	11.4%	15.1%	63.8%	6.3%	100%		
The staff was knowledgeable. (1= Strongly disagree, 5 = Strongly agree)	n	4	2	30	48	172	15	271	4.49	0.849
	%	1.5%	0.7%	11.1%	17.7%	63.5%	5.5%	100%		
Overall satisfaction with the service/program. (1= Very unsatisfied, 5 =Very satisfied)	n	4	8	31	62	161	5	271	4.38	0.913
	%	1.5%	3.0%	11.4%	22.9%	59.4%	1.8%	100%		

*The means are calculated on a 5-point scale by excluding the "No response" category.

***APPENDIX F – SERVICE/PROGRAM:
STUDENT LIFE: 2015***

*Table 3. If you were "Unsatisfied/Very unsatisfied," please specify the reason(s).**

Open-ended comments	N
No response	258
Did not really know what student life opportunities were	1
Good information	1
Good, They stayed late after freshman orientation to get IDcards completed.	1
I hate the INSANE waits on docs going through OrgSync on Student life.	1
People in the office seem a little cold and distant. When you walk in it is like they want to get rid of you quickly.	1
Professor [name] is very unhelpful and unkind to her students. She does not appeal to those below her well.	1
The assistants often have no idea what they are talking about and are sometimes rude.	1
The finalization of this involvement that I had this past year was very impersonalized and distant where the rest of the involvement was very personal.	1
The Student aids need more training and need to be more aware of what is going on.	1
There are a lot of rules the prevent clubs from effectively reaching out to new members. For instance, we can't hold events the first week of class. The first week of class is when everyone is looking to join something. After the first week people fall into the lull of just going to class and then going home. If you guys want a vibrant student life you should rework some of the rules, see Chapter 8, section 3, paragraph B of the Student Organization Procedures Manual.	1
Used. They have been very unresponsive with my questions about starting a student organization.	1
Very unaccommodating! In regards to orgs... we rarely got a response on time or feedback on errors.	1
We should have at least a nurse on campus and medical supplies like Advil since we are a normal college now.	1
Total	271

* Respondents were asked to provide comments if they were "very unsatisfied" or "unsatisfied" with the program/service they had used (item 5, Table 2). Despite instruction, respondents with higher levels of satisfaction commented. The present table includes all comments so that valuable information is not lost.

Open-ended comments	N
No response	337
Adult student, married with children and do not have a need	1
Am not on campus for other reasons besides class	1
As a working adult, it does not appeal to me. This does not mean it is not a good or useful program for others.	1
Because I am basically an online student and am not able to participate.	1
Didn't have a chance	1
Didn't know about it	2
Do not have the time to participate at this time	1
Don't know exactly what it does.	1
Don't go there	1
Don't really have a reason to go in there	1
Don't really want to get that involved. Also, not sure exactly what they offer.	1
Getting a new student book	1
Have not had a chance to get there yet	1
Have not had the opportunity	1
Haven't gone yet	1
Haven't got around to it.	1
Haven't gotten the chance to yet	1
Haven't had an opportunity	1
Haven't made the time	1
Haven't had a chance	1
Haven't gotten around to it yet	1
Heard of it, don't know WHAT it is..	1
I am a night student, not open or available to me	1
I am an older student returning to college with a full time job and family obligations. Student Life activities do not fit into my schedule.	1
I am an online student, and there are no programs tailored for online students	1
I am currently going to school online	1
I am not a traditional student, over 40, use mostly online tools for everything	1
I am not involved with Student Life, but I get emails from them all the time.	1
I am not on campus very often.	1
I am not sure what student life programs are.	1
I am still not sure what this all consist of.	1
I did all of my classes online due to working full-time and did not have time to make use of student life. I would have loved to visit the recreation center if I had the time.	1
I did get my student ID from Student Life	1
I didn't know about it pre-enrollment.	1
I didn't know I had to use it	1
I didn't find an organization that interested me	1
I do not have a reason to use it, I don't know what they have to offer me as a student.	1
I do not have time to participate in any Student Life programs as an older student who works full time.	1
I do online	1
I don't know	4
I don't know what services they offer besides the parking sticker.	1

