

Student Affairs Division
Assessment of 2008-2009
Goals and Objectives

Presented by
Diane O. Jones, Ed.D.
Vice Chancellor for Student Affairs

July 10, 2009

Goal 1: Provide qualified staff, facilities and budget to provide quality delivery of services.

Objective 1.1: Hire and retain qualified staff to provide quality services and developmental learning for our growing student population.

Assessment: The Division of Student Affairs currently employs 120 full and part time employees. Several new hires were made during the past year due to resignations and/or creation of new positions. In every case, a search was done following the established guidelines as outlined by State Human Resources to find the best qualified candidate for the respective position. The following new hires were made during the 2008-2009 academic year:

Chris Blackburn – Director of Greek Life - The primary responsibilities of this position are to provide overall strategic direction for the Office of Greek Life, create a comprehensive assessment program to evaluate student learning, student development stakeholder perceptions and needs, select, train and supervise all staff members including but not limited to administrative support staff, graduate assistant/intern(s) and work study student workers, oversee budgeting and expenditures, assist with all fraternity and sorority conduct investigations to ensure the process and potential sanctions are congruent with proper procedures and advise the All Greek Council and any other fraternal council.

Angela Bono-Severy – Staff Counselor/Psychologist – Counseling and Testing Center. This position coordinates all workshops and programming for the Counseling Center. The staff person is a licensed clinician and does provide individual and crisis counseling as well. The outreach coordinator conducts screenings, RA trainings, faculty requests for programs and student organization workshops.

Kesi N. Thompson – Case Manager – Counseling and Testing Center. This position's primary function is to coordinate care for students requiring referrals, enhanced services and follow up care to supplement or replace mental health care at the counseling center. The case manager addresses missed appointments, service linkages and details related to threat assessment.

Elizabeth J. Locklear – Licensed Practical Nurse – Student Health Services.

Shawnda Cummings – Administrative Support Associate to the Assistant Vice Chancellor for Student Development.

Teresa Brockington – Administrative Support Associate – Housing and Residence Life – Oak Hall.

William Deese – Facilities Maintenance Technician – Housing and Residence Life.

Chris Locklear – Facilities Maintenance Technician – Housing and Residence Life.

Priscilla Ann Hunt – Building Environmental Service Technician – Housing and Residence Life.

Objective 1.2: Provide adequate facilities for students and support services.

Assessment: Several projects were done over the 2008-2009 academic year to enhance facilities that would improve student support services and to meet the needs of our students.

1. Construction of a new 24-hour computer lab on the first floor of the University Center was completed by Anderson Architect on August 11. The lab came online September 2. The lab has 24 computers, 2 printers, 3 scanners and a copier. Two stations are ADA compliant. Hours are continuous except 2 a.m. Saturday through 3:00 p.m. Sunday.

Sodexo leased the space of the former student supply store for Starbucks and Island Smoothies. A seating area was established across from Starbucks. The Information Center was temporarily relocated to the building security space. Due to space restrictions as well as a mandate to create a concierge concept, the television booth on the north end was converted to accommodate the Information/Concierge Center. The balcony was redesigned with new furnishings to encourage student, staff and faculty interaction. This project is still in process but will include a reading area for student development and faculty engagement.

The vending machines in the UC Annex were relocated to ensure that traffic flow was unimpeded. Facilities Planning and Construction was asked to review two spaces for consideration of a pass-through: Room 225 for Aurochs and an entrance from the rear hallway into the assembly room for Sodexo. The doors behind the annex stage were replaced with steel doors.

2. A gaming area with three flat panel televisions and appropriate seating was established in the University Center lounge for students who expressed an interest in this social outlet.

Through the Concierge Center, added possible services that commuter student might need, i.e., message center, courtesy phone, locker check-out, newspaper check-out, event information, umbrella check-out and book exchange as well as web-based information, i.e., child care facilities. Seating

areas were established at each entrance and newspapers were added. University Center sponsored programming was expanded to include a “Pamper You” series that included an educational component, aroma therapy, massage chairs and manicures. As part of this package, the UC acquired a massage therapy chair and ottoman that will be available for use by the campus community.

3. The Division of Student Affairs acquired Room 221 in the University Center for the growing needs of the Counseling and Testing Center (CTC). With the additional funds from the Campus Safety Task Force, the CTC added three new positions which required office space. The Center located its testing center to Room 221 and turned the prior testing center into three offices. The renovations allowed the Center to expand its testing facility, provide a quieter space for testing while giving confidential office spaces to the additional CTC staff. Renovations included new lighting, testing observation room, check-in window and non-permanent office walls that may be moved when and if the Center relocates. Room 221 became available after the new computer lab was constructed on the first floor of the University Center.
4. Several renovation projects were undertaken in on-campus student housing during the past year.
 - Installed new tile flooring in bathroom and shower areas in all 13 suites in Wellons Hall.
 - Installed new drop ceiling in all 13 suites in Wellons Hall.
 - Installed equipment for wireless internet in Pine Hall, Oak Hall, Belk Hall and North Hall.
 - Replaced closet doors in student rooms in Wellons Hall.
 - Installed new carpet and wood flooring in 36 units at Village Apartments.
 - Installed a card access system in Belk Hall and North Hall.
 - Installed alarmed delay egress doors in Belk Hall, North Hall, Pine Hall and Oak Hall.
 - Installed fire sprinkler system in Wellons Hall.
 - Purchased 214 new beds, 144 new dressers and 360 night stands for Village Apartments.

Objective 1.3: Provide adequate budgets to accomplish the mission statement, goals and objectives of each individual Student Affairs Department.

Assessment: The Student Affairs Division had fiscal responsibility for a budget of \$20,778,000 (\$2,100,000 state funds, \$18,678,000 non-state funds) during the 2008-2009 academic year. Due to the state budget shortfall, each division realized an approximate 5% reduction in budget which impacted operational costs and personnel funding. Every effort was made to protect the services of students and still achieve departmental goals and objectives. We achieved this by freezing travel, new hires, reducing operational budgets, collaborating on

programming with various departments and by taking other cost saving measures as deemed appropriate. We anticipate even greater budget reductions for 2009-2010 which will necessitate even tighter budget restrictions that may result in reduction of services and personnel.

Goal 2: Promote student retention efforts in all Student Affairs departments.

Objective 2.1: Develop retention strategies within each department.

Assessment: Each department within Student Affairs was asked to work collaboratively to develop strategies and solutions to improve the retention rates at UNCP. Specific examples of departmental strategies include:

1. Providing an affordable student health plan that also provides coverage for intramural sports. A pharmacy card, a 24-hour medical hotline and a 24-hour mental health hotline was added.
2. Counseling and Testing committed to quick responses to student crises to address problems before they become exacerbated.
3. Career Center placed emphasis on reaching out to first-year students by make a career planning related presentation in each section of FRS100.
4. The University Center offered opportunities for students to participate in employment while in college in addition to our work-study jobs.
5. Greek Life increased the number of fraternities and sororities to ensure that students have as many options as possible to create a sense of community early at UNCP.
6. Housing and Residence Life promotes informational, education and social programs to encourage student engagement. Providing clean, safe and comfortable facilities is a major strategy in retaining students who live in the residence halls.
7. The Office of Multicultural and Minority Affairs provides a wide range of programming and support activities to target special minority interest groups. A minority peer mentoring program to pair incoming students of color was established to provide a big brother/big sister relationship.
8. The Intramural Program was expanded to include an outdoor recreational program that included whitewater rafting, snow skiing, deep-sea fishing and camping trips.
9. Student Life schedules a concentrated emphasis on a 90-day plan to engage students early in their college career.

Every department is keenly aware that good customer service and providing the personal touch is essential to enhancing retention and graduation rates.

Objective 2.2: Provide more demographic analysis and research on our students for greater understanding of “who is our student body.”

Assessment: Each staff member is encouraged to participate in their respective professional organizations to stay abreast of new developments, trends and student demographics as it relates to their specific areas of expertise in higher education. In addition, institutional data and student wellness surveys and our UNCP Fact Book were reviewed. A UNCP Freshman Profile was developed and shared with staff as part of our staff development. Student focus groups were conducted through our SGA and Housing and Residence Life Department to determine concerns, interests, issues and suggestions for future direction and services needed by our students. Programs for special population groups were held to provide opportunity for staff and students to learn and share more about today's students, their needs and interest such as our veterans and students of color. This interaction provides direction for new programs and initiatives. (Note: UNCP Freshman Profile attached.)

Objective 2.3: Engage students in student life activities early in their college career.

Assessment: A 90-day plan designed to engage students early in their college experience was developed and implemented by each department in Student Affairs. Studies show that “early intervention” and “building a sense of community” are the most successful strategies in the retention of our students. Various departments, including Housing and Residence Life, Student Life, Center for Leadership and Service and Multicultural and Minority Affairs, provided an array of activities and programs specifically designed to introduce students, engage them in activities and to identify areas of special interest so common bonds could begin to form. (Please see attached 90-day Student Activity Plan.)

Goal 3: Promote “town and gown” relations.

Objective 3.1: Strengthen the Student Affairs role as liaison with the greater community.

Assessment: The University of North Carolina and the Town of Pembroke is a unique entity in which the two co-exist. The two are so intertwined that when one grows – the other grows and develops. Because of this unique co-existence, we recognize this important role and the need to have a positive working relationship with the Town of Pembroke. Some of the specific action steps this past year to maintain our role as a liaison included: active involvement and leadership in the local Chamber of Commerce; membership in special town boards such as transportation needs committee; membership on local bank board; membership on Community Reinvestment Board; regular attendance at Town Council meetings; facilitation of Town and Gown meetings with Pembroke town officials, business community leaders and UNCP representatives; host for community events such as Lumbee Homecoming, Project Graduation, Pembroke Day, Lumbee River Electric Membership Cooperation Annual Meeting, local high school graduations and community concerts and gospel singings.

Objective 3.2: Partner with community outreach initiatives and activities.

Assessment: Outreach to the community is an on-going process. Conscious efforts were made to solicit and involve the community on a number of advisory boards and initiatives. Business and community residents served as active members on our Givens Performing Arts Center, LSOP Advisory Board, C-PARC and Town and Gown Committee. The staff worked closely with the four privatized housing developments to maintain positive and a collaborative working relationship. We hosted and partnered with various agencies to provide university and community services including health screenings, American Red Cross blood drives, Relay for Life, American Indian Women's Conference, Project Graduation and Lumbee Regional Development Association, to name a few, during the academic year.

Objective 3.3: Host Pembroke Day program to strengthen relationship with the Pembroke Community and to introduce our University community and students to the town of Pembroke residents.

Assessment: Our annual Pembroke Day program was held September 12, 2008, on the UNCP quad. Through the successful partnership between the Town of Pembroke and The University of North Carolina at Pembroke, approximately 3000 people attended. This program allowed us to introduce the new and returning members of the university community to Pembroke's local merchants and businesses. It also allowed Pembroke's businessmen and women an opportunity to visit our campus and interact on a personal level with our students, faculty and staff. Response from the university community and community was very positively received.

Goal 4: Publish information on student policies, programs and events.

Objective 4.1: Update the Student Handbook for 2009-2010.

Assessment: The *UNCP Student Handbook* has been revised for the 2009-10 academic year. United Graphics in Mattoon, Illinois, won the lowest bid and printed 2500 copies at the cost of \$5713.21. The printer's deadline was met in order to pay for the handbook during the current fiscal year. The final draft arrived at the printer on May 1 and the handbooks were delivered to campus on May 29. Due to the current budget crisis, the handbook was routed to the North Carolina Office of State Budget and Management for approval to purchase in this fiscal year.

Handbooks will be distributed to new transfer students during the six summer orientation sessions and distributed to new freshmen during the fall semester

freshman seminar classes. The 2009-10 edition will also be available to everyone on the Student Affairs website, www.uncp.edu/sa/handbook/. Departments made significant improvements and updates in several sections of the handbook. The following policies or guidelines also received major updates: Student Rights and Responsibilities; the Code of Conduct; the UNCP Illegal Drug and Alcohol Policy; the UNCP Football Tailgating Policy; the Sexual Assault Policy; the Emergency Health and Safety Policy; and the UNCP Student Constitution. All policies were approved by the Executive Staff and the Board of Trustees.

The handbook received significant cosmetic improvements. A new front and back cover were designed by the UNCP Community and University Relations team and the official UNCP metallic gold was used throughout the text as section dividers. The number of pages also increased from 152 to 168 in the new edition.

Objective 4.2: Publish *This Week*, our weekly newsletter, and four editions of *Campus Connection*, our parent newsletter.

Assessment: *THIS WEEK*, our weekly newsletter, was published during the fall and spring semesters. Weekly activities, events, and announcements for students were collected from the UNCP master calendar and via email requests from the campus community. *THIS WEEK* is posted on our Student Affairs website at www.uncp.edu/sa/thisweek.htm. Due to the budget crisis, all spending was frozen on April 9 and hard copies of the newsletter were not printed during the last four weeks of the spring semester. If our operating budget is cut significantly next year, consideration will be given to posting *This Week* on the web only. Improvements were made to the overall design which gave it a new look and a font style that was easier to read. The biggest challenge is finding the most accurate information to post on *THIS WEEK*. For example, some departments choose not to post information on the master calendar and often the same event is posted multiple times and never updated when the event date is confirmed. Many complain that the master calendar posting site is not user friendly which discourages usage.

Campus Connection, our parent newsletter, was published four times during the 2008-09 academic year, twice during the fall semester and twice during the spring semester. The newsletter was mailed to all parents whose student is under the age of twenty-one. Over 2000 parents received the newsletter.

The following topics were included: important deadline dates; new Student Affairs directors showcase; emergency contact information; the National Survey of Student Engagement Report, Greek Life; Parent's Weekend; the UNCP Study Abroad Program; the UNCP Peer Support Program; Career Center information; Sexual Assault on College Campuses; The Center for Leadership and Service; Family Day; Surviving Exam Week, a parents' guide; and listings of special events, athletic events, performing artists and guest speakers.

Campus Connection was also posted on the Student Affairs website at: www.uncp.edu/sa/newsletter/. Next year, we will determine if the university collects parent email addresses. If so, the newsletter can be sent to parents via email which would save us hundreds of dollars in printing and postage.

The Parent Council focus group made the following comments concerning the parent newsletter:

- 1) They all appreciated receiving the newsletter;
- 2) Sending the newsletter twice a semester is sufficient;
- 3) They stated information on the following topics would be very helpful: financial aid, refund schedules, self-help tips for students, and campus events and activities; and
- 4) Some expressed an interest in receiving the newsletter electronically.

Goal 5: Serve as administrative advisor to the Student Publications Board.

Objective 5.1: Monitor budgets and printing deadlines for three student publications: *The Aurochs* literary magazine, *The Pine Needle* newspaper and the *Indianhead* yearbook.

Assessment: *The Aurochs* literary magazine met their printing deadline for the second time in five years. The 2009 edition was delivered to campus on April 23. The Highland Press Company in Fayetteville, North Carolina, printed 1500 copies at a cost of \$6851. The 2009 edition is 80 pages long, the same as last year. Improvements include a new cover and more artwork. The student editor, Stephanie Hammond, did an outstanding job networking with students and academic departments soliciting artwork, poetry and short stories for this year's collection.

Unfortunately, after two years, the magazine still has not completed their move into the UC Annex. The faculty advisor stated she will try to organize the move this summer but would prefer to wait until a doorway is created between the two assigned rooms before moving her staff and equipment. Currently, *The Aurochs* staff must walk through the yearbook's work space in order to gain access to their area. The manager of the UC Annex has requested an estimate for the construction project and has provided information concerning furniture for *The Aurochs* work area.

The literary magazine did not request an increase in student fees for the 2009-10 academic year. Currently, the budget is adequate to cover the printing costs, supplies, equipment, student salaries and workspace construction projects in the UC Annex.

The Pine Needle student newspaper exceeded its goal to increase the number of pages per issue to 16. Four of the 14 issues were 16 pages, six issues were 20 pages, two issues were 24 pages and two issues were 28 pages. This represents

a 25-75% increase in pages over the goal. Additional pages provided space for more stories and photos devoted to campus news.

The number of staff members increased 16% over last academic year from 67 to 78. The senior staff membership was more diverse than in recent years: the editor-in-chief was a wheelchair bound student; the news editors for the campus and the town were both African American; two sports editors were female; the advertising manager was Native American; the photography editor was an international student from Africa; and the web video editor was Hispanic. Providing opportunities for our diverse student population to gain hands-on professional experience through *The Pine Needle* prepares them to enter the profession.

Another goal was to meet all printing deadlines. This goal was achieved more often than in past years. One issue went to press a day early and two issues went to the press one day late. All remaining issues went to press on time.

The newspaper had many firsts this year. A separate sports section was added which was honored by the American Scholastic Press Association. More impressively, the overall paper won a first place award in the American Scholastic Press Association's 2009 contest.

The newspaper did not request a student fee increase for the 2009-10 academic year. Currently, the budget is adequate to cover printing costs, supplies, equipment and student salaries.

The Indianhead yearbook staff met all of the publisher's deadlines, particularly deadlines for submission of 4-color signatures, deadlines for return of proofs and the final deadline for submission of all pages. The Herff Jones Company in Charlotte, North Carolina, printed the yearbooks at a cost of \$68,093. Although delivery occurred one week later than our original date, April 15, we were still able to distribute a substantial majority, 73%, of copies to students before graduation.

The number of senior portraits taken for the 2009 yearbook increased 30% from last year. There was a drop in the total number of student portraits compared to last year and most of that decrease was attributable to freshmen. An unusually high number of freshmen had their portraits taken for the 2007-08 yearbook, so the decrease this year actually represents a return to the historical norms for that class from previous years.

Another improvement was to produce the 2008-09 yearbook by using up-to-date, industry-standard software and hardware to increase productivity and familiarize student editors and staff with the programs and platforms they are likely to encounter in their professional careers. Old computers were replaced with MAC computers and updated software including the addition of Adobe PhotoShop.

Increased productivity occurred more gradually in some areas and will probably be more noticeable in next year's production cycle.

The yearbook did not request a student fee increase this year. The yearbook budget is very healthy and will provide adequate supplies, equipment and student salaries for the upcoming academic year.

The yearbook staff members are pleased with their new location but are still concerned about the lack of storage and directional signs in and outside the UC Annex. Both problems have been addressed with the UC manager. Additional signage will be ordered in the UC Annex before the next academic year begins.

Objective 5.2: Hire qualified students to fill editor positions.

Assessment: In March, ads were placed in the student newspaper to solicit applications for the 2009-10 editor positions. The Student Publications Board interviewed and selected the following students: *The Aurochs* Literary Magazine Editor will be Craig Wilson, a junior middle grades education major; *The Pine Needle* Newspaper Editor will be Wade Allen, a junior mass communication major; and *The Indianhead* Yearbook Editor will be Tiffany Schmidt, a junior mass communication major.

Goal 6: Provide opportunities for staff development, long-range planning and assessment in Student Affairs.

Objective 6.1: Provide educational and team building opportunities.

Assessment: Monthly meetings with the directors were scheduled during the academic year. This year, the directors were surveyed each month to determine topics for the agenda. The directors determined the following topics and guest speakers for the 2008-09 monthly meetings.

- 1) Chancellor Allen Meadors was our guest at the August meeting. He gave an overview of his goals and projects planned for the academic year. The directors had an opportunity to share new initiatives in their departments.
- 2) Marissa Cope presented StudentVoice updates via a conference call during the September meeting. Other items posted for discussion included: graduate assistants, student email and convocation.
- 3) Dr. Irene Aiken, Graduate Admissions, was invited to discuss the process for requesting a graduate assistant. Dr. Monica Osburn, Counseling Center Director, gave an update on college campus sexual assaults. Other items posted on the October agenda included: budget updates and summer retreat planning for the division.
- (4) Dr. Lisa Schaeffer, Student Affairs, provided information on the Noel-Levitz Retention Audit at the November meeting.

- (5) In lieu of the December meeting, a holiday dinner was planned for all directors and their guest.
- (6) The following topics were presented at the January meeting: “Men Can Stop Rape Campus Strength Program” by Christina Poteet, Center for Leadership and Service; UNCP Wellness Survey by Dr. Monica Osburn, Counseling Center; and the UNCP Student Profile by Dr. Tom Corti, Student Development.
- (7) In February, the Assistant University Attorney, Patricia Bradley, was invited to review the recent updates to FERPA law.
- (8) In March, the following topics were presented: procurement card guidelines by Tommy McKenzie and Denise Carroll in Business Services and the new student employment process by Pam Barkett, Human Resources and Dr. Denisha Sanders, Career Center. Dr. Monica Osburn presented an update on the Veteran’s Task Force Student Services Committee and Chris Blackburn, Greek Life, presented the data collected on the most recent National Fraternity and Sorority Survey.
- (9) Doug Smith, Coordinator for Sophomore Year Programs, was invited to the April meeting to review programs and services. Dr. Schaeffer, Student Affairs, gave an overview of the SACS reporting deadlines and suggestions presented at two SACS consultant meetings.

