

Department Objectives Update  
Student Affairs  
2016-2017 Summary

Department: *Student Involvement and Leadership (OSIL)*

Objectives and Timelines

Objective #1: *The 3 + 1 philosophy serves as roadmap for students for campus engagement and participation leading to a campus-wide culture of engagement and leadership.*

Task to Accomplish Objective	Measurement Data Collected	Assessment Target	Objective Status & Learning Outcomes
<p>By December 2016, meet with the following colleagues to communicate the shared language of 3+1, engaged students, and leadership development:</p> <ol style="list-style-type: none"> <li>1. Student Affairs directors and, by extension: <ul style="list-style-type: none"> <li>• Community partners – via CCE</li> <li>• Campus employers - via career center</li> </ul> </li> <li>2. Academic deans and department chairs</li> <li>3. Athletic department administrators and coaches</li> <li>4. Student organization advisors</li> <li>5. Enrollment management personnel</li> </ol>	Divisional and department meetings completed	<ol style="list-style-type: none"> <li>1. Student Affairs directors: <b>COMPLETE</b></li> <li>2. Academic deans: <b>COMPLETE</b></li> <li>2a. Chairs: <b>not started as of February 2017</b></li> <li>3. Athletic department administrators and coaches: <b>on going as of February 2017</b></li> <li>4. Student organization advisor: <b>ongoing via student org process</b></li> <li>5. Student Management personnel: <b>not started</b></li> </ol>	<p><u>Practical Competence:</u> Broader understanding of engagement model is in progress and on-going.</p> <p>Future objective status put on hold as a result in division re-visioning of holistic engagement model which includes wellness components and potential changes to the name</p>
Meet with and train colleagues to establish their offices experiential offerings on BraveConnect in support of 3+1 and student engagement.	Number of trainings/meetings conducted	Not started/postponed	<p><u>Practical Competence:</u> Tasked were scheduled to begin in February 2017, but were never initiated.</p> <p>Will evaluate continuation of objective statuses in relation to task/objective outlined above.</p>

Objective #2: *BraveConnect is utilized as a student portfolio/co-curricular transcript by 1,000 students, of whom 200 are members of the May 2018 graduating undergraduate class.*

Task to Accomplish Objective	Measurement Data Collected	Assessment Target	Objective Status & Learning Outcomes
Develop consistent experience tracking and reflection process of 3+1 within BraveConnect student portfolio/co-curricular transcript feature.	Student portfolio/co-curricular transcript feature is functional	Experience developed and training in process.	<u>Practical Competence:</u> Future objective status will support data driven decision making and provide data for student success initiatives.
Meet with the career center to discuss how BraveConnect portfolio/co-curricular transcript can best serve students seeking employment.	Information gathered as a result of scheduled meetings	Not started/postponed until fall 2017	<u>Practical Competence:</u> Tasks were scheduled to begin in September 2016, but were never initiated  Will evaluate continuation of objective statuses in relation to objective #1 outlined above.
At the Spring 2017 involvement fair student organizations will utilize BraveConnect to collect student interest information and individual students will be provided a printed copy of their current portfolio/co-curricular transcript with instructions on how to maintain and edit their information.	Number of transcripts distributed to attendees	An estimated 75 transcripts were distributed based on handouts provided	<u>Practical Competence:</u> Opportunities to bring awareness of the co-curricular transcript may be better utilized through a different outlet.  Will continue to evaluate success in fall 2017
Beginning spring 2017, and at least once each semester thereafter, as part of Empower or as a stand-alone program, student organization officers are trained to utilize the BraveConnect student portfolio/co-curricular transcript feature and, at a minimum, can input and edit their current experience, and print a copy of their portfolio/co-curricular	Training complete. 75% of attendees can input, edit, and print data	Instructions complete	<u>Practical Competence:</u> Recommendations for "Track Your Involvement" language to be included in uncp.edu/3plus1 as well as additional collaborations between an involvement transcript and service transcript are being considered for fall 2017
Student organization advisors, faculty, and staff are trained to teach students how to utilize the BraveConnect student portfolio/co-curricular transcript feature so students can, at a minimum, input and edit their current experience, and print a copy of their portfolio/co-curricular transcript.	Training complete. 75% of attendees can input, edit, and print data	Not started/postponed until fall 2017	<u>Practical Competence:</u> Tasks were postponed due to software redevelopment and updates scheduled to be available in July 2017