Open-ended comments	N
I don't know what this is	4
I don't know where to go and how that works	1
I don't know. I guess I didn't need it?	1
I don't really know much about this service	1
I don't really know what services I can get from there	1
I don't know what it is, or how it could benefit me. I've been on my own as a Collin college student.	1
I made a brief visit during orientation	1
I had a new picture taken for a new ID several years ago	1
I have a life; just not a student one; All seriousness, I really don't even know what this is. I go to class and leave every day.	1
I have little to no interest in extracurricular activities.	1
I have no idea what student life is	1
I have no idea where this is	1
I haven't been to it yet	1
I haven't had the chance to.	1
I haven't had the time to look into this program.	1
I haven't had time since school started to really check out different things on campus except the one activity I'm in which is FOCUS	1
I just didn't take the courses for it	1
I just never used it but when I did for my ID it was ok	1
I know there is student life available but I'm not sure what its about	1
I live too far away.	1
I never really made time for it	1
I rarely need to go there.	1
I take all my classes online and do not have the need	1
I take mostly online classes	1
I take online classes and I'm not on campus.	1
I think I may be to old -- isn't this geared toward young students	1
I use it for some club printing out paper.	1
I want to focus on my studies and my job.	1
I work full time and have a family; no time available for these things	1
I work full time so I come to school and then leave for work. I don't have much time to do much else.	1
I'm not interested, honestly too busy with work and my classes	1
I'm not interested... I'm old :)	1
I'm not often on campus + I'm older	1
I'm taking too many hours and am overwhelmed	1
I'm too popular already	1
I've never heard of it	1
I'm a dual student	1
I'm an older student, and a combat veteran not crazy about crowded places	1
I'm too old for that kind of thing -39	1
Inconvenient with my work schedule	1
Is this where IDs were made? Perhaps I used this service.	1
Just haven't gone	1

Open-ended comments	N
Just never used	1
Just to get student ID and parking stickers	1
Know nothing about it	1
My ID is still valid	1
Never got around to it, but I know where it is.	1
Never had any desire	1
Never really thought about it.	1
No	1
No information on the program	1
No interest because this school is just a passing through zone	1
No need of limited hours no classes in this building	1
No reason	3
No reason, I'm getting around to it	1
Non traditional student, not a lot of time to get involved	1
Not a typical student	1
Not applicable	1
Not enough information regarding it	1
Not enough time.	14
Not interested.	7
Not needed.	60
Not on campus most of the time.	1
Not on campuses	1
Not sure	3
Not sure what they offer exactly	1
Not sure what this is for	3
Old student, N/A	1
Older student	2
Older student; mostly online classes taken	1
Online student	2
Only used to get my ID	2
Only went once to get student ID and parking sticker	1
Provide a paper guideline to new students	1
Returning adult taking online or weekend classes - work full time so don't have an opportunity to take part in those activities - they are not really geared for 50+ yr. old students. However, email updates are great and there are some good open classes during lunch hours that I would possibly attend - for example, the sessions on how to write papers using MLA, etc...	1
The majority of my classes are online, so I'm not at campus very often.	1
Times are not convenient for non traditional students	1
Too busy to participate in student extracurricular activities	1
Too consumed with classes and ST seems like another time consuming project.	1
Too old	1
Unsure	2

Open-ended comments	N
Unsure about what it is for	1
Very little applicable to the older student and/or the student that is going to school to further their career	1
What do these guys even do	1
What is student life	1
What is that	2
What is this "life" you speak of.	1
Wouldn't want to spend extra time at a school that is already so unhelpful	1
Total	562

**APPENDIX G – Collin
College Service Unit
Student Survey: Spring
2017**

SERVICE UNIT: Student Life

Table 76. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Student Life ¹	681	65.7%
Have used Student Life ²	324	47.6%

¹ Percentage out of total survey respondents (N=1036).