All Student Affairs team members are encouraged to participate in campus staff development opportunities hosted by Human Resources, Department of Informational Technology and organizations in the local community. Several staff members attended and presented at professional conferences this year and actively serve on local, regional and state level boards. Student Affairs staff members continue to be very active in committee work and participate in a variety of campus programs.

Objective 6.2: Provide opportunities for long-range planning.

Assessment: A long range planning retreat was scheduled on May 27-28 for the Student Affairs Division. The retreat was designed to determine themes for discussion and to develop strategies to improve our work efforts. On the first day, all staff members were invited to attend. The following themes were selected: student development, budget issues, communication, collaboration, professional development, barriers, support and relationship building. On the second day, the directors of each department were charged with developing an action plan for each theme. Time did not allow the directors to complete the task so an additional meeting will be scheduled during the summer to determine assignments for 2009-10.

A survey was sent to all 54 retreat participants to assess the event and to determine their learning outcomes and improvements for the next long range planning session. Sixty-five (65) percent of the participants responded to the survey which posted 15 questions. The retreat planning committee will review

and use the data collected to improve future retreats. Some of the highlights are listed below.

Question 2: Please provide your overall evaluation of the 2009 Division of Student Affairs retreat: 14% Excellent; 54% Good; 29% Average and 3% Poor.

Question 7: Please indicate your level of satisfaction with the structure of activities/agenda: 26% Very Satisfied; 43% Moderately Satisfied; 17% Neither Satisfied or Dissatisfied; 11% Moderately Dissatisfied; and 3% Very Dissatisfied.

Question 9: In your opinion, what are the two most important things you learned at the retreat that will help you in your job? Responses included: ways to communicate and collaborate with other departments; people are willing to help if asked; face/name recognition; relationship building; thoughts/opinions of other staff members; morale needs to be boosted; budget information/concerns; I learned nothing; be more open minded; share more information; show respect for other staff members; observed staff members attitudes and opinions; more cross-training is needed; follow-up is important; and many changes will need to come from a grass roots effort rather than an administrative approach.

Question 14: Did the retreat accomplish all that you hoped it would? Results: 42% Yes; 58% No. Comments include: not enough time to accomplish anything; discussion revolved around a couple of departments that were having problems; no direction, it was a waste of time; we have not received any feedback; it was the best retreat I have been on; in the directors session, no finite resolutions; issues were dodged because directors were in the room and "that's the way it has always been" or "that is what the Chancellor wants."

Question 15: What would you suggest for future retreats in terms of timing, topic, agenda, schedule or anything else you would like to add? Comments included: more break-out sessions; go out of town; include all staff members; having some attend one day and other attend the second day defeated the purpose; too short should have been two days; too long; the retreat had a great impact on morale; SA executive staff should determine topics for the action plans; I liked the "free and open schedule"; one department had internal issues that should not have been addressed in this setting; schedule a follow-up in December or January; add diversity as a topic; retreats should be scheduled every two years; and, schedule retreat between summer session 2 and fall semester.

Objective 6.3: Promote assessment of all services, programs and facilities.

Assessment: The Division of Student Affairs is committed to evaluating services through a variety of methods in order to determine student learning outcomes and student satisfaction. Methods include: one-on-one meeting; pre/post evaluations; focus groups; student forums; feedback on

comment cards; and, various surveys. Some departments use standardized assessment tools. Each department provided data in its final 2008-09 assessment report due June 15.

In an effort to enhance our assessment process, we renewed our contract with StudentVoice, the web-based assessment service. StudentVoice provides a complementary set of tools and programs that make assessment practice actionable, effective, and non-intrusive.

At this time last year, only 4 of our 13 departments were using StudentVoice for assessment data. Today, 100% of our departments have posted one or more projects on StudentVoice for data collection during this academic year. A total of 73 projects were posted during 2008-09: Career Center (21); Counseling and Testing Center (18); Center for Leadership and Service (5); Givens Performing Arts Center (2); Greek Life (1); Housing and Residence Life (2); Intramurals and Campus Recreation (2); Multicultural and Minority Affairs (3); Student Conduct (2); Student Development/ Affairs (5); Student Health Services (6); Student Life (3); and, the University Center (1).

Our StudentVoice contract allows us to invite 5 other projects outside of our division. This year the Sophomore Year Experience posted (2) projects for assessment data.

Office of Student Development Assessment of 2008-2009 Goals and Objectives

Goal 1: Develop a culture of outcomes assessment and program evaluation.

Objective 1.1: Determine student needs and effectiveness of programs.

Assessment: Goal accomplished. Each area within Student Development conducted assessments. The assessments were conducted either through focus groups, on line surveys with StudentVoice or through a department's national benchmark surveys. Although the NSSE survey data was scrutinized, the participation number was very low and questions were raised as to how much of a student "snapshot" the data revealed. The Student Development departments collaborated on a number of programs such as Impact and LeaderShape. A five year program to bring the paid student positions (SGA, ACE) comparable with other institutions within the UNC system was implemented in the fall of 2008.

Objective 1.2: Use technology to reduce costs, monitor attendance and communicate with students.

Assessment: Goal was partially accomplished. On-line payments were not possible due to technical limitations beyond the control of Student Life. The

number of parents who attended Parents Weekend dropped substantially from the previous year, possibly due to the decreased interest in football after the first season. The marketing of Parents Weekend earlier in the year and the on line payments will hopefully bring attendance back up.

Although the SGA elections went on-line, student voting actually dropped rather than increased. It is unclear whether the low voter turnout was the result of the switch to on-line voting or an uncontested election.

Although Club Manager was purchased and implemented for the past two years, other programs were found to be more student friendly. A new software program, Orgsyn, will be phased in to replace Club Manager.

Cbord "Troubadours" used to track attendance experienced technical problems in the fall 2008 semester. Upgraded software was installed and still created challenges for usage until mid spring 2009 semester.

The use of Facebook has challenged the way students communicate. UNCP e-mail is not widely used by students and is many times deleted without being read. The goal of communicating with students consistently via UNCP e-mail has not yet been met. Progress has been made in placing training tools for students and advisors on the Student Life and Greek Life websites.

Objective 1.3: Support educational training of staff and students.

Assessment: Goal was partially accomplished. Due to the state travel restrictions, many staff members were not able to attend state, regional or national meetings or conferences. Students in various student organizations were able to travel with advisors in order to network and bring back new ideas. Developmental meetings were conducted on a monthly basis with Student Development areas. In surveying the students on communication strategies, the majority of UNCP students (over 5,000) has Facebook accounts and checks them almost daily.

Goal 2: Address needs of commuter students.

Objective 2.1: Market programs to commuter students.

Assessment: Goal was partially completed. Focus groups and on line surveys were conducted with our commuter students. A very high number (719 students) completed the commuter survey. The information was shared with the Student Development departments in order to gear their programming to address the needs of the students. Focus was redirected in mid year to stress student veterans at the urging of the Chancellor. A UNCP Veterans Task Force was established and formed recommendations for this specific commuter group.

Objective 2.2: Encourage commuter students to remain on campus.

Assessment: Goal was partially accomplished. Football weekends continue to attract students to tailgating. A number of new programs have promoted healthy competition during tailgating such as the homecoming tailgating cook-off and the tailgating spirit competition. Collaboration with Housing/Residence Life continues to produce positive programming for both commuter and residential students.

A positive, ongoing relationship has developed between the Student Development departments and the off campus property managers, primarily the "big 4" (University Courtyard, Pembroke Place, Pembroke Pointe and The Commons at Pembroke). Information advertising university events is now embraced by the properties as partners in retention. Each Student Development department has at least one collaborative sponsorship with one of the "big 4."

Challenges exist with regards to finding advisors to work weekend and evening programs. With an increase in the number of Greek and non-Greek student organizations, there is an increased need to find advisors willing to work after business hours.

Goal 3: Increase engagement by employees with students.

Objective 3.1: Fill all open positions and propose long range staffing plan.

Assessment: Goal was not fully accomplished. Student Life and Greek Life were understaffed during the year due to maternity leave and a resignation. In the fall of 2008, Student Life received funding for a new weekend/evening programmer for FY10 but questions remain when the position will be filled in light of the state budget crisis. There remains a critical need to provide support staff in the Center of Leadership and Service. The growth of the Greek system, Intramurals/Campus Recreation and Multicultural/Minority Affairs is straining the staff in those areas. The lack of appropriate office space hinders growth in all areas of Student Development. The training of student organization advisors is an ongoing concern.

Objective 3.2: Target at risk first year students for intervention.

Assessment: Goal was only partially completed. Pilot "meal with mentors" program was not funded. Programming for first 90 days of academic year was completed. Potential student organization space was located in Jacobs Hall but had to be turned down due to disability accessibility. The two club/organization rule for student organization advisors was implemented with limited resistance. Advisors were surveyed through focus groups and completed the Club Manager training. The ICS Club Manager was assessed and will be replaced with a more student friendly version projected for July 2009.

Goal 4: UNCP students will become positive, productive citizens.

Objective 4.1: Nurture students to embrace critical values in an ever-changing world.

Assessment: Goal was completed. Student leaders readily embraced the political climate in the fall of 2008. Their political activism was outstanding. SGA worked diligently on the national and local elections, bringing in former President Bill Clinton as well as other national candidate surrogates. On a local level, students presented forums on controversial issues such as Pembroke's liquor by the drink referendum. They also conducted numerous voter registration drives.

Student Development again sponsored the campus and regional Ethics Bowl. The UNCP student team won 4th place out of 16 schools.

Goal 5: Seek additional funds to develop at least one new retention program.

Objective 5.1: Increase retention through a higher increase in interaction between students and faculty/staff.

Assessment: Goal was partially accomplished. Several grants were written but none were awarded. The focus shifted to funding through local and regional collaboration. This collaboration yielded approximately \$10,000 in sponsorships for UNCP.

Office of Student Conduct Assessment of 2008-2009 Goals and Objectives

Goal 1: Administer the student conduct process.

Objective 1.1: Review all disciplinary reports in a timely manner to determine the nature and scope of the infraction; review evidence, conduct pre-hearings and serve as an administrative hearing officer.

Assessment: During student judicial hearings, policies were reviewed, appropriate behaviors were discussed and educational sanctions were imposed to help students make better choices. Educational sanctions included: alcohol and drug education, anger management, counseling assessments, reflection papers, apology letters, community service, etc.

The Counseling Center will provide information in their assessment report concerning learning outcomes for students who were required to complete the alcohol/drug education programs and anger management.

A survey was emailed via Student Voice to every student who participated in the judicial process. Forty (40) students completed the survey process. A few of the survey questions are highlighted below.

- 90% indicated that they understand the purpose of the conduct process.
- 80% indicated they were comfortable expressing their thoughts.
- 77.5% indicated the process allowed them to gain more knowledge about the Code of Conduct.
- 85% indicated they have a better understanding of the Code of Conduct.
- 82.5 % indicated the process helped them to better understand their role as a member of the University community.
- 90% indicated the hearing was conducted in a fair and respectful manner.

When asked to describe their experience with the Director of Student Conduct, students responded:

- “I felt as if I was given a fair chance and as if he was actually listening to what I had to say.”
- “Director of Student Conduct was most helpful and respectful of me.”
- “He was very respectful and listened to what I had to say.”
- “The Director of Student Conduct was extremely polite and understanding. In no way was I intimidated, nor did I feel threatened. The Director gave me plenty of time to understand the situation and made me feel comfortable during the entire process. Polite conversation was even held after the proceedings. I have no complaints what-so-ever. Another important factor was his ability to relate to my situation and give positive reinforcement as well as encouragement to handle the situation in a different manner. This gentleman should receive an award or some form of recognition for his hard work.”
- “The lady, I can’t remember her name, was very nice, and helpful.” (reference to Dena Bolles, Administrative Support Associate)
- “They were nice.”

The Director of Student Conduct and other Student Affairs staff met with the off campus apartment managers at a luncheon and several other meetings in an effort to determine ways to enhance our partnership to better serve students. Members from law enforcement, Greek Life, Student Life, Student Conduct, Housing and Residence Life and the Counseling Center discussed student concerns, safety issues and provided information on policies, procedures and campus activities. The managers were very appreciative of our time and information. Meetings will be held with the off campus managers on a regular basis during the 2009-10 academic year.

Objective 1.2: Provide training for the members of the Campus Judicial Board, Campus Appeals Board and Student Grievance Panel.

Assessment: Joshua Malcolm, University Attorney, and Bill Price, Director of Student Conduct, facilitated training sessions for the Campus Judicial Board and the Campus Appeal Board. Information discussed included hearing process and procedures, weighing the evidence and rendering appropriate decisions and educational sanctions. A second training session was held for the Campus Judicial Board and the Campus Appeal Board to review the UNCP Sexual Assault Policy and hearing procedures.

A survey to be sent to participants via email through the Student Voice site did not reach its intended audience due to an input error. Information was received anecdotally regarding the training. The CJB was thankful for the “mock hearing” presented to the group and the students were appreciative that there were members present who had experience in past years who could speak to specific situations in actual cases from prior years.

Six (6) New Student Orientation sessions were scheduled during the summer. The Director of Student Conduct and Detective Ed Locklear of the Campus Police Department provided information on Student Rights and Responsibilities and Campus Safety initiatives during parent sessions. The title of their presentation was, “Rights, Responsibilities & Resources.”

Objective 1.3: Document violations and sanctions, and maintain all judicial records.

Assessment: The UNC Suspension Expulsion Database was established in March of 2005. General Administration mandates that all suspensions and expulsions are posted in a secure database on their website. This database enables other UNC institutions to determine if applicants have been suspended or expelled from another institution within the system. Currently, UNCP has 75 suspensions posted in the database.

Student Judicial records are purged according to the State of North Carolina Records, Retention and Disposition Schedule. Code of Conduct violation records are kept for eight years and Academic Honor Code violations are kept for a period of ten years. If a student is suspended or expelled, the file is kept indefinitely.

A daily log is kept of all judicial cases in order to monitor judicial sanctions, education/counseling deadlines, Banner registration and transcript holds, court dates, state charges, suspensions, community service deadlines, etc. Our student judicial database and file cabinets house all Code of Conduct and Academic Honor Code cases since 1999.

The total number of Code of Conduct violation reports for the 2008-09 academic year was 259, a 9% decrease from last year. The following totals do not include academic honor code reports, housing visitation violation reports or reports received on non-students.

2008-09	259	Violation Reports
2007-08	285	Violation Reports
2006-07	292	Violation Reports
2005-06	248	Violation Reports
2004-05	192	Violation Reports
2003-04	215	Violation Reports
2002-03	125	Violation Reports
2001-02	103	Violation Reports

Sanctions were imposed on 248 cases. There was a slight decrease compared to last year. Totals do not include dismissed or not guilty cases. The fall semester totals also include cases posted in the previous summer sessions. Totals from the previous six years are also listed for comparison.

Code of Conduct Cases

Fall 2008: 168	Spring 2009: 74	Total: 248	16 Suspensions
Fall 2007: 198	Spring 2008: 81	Total: 279	19 Suspensions
Fall 2006: 158	Spring 2007: 115	Total: 273	10 Suspensions
Fall 2005: 141	Spring 2006: 99	Total: 240	12 Suspensions
Fall 2004: 111	Spring 2005: 70	Total: 181	07 Suspensions
Fall 2003: 104	Spring 2004: 99	Total: 203	10 Suspensions
Fall 2002: 73	Spring 2003: 47	Total: 120	10 Suspensions

A total of 248 cases were heard in 2008-2009 (this does not include cases that were dismissed or where the student was found not responsible). There were a total of 16 suspensions for the academic year (3 Alcohol, 8 Drug, 1 Assault Inflicting Serious Injury, 1 Assault, Endangering Behavior, Possession of a Weapon, 1 Possession of a Weapon on Campus, 1 Furnishing False Information (report of Kidnapping and Sexual Assault), 1 Falsifying Admissions Application.

Alcohol Violations

Fall 2008	63	Spring 2009	25	Total	88
Fall 2007	92	Spring 2008	33	Total	125
Fall 2006	73	Spring 2007	40	Total	113
Fall 2005	46	Spring 2006	36	Total	82
Fall 2004	29	Spring 2005	20	Total	49
Fall 2003	40	Spring 2004	22	Total	62

Drug Violations

Fall 2008	20	Spring 2009	19	Total	39
Fall 2007	27	Spring 2008	16	Total	43
Fall 2006	21	Spring 2007	17	Total	38
Fall 2005	34	Spring 2006	26	Total	60
Fall 2004	23	Spring 2005	13	Total	36

Fall 2003	15	Spring 2004	18	Total	33
-----------	----	-------------	----	-------	----

Violation numbers by charge:

Alcohol	88	
Drugs	39	
Assault/Affray	26	(1 inflicting serious injury)
Disorderly/Disruptive Behavior	20	
Stealing	19	
Unauthorized Entry	17	
Failure to Comply	17	
Computing AUP Policy	16	
Resist, delay or obstruct	10	
Weapon	09	(1 Discharging Firearm)
Trespassing	07	
Endangering Behavior	06	
Vandalism	06	
Probation through State	06	
Damage to Property	05	
Providing False Information	05	
Excessive Noise	05	
Obstructing/Disrupting Teaching	04	
Harassing another	04	
Outdoor Games	04	
Abusive Language	03	
Visible Intoxication	02	
Communicating Threats	02	
Unauthorized Burning	02	
Visitation	02	
Withholding information	02	
Sexual Assault	01	
Falsification of Application	01	
Littering	01	
Operating Cell Phone in Class	01	
Fail to Yield to Pedestrian	01	
Injuring a person	01	
Fireworks	01	
Honor Code (plagiarism)	01	

One case remains pending (violation occurred on the day the student left campus).

There was a 25% decrease in the number of academic honor code cases compared to last year. Totals from four previous years are also listed for comparison. The fall totals also include academic honor code cases posted in the previous summer sessions.

Academic Honor Code Cases

Fall 2008: 25	Spring 2009: 29	Total: 54	00 Suspensions
Fall 2007: 51	Spring 2008: 21	Total: 72	03 Suspensions
Fall 2006: 40	Spring 2007: 49	Total: 89	01 Suspensions
Fall 2005: 46	Spring 2006: 39	Total: 85	01 Suspensions
Fall 2004: 30	Spring 2005: 21	Total: 51	00 Suspensions

Objective 1.4: Assist with the evaluation of student criminal records, safety issues and student grievances.

Assessment: The Director of Student Conduct serves as the Chairperson of the Admissions Safety Review Committee. Other members include the University Attorney, Chief of Police, Director of Undergraduate Admissions, Registrar and the Dean of Graduate Studies. The committee reviews new applications and readmit applications that list previous/pending criminal charges or suspension histories and determines if the applicants are denied or accepted under special conditions. Seventy-three (73) applicants required background checks. Five (5) applicants were in the UNC Suspension database. Sixteen (16) applicants were denied admission to the University.

In August, Student Affairs directors were invited to attend the annual meeting with Campus Police to discuss updates, policy changes, safety concerns, issues and to distribute each department's calendar of events for the upcoming year. The annual meeting is an excellent way to keep everyone informed before the hectic fall semester begins.

Training sessions were scheduled for the Grievance Panel and the Grievance Panel for Students with Disabilities. The Director of Student Conduct and the University Attorney facilitated the session. A survey was emailed to the members to determine suggestions for improving the training. There was one formal grievance submitted during the summer of 2008.

The survey to be sent to participants via email through the Student Voice site did not reach its intended audience due to an input error. Information was received anecdotally regarding the training. The members appreciated the way the information was presented in a clear and concise manner. New student members appreciated the small group training. (This occurred due to a summer case and new members being named to the Panel.)

Goal 2: Provide proactive outreach to the campus community.

Objective 2.1: Provide educational opportunities for the campus community.

Assessment: Multiple presentations were made to campus groups including freshman seminars, Greek organizations and university staff members. These

presentations covered topics ranging from the Code of Conduct and the University Judicial Process to How to Deal with Difficult People. Presentations were also made at LeaderShape regarding the leadership skills involved in a position such as the Director of Student Conduct. Training sessions were conducted for faculty, staff and students. During the 2009-10 academic year, these presentations will be expanded in scope and number provided there will be appropriate opportunity and time.

Objective 2.2: Develop community service opportunities for sanctioned students.

Assessment: Community service opportunities for students involved in the university judicial process were found in cooperation with the university dining services. A total of ten (10) students were sanctioned to complete hours of service with dining services after being found stealing food or attempting to steal food from the dining facility. The sanctioned students completed the hours appropriately and provided services that assisted the dining services staff. Each student was provided a survey to complete; however, none of the surveys were returned to the Office of Student Conduct.

Goal 3: Use new technologies in the student conduct process.

Objective 3.1: Create computer based forms to be used in the student conduct process by fall 2008.