Objective #3: *The Hawk Leadership Certificate engages 250 students as participants and 50 faculty and staff as leadership coaches.*

Task to Accomplish Objective	Measurement Data Collected	Assessment Target	Objective Status & Learning Outcomes
Enroll the 2016 Leadership LLC students as a beta test group with assigned coaches	Number of students assigned, and coaches trained	34 students enrolled	<u>Interpersonal Development:</u> Target met, using Leadership LLC Post Experience Self Reflection survey to adjust objective status and approach to Hawk Leadership Certificate communication for incoming cohort
Refine the Hawk Leadership Certificate coaching experience addressing identified structural, student development, and coach training gaps.	Coaches qualitative feedback at schedule debrief meeting	90% of coaches in attendance	<u>Interpersonal Development:</u> Feedback processed and will be utilized in the on-going development of the certificate program
Identify other intact groups to enroll 20 students for the Hawk Leadership Certificate.	Number of students assigned	43 participants are enrolled in the Hawk Leadership Certificate 3 received certificates of completion at the Leadership Awards Ceremony held in April 2017	<u>Interpersonal Development:</u> Did not reach projected goal of 60 participants, but number is suitable in relation to number of coaches available to support participants
Identify and train 30 additional Hawk Leadership Certificate coaches in preparation for fall 2017 expansion.	Number of coaches identified and trained	67% of goal attained. 20 coaches identified and trained	<u>Interpersonal Development:</u> An additional 10 coaches are in progress, but will be trained in fall 2017 so information can be considered more current, and to align better with the recruitment of new participants

Objective #4: *The University has an enhanced campus engagement culture as reflected by a variety of social, cultural, and educational programs occurring on weekends (Friday, Saturday, and Sunday).*

Task to Accomplish Objective	Measurement Data Collected	Assessment Target	Objective Status & Learning Outcomes
Identify and connect with offices that interface with campus events to discuss policy, procedures, and best practices. Develop an event planning guide to ensure effective event planning procedures are followed.	Physical event planning guide	Comprehensive guide inclusive of all necessary elements for successful events at UNCP	<u>Knowledge acquisition, construction, integration and application:</u> Pending draft review and feedback, operational event planning guide will be available by fall 2017
For all events occurring January 2017 and beyond, SGA and PAC will use the event planning guide and online event planning form as a beta test process	Training process implemented	Students connected to Board of Trustees (PAC) and Executive Team (SGA) were trained using the event planning guide as the primary source of reference	<u>Knowledge acquisition, construction, integration and application:</u> Online event planning form to be develop in consideration of physical guide feedback and refinement
Beginning January 2017 and each semester thereafter, at the direction of the OSIL, PAC will host at least three on-campus social programs per semester on Saturdays. The OSIL will host at least three on-campus social programs per semester on different Saturdays separate from PAC.	3 on-campus social programs per semester on Saturdays (PAC)  3 on-campus social programs per semester on different Saturday (OSIL)	5 PAC programs planned in total  5 OSIL programs planned in total	<u>Knowledge acquisition, construction, integration and application:</u> Did not reach anticipated goal of 6 program per PAC/OSIL due to limited number of available weekends to program on.
Debrief the use of the event planning guide and online event planning form with PAC, SGA, OSIL staff, and impacted offices to identify structural, student development, and process gaps.	Information gathered as a result of scheduled meetings	Comprehensive guide inclusive of all necessary elements for successful events at UNCP	<u>Knowledge acquisition, construction, integration and application:</u> Pending final draft review and feedback, operational event planning guide will be available by fall 2017

**Please write a short paragraph outlining the achievements and challenges in each area. Specifically focus on what your department will change, keep or delete in the upcoming year.**

Learning Outcomes:

Students who have effectively engaged the programs of the Office of Student Involvement and Leadership have learned to:

- embrace difference
- adapt to change
- think critically
- communicate effectively
- act responsibly
- develop leadership capacity
- effectively engage the campus community
- become lifelong learners
- plan and implement events
- describe, create, function in and maintain a socially just, culturally engaged, civically involved, sustainable and technologically advanced community

Focus for 2017-18 we will to continue to develop leadership capacity, effectively engaging the campus community, and planning and implanting events. We will add additional focus to our ability and our students' ability to communicate effectively.