² Percentage out of number who are aware of this unit (n= 681).

Table 77. Please use a five-point scale to tell us about your experience with the service.

Items		Response on 5-point scale					No response	Total	Mean ³	SD ³
		1	2	3	4	5				
The hours of availability are convenient.	n	4	8	29	71	182	30	324	4.43	0.878
(1= Strongly disagree, 5 = Strongly agree)	%	1.2%	2.5%	9.0%	21.9%	56.2%	9.3%	100.0%		
Service was provided in a timely manner.	n	5	2	19	65	203	30	324	4.56	0.789
(1= Strongly disagree, 5 = Strongly agree)	%	1.5%	0.6%	5.9%	20.1%	62.7%	9.3%	100.0%		
The staff was courteous.	n	5	2	16	43	220	38	324	4.65	0.771
(1= Strongly disagree, 5 = Strongly agree)	%	1.5%	0.6%	4.9%	13.3%	67.9%	11.7%	100.0%		
The staff was knowledgeable.	n	3	6	19	57	206	33	324	4.57	0.791
(1= Strongly disagree, 5 = Strongly agree)	%	0.9%	1.9%	5.9%	17.6%	63.6%	10.2%	100.0%		
Overall satisfaction with the unit.	n	2	5	27	74	206	10	324	4.52	0.772
(1= Very unsatisfied, 5 = Very satisfied)	%	0.6%	1.5%	8.3%	22.8%	63.6%	3.1%	100.0%		

³ The mean and standard deviation are calculated on a 5-point scale by excluding the "No response" category.

SERVICE UNIT: Student Life

Table 78. Student Life Comments

A useful feature at Collin.

Always a fun time to be around the staff here.

As an officer of an organization, Student Life has provided many helpful tools and opportunities to promote clubs

Fast & helpful

From the services that I have used, it is great.

Generally, things are handled fine. However, some staff are quite rude.

Getting my ID and parking sticker were a breeze!

Great team!

Helpful and kind

Hours should reflect all students in attendance. Including students who work during the hours that the campus is open but closed when they get off.

I do not use their services often

I have had very limited experience with them, but they do not seem to know a lot about certain things.

I honestly don't know too much about Student Life; I merely obtained my ID. It seems streamlined enough.

Intramural Basketball was really fun this semester, and I was so glad to see it offered. My team had a great time!

Left my laptop charger in the library, they had it and were nice and made me feel welcome in there. (PC)

Lost & found is a great thing to have! Also, helpful staff, too. =)

Lots of great activities and free items!

People at Student Life have always been very helpful

positive, fun and energetic, and always willing to help.

Staff is ignorant to which students are registered with the college

Student life is always so helpful with any concern I bring. They have the answer, or know who does. From lost and found to events on campus, Student Life is always so organized and helpful.

the office is smaller than my closet

The people who run Student Life are kind and courteous.

**APPENDIX H - Collin College
Service Unit Faculty/Staff
Survey: Spring 2016**

SERVICE UNIT: Student Life

Table 112. Awareness and Use of Service Unit

Service Unit	n	%
Are aware of Student Life*	419	72.9%
Have used Student Life**	176	42.0%

* Percentage out of total survey respondents (N= 575).

** Percentage out of number who are aware of this unit (n= 419).

Table 113. Please use a five-point scale to tell us about your experience with the service.