Assessment: These forms were created after the purchase of new software. The director and his assistant found the forms to be easier to use and that their ease of use allowed the required preparation for a case and the follow up after a case to proceed quickly and efficiently.

Objective 3.2: Research database options for student conduct.

Assessment: A database was selected, Maxient's Conduct Manager, and it was determined that this product would fit the needs of the university and the Office of Student Conduct. At this time, the office is awaiting financial approval prior to moving forward.

Goal 4: Develop a recognition program for the members of the judicial boards.

Objective 4.1: Create an annual or bi-annual (one per semester) recognition opportunity for the members of the judicial boards. Provide a token of our appreciation to the members and to those students, faculty and staff who will be leaving the boards due to the end of their term or graduation.

Assessment: This goal was not met this year due to the current budget issues. The Office of Student Conduct will revisit this goal when the budget stabilizes and will seek out other recognition opportunities.

Housing & Residence Life Assessment of 2008-2009 Goals and Objectives

Goal 1: Provide adequate facilities for the health, safety, and physical needs of students that contribute to their ability to continue their education.

Objective 1.1: Implement the third year of the renovation plan in residential facilities.

Assessment: Southern Interiors was awarded the contract to replace worn carpet in student rooms and install a laminate wood floor in the living room area at the Village Apartments in 36 units. The \$100,000 project was completed in June.

In July, 144 new beds, 212 new dressers and 360 night stands were delivered and installed at the Village Apartments. Carolina Woodcraft was awarded the \$125,700 contract.

In Wellons hall, new tile was installed on the bathroom floor and shower floor in all 13 suites.

To increase safety in the residence halls, 9 close circuit surveillance cameras were installed. The cameras were networked with the Campus Police department and assist with monitoring the entrance and lobby areas for Belk Hall, North Hall, Pine Hall, Oak Hall and the exterior of Wellons Hall.

An identification card access system was installed in Belk Hall and North Hall to improve safety. The system improves security access into the halls and provides a record of persons who obtained or were denied entrance to the buildings. Seven Oaks Doors and Hardware, Inc. installed the 6 new exterior door and the door alarms. The Key Shop installed the controller and card readers.

NWN Corporation was awarded the contract to install wireless internet equipment for Belk Hall and North Hall. The \$140,000 project was completed in Belk Hall in May and in North Hall in June.

Objective 1.2: Develop a plan for the opening of a new residence hall.

Assessment: The University Foundation entered into an agreement with LS3P to design a new residence hall. The design features a four-story, 396 bed co-ed hall offering suites of two designs. One design includes suites featuring two double occupancy bedrooms with a shared bathroom. The second design includes single suites featuring four private bedrooms with a shared living room area and a bathroom. Metcon Construction Company was selected as the general contractor.

In December, the university decided to place the project on hold due to high financing rates, loss of insurers and the tightness of loaning money.

Goal 2: Strengthen and enhance the current Living and Learning programming structure.

Objective 2.1: Increase participation at scheduled programs.

Assessment: Attendance records indicate that there were 1896 total participants in the Living and Learning programming for the 2008-09 academic year. Total participants for the 2007-08 year were 1682. This year's increase represents a 12% increase over last year.

Objective 2.2: Expand program offerings to incorporate theme programming and programs having social relevance.

Assessment: Survey results indicated that of the 764 total surveys collected for the 2008-09 programming year, 689 or 90% either agreed or strongly agreed that the program offerings were relevant and beneficial to them as college students. Further, 86% of the participants strongly agreed or agreed that they gained new insight or learned something new from the programs they attended.

Objective 2.3: Improve programming incentives to attract more participants.

Assessment: Survey results indicated that of the 628 total surveys collected for the 2008-09 programming year, 79% of the participants either strongly agreed or agreed that their decision to attend the program was impacted by the incentives, door prizes and giveaways offered during the program.

Goal 3: Provide quality staff development and training opportunities for the professional live-in staff.

Objective 3.1: Improve and expand the job knowledge of the professional live-in staff.

Assessment: Attempts to identify staff development and training opportunities for the professional live-in staff proved to be challenging. With limited job-related training opportunities available through the university's Human Resources department, budgetary restraints and travel bans, outside staff development opportunities were prevented for conferences and workshops. However, the staff was given the opportunity to develop their research and presentation skills for the annual residence life staff training. All six administrators indicated that the workshops they each had given them an opportunity to enhance their research and presentation skills and made them more confident in their skills and abilities. In addition, three of the six resident administrators participated in a one day workshop with their colleagues from across the state at the Annual NCHO RA Drive-In. Workshop evaluations for all participants indicated that they received information they could easily incorporate into their daily job. Overall, the evaluations indicated the experience was professionally beneficial.

Goal 4: Conduct a survey of residential students and specific university departments.

Objective 4.1: Measure overall perceptions and satisfaction of residential students and specific university departments with the residence life staff and services. Use results in future planning and to implement necessary changes.

Assessment: During the academic year, the department conducted various surveys to assess students' satisfaction with the staff and services provided. The following are the survey results:

Overall Residential Experience This Year:

90% of 743 respondents rated as very positive or positive

Feel Comfortable and At Home in My Residential Facility:

90% of 743 respondents strongly agreed or agreed

Feel Safe and Secure Within My Residential Facility:

89% of 743 respondents strongly agreed or agreed

Resident Advisor Visible and Accessible:

89% of 758 respondents strongly agreed or agreed

Hall Policies Effectively Communicated By Resident Advisor:

87% of 758 respondents strongly agreed or agreed

Resident Advisor Set A Good Example By Being A Good Role Model:

83% of 755 respondents strongly agreed or agreed

Resident Advisor's Overall Performance
5% of 748 respondents rated as below average or poor

Resident Advisor Objective, Non-judgmental, and Impartial When Dealing With Residents' Matters:
84% of 752 respondents strongly agreed or agreed

Feeling Comfortable Sharing Confidential Information of a Personal Nature with Their Resident Advisor
63% of 751 respondents strongly agreed or agreed

Pleased With Response from Maintenance Staff:
85% of 743 respondents strongly agreed or agreed

Cleaned and Well-Maintained Bathroom
71% of 743 respondents strongly agreed or agreed

Cleaned and Well-Maintained Hallway
78% of 743 respondents strongly agreed or agreed

Residents on My Floor Respect the Need For Quiet:
79% of 743 respondents strongly agreed or agreed

A Sense of Community on My Floor:
75% of 743 respondents strongly agreed or agreed

Givens Performing Arts Center Assessment of 2008-2009 Goals and Objectives

Goal 1: Increase ticket sales for GPAC events during the 2008-2009 season.

Objective 1.1: Maintain or upgrade current subscribers and introduce new subscribers for the 2008-2009 season.

Assessment: For the 2008-2009 season, GPAC reached this subscription objective. Regular subscriptions increased from 386 to 434 and Pick-Your-Own and Works packages increased from 71 to 73. This equated to an 11% increase in overall subscriptions for 2008-2009.

Objective 1.2: Increase single ticket sales for the 2008-2009 season.

Assessment: While season subscriptions did increase, due to the declining state of the economy, this goal for single tickets was not met in 2008-2009.

Objective 1.3: Increase student attendance and participation in GPAC events.

Assessment: For 2008-2009, this goal was met and exceeded. GPAC actually realized a 20% increase in UNCP student attendance, from 3404 to 4097. We were also able to implement a UNCP Student Advisory Committee which is a subcommittee of the GPAC Advisory Board.

Objective 1.4: Continue to develop and grow the GPAC Group Sales Program.

Assessment: GPAC feel short of reaching this goal for 2008-2009. While some shows were able to reach and exceed 50 group sales, others fell equally short. GPAC will reevaluate the group sales program and its effectiveness. While we will continue to offer discounts to customer affinity groups, it is doubtful that we will continue to operate a formalized group sales program.

Goal 2: Increase non-ticketing revenue for the 2008-2009 season.

Objective 2.1: Increase number of sponsors and amount of sponsors' revenue for the 2008-2009 season.

Assessment: While all of the strategies were implored, due to the state of the current economy, we were not able to maintain 100% of past sponsors and we fell short of five new sponsors.

Objective 2.2: Increase number of advertisers in the GPAC showbills for the 2008-2009 season.

Assessment: Based on Banner financial receipts, GPAC increased showbill advertising by 70% for the 2008-2009 season. It should be noted that this is somewhat misleading. \$712.50 receipted in this fiscal year was actually payment for 2007-2008 advertising. Therefore, the actual level of increase, while still well in excess of our goal, was only 47%.

Objective 2.3: Increase grant funding for the 2008-2009 season.

Assessment: GPAC was successful in receiving awards from three grants applied for in 2008-2009. The revenue received from these awards totaled \$23,270.

Objective 2.4: Increase fundraising revenue 2008-2009 season.

Assessment: Based on the current economic trends, we were pleased with the outcome of this objective. While we did not reach the \$7,500 in

increased revenue that we had hoped for, we were able to raise an additional \$3,716 in net revenues from the two events combined for the 2008-2009 season. The first annual GPAC golf tournament was a huge success with 72 golfers. This event grossed over \$23,000 in cash and in-kind revenue.

Goal 3: Continue working to establish GPAC as a true community partner in the Pembroke, Lumberton and surrounding areas.

Objective 3.1: Increase visibility and involvement in our local communities.

Assessment: Throughout the year, GPAC has been very involved in both local and regional events and organizations. GPAC displayed at or participated in approximately thirty (30) campus, local and regional events during the 2008-2009 season. These events included but were not limited to Chamber of Commerce events, Rotary Club events, visitors' bureau events, other UNCP department events and various fairs and festivals.

Goal 4: Become more efficient in the daily operation of the Givens Performing Arts Center.

Objective 4.1: Allow the staff to become more effective and efficient in their assigned duties.

Assessment: While we were not able to hire an Administrative Support Assistant, members of the GPAC team have grown and developed professionally during 2008-2009. Enhanced staff meetings, cross training and sharing of duties have created a more efficient work environment for all of our team.

Objective 4.2: Create or update policies and procedures manuals and other reference pieces for the facility and its individual areas.

Assessment: Both box office and operational policy and procedures manuals either have been updated or will be updated with new policy implementations prior to the 09-10 academic year.

Goal 5: Increase student employee recruitment, training and retention.

Objective 5.1: Enhance and upgrade the student marshal program.

Assessment: This objective is ongoing for GPAC. During 2008-2009, improvements were made to our marshal program and will continue to do so throughout the coming years. A more formalized training program was developed during 2008-2009 and will be implemented in 2009-2010.

Objective 5.2: Maintain current student workers and recruit new, long-term student workers for both box office and back of house operations.

Assessment: While GPAC began the 2008-2009 year with a student workforce that was new to the facility, both box office and back of house student workers were truly an asset to the facility. For back of house, a more formal employment system was utilized for 2008-2009 and the students responded by becoming more responsible, more reliable and more efficient. While the students are still new to the positions, we feel that we met and exceeded this objective of recruiting long-term, competent student workers.

Student Health Services Assessment of 2008-2009 Goals and Objectives

Goal 1: Provide high quality and cost effective health services to students with a strong emphasis on prevention including, but not limited to, immunizations, health screenings and health education.

Objective 1.1: Ensure that all students enrolled in the university meet all N.C. Immunization Requirements.

Assessment: Student Health Services continues to inform students of the immunization requirements. Health forms that were received by Student Health services during the summer were reviewed and letters were mailed back to students who were noncompliant. At the 30 day deadline in fall 2008, there were 163 students noncompliant but these students received compliance within two weeks. In spring 2009, there were 80 students noncompliant but these students became compliant within two weeks. These numbers were down from last year. Our new immunization software program has helped track students who are due immunizations. Student Health Services also continues to update our website, the student handbook, catalog and health forms with new information.

Objective 1.2: Enhance health educational programs/services that encourage/assist students in developing healthy behaviors.

Assessment: Student Health Services continues to work with various departments on campus to provide needed health educational classes. The Peer Educators helped organize and carry out several health education programs on campus. Students were given incentives for their participation in programs, for example; door prizes, t-shirts, cups, mugs, pencils, pens and etc. Health education programs were provided to students in the residence halls, University Center, freshman seminar

classes and Student Health Services' classroom. A total of 18 programs were offered. Robeson County Health Dept. continued to provide free HIV/syphilis screenings to students twice a month, a total of 145 screenings were performed. Robeson County Health Dept. also continued to offer family planning classes. A total of 14 classes were conducted with 103 students participating. Free pap smears and free birth control were given by the health department to 103 students. Student Health Services also performed 86 pap smears. A total of 89 student teaching physicals were performed and a total of 590 STD (Sexual Transmitted Diseases) screenings. Student Health Services offered two blood drives - September 24 with 167 participants and February 25 with 85 participants. Blood pressure screenings were offered once a month in the University Center.

Two health fairs were offered this academic year. The Pembroke Day Health Fair had over 35 agencies that participated and over 2000 people in attendance. A Family Planning Health Fair in conjunction with the Robeson County Health Dept. was also conducted with over 75 participants.

Several programs were offered during World AIDS Week and Native American HIV/AIDS Awareness Day.

Student Health Services continues to purchase updated health brochures. These brochures are on display in the waiting area and given to students at various educational programs.

Objective 1.3: Conduct on-going assessment.

Assessment: Student Health Services continues to evaluate on-going services and programs to meet the needs of UNCP students. Student Health Services developed several surveys through StudentVoice this past year. Surveys were distributed after services and after programs. Six surveys were developed. One survey was for patient satisfaction and five surveys were for program evaluations. Over 350 students participated in the patient satisfaction survey and several students participated in the program evaluations. Assessment will be an ongoing process.

Goal 2: Provide an affordable student health insurance plan that fits the needs of the student.

Objective 2.1: Keep the insurance premium at an affordable rate.

Assessment: By working with the North Carolina Association of Insurance Agents, Student Health Services was able to receive a premium of \$243 per semester for the academic year 2008-2009. By having most of the

16 campuses health services departments in the university system join the consortium, the premium for the upcoming year will remain the same, \$243 per semester for 2009-2010. This price has remained the same for the past 3 years. Student Health Services along with the North Carolina Association of Insurance Agents is continually reviewing alternatives to maintain a low premium rate. Student Health Services currently provides 28 hours per week for students to see the provider here on campus. By offering more provider hours, UNCP students have less reason to use off campus providers, which in turn helps maintain a reasonable insurance premium. The number of students who participated in the school insurance for fall 2008 was 2345 and for spring 2009 was 2057. This number has increased by a couple of hundred students each semester.

Objective 2.2: Expand insurance coverage.

Assessment: The following several enhancements were added to the insurance at no additional cost for the academic year 2008-2009: an Express Script Drug Card with co pays of \$10 for generic medications and \$25 for brand name medications, a 24-Hour Student Emergency Care Hotline and a 24-Hour Mental Health Hotline. Student Health Services will continue to review and update coverage yearly. The maximum for prescription drugs was also increased from \$500 to \$750 per policy year.

Goal 3: Expand the use of Medicat (medical software program) to help with immunization compliance, scheduling appointments and data collection and reporting.

Objective 3.1: Continue using Medicat (medical software program) to track immunization compliance which contains the new state immunization guidelines.

Assessment: The software program was updated to meet the new state guidelines. All new students' immunizations were recorded in the Medicat Immunization Compliance Manager. Student demographic information was updated monthly into the Medicat software from Banner. Immunization compliance information was exported out of Medicat into Banner each semester and a report was generated through the assistance of DoIT. Students who were noncompliant were mailed a letter by the registrar's office.

Objective 3.2: Continue using Medicat (medical software program) for appointment scheduling.

Assessment: Student Health Services currently uses the Medicat program to schedule all appointments. Missed appointments were also tracked

using this system. Students were called to remind them of their appointments.

Objective 3.3: Use Mediat for data collection and reporting.

Assessment: An encounter was developed and implemented in fall 2008. Staff was trained by the director on how to use and complete the encounter form. Encounter forms were completed on all students who were seen by the provider. The information from the encounter forms was entered into the Mediat software. This included diagnosis, labs and services. This information will be used at a later date for report collection and data analysis. Encounter forms will be updated as needed.

Goal 4: Provide continuing education opportunities to the staff that strengthen the ability to meet students' needs.

Objective 4.1: Encourage staff to build upon their nursing skills for effectively delivering skills-based health education and quality health care.

Assessment: Each nurse continues to work on attending nursing workshops. Each nurse is currently certified in CPR/AED, Safety and Blood Borne Pathogens. The Student Health Services staff has attended several workshops offered by Human Resources and by DoIT. All nurses have completed several self study (CNE) online courses through different websites. Two nurses are currently working on their RN degrees through Excelsior. Three nurses attended the tobacco cessation workshop. Two nurses attended the Mediat (medical software) workshop. One nurse attended a two day HIV update training. Two nurses attended a day-long disaster exercise. Four nurses attended a day long workshop on community acquired MRSA prevention. The director shared several websites and educational opportunities available to the nurses throughout the year. Money was available in the budget for staff development. The staff currently has staff development logs and is encouraged to keep their logs updated with any new professional development certificates that they received.

**James B. Chavis University Center
Assessment of 2008-2009 Goals and Objectives**

Goal 1: Create and maintain student-oriented facilities, programs and services and provide accessible, safe and sufficient facilities, space and equipment.

Objective 1.1: Promote programs and services.

Assessment: There were 2,376 facility requests for 2008-09, an 8% increase, compared to 2,188 facility requests for 2007-08, 1,881 in 2006-07 and 1,793 in 2005-06. There were 383 major programs, a 14% increase, compared to 336 in 2007-08, 293 in 2006-07 and 71 external groups, a 45% increase, compared to 49 in 2007-08 and 2006-07. There were 296 requests, a 100% increase, to use the annex assembly room in 2008-09 compared to 148 from October 2007 – April 2008.

Activities were posted on the UC web site – *Today in the UC*. Information Center attendant posted announcements/activities on the UC internal electronic signs and the UC director posted announcements/activities on the UC external Electronic Marquee System (EMS). One-hundred forty-one requests (114% increase) to post announcements on the EMS were received compared to 66 in 2007-08, 183 in 2006-07 and 223 in 2005-06. This increase is attributed to the desire to promote programs through a venue other than the master calendar. Total announcements were not tracked—no software tracking capability. EMS scheduler was not programmed for automatic updates—office assistant will handle this for 2009-10.

The student list serve was utilized to promote programs, activities were uploaded to the master calendar and events co-sponsored with other departments and student organizations were promoted through Facebook. Announcements were posted in *This Week* regarding UC services. The University Network (TUN) plasma color displays were utilized to submit 14 commercials (a 50% decrease) for programs/services compared to 28 in 2007-08 and 33 in 2006-07. Since TUN gives UNCP 3 free commercials per week, this advertisement tool is not being utilized to its full potential. Initial submission of announcements directly to the display was unsuccessful, but this process will be implemented for 2009-10.

There were 66 requests to use the UC van (a 12% decrease) and 83 requests for the shuttle bus (a 46% increase) in 2008-09. Initial discussions regarding the shuttle service provided through the Office for Multicultural and Minority Affairs led to a decision to operate the service through the concierge center. This change will be implemented in fall 2009.

A digital communication system was purchased to provide the most current information on upcoming events and services to the University community. The system will be implemented in fall 2009.

The Information Center was renamed the Concierge Center and various new services will be implemented through the center effective with the fall 2009 semester including a wake-up call service.

Through a grant, a building night manager for the UC annex was hired to promote tutoring services in conjunction with Academic Affairs.

Objective 1.2: Collaborate with Facilities Planning to assess space utilization, expansion needs and improve facility configurations.

Assessment: Construction of the new 24-hour computer lab on the UC first floor was completed by Anderson Architect on August 11th. The lab came online on September 2. The lab has 24 computers, 2 printers, 3 scanners and a copier. Two stations are ADA compliant. Hours are continuous except 2 a.m. Saturday through 3 p.m. Sunday.

Sodexo leased the space of the former student supply store for Starbucks and Island Smoothies. The Information Center was temporarily relocated to the building security space.

Due to space restrictions as well as a mandate to create a concierge concept, the television booth on the north end was converted to accommodate the Information/Concierge Center.

A seating area was established across from Starbucks. A gaming area was established in the UC lounge to include seating and three flat panel televisions.

Facilities Planning and Construction was asked to review two spaces for consideration of a pass-through in the annex: room 225 for the Aurochs and an entrance from the rear hallway into the assembly room for Sodexo. The doors behind the annex stage were replaced with steel doors. The vending machines in the annex were relocated to ensure that traffic flow was unimpeded.

Objective 1.3: Form an advisory council for the University Center/Annex.

Assessment: The director selected individuals to serve on the council but the council did not meet. Instead, the director met several times with members of the Student Government Association and the Association of Campus Entertainment since this group serves both roles on some campuses. The director also held several focus group meetings with constituents regarding needs as well as with facility occupants. Several surveys provided feedback on services/areas. The director plans to utilize several survey instruments through Student Voice during the 2009-10 year.

Objective 1.4: Develop a comprehensive plan for equipment replacement, facility enhancement and renovation.