Finance:

The OSIL budget was spent effectively. A few program expenses had to be adjusted and shifted around due to complications resulting for Hurricane Matthew. Increased focus will continued to include student/student organization recognition, and education efforts, but particular focus over the next fiscal year will be effective use is departmental funds on programs that already do or can easily overlap within the office. Furthermore, more flexibility of per event spending within existing allotment funds will be a focus moving into 2017-18 to allow opportunity to respond to changing programmatic needs and/or requests.

Personnel:

- Tremictus Fairley has completed her first year plus on staff effective March 14, 2016.
- The director position is currently vacant effective April 1, 2017.
- One assistant director position is currently vacant as of May 26, 2017.

Professional achievements:

Heather Bennett Williams

- NACA South Regional Production Chair
- NACA Student Government EAST faculty member
- NASPA C360 Mentor Program
- AHA CPR/AED Certified
- Mental Health First Aid

Tremictrus Fairly

- AHA CPR/AED Certified

Parker Watson

- AHA CPR/AED Certified
- Mental Health First Aid
- Presentations:
  - **Primary Presenter**  
Rapay, M., & **Watson, P.** (2016, September). FLSA: A Round Table Discussion About the Effects on Student Activities. Presented at the National Association of Campus Activities, Charleston, SC.
  - **Panelist**  
Canales, M., & Sepulski, S.. (2016, September). Balancing Act: How to Effectively Create Work-Life Balance in the Busy World of Programming. Presented at the National Association of Campus Activities, Charleston, SC

Bethany Wendler

- NCCPA Member at Large for Communications
- AHA CPR/AED Certified
- Mental Health First Aid
- Presentations:
  - Wendler, B. (2017, July). Hawk Leadership Certificate: Connecting student engagement curriculum platforms and in-person coaching support. Presenting at Campus Labs Connect Conference, Houston, TX.
  - Wendler, B. (2017, February). Leading Down: The importance of identifying future generations of leaders. Presented at North Carolina College Personnel Association LEAD Conference, Greensboro, NC.
  - Wendler, B. (2016, October). Mapping Learning Outcomes and Leadership Outcomes: A supportive partnership for student learning. Presented at North Carolina College Personnel Association Annual Conference, Greensboro, NC.

#### Programmatic review:

Through a variety of categories (leadership education, social programming, and organization development) the Office of Student Involvement and Leadership has planned an estimated 100 events and programs over the past academic year. Many of these programs are successful, reoccurring events (Empower, Inspire, Festival at Old Main and Late Night Breakfast) that our campus community excitedly look forward to every year. Additional programs like the Well-Advised Lunch Series for student organization advisors, the Women's Leadership Conference, and Hawk Leadership Certificate Program are new to the programming schedule, but have added value to the college experience. There has been a significant focus on weekend programming in the office over the last academic year and between PAC and OSIL efforts there have been 24 events and programs (social programs, leadership conferences, trips and adventure programs) scheduled between Friday and Sunday on the 27 programmable weekends during the academic year.