Items		Response on 5-point scale					Don't know	No response	Total	Mean*	SD*
		1	2	3	4	5					
The procedures are user friendly.	n	6	7	15	28	105	11	4	176	4.36	1.064
(1= Strongly disagree, 5 = Strongly agree)	%	3.4%	4.0%	8.5%	15.9%	59.7%	6.3%	2.3%	100%		
The procedures are efficient.	n	5	11	12	33	98	11	6	176	4.31	1.079
(1= Strongly disagree, 5 = Strongly agree)	%	2.8%	6.3%	6.8%	18.8%	55.7%	6.3%	3.4%	100%		
My needs were met in a timely fashion.	n	7	5	13	32	112	2	5	176	4.40	1.037
(1= Strongly disagree, 5 = Strongly agree)	%	4.0%	2.8%	7.4%	18.2%	63.6%	1.1%	2.8%	100%		
The staff was courteous.	n	4	4	11	21	131	1	4	176	4.58	0.893
(1= Strongly disagree, 5 = Strongly agree)	%	2.3%	2.3%	6.3%	11.9%	74.4%	0.6%	2.3%	100%		
The staff are knowledgeable.	n	3	4	15	29	117	4	4	176	4.51	0.889
(1= Strongly disagree, 5 = Strongly agree)	%	1.7%	2.3%	8.5%	16.5%	66.5%	2.3%	2.3%	100%		
Overall satisfaction with the unit.	n	3	8	12	34	115	0	4	176	4.45	0.939
(1= Very unsatisfied, 5 = Very satisfied)	%	1.7%	4.5%	6.8%	19.3%	65.3%	0.0%	2.3%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "Don't know" and "No response" category.

SERVICE UNIT: Student Life

Table 114. Student Life Comments

[name] and her staff are just terrific
[name] works well with students, faculty, and staff.
 all so friendly and knowledgeable
 Always friendly at CPC, always willing to help, and a great asset to the campus.
 Always great job
 are student friendly
 CPC staff very friendly. PRC staff could be a little more patient. Well trained students at SCC

Cumbersome procedures that discourages faculty participation. Have dropped three student organization sponsorships over the past several years as a result of student life.
 Dynamic programs and employees.
 Energetic and supportive
 Every time I have taken lost items to Student Life, they have thanked me and as far as I know, filed the items. On at least a couple of occasions, I have taken staff to collect items they lost, and their items were there and the Student life staff were very helpful.
 Excellent staff and great ideas. SCC student life definitely needs more space.
 Excellent support
 feel like we are kept in the dark
 Friendly
 Good activities. Good for lost and found.
 good service, friendly staff
 great but students seem to get confused about services
 great programs for student development
 great rapport and programs
 Great service! As an advisor for an organization, I have great experience with Student Life.

Great staff and they're events have been very good. I hope student turnout continues to trend upwards because it seems like they are putting a lot of effort into their programs.

Great staff top to bottom, always friendly
 GREAT staff! CPC Student Life Staff were ALWAYS assisting me when I was a Primary Adviser for PTK. They never let me down, and kept our student organization on task working well within the College's Procedures and Policies.
 Has gotten better still overly complex
 has improved during the past 2 years and are doing a great job now
 Having worked with Student Life at various levels over the years (lost and found, SAFAC, event planning, etc.), they are a kind, knowledgeable staff that works to the best of their abilities to ensure student and faculty success.
 Helpful, prompt assistance
 I am no longer a student organization advisor, but my information remains on their website despite contacting them multiples times to have it removed. Some of their processes are incredibly unclear.
 The staff, however, are all very nice people.
 I have used Student Life on several occasions for lost and found.
 I like all of the new programming ideas that Student Life has come up with.
 I love student life!!!!

Table 114. Student Life Comments

I love that SL is always offering something for the students!

I work with this organization on various programs throughout the year

I've left things there, and picked up things I left behind. I also got my ID there

Just had a new library card and ID made. Minimal interaction with office staff, ok service.

Lack of outreach and engagement

low effort

Most of the actual staff are very courteous and knowledgeable, but there might be changes to events that are beyond their control. For example: the Food Truck schedule. One might be scheduled and they'll advertise it, but it will get changed by the food truck company. That is NOT Student Life's fault!

Need more activities that appeal to all students

Never responded to my request.

Not as helpful as they could have been in helping to promote new student services.