Assessment: The live plants were replaced with artificial plants in the UC and UC annex. This will decrease the amount of monies spent on plant maintenance contracts. After the initial investment, this will result in a cost savings for the

department.

The flag display was updated to include 48 flags, a 66% increase, compared to 29 in 2007-08 and 16 in 2006-07). The flag display was evaluated as to the hanging mechanism. The flags were removed and a board attached to beam studs and the flags were re-hung by attaching them to the board rather than the sheetrock.

The desk furniture in conference room 217 was replaced with conference style furniture. Additional tables/chairs were purchased for conference room 233 to provide additional seating around the tables. Acquired new seating for the CDR and the old chairs were placed on the balcony. The balcony was redesigned with new furnishings to encourage student, staff and faculty interaction. The LCD projector in room 213 was replaced and replacement bulbs ordered for all other projectors in the facilities. The sound system equipment was upgraded including new microphones, projector cable interface DVD/VHS wall plate tied into the house sound system with a wall pixie.

A survey was conducted utilizing PDAs to determine user needs for the UC lounge space. Approximately 293 surveys were completed. The lounge renovation committee will review the surveys to make recommendations for the redesign of this space pending funding.

Designer Woodworks was contracted to design planters to be used as partitions in the lounge area. The mini blinds in the UC lounge were removed and replaced with shades. The UC facility signage was updated and directional signage placed in the annex for restrooms. Additional signage is needed for the annex including a building directory. External signage was placed at the front and rear of the facility. Suggestion boxes were replaced in the UC. A suggestion box needs to be placed in the annex assembly room.

The ride board was relocated to the north entrance nearer to the parking lot. Security cameras were installed in the UC Annex and in the 24-hour computer lab. The dated electronic signs were removed and replaced with a digital communication system. Two subwoofers were placed in the UC annex to provide surround sound. Facilities Planning and Construction was petitioned for mullions on the annex assembly room doors but due to budget constraints this has been postponed until next year.

Several furniture pieces in the lounge were identified for recovering. The security office was redesigned to accommodate the relocation of the Information Center/Concierge. Established a schedule for the tuning of pianos in both facilities and also established a schedule for cleaning carpet and furniture.

The game room received several murals painted by two UNCP students and the billiards tables were recovered. The game room entered into a maintenance

contract agreement with Brunswick Bowling for the lanes. The optical sensors and belt idlers for the lanes was upgraded. An additional foosball table was added to the game room.

A GPS tracking device was installed on the shuttle bus and the UNCP seal was added to the van. The computer and printer in the Information Center were upgraded. A wheelchair was ordered for the UC and plans are to order an automated external defibrillator for the facility as well.

Goal 2: Computerize facility reservations.

Objective 2.1: Streamline facility usage guidelines and procedures.

Assessment: The director updated policies regarding facility usage and served on a committee to review policies for usage by external groups. A policy was established and approved by the Executive Staff that regulates usage by external groups. Facility room reservations were not computerized, but DoIT staff designed a web-based submission form for facility requests. Plans are to require web submission of all requests by fall 2009. The website was redesigned to ensure user friendliness.

Objective 2.2: Select comprehensive scheduling software.

Assessment: The director participated in a web-based training session on Event Management System and Astra Schedule scheduling software and served on a committee to review computerized scheduling software. The committee recommended that the chair present the committee's recommendation that a campus calendaring solution is mandated.

Goal 3: Provide a comprehensive student employment program and staff development program.

Objective 3.1: Encourage student/staff employees to enhance employment and customer service skills.

Assessment: The director conducted an orientation program for new and returning student employees. Staff members were given the opportunity to participate in workshops and in-service training. Full-time support staff participated in a campus-wide retreat – 100% participation as well as a workshop for administrative assistants offered through Skill Path, The Indispensable Assistant and several workshops offered through Human Resources.

Employees participated in a training session on the operation of the audio-visual equipment in the UC and UC annex. Plans are to utilize UC staff to staff events and provide technical support for all events through the Concierge Center in fall 2009. Customer complaints decreased—no comment cards specifically

addressed any employee. Purchased t-shirts for employees.

Full-time staff was recognized during national recognition day and student employees were treated to a luncheon at the end of the spring and fall semesters to encourage continued excellence and to assist with retention of trained employees. Due to the new UNCP part-time employment system implementation in July, the retention data is not available although 100% of night managers are returning.

Objective 3.2: Streamline/strengthen/enrich student employment program.

Assessment: The director redesigned the employee training manual to address changes in procedures for the Information/Concierge Center. An employee recognition program was designed and implemented in fall 2008 where all employees received recognition for their contributions to providing services through our service areas. The department received training on the new on-line employment system and will use this system for posting jobs and hiring procedures.

Goal 4: Develop an assessment plan for the University Center.

Objective 4.1: Utilize StudentVoice surveys to evaluate/assess programs/services/facilities.

Assessment: Near the end of the spring 2009 semester, four survey instruments were created with the assistance of Student Voice including the following: (1) Facility Use Survey—25 respondents; (2) Vehicle Use Survey-- respondents; (3) Game Room Satisfaction Survey—16 respondents; and, (4) the Lounge Renovation Survey—293 respondents. The first three surveys are web-based surveys and the renovation survey was conducted using PDAs. The web-based surveys will become available on July 1, 2009. Paper surveys were utilized in spring 2009 and the results will be uploaded to the Student Voice website after implementation of the web-based surveys in July. A paper survey instrument was designed to assess programming efforts---99 surveys were completed. Initial review of the surveys indicated that the programming currently being offered through the UC is satisfactory but also indicated a desire for additional types of programming.

Objective 4.2: Promote services that are responsive to campus community social needs.

Assessment: A gaming area with three flat panel televisions and appropriate seating was established in the UC lounge for students who expressed an interest in this social outlet. Through the Concierge Center, added possible services that commuter students might need, i.e., message center, courtesy phone, locker check-out, newspaper check-out, event information, umbrella check-out and

book exchange as well as web-based information, i.e., child care facilities. Seating areas were established at each entrance and added newspapers. UC sponsored programming was expanded to include a "Pamper You" series that included an educational component, aroma therapy, massage chairs, and manicures. As part of this package, the UC acquired a massage therapy chair and ottoman that will be available for use by the campus community.

Counseling and Testing Assessment of 2008-2009 Goals and Objectives

Goal 1: Provide for the psychological and emotional welfare of students through services and programs that contribute to their ability to continue their education.

Objective 1.1: Continue to provide mental health counseling services and education to students with personal concerns that interfere with their academic progress.

Assessment: A master's level intern was employed for 30 hours during the spring semester to assist with academic performance issues and mild to moderate psychological concerns. Two graduate assistants (one counseling, one social work) were employed during spring to assist with mental health screenings, psycho educational outreach programs, and other office duties.

The Counseling Center had 2266 appointments. The waiting list was managed to no longer than two weeks. This is a 29% increase in counseling appointments from the 07-08 academic year.

Our consulting psychiatrist completed 43 appointments serving 25 different students.

A Case Manager was hired on February 6, 2009, to assist with all referrals and breaks in treatment. Upon hire, Case Manager attended all psychiatric appointments to ensure appropriate linkage and coordination. The Case Manager attended a total of 227 appointments including 183 case management appointments.

Objective 1.2: Strengthen the ability to meet students' needs through professional development and knowledge enhancement.

Assessment: Dr. Gressman attended the National Academy of Defense Education Meeting in July.

Mark Schwarze attended and presented at the Southeast Conference College Counseling Personnel (SCCCP) and attended the American

Counseling Association Conference.

Kesi Thompson attended a social work symposium and is scheduled to attend two day long workshops in Dialectical Behavioral Therapy. Dr. Osburn attended the Annual College Counseling Center Directors' Meeting as well as the American Counseling Association Conference.

Dr. Gressman obtained certification as a men's basic physical defense instructor and renewed his certification as an instructor in women's basic physical defense.

Mark Schwarze obtained the Certified Clinical Supervisor (CCS) credential in substance abuse on August 8, 2008.

Kesi Thompson is receiving clinical supervision to satisfy requirements to attain full licensure as a licensed clinical social worker

Dr. Osburn attended a 20 hour basic certification course for clinical hypnotherapy.

Angie Bono-Severy attended a Dialectical Behavior Therapy (DBT) specialty training in May, 2009.

In the 2008-09 year, 218 students received individual clinical counseling services and 100 received mandated substance abuse assessment and education for a total of 1324 clinical appointments. Sixty-five per cent of these clients completed evaluations of services.

CTC has continued to use several online evaluation procedures. The following areas of assessment were monitored this year:

1. Intake assessment for all initial counseling appointments.
2. Counseling evaluation for all clients at the end of the semester.
3. Workshop evaluation for each workshop conducted.
4. Drug and alcohol education program assessment for all mandated referrals.

The CCAPS assessment instrument was also used for each counseling student. This assessment measure tracks changes from start of counseling and is administered every fourth session to measure success. There were 448 CCAPS assessment instruments completed in 2008-09.

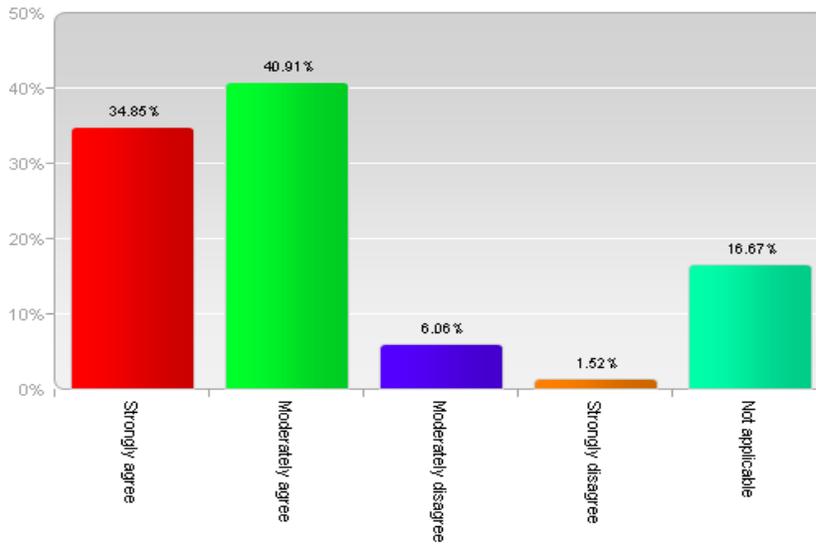
Titanium software also tracks crisis response. Ninety-nine different crises were handled by the CTC this year. The top three reasons for crisis behavior was suicidal ideation, elevated screening scores that demonstrated an extremely high risk for dangerous behavior and

depression.

The Center has data from StudentVoice to measure very specific learning outcomes and counseling goals. Below are graphs representing some assessment measures of success.

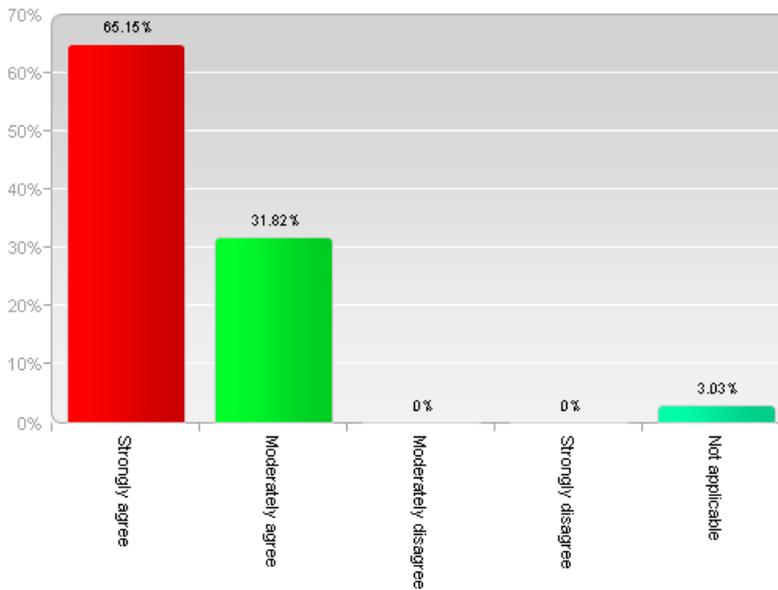
Q14. Please indicate your level of agreement with the following statements:

As a result of counseling... - I am more successful in school.



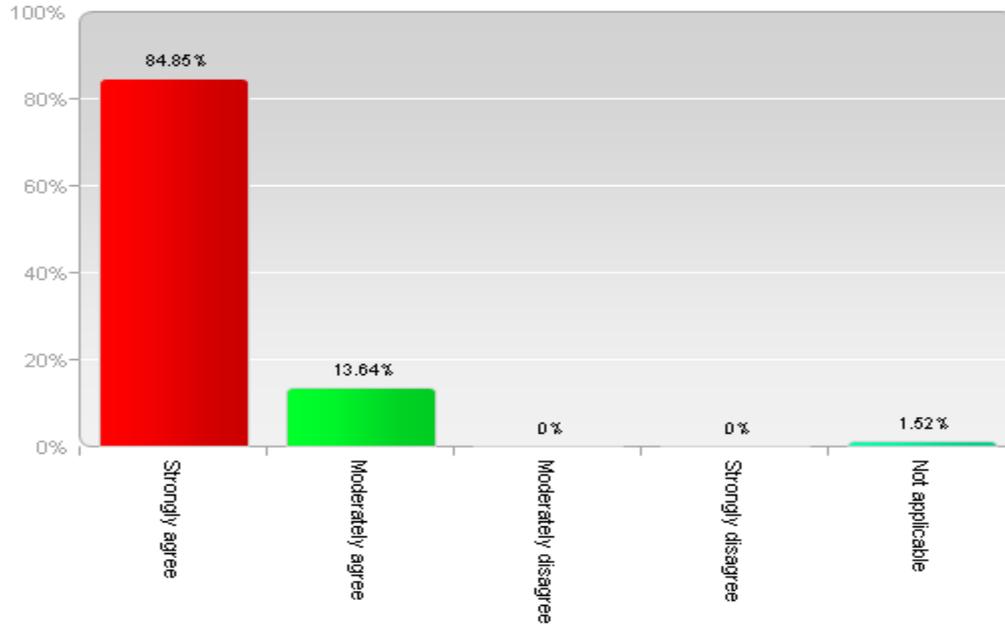
Q16. Please indicate your level of agreement with the following statements:

As a result of counseling... - I know how to make better decisions.



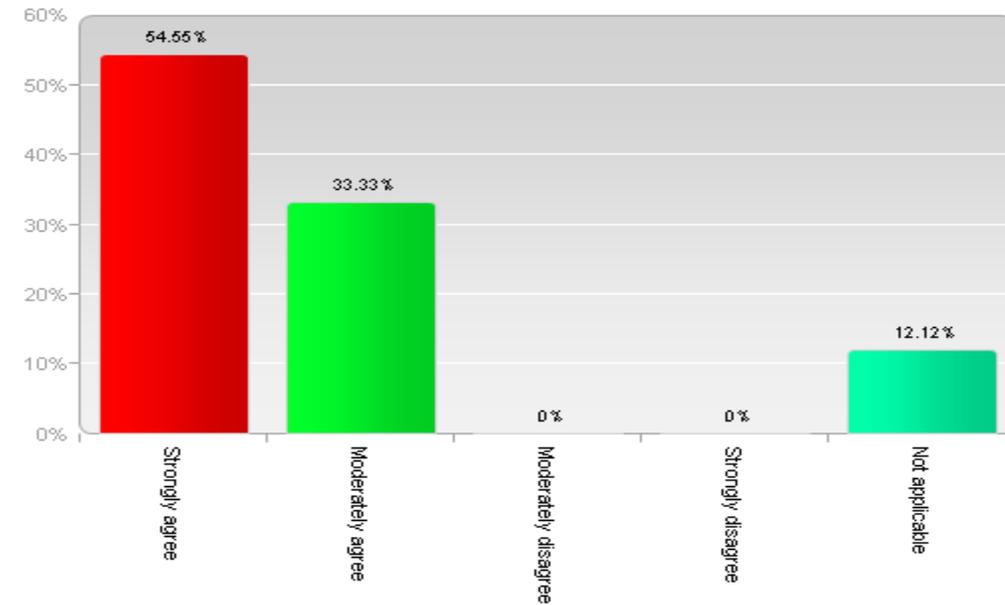
Q8. Please indicate your level of agreement with the following statements:

My counselor... - Is helping me to understand myself better.



Q13. Please indicate your level of agreement with the following statements:

As a result of counseling... - I feel more capable in my abilities to access UNCP resources.



Objective 1.3: Enhance efficiency of the office procedures.

Assessment: Weekly one-hour titanium training continued throughout the year.

The Standardized Data Set (SDS) and the Counseling Center Assessment of Psychological Symptoms (CCAPS) were implemented and used with all students beginning in August 2008. The CCAPS is also used throughout a client's treatment as a measure of progress.

The titanium web-based Interface for client input of data has been available since June 2008. Due to various circumstances, UNCP DoIT has not yet implemented this feature. The CTC staff has worked closely with DoIT and has timely supplied all requested information.

Goal 2: Provide testing for increased academic opportunities and self-awareness for current and potential students.

Objective 2.1: Administer placement tests for new UNCP students.

Assessment: The number of SAT testing sessions remained the same in AY 2008-2009 as in AY 2007-2008 at 7. Students tested decreased from 72 to 63. The number of placement testing sessions remained the same in AY 2008-2009 as in AY 2007-2008 at 10. Students tested decreased from 1275 to 1255.

Objective 2.2: Investigate need for testing facilities to meet the requirements of test producers so that we may offer the ever increasing assortment of computer-based and internet-based tests.

Assessment: With unforeseen good fortune, the CTC was offered Room 221 in the Chavis Center as a testing location. Renovations were completed in January, 2009 and this space, though small, has served to be a major improvement from the previous location. This new space has enabled the CTC to sign its first contract with a private test vendor and also to greatly expand its service to the UNCP English Language Institute with monthly testing. Plans are to increase computer test consoles from 5 to 8 during summer 2009. The room can seat 25 for paper-pencil testing and serves also as a classroom for CTC programs.

Funding accommodated two part-time positions that total a 25% FTE until budget reductions in April. This has been extremely helpful because most tests require a minimum of two staff members to be present.

Objective 2.3: Administer graduate admission and other academic tests for UNCP students and the community.

Assessment: The MAT is offered weekly on Wednesdays at 1:30 p.m. and 3:30 p.m. The number of testers decreased from 304 in AY 2007-2008 to 269 in AY 2008-2009.

The TOEFL is now being offered both through an internet-based test for world-wide tests and through paper-based test for UNCP ELI students. The number of testers decreased from 85 in AY 2007-2008 to 74 in AY 2008-2009.

The CLEP is offered weekly on Wednesdays at 1:30 p.m. and 3:30 p.m. The number of testers decreased from 39 in AY 2007-2008 to 36 in AY 2008-2009.

Objective 2.4: Administer undergraduate entrance tests for programs such as education and nursing.

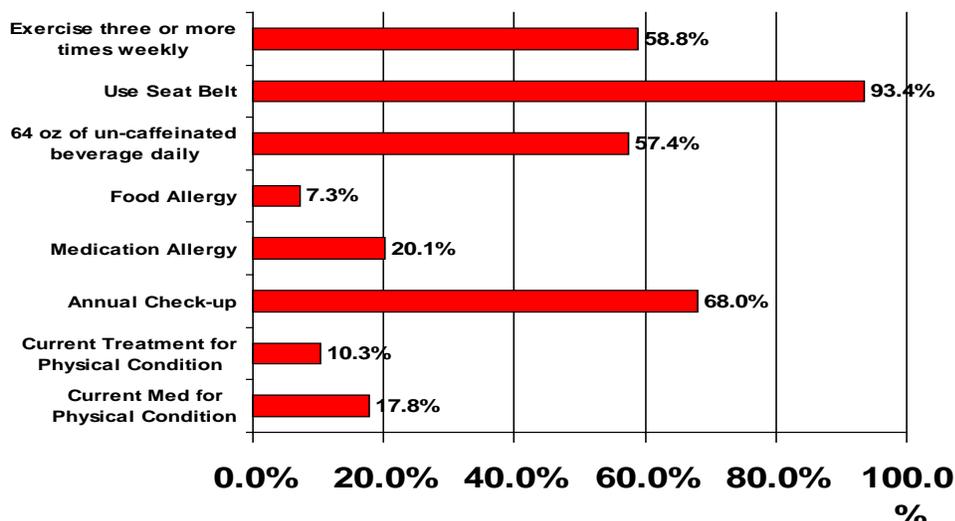
Assessment: Dr Gressman met with representatives during the year from the GMAT, GRE and Paxis testing programs. All indicated that there is little chance that UNCP would be given permission to offer these exams on campus. The overriding issue is that Fayetteville State University now gives these tests and the testing companies are committed to protecting market share for this existing center.

Goal 3: Increase wellness education campus wide.