### Collaborative Efforts:

Most programs are collaboratively developed and presented, examples include:

- Women's Dialogue Series
- Well-Advised Lunch Series
- Involvement Fairs
- Inspire Conference
- Empower Conference
- Women's Leadership Conference
- Women's Leadership Week
- New Organization Training
- BraveNation Bash
- Festival at Old Main
- Hawk Leadership Certificate Program
- AdventureShips
- Films and Movies
- Move-In
- Weekend programs
- Qiana Swan to Canes Film Festival

### Committees:

Heather Bennett Williams

- Homecoming Planning Committee
- Enrollment Lean Team
- Student Affairs Social Committee Member
- Student Organization Leadership Development
- Welcome Week Committee

Parker Watson

- Homecoming Planning Team
- Staff Council
- Alumni Engagement Lean Team
- Student Affairs Social Committee Member
- Welcome Week Committee
- Move-in Planning Team
- SAIS CAC

Bethany Wendler

- Homecoming Planning Committee – Co-chair
- Strategic Enrollment Planning Committee
- Student Conduct Hearing Board
- Student Affairs Assessment Committee
- Welcome Week Committee

### Special Projects/events

The Office of Student Involvement and Leadership has officially relocated back over to the Chavis University Center. Our new office location (former CAPS location) in Suite 243 and the subsequent offices within the suite.

Department Objectives Update  
Student Affairs  
May 2017

Department: *Fraternity and Sorority Life*

Objectives and Timelines

Objective #1: *(Green Sheet 1) Hire an Assistant Director of Fraternity and Sorority Life in order to provide equitable advisement across governing councils to ensure an inclusive environment and expand programmatic and educational efforts.*

Task to Accomplish Objective	Measurement Data Collected	Assessment Target	Objective Status & Learning Outcomes
Obtain increase in Student Fees to fund position through Student Fee Request Process	1) CAS Internal Audit Identified staff needs 2) Decrease in programmatic efforts due to funds needed for staff	Fall Student Fee Committee Process	Objective was meet and Student Fee increase was awarded. <u>Human Resources: CAS Standard – “Fraternity and Sorority Advising programs must be staffed adequately by individuals qualified to accomplish mission and goals.</u>
Post Job on UNCP Online Employment System and Student Affairs online sites	Current Student Affairs Hiring Trends	January 2017	Objective was meet - Position posted early February 2017.
Hiring Committee Created and Hiring Process Complete	Current UNCP Hiring Procedure	April 2017	Assistant Director will begin on June 19, 2017

Objective #2: *(Green Sheet 2) Collaborate with OSIL (Brave Connect) and DoIT to create an online database to eliminate the amount of physical paperwork handled in the office.*

Task to Accomplish Objective	Measurement Data Collected	Assessment Target	Strategy Status & Learning Outcomes
1) Partner with OSIL to identify Fraternity and Sorority Student Organization requirements. 2) Complete Brave Connect training and identify process of implementing Fraternity and Sorority Life needs to Brave Connect	1) High percentage of students not completing the necessary communication requirements to F&SL, UNCP, and their National Headquarters. 2) Issue was identified by F&SL students on 2015/2016 end of year recap as an area of F&SL improvement for student support	1) Fall 2016 2) Spring 2017 3) Spring 2017 4) Spring 2017	<u>Learning Outcome: Practical Competence</u>  1) Paper forms that can be made electronic have been identified. Online forms are to be available by Oct. 2017 2) Chapters have had general Brave Connect training

(Collegiate Link) platform. 3) Partner with DoIT and 219 Group (UNCP F&SL Website) to identify department needs 4) Create Training curriculum for chapter leadership on utilizing Brave Connect and F&SL Online Forms	3) Use of Collegiate Link type platforms are utilized at peer and aspirational institutions.		3) Chapter executive officers have been trained on how to update Chapter Rosters and Officer Lists on Brave Connect. Completion Date – June 1, 2017 4) LeAnn Strickland Melvin to attend “Connect” Conference in July 2017 to learn how to better utilize Collegiate Link. 5) Will meet with DoIT Staff and Update Website by Oct.2017

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**Please write a short paragraph outlining the achievements and challenges in each area. Specifically focus on what your department will change, keep or delete in the upcoming year.**

Learning Outcomes: What learning outcomes did the department focus? What learning outcomes will you continue, add or drop for next year?