Not much interactions with this department but to hand over lost student items. They are always friendly.

Only minimal interaction and was satisfactory

OrgSync is exhausting, student organization system is overly complicated and not efficient for faculty advisors

Participation in student activities

Really great! They're super nice and kind!!!

Represents the students interest in activities on campus.

Several of the programs are more appropriate for a high school environment, and are treated like elementary students to gain permissions for many events. The campus bulletin boards look terrible; at the very least, cut out brown paper to cover with clean, straight lines.

Some people that work in student life give students a hard time about getting supplies for student life projects.

Staff is wonderful!

student assistants not knowledgeable

Student Life is getting better all the time, lots of student events and enthusiasim and food trucks are great.

Student Life needs severe improvement in accomadating organizations. It takes them weeks to return emails, and that has negatively effected my organization's progress this semester.

student life staff is great. Org Sync is frustrating. Why do i need to recieve 4 emails about 1 event that has been requested? The tiers timelines are sometimes impractical.

Support of faculty lead activities.

The student life office is great!!

The Student Life staff at SCC has not been the same since [name] left. Unfortunately, they usually do not know how to answer my questions and it takes them a long time to get back to me. I haven't been very satisfied with their performance. The PRC staff is much better.

Their Org Sync and Student Org system is cumbersome, and is not as helpful as they might think.

They have been helpful when there were problems, but the time it takes for events to get approved through Org Sync is problematic

Table 114. Student Life Comments

They are mostly helpful, but they are not open enough hours. If a student ID needs to be made for students to access student services then they need to be open on the weekends and until the library closes. There are nights when even if they are open, they stop making CWIDs before 15 minutes before they close. Give them a bigger budget so that they can stay open and offer their full services to students.

They are not as friendly as I would expect for a Student Life office.

they are working hard to add more campus activities!

They have some great programs and nice workers. Great to see student workers
they supply events for students.

Very friendly, went out of their way to be helpful

very nice people

Very student oriented.

While I think some of the student life rules are foolish - overall they have been very helpful

Student Life

	Frequency
Spring Creek Campus	
A bit slow	1
Always easy to work with.	1
always know the answers	1
Always there when I need them with a quick response.	1
[Employee] is extremely helpful.	1
Effective	1
Great presentations but not always reliable about showing up.	1
Great programs for students	1
I have only dealt with Student Life when a student was involved in a n academic dishonesty situation. It was handled appropriately and professionally.	1
innovative	1
It would be helpful they were open on the weekend for the students taking weekend classes and to support the testing center and library requirements of having their CWID card.	1
Lots of services, student staff not always helpful or courteous	1
love helping them out when asked. I haven't gotten bad answers from any of the staffers in that office	1
[Employee] and her staff are extremely helpful. Wish I knew more about how to request funds for class projects/	1
OK	1
Seems to run the way it's supposed to.	1
Several students lost items, items were turned in to student life, items disappeared	1
Since [employee] is gone, everyone there is nice. [Employee] bends over backward to help. [Employee] is terrific. [Employee] is funny. If they say they will do something for you, they do! Their SAs are the best on campus!	1
Staff are just kids. And, they are just kids, working for minimum wage.	1
Student Life needs to understand that ESL non-credit students are treated the same as ESL credit students---no differences!	1
The manual for student organizations is lengthy, and could be more user friendly. Also, the website could be easier to decipher for procedures for advisors.	1
They are always nice and helpfull.	1
They do a good job.	1
They helped some of the students	1