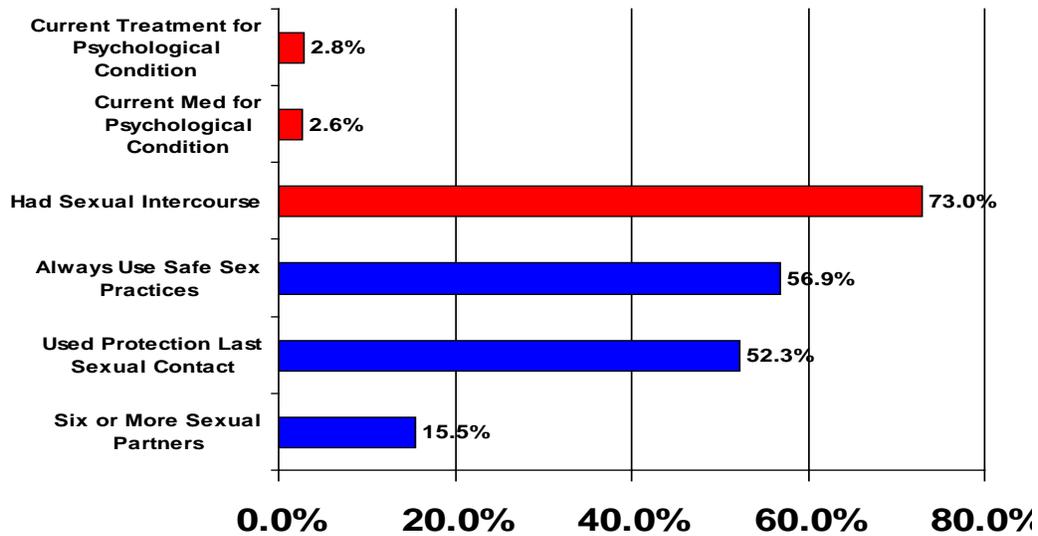
Objective 3.1: Evaluate on-going programs and promote wellness.

Assessment: The wellness survey was administered to entering students during the placement testing experience. Results were shared with appropriate campus personnel. Some examples of results of data collected:

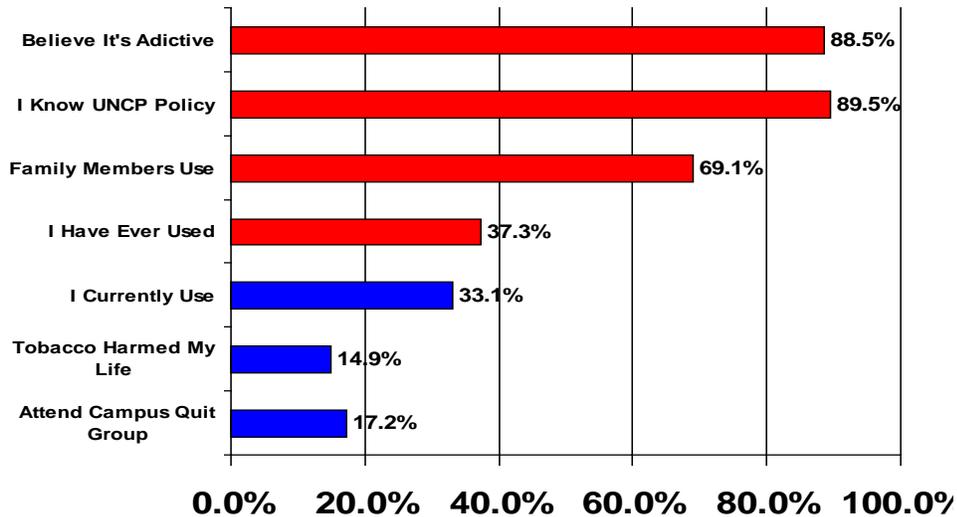
General Health Questions



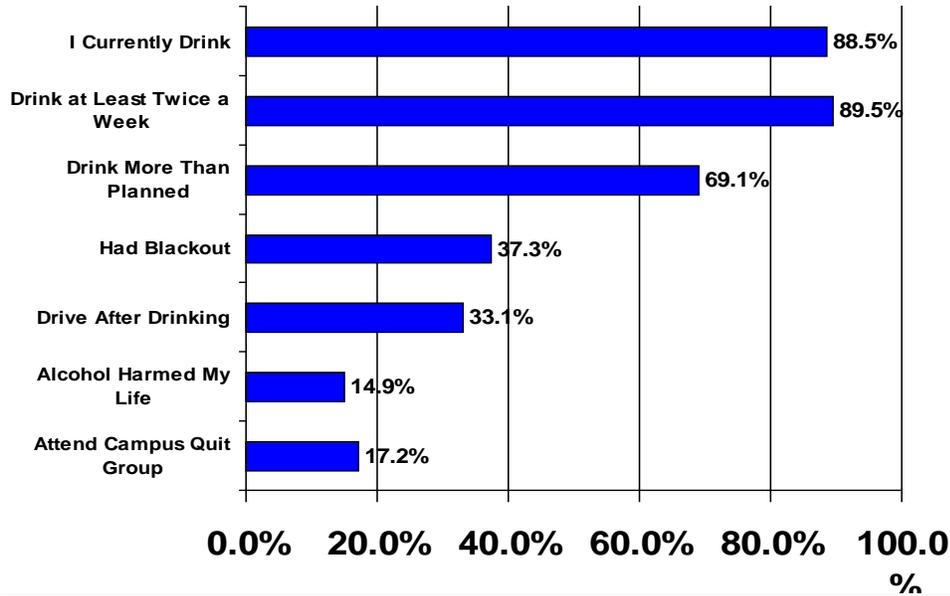
General Health Questions



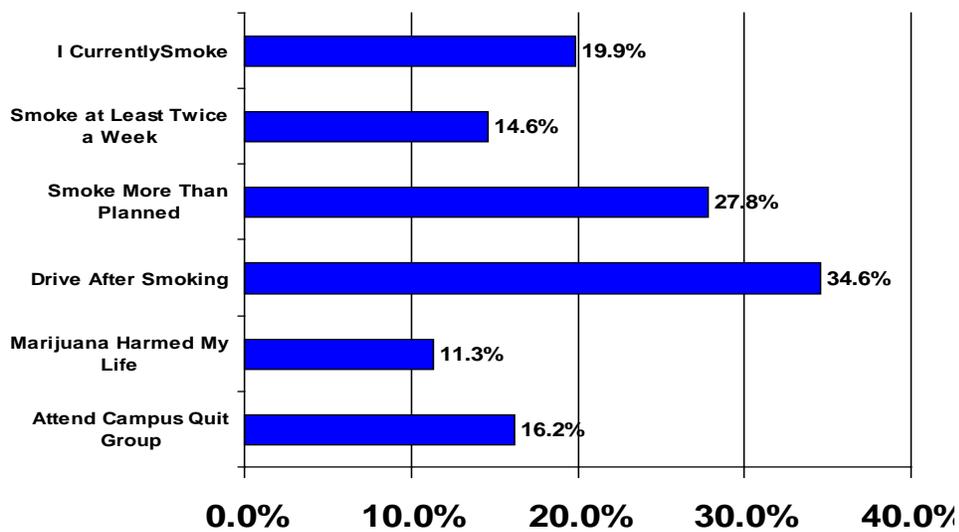
Nicotine / Tobacco Questions



Alcohol Questions



Marijuana Questions

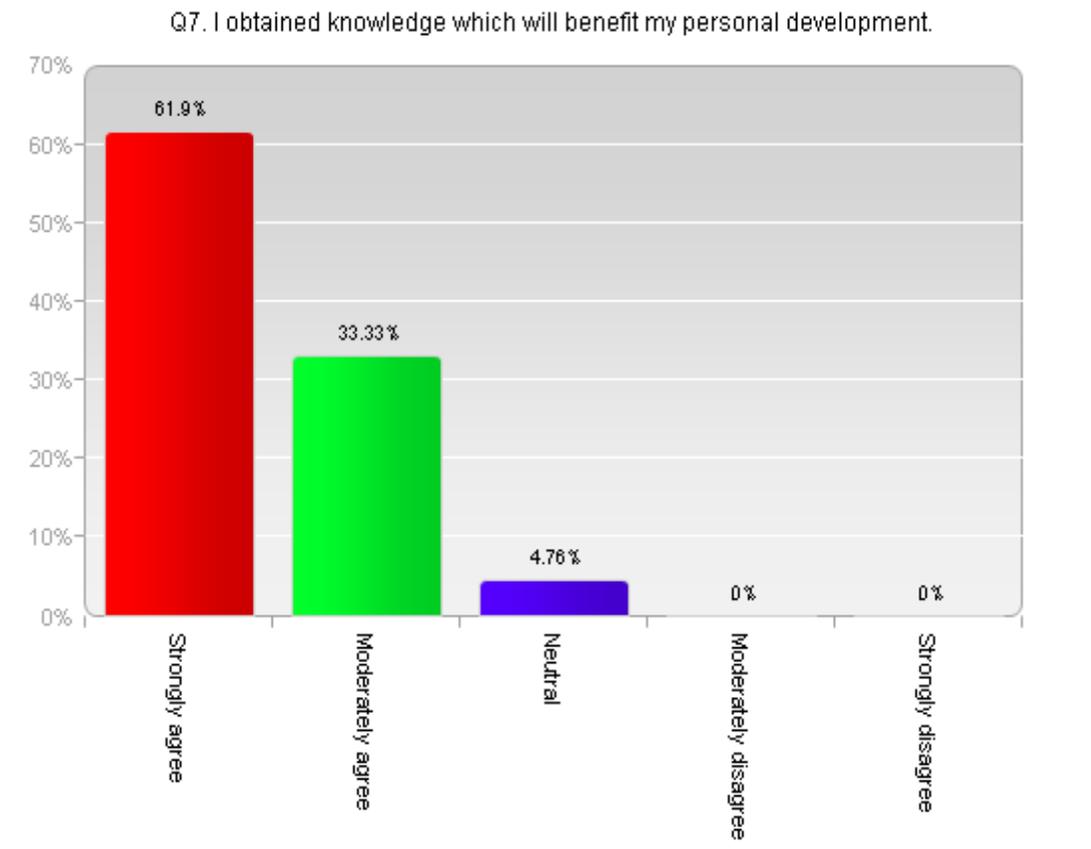


Staff conducted 20 different screening sessions on the following categories: anxiety 383 students, depression 405 students, alcohol 374 students, tobacco 277 students, eating disorders 359 students, sleep health 252 students and healthy relationships 223 students for a total of 2273 students screened for mental health issues.

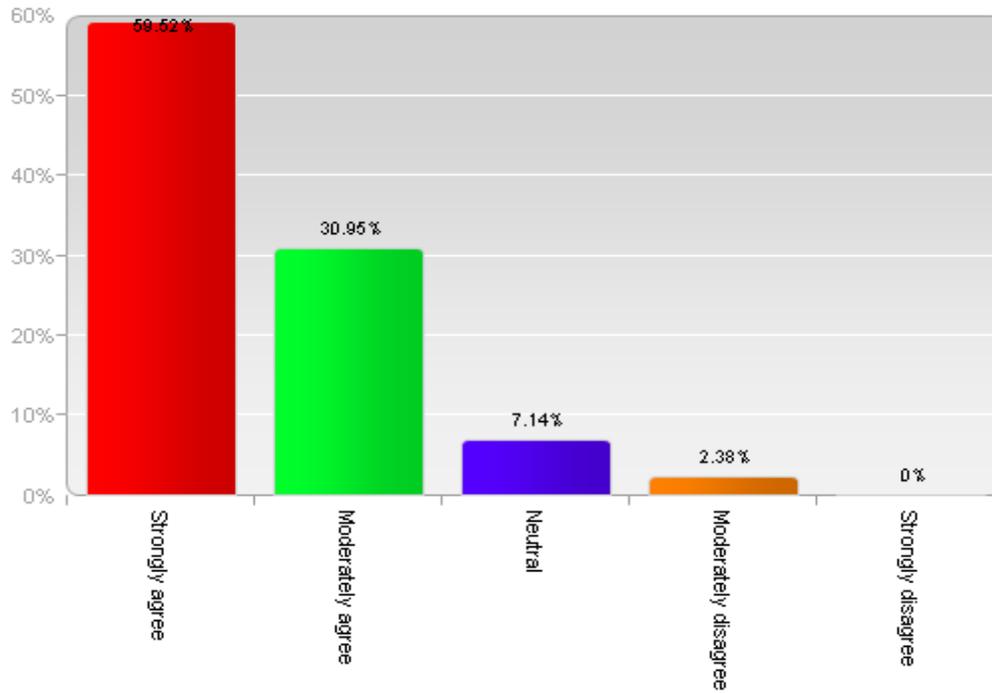
Screening events resulted in 244 referrals to the Counseling & Testing Center.

Staff conducted 15 academic success workshops for 70 students, 3 tobacco workshops for 45 students, 11 healthy relationship workshops for 311 students, 3 decision making workshops for 85 students, 2 stress management workshops for 28 students, and 5 Eating Disorders/Body image workshops for 110 students.

For students participating in the Personal Development Series or campus-wide programming, indicators of student learning include:

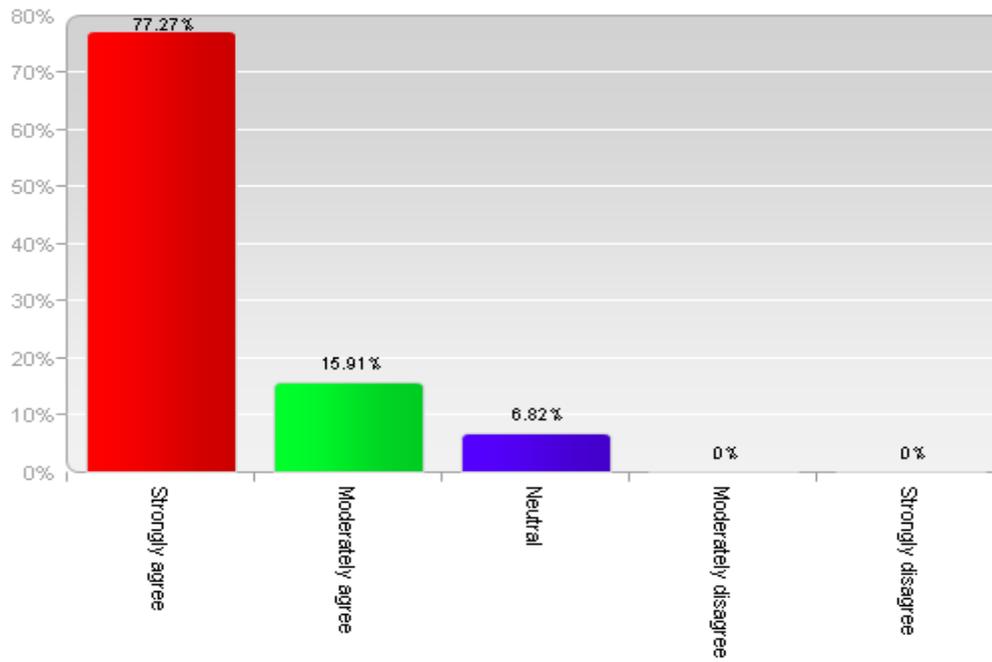


Q4. I gained usable skills and will be able to apply them to my academic or personal life.



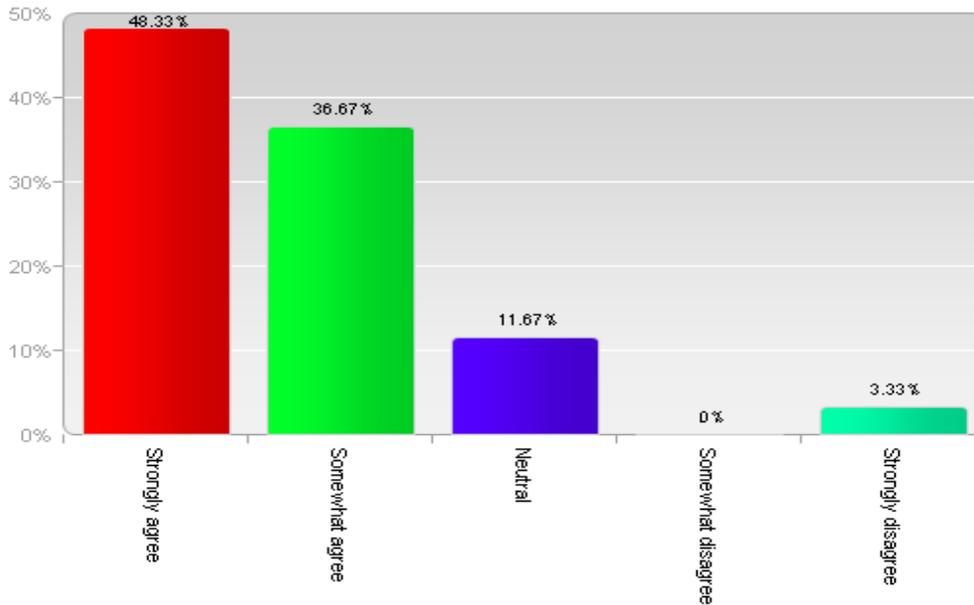
Additionally, students participating in the Academic Success Skills Program reported:

Q6. I obtained knowledge which will benefit my academic efforts at UNCP.

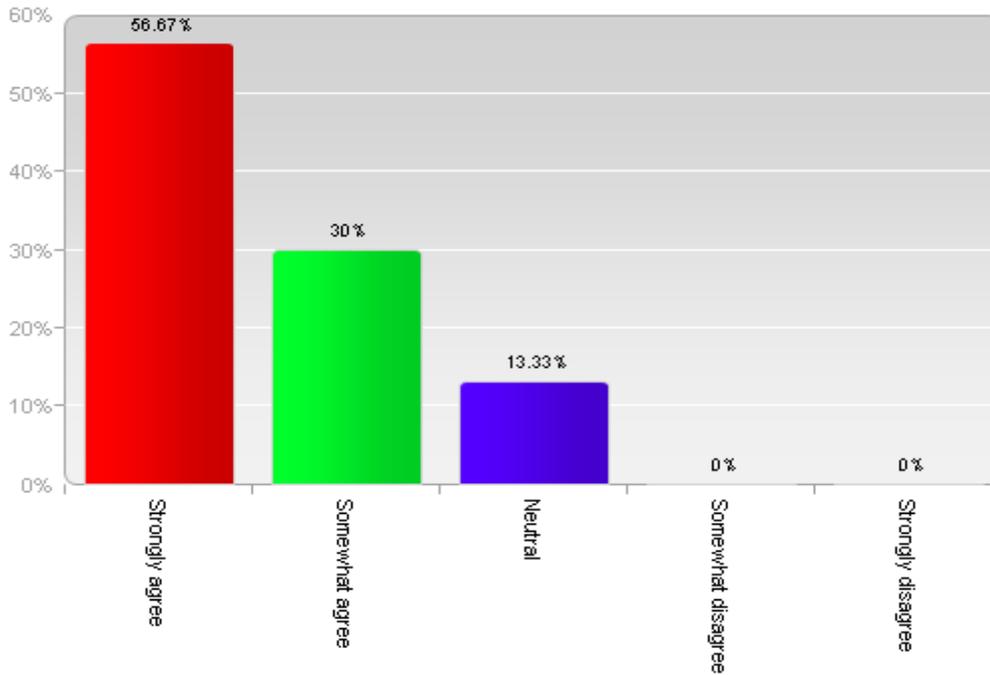


We also conducted our exam stress break for fall and spring. It was held for two weeks for a total of 1452 students. Indicators of positive student learning outcomes include:

Q1. Please indicate your level of agreement with each of the following statements: At Exam Stress Break I learned a skill to reduce my stress.



Q2. As a result of attending this event my current stress level has been reduced.

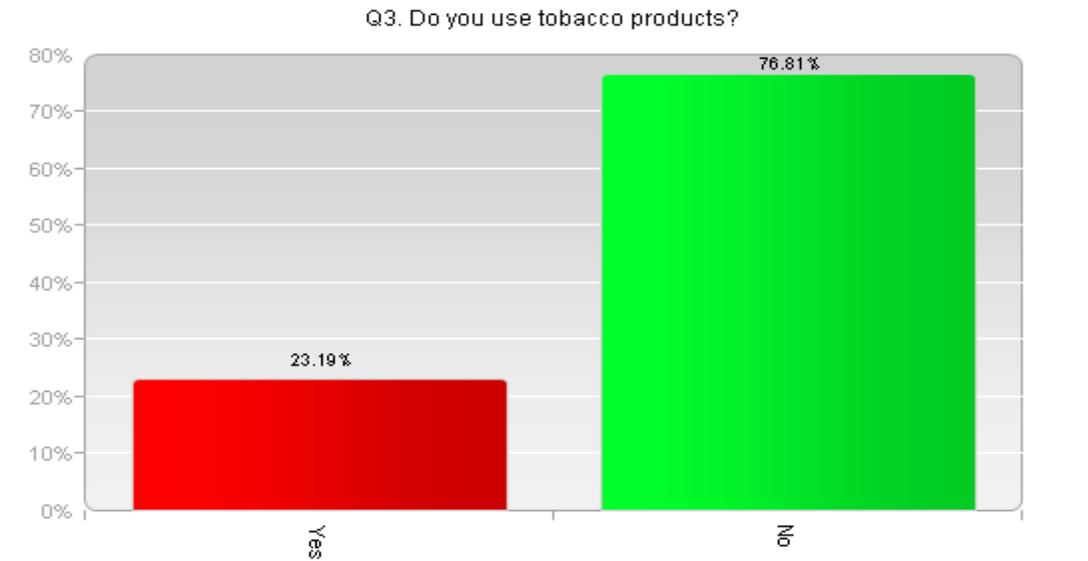


Objective 3.2: Reduce tobacco use in the campus community.