To many constraints from the top down, creates a system that is convoluted.	1
Too bureaucratic. Things do not get done smoothly.	1
Very responsive to student needs and always courteous and helpful to faculty.	1
While most workers there are wonderful, a worker named [employee] is consistently one of the rudest individuals I have ever encountered. He should never be in a position to represent Collin College.	1
Preston Ridge Campus	
Always ready to help with programs and project on campus	1
Approvals on student activities should be more efficient - example, submissions online instead of paper format.	1
Excellent staff and procedures. Great website with resources. I love working with everyone. [Employee], [Employee], [employee]. All great people.	1
fun and easy to work with	1
Great events	1
I only refer people there	1
Informative and friendly	1
Mostly helpful but not always proactive in offering help.	1
Outstanding staff who are devoted to students	1
Overall OK, but sometimes understaffed	1
Paperwork nightmare, approval process getting impossible to navigate, not enough professionals in the department, slow response times, poor communication, approval for events difficult to obtain, students and faculty treated like high school/jr. high students and staff, rather than adults	1
SOPM is hard to follow, time for getting back student org approval is way too long, even when org sends paperwork in a month in advance, need better communication--when denied, they know next day, but approval takes so much longer	1
They do a lot of helpful things for the community as well as the students.	1
Always very helpful and efficient.	1
[Employee] and the students are very friendly.	1
[Employee] can make anything work!	1
[Employee] is a force of nature. Our Student Life Office is well managed, and the staff/student assistants are knowledgeable, helpful, and friendly.	1
Everyone is so always helpful.	1
Excellent.	1
Great staff and student workers! Always a joy to work with - only negative is so many forms! :)	1
Helped place signs for future class	1
Helpful	1
It's a fun group of people and they are very helpful with things outside of their job discription	1
Nice and outgoing	1
No problems	1
Outstanding programs for our students.	1

Phi Theta Kappa related issues	1
Ready to take pictures and guide students	1
Responsive to requests, at times student workers do not know procedures etc	1
Routine working relationship, always beneficial	1
Staff are helpful and friendly	1
Staff is prompt in handling student discipline cases	1
Student Life is always helpful and kind.	1
The SL office staff is knowledgeable, approachable, and courteous.	1
They have lost posters for academic events or even refused to hang posters for academic events. Have received wrong information from student workers in those offices as well.	1
They helped me to plan a graduation pizza party in the past. Very friendly	1
too many forms; toomuch mandatory training; too much lead-time required for forms	1
we should do MORE to get students involved	1
Collin Higher Education Center	
Always friendly and helpful!	1
Friendly and always helpful.	1
Makes decisions without contacting departments decisions may affect	1
Never used	1
Nice people but there does not seem to be enough programs to engage students	1
Very helpful	1
Will help even when its not there job. They are great.	1
With regards to the full-time staff, student life is a really nice place with caring people. With regards to all the student assistants they hire, they act like they could care less about our students.	1
Other	
Very helpful with ID's, getting supplies, etc	1

Student Life

	Frequency
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A bit slow	1
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always know the answers	1
Always there when I need them with a quick response.	1
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Lots of services, student staff not always helpful or courteous	1
love helping them out when asked. I haven't gotten bad answers from any of the staffers in that office	1
[Employee] and her staff are extremely helpful. Wish I knew more about how to request funds for class projects/	1
OK	1
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Staff are just kids. And, they are just kids, working for minimum wage.	1
Student Life needs to understand that ESL non-credit students are treated the same as ESL credit students---no differences!	1
The manual for student organizations is lengthy, and could be more user friendly. Also, the website could be easier to decipher for procedures for advisors.	1
They are always nice and helpful.	1
They do a good job.	1
They helped some of the students	1