Assessment: Staff conducted 12 Quitline promotional events and distributed information to 3134 students, faculty and staff. Other methods used to increase awareness of Quitline NC included 3 advertisements placed in Pine Needle, 1 advertisement placed in Robeson Journal, posters displayed around campus and bulletin boards displayed in all residence halls during the months of November, 2008, and February, 2009.

Conducted 3 tobacco surveys focusing on the level of use on campus, attitudes toward tobacco use, attitudes about quitting (for admitted tobacco users) and protective factors preventing tobacco use. Conducted 3 tobacco surveys focusing on the level of use on campus, attitudes toward tobacco use, attitudes about quitting (for admitted tobacco users) and protective factors preventing tobacco use.

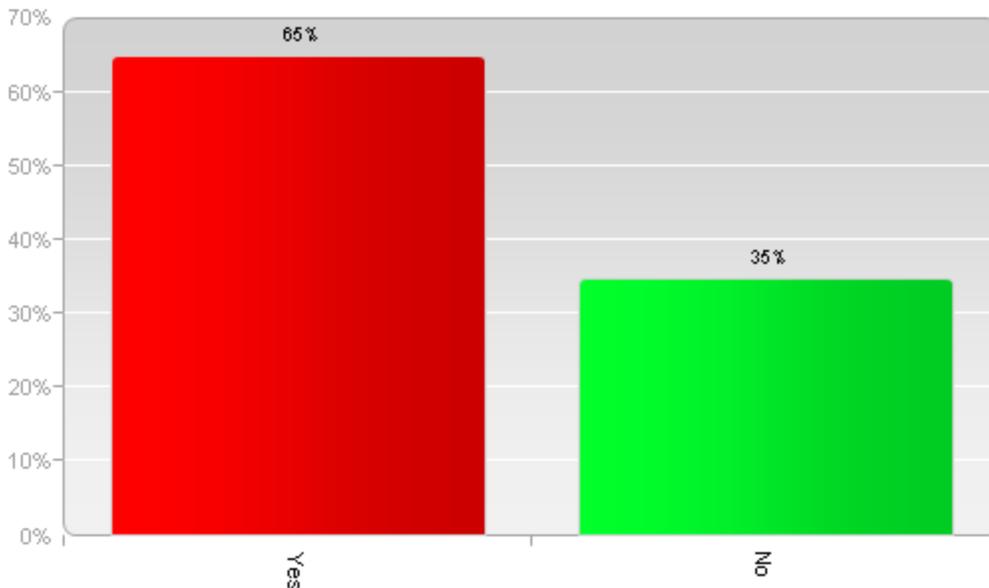
Data shows that rates of tobacco use among students remains steady.



Tobacco Task Force met monthly throughout the academic year. Task Force consists of seven active members representing Academic and Student Affairs departments on campus. Task Force continues to actively recruit new members in targeted departments.

Primary focus areas for the Task Force included promotion of the 100 foot perimeter policy and social norming. A social norming impact study conducted in February indicated:

Q1. Have you seen the social norming message stating, "84% of the UNCP community does not use tobacco products?"



Successfully oversaw the adoption of the 100 foot perimeter policy creating a tobacco free zone within 100 feet of any campus building. Collaborated with Facility Services and Marketing to develop a campus smoking map, display signage on all building entrances and place smoking stations throughout campus. Conducted 5 events promoting awareness of the new policy for 2005 students, faculty & staff.

Staff and students promoted the Freedom from Smoking Program at 3 campus events throughout the year. Two formal dates were developed for the start of the program. No students participated in the Freedom from Smoking program this year.

Objective 3.3: Provide RAD (Rape Aggression Defenses) classes to the female students.

Assessment: A one-credit class of RAD for Women was taught each semester with a total of 27 participants. A one-credit RAD for men class was taught during the fall with 6 participants. There was no non-credit workshops offered this year.

Seven UNCP staff members were able to attend the annual RAD conference for additional certification and training; five counseling center staff and two campus police officers. A grant was written this year to assist with additional training dollars to continue to support the program.

Participants enthusiastically endorse their RAD experience. Both male

and female participants actively recruit friends to join the next class. Participants indicate a greater sense of assurance and confidence in their selves.

Goal 4: Help develop leadership skills, self-awareness and helping skills in students.

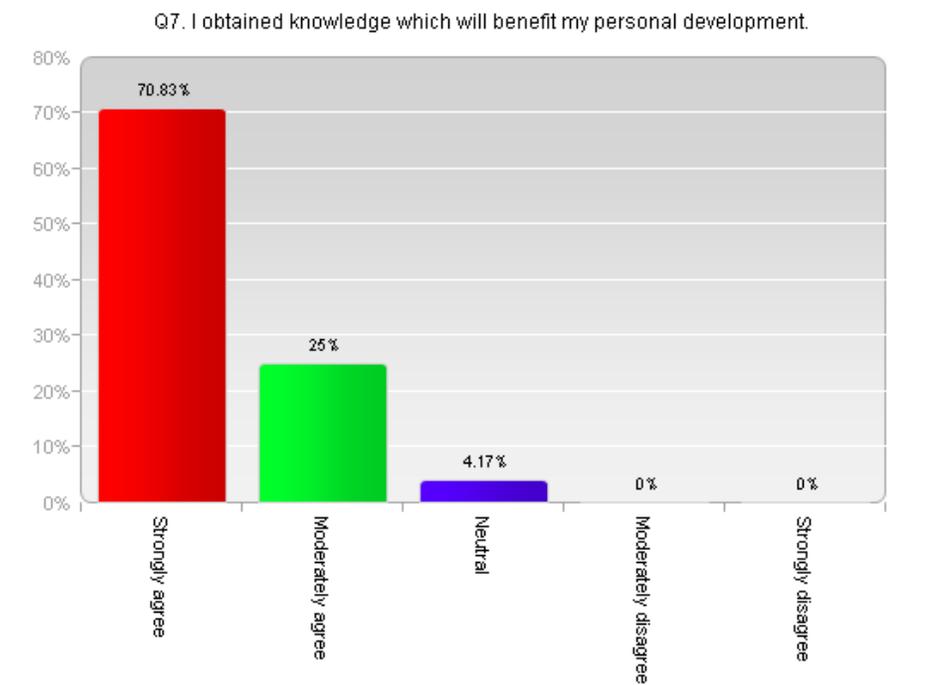
Objective 4.1: Provide training for campus peer educators and student leaders.

Assessment: Due to scheduling conflicts, no students were able to complete the CPE training this year. To compensate for the lack of formal programming, we implemented brief educational sessions into the regular meeting schedule. Apple Corps members participated in trainings on stress management, depression, eating disorders, sexual responsibility, lower-risk drinking and tobacco cessation.

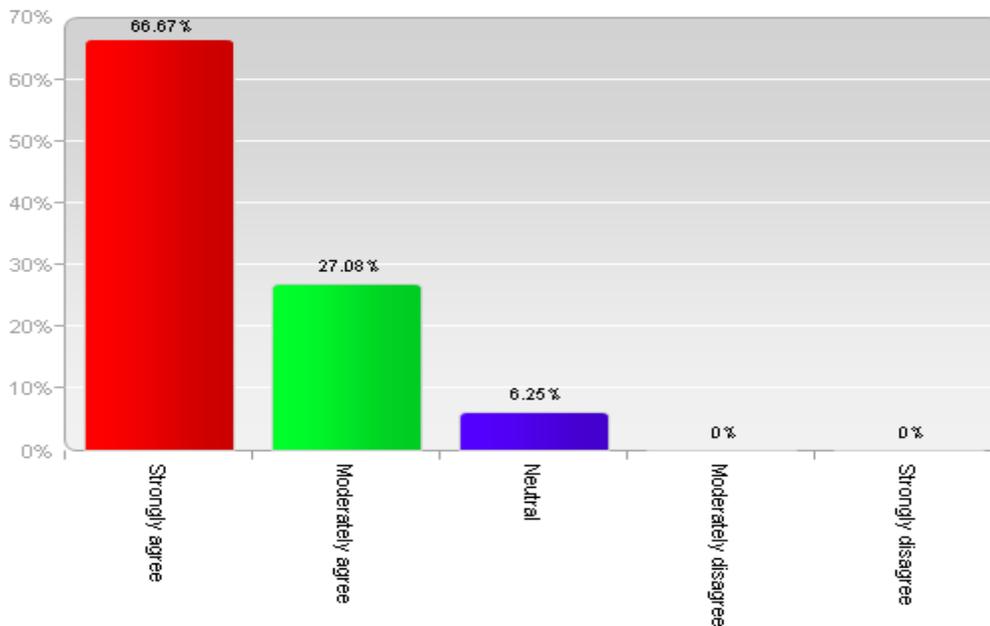
Five Apple Corps members attended the Bacchus Area 12 conference in Wilmington, NC.

Students developed and implemented two gender-specific programs during the fall semester focusing on healthy relationships, communication and sexual responsibility. During the spring semester, students hosted a full week of programming for Sexual Responsibility Week in February and Body Image Week in April.

Participants reported the following:



Q4. I gained usable skills and will be able to apply them to my academic or personal life.



Members elected new officers in August. Recruitment and training efforts continued throughout the year with 7 new members added to the organization.

No programs were submitted for the LSOP certification track this year.

Objective 4.2: Provide training and assistance for campus resident hall assistants and supervisors.

Assessment: Provided 5 trainings for RA staff covering suicidal students, conflict mediation and mental health issues. 190 people attended all 5 trainings.

Angie Bono-Severy collaborated with Student Life and ACE for Sexual Responsibility Week programming. Collaborated with OMSA and African American men's focus group on body image programming. Sponsored programs for Greek Life. Participated in LeaderShape in May. Worked with athletic department to provide programming and outreach services to all athletes. Served as liaison to Oak Hall.

Mark Schwarze acted as liaison with resident hall administrators and assistants at University Village and Pine Hall to facilitate more efficient referral process and to enhance communication and relationships with Counseling Center. Provided periodic consultation for student conduct on matters related to substance abuse violations and domestic violence issues.

Dr. Monica Osburn served as a liaison to North Hall; Met monthly with directors of all Student Affairs departments to strategize for collaborative projects. Partnered with the Center for Leadership and Service on sexual assault prevention.

Goal 5: Increase student welfare by increasing awareness of negative consequences of alcohol and other drugs.

Objective 5.1: Coordinate and implement the campus alcohol prevention, intervention, and education efforts.

Assessment: SPARC Phase II consists of the coalition approaching the Town of Pembroke to adopt a Loud and Unruly Gatherings and Accountability Ordinance. An Ordinance Committee was constructed with UNCP and community individuals to strive for the adoption of this ordinance.

Long-range planning for the coalition is underway with the anticipation of the end of the grant in July 2009. We have been utilizing technical assistance from CPARC staff in this process.

The official drug policy was published and distributed by mail at the beginning of the fall semester to every student on and off campus. Copies of this policy were also widely distributed to departments and offices on campus. Significant updates were made to the policy and approved by the Board of Trustees in April 2009 for inclusion in the 2009-2010 version.

The Counseling and Testing Center, in conjunction with APPLE Corps, co-sponsored 31 workshops, screenings and presentations with Student Health Services. The events covered a variety of topics including drug and alcohol education, sexual responsibility, mental health and wellness issues. 2273 students were screened for health and wellness problems at 20 screenings. 515 students attended APPLE Corps programs.

The drug policy was distributed by mail to every registered student on and off campus.

No additional grants were written specifically to support alcohol education; however, we continue to have tobacco education funding through grants. A new sexual assault grant was written which will incorporate education on ATOD and sexual assault prevention. This grant was submitted for review in February 2009 and notification is expected in July 2009.

Presented alcohol and drug information to 28 freshman seminar classes. A total of 561 students attended these class presentations.

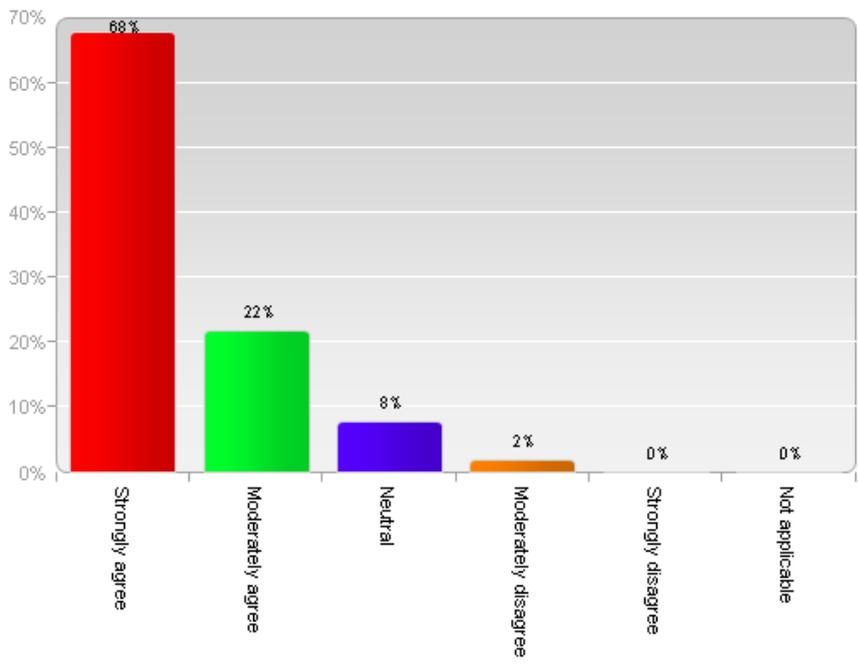
Objective 5.2: Provide drug assessment, education and counseling to students who violate the drug policy.

Assessment: Conducted several comprehensive substance abuse assessments that led to placements in various levels of care. Provided outpatient counseling services for substance abusing students that were appropriate for that level of care.

Conducted 183 mandated substance abuse appointments serving 100 students. Conducted 66 online alcohol education programs and 9 marijuana groups.

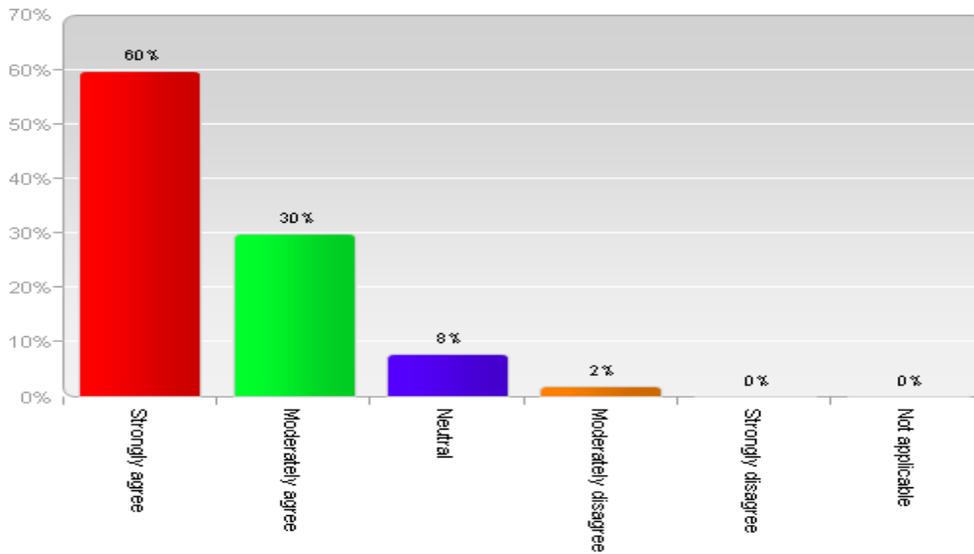
Q1. Please indicate your level of agreement with each of the following statements:

As a result of my experience(s) at the Counseling & Testing Center, I became more knowledgeable of... - General alcohol awareness facts



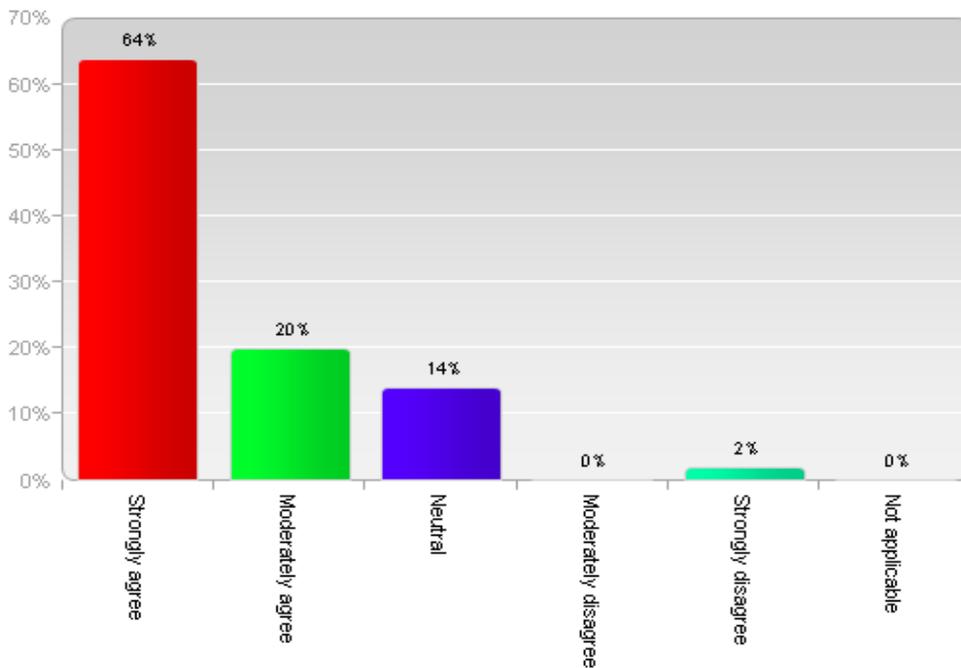
Q6. Please indicate your level of agreement with each of the following statements:

As a result of my experience(s) at the Counseling & Testing Center, I became more knowledgeable of... - UNCP alcohol policies



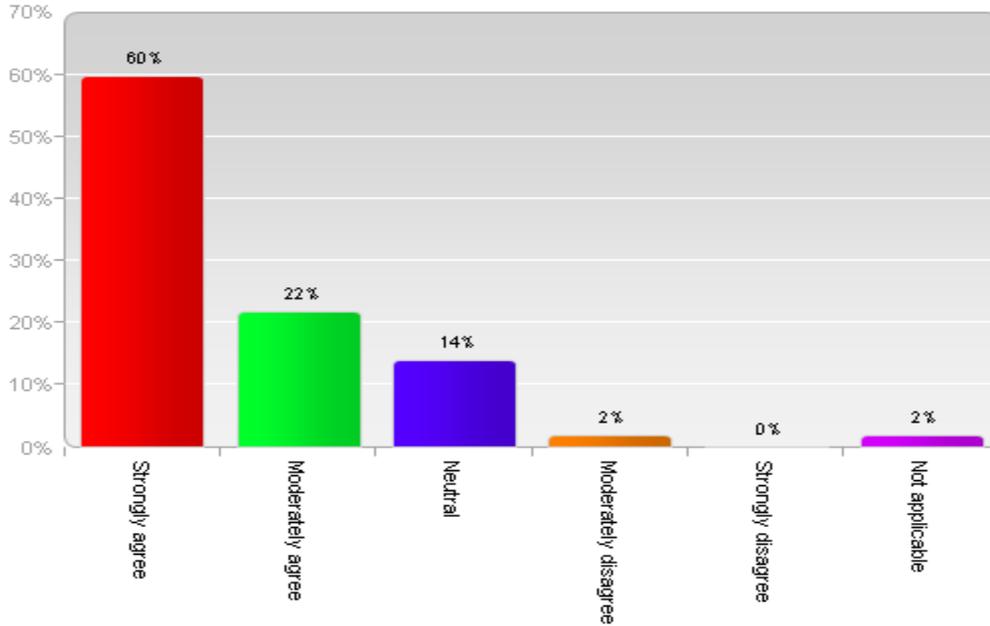
Q14. Please indicate your level of agreement with each of the following statements:

The Alcohol Education Program has helped me... - Increase my awareness of the harmful effects alcohol can have in all areas of my life



Q12. Please indicate your level of agreement with each of the following statements:

The Alcohol Education Program has helped me... - Improve my ability to choose how to respond to problem situations involving alcohol



Administered 66 Alcohol Edu for Sanctions online programs. 65 students completed the program and passed the comprehensive final exam included in the program. Some comments about the online program include:

"The program helped me understand the toll alcohol can have on your body and also how long it takes for your body to recover after a night of drinking. This program also helped me in finding ways to deal with situations where alcohol is present and I may or may not be consuming."

"The program was very helpful on teaching me alcoholic facts and its effects on the body."

"This definitely made me realize the importance of self-control, and the consequences of not exercising it!"

Career Services Center Assessment of 2008-2009 Goals and Objectives

Goal 1: Continue to develop innovative programs and services designed to educate students about the career planning process and to guide them through it.

Objective 1.1: Develop and implement detailed assessment plan for the Career Center.

Assessment: Completed and on-going. Career Center staff attended “Outcome-Based Assessment for Career Services” which was extremely useful. The Career Center designed and implemented several assessments via StudentVoice utilizing the Web and PDA’s. Assessments that were implemented in 2008 – 2009 included: Career Center Sign-In; Career Expo Recruiter Survey - Spring 2009; Career Expo Student Survey - Fall 2008; UNCP Career Expo Recruiter Survey - Fall 2008; Career Expo Student Survey - Spring 2009; Class of 2007 Survey of Graduates; FRS Assessment - Fall 2008; FRS Instructor Survey - Fall 2008; Grad Finale Survey - Fall 2008; Grad Finale Survey - Spring 2009; Post-Appointment Assessment; Program Evaluation 2008 - 2009; Teacher Education Fair Recruiter Survey - Fall 2008; Teacher Education Fair Recruiter Survey - Spring 2009; Teacher Education Fair Student Survey - Fall 2008; Teacher Education Fair Student Survey - Spring 2009; UNCP Career History Survey; University of North Carolina at Pembroke Career Services 2009 - Benchmark. The annual survey of graduates is currently being evaluated and updated. StudentVoice is an incredibly useful resource that The Career Center will continue to utilize as long as it is made available. Plans to incorporate new and revised assessments for 2009 – 2010 are in progress.

Objective 1.2: Continue to provide innovative career-related workshops and presentations to prepare UNCP students for lifelong career planning.

Assessment: Completed and on-going. Added to 2009 – 2010 goals. Teacher Education Fair was offered as a separate event in fall 2008 and spring 2009.

In 2008 – 2009, The Career Center continued to provide in-house workshops. This is being re-evaluated for 2009 – 2010 due to low participation. The entire workshop series is being evaluated to try and determine what might encourage the most student participation. This will be a focus in 2009 – 2010 as well. The schedule of in-house presentations and workshops for the year, with attendance numbers was as follows:

- During September, the series featured: Resumes that Get You the Interview (two students); and Choosing a Major or Career (one student). In addition, “Major in Success” featuring Patrick Combs was sponsored by The Career Center (1300 students).
- During October, the series included: Networking (four students) and one Resumania! event as well as the Fall Business Etiquette Dinner (more than 100 students).
- During November, the Center presented: Interviews that Get You the Job (15 students).
- During January, the series included: Resumania! (10 students).

- During February, the Career Center presented: Resumes That Get You the Interview (one student), Networking (one student), and two Resumania! events.

Outside presentations and workshops presented by The Career Center included:

- In August, the men's soccer team visited The Career Center for an overview of services and a resume writing workshop and Career Center staff visited freshman seminar classes to administer the "Where are you in your career planning?" assessment.
- In September, a resume workshop and overview of The Career Center for Dr. John Bowman's senior sociology class; a resume workshop for junior Teaching Fellows; as well as presentations to freshman seminar classes in The Career Center.
- In October, 16 freshman seminar classes visited The Career Center (293 students).
- In November, a resume writing workshop for education majors (12 students); a mock interview workshop for the Health Careers Club (30 students); an overview of Career Center services at the Native American Mothers Conference (four participants); resume and cover letter writing for Dr. Anita Guinn's English 1040 class (23 students); and a presentation to graduates at the Senior Brunch (100 students).
- In January, information on careers for English majors for faculty from the department (three participants); resume writing for Susan Edkins' athletic training class (three students); information on the Workforce Recruitment Program with staff from DSS (six students); and a resume and interviewing workshop for the women's volleyball team (12 students).
- In February, interviewing strategies for Dr. John Spillan's class (13 students); an overview of how we use DISCOVER for Dr. Angela Homlan's graduate career development course (10 students); Career Center overview for Dr. John Bowman's sociology class (seven students); and an overview of The Career Center focusing on the Career Expo in All-Greek Council (20 students).
- In March, What Not to Wear – Interviewing presentation in Pine Hall (15 students); Choosing A Major in Oak Hall (four students); and two FRS presentations (29 students).
- In April, resume writing for the Public Relations Student Society of America (three students); an overview of services and co-sponsorship of the Sophomore Connection Dinner (four students); a presentation on Career Center services at the Graduate Brunch (120 students); resume writing for Education majors (nine students); and, resume writing, services and networking for student athletes (16 students).

Objective 1.3: Expand options for access to career-related information.

Assessment: Completed and on-going. Added to 2009 – 2010 goals.

Current technological lapses at UNCP prevented the upload of additional workshops. Other avenues are being explored to bring this to fruition including the use of available outside vendors when the budget allows.

Goal 2: Offer enhanced Employment Services through the Career Center.

Objective 2.1: Hire new Assistant Director of Employment Services as addition to the Career Center team.

Assessment: Not met. Added to 2009 – 2010 goals.

Objective 2.2: Increase number of employers offering job opportunities to UNCP students.

Assessment: In progress and on-going. Some goals from this section were not met due to budget and staffing limitations. One employer site visit was scheduled and took place during the fall of 2008. Student interest in visits of this sort was very low this year, but this will be attempted in the coming year. Attempts to work with Advancement/Corporate and Foundation Relations to coordinate contact with employers will continue. Number of employers visiting campus for career fairs and on-campus recruiting programs were down considerably. The assumption is that this was due to the current economic situation. The following employers visited campus in 2008 – 2009: US Census Bureau; National Security Agency; Social Security Administration; US Customs & Border Protection; Federal Workforce Recruitment Program; Central Intelligence Agency; Democracy North Carolina; and, Fayetteville Police Department. This does not include the employers that participated in career fairs. As of June 11, 2009, there are 1112 active employers with 1587 active contacts in the *Brave Opportunities* online job search system. During the year, 278 new positions were posted to the system.

The Career Expo was held in the fall with 57 employers and graduate schools registered and in the spring with 25 organizations registered. The Teacher Education Fair was held this year as a separate event. In the fall, 19 school systems registered attend and 25 registered in the spring. The following graduate programs visited campus to recruit: Duke School of Nursing; University of Kansas School of Law; Clarkson University; Virginia Tech; and, Washington University School of Law.

Objective 2.3: Develop on-campus student employment policies and procedures to centralize employment process.

Assessment: Completed and on-going. The new on-campus student employment procedures go into effect officially as of July 1, 2009. The Career Center, in conjunction with Human Resources and a committee of other University representatives, worked for nearly two years to develop and

implement a system for centralizing student employment. Jobs will be posted and applications submitted through the *Brave Opportunities* online job search system. Trainings on the new policy and the online system have been held for supervisors over the spring and summer and will continue into the fall.

Goal 3: Promote and market programs and services of the Career Center for the purpose of increasing active participation and involvement.

Objective 3.1: Continue to develop Career Peer program and to utilize Career Peers in marketing efforts. Work to establish Career Peers as a recognized UNCP student organization.

Assessment: Completed and on-going. The Career Peers became an official registered student organization through SGA in 2008. In the coming year, we will be taking this program “to the next level.”

Objective 3.2: Implement and continue on-going evaluation of overall marketing plan and promotional materials for the Career Center.

Assessment: Completed and on-going. Added to 2009 – 2010 goals. Marketing efforts in 2008 – 2009 included the new Career Center listserv; e-mail messages to students, faculty and staff; weekly flyers; Brave Opportunities online newsletter; creating a Facebook fan page for The Career Center; UNCP master calendar; Career Center website; ground signs; Student Activities Calendar; Career Peer announcements; marketing tables in the UC mall; *The Pine Needle*; posters in the UC; the Career Center’s bulletin board outside Bert’s; *This Week*; and marketing materials such as stress balls, pens, and cups distributed at various locations and events.

Objective 3.3: Increase awareness of Career Center programs and the opportunity for student groups to sponsor programs within student organizations.

Assessment: On-going. Added to 2009 – 2010 goals.

Objective 3.4: Increase awareness of Career Center programs and services among faculty and staff.

Assessment: On-going. Some of these initiatives, as well as some new ideas, have been added to 2009 – 2010 goals.

Objective 3.5: Increase exposure of *Brave Opportunities*, the Career Center online newsletter.

Assessment: On-going. Added to 2009 – 2010 goals. The newsletter was not published in the spring of 2009. This will be evaluated and revamped for the coming year.

Objective 3.6: Increase exposure to Career Center activities among commuter students and students at satellite campuses.

Assessment: Not fully met. Added to 2009 – 2010 goals.

Objective 3.7: Increase alumni involvement and use of Career Center programs and services.

Assessment: On-going. Added to 2009 – 2010 goals. Through the career history survey that was requested by the Chancellor, all alumni of the university were asked about their career paths. Part of this survey gave alumni the opportunity to volunteer to be part of the Alumni Career Connection. Several hundred alumni volunteered. This will be the driving force in efforts related to getting this program revitalized in 2009 – 2010. Alumni Relations consistently assists The Career Center in promoting programs, services, and events.

Office of Student Life Assessment of 2008-2009 Goals and Objectives

Goal 1: Engage student organizations towards improving academic achievement, leadership opportunities and community service.

Objective 1.1: All SGA member GPAs will maintain at least a 2.5 GPA.

Assessment: Partially accomplished. SGA passed a constitutional change to require senators and officers to carry a minimum 2.5 GPA effective for the 2009-10 SGA session. SGA did, however, lose two members at the spring semester break who dropped below the 2.0 GPA requirement. The constitutional change also forced some senators to not seek re-election as they fell below the 2.5 GPA.

Objective 1.2: Work with all clubs and organizations to provide effective direction, leadership and training.

Assessment: Partially accomplished. Student organizations were effectively organized throughout the year through the use of Club Manager. The office was unable to implement a switch to a more user friendly OrgSync software prior to the end of the fiscal year. This will be a priority for 2009-10 and will allow student organizations to more effectively organize their student groups and communicate information to their members and with the Student Life office.

A healthy competition was developed for student organizations to win the Chancellor's Cup. The Chancellor's Cup program had 55 of 77 organizations (71%) accumulating points. Two organizations, Zeta Phi Beta and Delta Sigma Theta, met the minimum qualifying points in each category and were invited to the second portion of the program, an interview, to compete for the Chancellor's Cup. The directors of the Career Center, Greek Life and Student Life along with the associate directors of the Center for Leadership and Service and Student Life conducted the interviews. The interviews provided each organization with 15 minutes to present about their Chancellor's Cup process and experience as well as 15 minutes for questions from the interview team. At the conclusion of the interview, it was determined that both organizations should be declared winners. Both received a replica Chancellor's Cup, \$750 in programming funds and their organization name engraved on the Chancellor's Cup, which is on permanent display in the UC 213 display case.

Goal 2: Improve educational, entertainment and weekend programs to UNCP students.

Objective 2.1: Provide educational programs to the UNCP student body.

Assessment: Partially accomplished. The office spent the year beginning the evolution from a pure service orientation to an educational focus. The office co-sponsored LeaderShape and Safe Zone training in addition to providing educational support for ACE, SGA and student organizations.

While effective, there is still much to be done in transitioning the office's approach to educational programming. Students were involved for the first time in the selection process for the Distinguished Speakers Series. Student participation in the program development, planning and implementation of all office programs will continue and expand in 09-10.

Objective 2.2: Improve the quality of entertainment programs to the UNCP student body.

Assessment: Partially accomplished. ACE was challenged this year to expand their ownership of their program as part of the offices educational shift. In so doing, ACE was able to more fully take advantage of their NACA experiences and begin the relationship development process with artists and agents in support of a more meaningful and well rounded set of programs.

Areas for improvement for ACE and the office include more timely and effective marketing efforts expanding on the success of the ACE and OSL Facebook presence and developing a consistent process of pre-program needs assessment and post-program evaluation.

Objective 2.3: Provide weekend programming.

Assessment: Not accomplished. While the office had events occurring on the weekend, most were affiliated with major programs – Parent’s Weekend, Homecoming, and Family Day. In light of the shift to an educational program for the office, other administrative priorities identified for the office by upper administration and the programming capabilities of staff, weekend programming was not a focus for the office this year. Weekend programming can become a priority when an assistant director with a student affairs/development or higher education background is hired.

Goal 3: Promote positive relations and collaborations between Student Life and other offices.

Objective 3.1: Provide collaboration with various departments.

Assessment: Accomplished. The office collaborated with the following departments and community members this year.

Distinguished Speaker Series

- GPAC
- WNCP
- Mass communication
- Political science
- Nursing
- Business
- OMMA
- Athletics
- Autism Society of North Carolina
- Southeast Regional Medical Center – through Nursing
- Pepsi-Cola local and regional distributors

Parents Weekend:

- GPAC
- Alumni Affairs
- Parents Council
- Career Center
- Greek Life
- University Center

Homecoming:

- Alumni Affairs
- Greek Life
- Intramurals
- Athletics

- Band
- Cheerleading
- CLS
- Campus Police

Family Day:

- Greek Life
- Counseling and Testing
- Staff Council
- Student Organizations
- Pepsi-Cola local distributors
- Local businesses for door prizes
- Bookstore

LeaderShape:

- CLS
- Greek Life

The Office also collaborated with Sodexo for most of the above events and many individual faculty and staff members in support of student organizations and their advising needs and with Late Night Breakfast and Pembroke Day.

Goal 4: Promote positive relations between UNCP and the community.

Objective 4.1: Provide services/partner with community entities.

Assessment: Accomplished. As outlined above, the office collaborated with community partners for a variety of campus events.

Goal 5: Present events and programs relevant to student interests.

Objective 5.1: Have programs that are of interest to our students on various learning levels.

Assessment: Partially accomplished. Programs coming out of the office and ACE were driven by anecdotal knowledge of student interests and needs. As most programs were not learning outcome focused, the need to appeal to a variety of learning levels of students was not necessary. The office revised the mission statement to become more educationally focused including purpose statements that will drive our current programs and learning outcomes that will inform both current programs and the developmental process for new programs with the expectation of a continuous process of needs and learning outcomes assessment and expectations.

Goal 6: Improve Distinguished Speaker Series by determining student interest.

Objective 6.1: Have at least five (5) Distinguished Speakers on campus and interact with UNCP community.

Assessment: Accomplished. Five speakers visited campus as part of the 08-09 series. An effective marketing plan was developed using a variety of mediums to bring students to the events including the reintroduction of a Distinguished Speaker Series brochure, development of Facebook event pages, engagement of academic departments and flyers and A-frame posters around campus. As outlined above, the office collaborated with many offices to expose students to the speakers during their visit.

Ticketing figures for the 2008-09 series were:

- Arianna Huffington 420 total, 263 students
- Patch Adams 825 total, 498 students
- Lou Gossett Jr. 546 total, 285 students
- Hugh Johnston 659 total, 289 students
- Doug Flutie 407 total, 247 students

For the 2009-2010 series, faculty and staff were asked to offer speaker recommendations for review. Twelve students spent 3.5 hours discussing over 200 distinguished speaker recommendations provided by faculty, staff and speaker agents. The students distilled that list down to five preferred speakers, four Native American options and six additional acceptable alternatives. The students recommended pursuing a slate of six speakers to improve the visibility of the series. Their recommendation intended to bring to campus six speakers for less than the cost of the 2008-09 series. The Chancellor reviewed those selections and directed the office to pursue six speakers, eventually dropping the Native American selection, for a slate of five speakers.

The four signed speakers for 2009-10 are: Chuck D, Valerie Plame Wilson, Sheryl Swoopes and Jodie Sweetin. The speaker still in negotiation is Bill Nye.

The intent of this new process was to ensure effective use of student fee dollars and to bring speakers to campus because either students want or need to see them; there is a logical marketing tie to an event, program, office/department or national current issue/event; or, the community thinks it would be 'cool' to have them on campus. This process provided an informed list to the Chancellor so he could select speakers who meet his defined primary purpose of the series which is to gain "media attention... (requiring speakers)...that the general public will recognize and hopefully be impressed that UNCP is having them here" while also addressing student interest.

Goal 7: Recognize the Office of Student Life for its competent and compassionate staff in an atmosphere of praise and support.

Objective 7.1: Effectively communicate to other staff and students.

Assessment: Partially accomplished. The evolution of the office from service-oriented to educationally/developmentally-oriented stressed the office dynamic as would any improvement-focused change process. Through this process, the purpose and inner workings of the office became more transparent to staff and students alike. Office staff became more involved in the operation of the office in areas once hidden to or not asked of them – in particular finance decisions, budget knowledge, teaching and advising. Much of this process required a change in thinking about our work and the development of new infrastructures and thought processes. This is still a work in progress for the staff and students.

The staff is also still learning the skills, capabilities, limits and expectations of one another and themselves and will continue to be encouraged and funded for professional development as appropriately related to work expectations and requirements.

Multicultural & Minority Affairs Assessment of 2008-2009 Goals and Objectives

Goal 1: Provide ongoing educational and cultural programs and services that will assist students of color in achieving their educational goals and to encourage student involvement in the academic and social systems of college life and society.

Objective 1.1: Develop or co-sponsor programs and/or services that will assist in the academic and personal success of this student population.

Assessment: Goal update - 100% accomplished, even without the “Let’s Talk About It” sessions).

OMMA’s “Let’s Talk About It” session, which is scheduled for every Wednesday, will have to take a new approach in regards to making it be productive. During the 08-09 academic year, there were approximately 2 sessions. This informal and inclusive environment and dialogue area is where students can come and freely discuss societal and cultural issues that are common place for today’s college student. Issues/topics range from academic excellence, interracial dating/marriages/unions, role models, race to stereotypes.

OMMA held its third Diversity Film Series by showing 9, one more than in 2007-2008, culturally/ethnic movies. Each month, beginning in August, a culturally based movie was shown that was indicative to that month. For example, in March (Women’s History Month), *Killing Us Softly* was shown. Attendance reached over 120 this academic year, doubled from 2007-2008. The increase in attendance was due to having faculty/staff facilitate a discussion after each film.

OMMA has begun planning its 3rd Diversity Film Series for the 2009-2010 academic year.

OMMA, in concert with the Social Justice Symposium, hosted and sponsored the university's first Social Justice Symposium on September 22. Sister Helen Prejean, author of *Dead Man Walking*, was the keynote speaker. In addition to Sister Prejean, the symposium had 6 concurrent educational sessions throughout the day for students, faculty/staff and community partners. Approximately 400 persons attended and participated in the symposium.

OMMA, in partnership with the Diversity Committee for Communities of Interest, developed the Diversity Education Series, which kicked off in August of 2008. The series addressed issues from inclusion, gender roles to self reflection. As with any new series, there were a few glitches. The attendance for each session (approximately 8 sessions during the academic year) ranged from 3-6 students/staff/faculty. However, for those individuals who attended, very positive evaluations were received. OMMA plans to sponsor the second Diversity Education Series during the 2009-2010 academic year. This time, the series will be named The Diversity Café.

The fifth annual Dr. Martin Luther King, Jr.'s Candlelight Vigil and Program held on Thursday, January 15, was the most moving celebratory program honoring Dr. King ever. Approximately 50 students were in attendance. Ms. Mary D. Williams gave a powerful presentation on the importance of African-American spirituals to the social and cultural development of black culture.

The second annual African-American Read In: A Literacy Program, which is part of the African-American Read In program, held in conjunction with the Mary Livermore Library and the School of Education (Feb. 11, 13, 17 and 24) was very successful. The kick off program brought in over 65 children from several county schools. The African storyteller captivated 60 individuals, from the university and community. The oral readings and book discussion events drew approximately 35 individuals. Overall, this event touched approximately 160 individuals. A final report was sent to the National Council of Teachers of English outlining the success of UNCP's program.

The Harmony Walk brought over 150 out to take part in this annual event. This academic year, Ms. Rosemarie Glenn, the guest speaker, challenged the audience to be kind and offer a helping hand to others. The Harmony Walk is one of the many ways OMMA educates the university community on the importance of diversity and inclusion.

Objective 1.2: Develop programs that focus on introducing and educating students of color on cultural diversities.

Assessment: This assessment would be in line with Objective 1.1.

Goal 2: Implement or be involved with programs and services that will aid in the retention and/or success (academic and personal) for students of color.