To many constraints from the top down, creates a system that is convoluted.	1
Too bureaucratic. Things do not get done smoothly.	1
Very responsive to student needs and always courteous and helpful to faculty.	1
While most workers there are wonderful, a worker named [employee] is consistently one of the rudest individuals I have ever encountered. He should never be in a position to represent Collin College.	1
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Paperwork nightmare, approval process getting impossible to navigate, not enough professionals in the department, slow response times, poor communication, approval for events difficult to obtain, students and faculty treated like high school/jr. high students and staff, rather than adults	1
SOPM is hard to follow, time for getting back student org approval is way too long, even when org sends paperwork in a month in advance, need better communication--when denied, they know next day, but approval takes so much longer	1
They do a lot of helpful things for the community as well as the students.	1
Always very helpful and efficient.	1
[Employee] and the students are very friendly.	1
[Employee] can make anything work!	1
[Employee] is a force of nature. Our Student Life Office is well managed, and the staff/student assistants are knowledgeable, helpful, and friendly.	1
Everyone is so always helpful.	1
Excellent.	1
Great staff and student workers! Always a joy to work with - only negative is so many forms! :)	1
Helped place signs for future class	1
Helpful	1
It's a fun group of people and they are very helpful with things outside of their job discription	1
Nice and outgoing	1
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Outstanding programs for our students.	1

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Very helpful	1
Will help even when its not there job. They are great.	1
With regards to the full-time staff, student life is a really nice place with caring people. With regards to all the student assistants they hire, they act like they could care less about our students.	1
Other	
Very helpful with ID's, getting supplies, etc	1

**APPENDIX J - Collin College Service
Unit Faculty/Staff Survey: Spring 2018**

SERVICE UNIT: Student Life

*Table 118.
Awareness and Use of Service Unit*

	n	%
Are aware of Student Life*	273	76.7%
Have used Student Life**	87	31.9%

* Percentage out of total respondents (N= 356).

** Percentage out of number who are aware of this unit (n= 273).

*Table 119.
Please use a five-point scale to tell us about your experience with the service.*

Items		Response on 5-point scale					NA	Total	Mean***	SD***
		1	2	3	4	5				
The procedures are user friendly.	n	0	4	10	15	54	4	87	4.43	0.89
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	4.6%	11.5%	17.2%	62.1%	4.6%	100%		
The procedures are efficient.	n	0	5	10	16	53	3	87	4.39	0.92
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	5.7%	11.5%	18.4%	60.9%	3.4%	100%		
My needs were met in a timely fashion.	n	0	3	9	12	59	4	87	4.53	0.83
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	3.4%	10.3%	13.8%	67.8%	4.6%	100%		
The staff was courteous.	n	0	4	6	5	69	3	87	4.65	0.81
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	4.6%	6.9%	5.7%	79.3%	3.4%	100%		
The staff are knowledgeable.	n	0	3	8	10	65	1	87	4.59	0.80
(1= Strongly disagree, 5 = Strongly agree)	%	0.0%	3.4%	9.2%	11.5%	74.7%	1.1%	100%		
Overall satisfaction with the unit.	n	0	6	7	15	58	1	87	4.45	0.92
(1= Very unsatisfied, 5 = Very satisfied)	%	0.0%	6.9%	8.0%	17.2%	66.7%	1.1%	100%		

***The mean and standard deviation are calculated on a 5-point scale by excluding the "NA" category, which also consists of skipped responses.

SERVICE UNIT: Student Life

Table 120.

Student Life Comments

as the primary advisor to a student org, i am always pleased with the amazing student support provided

by student life svcs

at times they are standoffish

Creative and grateful

Easy to work with!

Enthusiastic and student-centered, but not always efficient

Excellent interactions!

Excellent, efficient service. Always informed, well-trained student workers to assist

good service

Helpful with student organizations like the one I co-sponsor

I have just recently begun using Student Life again and they seem very friendly and helpful.

I occasionally call and have them check lost and found for me.

I think this is an area that has shown improvement.

limited services

most people are easy to work with, but some are not very kind working with students and faculty

mostly helpful

Need more space for this as the number of students are growing

Numerous programs for students throughout the year.

Offers a varied of fun events for students

prompt and helpful

Questionable events and kinda silly sometimes (coloring books, etc.)

Staff is always very friendly and ready to help, thank you!!

Students enjoy this program and I have enjoyed working with them, too.

they gave me my student id

very helpful

Who doesn't absolutely love Stephen Rogers! SCC Student Life Rocks!

Worked well with students in an organization that I help advise