Objective 2.1: Continue the minority peer mentoring program.

Assessment: Goal Update - Did not accomplish. No one registered. Plans are to revisit and develop another action plan, if OMMA decides to have a mentoring program.

Goal 3: Continue the “Back To School” cookout for students of color, in conjunction with International Programs and Honor’s College.

Objective 3.1: Collaborate with other offices to sponsor a cookout at the beginning of each fall semester that would highlight the importance of UNCP’s ethnic diverse populations.

Assessment: Goal update – accomplished. OMMA co-sponsored the annual Back To School Cookout with International Programs, the Center for Leadership and Service and the Honors College. The attendance averaged about 150 students, faculty, staff, alumni and community, which was a 50% increase from 2007-2008. The main purpose of the cookout is to acclimate our international students and welcome our new students of color to a small segment of UNCP and the town’s rich culture. Students are encouraged to interact with other new and returning students along with faculty/staff and community persons. However, due to the current budget reduction, the annual Back to School Cookout may not be held at the beginning of the 2009-2010 academic year.

Goal 4: Promote, educate and celebrate cultural diversity on campus.

Objective 4.1: Provide formal and informal avenues for inter-dialogue exchanges between the diverse communities on campus.

Assessment: Goal update – accomplished. Approximately 6 on-campus presentations from OMMA were delivered throughout the academic year, addressing diversity and cultural awareness.

The offices of Leadership and Service, Student Life and Multicultural and Minority Affairs sponsored the 5th Annual Harmony Walk: Celebrating Diversity One Step At A Time program, September 18. The event brought out approximately 150 UNCP constituents and Pembroke community persons. Ms. Rosemarie Glenn, the guest speaker, challenged the audience to be kind and offer a helping hand to others. The highlight of the program was the banner competition by 9 student organizations.

The Diversity Committee for Communities of Interest held a diversity forum entitled “President Obama Now In The White House: What Does This Mean for

Race Relations in the US.” This forum engaged dialogue regarding the issues of race relations and the United States’ first African-American president. Thirty-two students, faculty/staff from across the color spectrum participated in this forum.

OMMA, in partnership with the Center for Leadership and Service, chaperoned 10 diverse UNCP students to New Orleans as part of an alternative spring break multicultural education and service learning excursion on February 2-6. While in New Orleans, students had firsthand experience with the New Orleans’ Second Harvest Food Bank and experienced New Orleans’ culture and heritage. They were able to reflect on their experiences each day which produced some very positive learning outcomes.

A Taste of iWorld focused on the continent of Africa and was lead by a diverse group of UNCP’s African students. Additional student organizations and community partners participated. A Taste of iWorld embraces and celebrates the very special and rich diversity at UNCP. The program consisted of various displays presented by UNCP students, faculty, staff and community representing their respective cultural backgrounds. Along with the 6 student organizations and ambassadors from the Lumbee tribe that participated, approximately 75 persons attended this annual event. The attendance was lower than last year due to inclement weather.

With the numerous cultural programs being sponsored by the Office of Multicultural and Minority Affairs or collaborated with other campus offices, OMMA’s mission continues to be achieved. The continued goal is to educate the university community, particularly our students, on the issue of diversity and cultural competency. Furthermore, we continue to create a learning environment that lends itself to the retention and recruitment for our students of color.

Goal 5: Provide advisement/support to designated minority based student organizations/clubs and encourage campus and community involvement.

Objective 5.1: Ensure that each designated minority based student organization is properly operating and advised.

Assessment: Goal update – accomplished. The Office of Multicultural and Minority Affairs provides ongoing support and guidance to the student organizations it advises and/or that have a focus on minority student leadership, service, scholarship, issues, and activities. The Director of OMMA provided direct advisement to two organizations, NAACP and Kappa Alpha Psi Fraternity, Inc. Direction and guidance were given to the Multicultural Council of Presidents. The Council of Presidents supports UNC Pembroke’s Student Affairs philosophy through information sharing, collaboration, strategic planning and community outreach. The advisor was very active in the events/activities of each organization as appropriate and ensured that all of the organizations were active, engaged and followed UNCP policies and procedures.

Goal 6: Utilize the Diversity Survey as an assessment tool that will survey students, staff and faculty attitudes and feelings on diversity.

Objective 6.1: Post a diversity survey for students to complete at the most appropriate time of the academic year.

Assessment: Goal update – accomplished. The Diversity Committee for Communities of Interest administered the second Diversity Climate Survey (via Student Voice) in January. The 60 question survey was sent to the entire student listserv. In October, approximately 1,117 students had started the survey and approximately 951 had completed the survey. These results are up approximately 20% as compared to last year's results. The survey did not present any major concerns as related to campus cohesiveness and togetherness.

Goal 7: Establish an Associate Director for Multicultural and Minority Affairs position.

Objective 7.1: Develop/create programs or services that will enhance the mission of the Multicultural Center and the Office of Multicultural and Minority Affairs.

Assessment: Goal update - not accomplished. After discussions were held with the Dean of Graduate Studies, it was determined that assigning a graduate assistant to OMMA would not be appropriate and/or did not meet the Graduate Studies' policies on assigning graduate assistants. Therefore, plans are underway to establish an associate director's position within OMMA to fulfill this goal.

Goal 8: Continue the communication between Student Affairs Administration and students of color in assessing needs and developing programs to meet those needs.

Objective 8.1: Ensure prompt and efficient communication.

Assessment: Goal update – accomplished. Periodic meetings were held to discuss the progress and needs for the Office of Multicultural and Minority Affairs.

Office of Greek Life Assessment of 2008-2009 Goals and Objectives

Goal 1: Create congruence between the reality of the fraternity/sorority community and the idealistic values of all fraternal organizations.

Objective 1.1: Provide continual development and implementation of fraternity/sorority life assessment tools.

Assessment: In conjunction with the Center for the Study of the College Fraternity, the Call for Values Congruence and the Association of Fraternity Advisors, learning outcomes were developed for students affiliated with Greek organizations based on community values and expectations as well as CAS Standards. The assessment of these learning outcomes took place through the use of continuums of development as well as one-on-one meeting formats. Some pre- and post- evaluations were utilized for assessing educational programming and recruitment processes.

The Office of Greek Life continued using a comprehensive assessment program based on community values and the mission of the Office of Greek Life. The assessment program was put into place for the purpose of feedback and growth of fraternal organizations, while the secondary outcome consisted of recognition at the Third Annual Greek Life Awards. The assessment consisted of written information evaluated by student affairs professionals across the nation accompanied by verbal information shared at interviews with UNCP faculty and staff members. This process allowed for the continued engagement of faculty and staff within the Greek community as well as an opportunity for constructive feedback and the creation of action plans for individual chapters.

The Greek Experience Survey was administered August/September 2008. The findings were compared to normative data and shared with community stakeholders. The findings determined future programming and educational initiatives to best serve the UNCP Fraternity and Sorority Community. The Greek Experience Survey also yielded comparison data on both the institutional and national level. Although information was skewed due to the gender split of individuals who took the survey versus the actual percentages of gender representation within the Greek system at Pembroke, the data presented information needed to enhance development within the Greek life department.

Objective 1.2: Provide values-based education and programming initiatives.

Assessment: Due to a decrease in student fee funds as well as the allocation of funding before the absence of the first director, the Office of Greek Life was unable to provide extensive programming to the Greek community. The Office of Greek Life hosted the following educational programs during the academic year:
-All Greek Council meetings included educational topics i.e. risk management, theme sensitivity, Fraternal Values Movement, accountability, etc.

-Advisor training –Advisors to fraternities and sororities participated.

-Third Annual Greek Leadership Summit .

- Anti-Hazing Workshop.
- NPHC Homecoming Step Show.
- North American Interfraternity Conference IMPACT – 52 students in attendance.
- Panhellenic Opportunities for Women and PHA Recruitment.
- NPHC Week:
 - Stroll Off
 - Pan Showcase Step Show
- Greek Week:
 - Battle of the Sexes
 - Living in a Haze: Alcohol and hazing
 - Advisor meeting
 - Show Off Show
 - Step Off
 - Day of Service
- LeaderShape 2009.
- Relay for Life date auction.

Programs scheduled for the Spring 2009 were very successful despite a change in leadership, expectations and communication.

Qualitative data was collected to assess All-Greek Council and the continuation of frequency of the meetings. Data provided information linked to business related meetings versus topical sessions and pertinence to Greek Life. Further assessment will be completed to assess new outline of program and relation to students and various constituents.

Objective 1.3: Educate and develop Greek Life staff in regard to new trends, programming opportunities and professional best practices.

Assessment: The UNCP Office of Greek Life is a standard member of the Center for the Study of the College Fraternity (CSCF). Our CSCF membership entitles the university to fraternity/sorority life research and best practices as well as normative data to compare with our Greek Experience Survey findings.

The new director did not have an opportunity to attend conferences or sessions directly related to Greek life but is well versed on current research and has a high level of knowledge in best practices when working with student affairs. He did attend the North Carolina Campus Compact state-wide conference in order to enhance knowledge of community service as related to student organizations.

Trainings also provided to the director and the administrative support associate were utilized in the areas of Banner, diversity, ethics and several other areas.

Goal 2: Establish standard procedures for the Office of Greek Life in order to enhance the fraternity/sorority community.

Objective 2.1: Establish meaningful partnerships with fraternity/sorority life stakeholders.

Assessment: The Office of Greek Life has become an active participant in participating in admissions and orientation programs. This has provided potential new members and parents an opportunity to gain information about Greek Life. Greek Life was represented at all university open houses and summer orientation programs for 2008-2009

The Office of Greek Life has created recruitment publications that are made available via campus events and offices on campus as well as on-line. This was complimented by an Office of Greek Life ink pen, coffee mug and tote bag. The Office of Greek Life utilized a t-shirt campaign for attaining Greek unity and participation in the Greek Experience Survey.

The Office of Greek Life continues to collaborate and seek active partnerships with campus departments. Through All Greek Council meetings, the Office of Greek Life collaborated with Student Health Services, Center for Leadership and Service, Office of Multicultural and Minority Affairs, Office of Student Life, Career Services, Counseling and Testing, Center for Academic Excellence, Givens Performing Arts Center, Athletics, Intramurals, etc.

Objective 2.2: Create and update Office of Greek Life policies and procedures.

Assessment: The director worked collaboratively with Student Conduct and headquarters staff to assist in investigating risk management violations reported to the Office of Greek Life. Educational sanctions and opportunities to better engage chapters that struggle with following policies and procedures were created.

It was determined that ICS is not compatible with Banner; therefore, it was not possible to move chapter rosters on-line. It was also not possible to utilize ICS as a means for creating and generating academic reports. This process continues to remain on-paper and very time consuming.

Comprehensive advisor training was implemented and advisors were trained regarding UNCP Risk Management Policies and UNCP's Advisor Policy. This was complemented with advisor roundtables throughout the year and an advisor meeting during Greek Week.

Objective 2.3: Increase communication in regard to the Office of Greek Life.

Assessment: *Greek News You Can Use* has continued to serve as an electronic newsletter that keeps alumni, advisors, faculty, staff and undergraduate members in the communication loop. The Office of Greek Life has received very positive feedback from all stakeholders in regard to this communication.

The Office of Greek Life established a website that includes weekly updates of *Greek News You Can Use*, all policies and procedures pertaining to the Office of Greek Life, information for potential new members, current members and advisors as well as information pertaining to All Greek Council.

All Greek Council continued to serve the purpose of increasing communication among chapters, governing boards and members of the Greek community. All chapters are represented at each meeting. The meetings consist of guest speakers from across campus, educational programming, Office of Greek Life updates, governing board updates and chapter updates. Feedback received through the Greek Experience Survey and chapter president one-on-one meetings indicates that 100% of students surveyed found All Greek Council to be beneficial to the Greek Life program at UNCP.

Goal 3: Continue growth contributed by Office of Greek Life services.

Objective 3.1: Increase chapter membership and number of organizations.

Assessment: The Office of Greek Life continued expansion with the addition of the Kappa Delta Sorority, Sigma Gamma Rho Sorority, Inc. and Pi Kappa Alpha Fraternity in fall 2008.

A long-range plan was established for Panhellenic Extension. The following chapters were invited to join campus and they accepted our invitation.

Gamma Phi Beta –spring 2010

Alpha Sigma Alpha – fall 2011.

Established relationships and held campus on-site visits with the following NIC, NPHC and NALFO groups and expansion efforts are expected.

Delta Upsilon – in discussion

Delta Tau Delta – in discussion

Omega Psi Phi – fall 2009

Chi Upsilon Sigma – fall 2009

Current chapter membership is approximately 350 active undergraduate members. Membership is approximately 15% higher than 2007-2008.

Objective 3.2: Create and hire an Assistant Director of Greek Life professional position and Greek Life Graduate Assistant.

Assessment: A job description has been created and submitted to the Assistant Vice Chancellor for Student Development for an Assistant Director of Greek Life position. No funding was provided to pursue this initiative.

A graduate assistant was hired that was very knowledgeable about Greek life, general operations, and NPHC organizations. Another graduate assistant will be hired for the 2009-2010 school year.

Objective 3.3: Obtain student organization space for chapter operations and ritual/recruitment activities.

Assessment: No space was secured for student group's operations and ritual equipment. Further information will be needed to assess space utilization and pertinence to Greek life. The director met with members of local organizations that are willing to allow students to utilize space in their buildings for a fee for meetings, rituals, etc. Several groups utilized chapel and meeting space at various churches and health facilities within the community.

Space on campus cannot be utilized for ritual/recruitment/initiation meetings due to surveillance of the majority of meeting spaces.

Center for Leadership and Service Assessment of 2008-2009 Goals and Objectives

Goal 1: Increase staff and financial resources to support the Center for Leadership and Service programming.

Objective 1.1: Employ full-time and part-time staff to support student leadership development and service programming.

Assessment: Sustained the NC Literacy coordinator and the AmeriCorps VISTA coordinated the NC-ACTS! program. Thirty-nine students completed the NC-ACTS! Program during 2008-09. At least 7% of FWSP students participated in community service opportunities.

Objective 1.2: Develop a budget for state and non-state funds to support addition of a new staff position and student leadership development programs.

Assessment: The objective was not successfully completed. An expansion budget to appropriate state funding for an Administrative Support Associate was submitted and funding was not approved due to reductions in state funding. The

Center collaborated with the financial aid office to utilize 9 FWSP students in community service projects and opportunities.

Goal 2: Engage students in leadership and personal development through workshops and experiences.

Objective 2.1: Engage students in leadership development through board service and committee activities associated with the Center for Leadership and Service.

Assessment: The objective outcome was not met. The student leadership position was not implemented and student engagement in civic and service activities was limited. Limited non-state funds prohibited the Center from contracting for this position. This goal is removed from 2009-10 goals and objectives.

Objective 2.2: Increase student participation in LSOP sponsored workshops.

Assessment: The objective was not completely met. We sustained program development through collaboration with the Office of Multicultural and Minority Affairs, Student Life, Greek Life, Student Health Services, Career Center and Housing and Residence Life. Service opportunities and educational programs were well advertised and presented by CLS staff, LSOP students and community partners using all available media resources. We saw a decline in reported student workshop attendance and program participation. Changes in internal reporting, tracking mechanisms and turn-over in LSOP board members effected accurate reporting of student attendance. Faculty involvement was not measured due to restricted internal measurement tool. We documented that 134 (24%) of 561 actively registered students attended workshops. This is a 14% decrease from 2007-08 when 318 of 844 (38%) students attended workshops. LSOP co-sponsored 43 workshops during 2008-09, a decrease from 121 workshops in 2007-08.

Goal 3: Engage students in community service.

Objective 3.1: Increase LSOP student participation in community service activities.

Assessment: The objective outcome was not met during the academic year. We documented that 51 (9%) of 561 students participated in community service. This reporting continues to be an inaccurate reflection of the actual number of students who participate in community service. Students continue to engage in community service without reporting volunteer service to the Center. The Center will maintain this objective for the 2009-10 academic year; however, the strategy will change to accurately reflect student involvement in civic activities, community service and volunteer service hours.

Objective 3.2: Increase total number of community service hours documented by students through LSOP from 11,572 hours to 14,465 hours, a 25% increase.

Assessment: The objective outcome was not accomplished. Students recorded 14,156 hours of community service, 98% of the current goal, and an increase of 2,584 (22%) hours over the previous year. Thirty-nine (39) students completed 300 hours or more of community service in order to earn an educational award of \$1,000 through the NC ACTS! grant. In essence, we provided \$39,000 in educational scholarships to our students.

Goal 4: Develop co-curricular service-learning structure, support and training.

Objective 4.1: Collaborate with the Service Learning Director to develop and implement service learning curriculum and program opportunities.

Assessment: This objective outcome was not fully accomplished and will continue into the next academic year. The Associate Director for Community Service joined the SL Taskforce and presented at the annual UNCP SL forum. The Center improved relations and cooperated with the Director of Service Learning to explore strategies to engage community partners in SL curriculum. The Center continued its work to develop new partnerships and encourage current community partners to support the implementation of service-learning curriculum at UNC Pembroke.

Goal 5: Educate students about civic engagement and social justice.

Objective 5.1: Raise awareness about the breadth of civic engagement and social justice, what they mean and why it is important to be engaged and aware socially, politically and economically through workshops.

Assessment: This objective was not met; however, progress was made toward raising the level of consciousness about civic engagement and social justice. The Justice through Service educational series was developed and implemented to educate and create awareness of social justice issues in the surrounding university communities. Students engaged in 20 service opportunities such as food drives, voter education, literacy, environmental service and others that addressed social justice issues. Work will continue in the development of surveys to measure student awareness and understanding on topics related to civic engagement and social justice. The Center will maintain this objective in the 2009-10 academic year.

Intramural Office

Assessment of 2008-2009 Goals and Objectives

Goal 1: Provide opportunities for students to participate in a variety of organized athletic programs.

Objective 1.1: Create a schedule of intramural events that includes a minimum of 12 separate athletic opportunities for students and staff.

Assessment: Accomplished. There were 13 separate sporting events in which students and staff could participate. There was an overall 30% increase in participation from last year.

Objective 1.2: Increase the number of women that participate in intramural events by 10%.

Assessment: Accomplished. There was a 13% increase in female participation numbers which is directly related to specific marketing towards female population.

Goal 2: Improve overall organization of the intramural program.

Objective 2.1: Set dates for all meetings and event start dates prior to the beginning of each semester.

Assessment: Accomplished. Throughout the year some dates changed but all new dates were publicized.

Objective 2.2: Market program to student more effectively.

Assessment: Accomplished. There is a need for a specific work study position to focus only on marketing our programs.

Objective 2.3: Use assistants to better facilitate activities.

Assessment: Accomplished. Using a student assistant and student workers for intramurals assisted in providing multiple events and activities on the same calendar day as well as provided continuity in programming when the director was unable to attend.

Goal 3: Improve supervision of intramural program.

Objective 3.1: Team with team captains and UNCP police to insure appropriate foul behavior at events.

Assessment: Accomplished. Constant patrolling and contact with Campus

Police created a danger-free atmosphere for all events this year. All functions were attended by the director or the student assistant. There were no incidents to report for this year

Goal 4: Increase events in intramural programming.

Objective 4.1: Increase activity schedule.

Assessment: Accomplished. There was an increase of programming for same day events. The StudentVoice benchmark survey also provided student a way to provide input into the future programming of the department.

Objective 4.2: Increase travel teams and participation.

Assessment: Not Accomplished. There were three travel sports programs this year. Due to budget constraints, we were restricted to the same level of participation as last year.

Objective 4.3: Increase events in Outdoor Activity Series.

Assessment: Not Accomplished. During the fall and spring semesters, there were no increases in the outdoor activity program schedule. During the summer recreation program, there were additional programs offered. This was mainly due to budgetary concerns.

Goal 5: Increase efficiency and effectiveness of program through purchase of new technologies and equipment.

Objective 5.1: Use technologies to better understand participation trends and student needs.

Assessment: Partially Accomplished. The Troubadour, a hand held card reader, was fully operational during the past academic year but the equipment was damaged after just six competition days. The repairs and new software were returned after the spring semester was completed.

Objective 5.2: Purchase new equipment needed for new and old programs.

Assessment: Accomplished. Soccer goals were purchased and are available for use. There are canoes available for use from the biology department

Goal 6: Obtain a full time Assistant Director of Intramurals position.

Objective 6.1: Position will oversee sports clubs and travel programs.

Assessment: Not Accomplished. Without funds available for position increases, the request was denied. An alternate source of funds for this position will be looked at during the next fee request cycle.

Goal 7: Fully outfit intramural fields with all necessary equipment to fully utilize student/staff time and space.

Objective 7.1: Provide lighting for field.

Assessment: Not Accomplished. Money for equipment and fielding upgrades was not available this year.

Objective 7.2: Provide irrigation and proper maintenance for field.

Assessment: Not Accomplished. Money for fielding upgrades was not available this year.