Most of Fraternity and Sorority Life’s goals were focused on adequately growing our fraternal community and ensuring that the proper infrastructure is in place to support this growth. With the addition of an Assistant Director, we can provide equitable advisement across governing councils to ensure an inclusive environment within our shared governance model while expanding programmatic and educational efforts.

Our plan to create a Community Standards program was not successful. Key community processes and procedures were not in place to support such a high impact program. We identified weaknesses in our infrastructure and began a great partnership with OSIL to utilize Brave Connect for more efficient processes and collaboration with student organization requirements. We will continue this partnership as we expand on our Brave Connect capabilities and shared community standards.

Our increase in student fees will aid in program development with key campus partners such as CCE – Alternative Break Trip, CAPS – Pony Polooza, Suicide Prevention, Student Conduct – Hazing and Sexual Assault Prevention, Student Health – Wellness Programing, and Alumni Relations – Giving campaign,

Finance: (%budget used, budget short falls, % spent on specific goals i.e. professional development, student training etc)

We were close to our budget goals this year. Due to Hurricane Matthew, we were forced to cancel two of our major events. This unexpected excess in budget aided in funding our Assistant Director search. The bulk of the search funding paid for on campus visit travel for two candidates.

Brittany and I have attended several trainings with Finance to ensure that we are knowledgeable about finance/budget procedures. I will create an excel spreadsheet on the Share Drive to aid us in better budget communication as an office.

The small amount of excess funding will go toward office furniture and student travel.

#### Personnel:

Jade Jones will join our team on 7/19/17 as Assistant Director for Fraternity and Sorority Life. This is a new position for Fraternity and Sorority Life

#### Professional achievements:

- Fraternity and Sorority Life Staff completed Mental Health First Aid Training
- LeAnn Strickland Melvin completed her M.Ed. in Student Personnel Administration in Higher Education
- LeAnn Strickland Melvin taught UNV 1100 in the Spring17 Semester and she will begin teaching UNV 1000 in the Fall 2017

#### Programmatic review:

- Hazing Prevention programing was done on an individual chapter level this year instead of a large setting. Next year we will complete Hazing Prevention Presentations with entire councils. This setting will foster conversations on alternatives to hazing.
- Approved for Sigma Omicron Epsilon Sorority Inc. to reactivate their chapter. However this was unsuccessful due to lack of communication to the student body. We will commit to better communication with reactivation efforts in the future.
- Fraternity and Sorority Life Tailgating Zone was a GREAT hit. There will be minor logistic adjustments to improve space reservation.
- Well Advised Lunch Series was an excellent addition for Student Organization Advisor Training. These events will be adjusted to every other month next year instead of every month.
- Fraternity and Sorority Life Trunk or Treating was a great success. Many community members attended.
- Due to Hurricane Matthew, Homecoming Week and Songfest was cancelled. Students are looking forward to these events returning in the Fall

#### Collaborative Efforts:

- **Blanket of Rights and Responsibilities (Fall):** Collaboration with Student Conduct and Athletics to discuss UNCP's Student Code of Conduct, Title IX, Consent, Bystander Intervention, UNCP Police and Public Safety, #BraveNation App and Safe Tailgating practices.

- **Involvement Fair (Fall & Spring):** Career Center, Community and Civic Engagement, Student Involvement and Leadership, Campus Rec, CARE Resource Center, various campus departments and community partners. In Fall 2017 the Involvement Fair will be combined with the BraveNation Bash during Welcome Week.
- **Empower/Inspire Student Organization Leadership Conference:** Student Involvement and Leadership, Career Center, Campus Rec., Student Conduct, University Center and Programs, and Community and Civic Engagement
- **Fraternity and Sorority Life Tailgating Zone:** Student Conduct, Police and Public Safety, and Athletics
- **Well Advised Lunch Series and Student Organization Advisor Appreciation Lounge:** Student Involvement and Leadership

#### Committees:

F&SL has representation on the following committees

- New Student Orientation Committee
- Welcome Week Committee
- Homecoming Committee
- Garden Party Committee
- Southeastern American Indian Studies (SAIS) Campus Advisory Board
- UNCP Powwow Committee
- Student Organization Leadership Development (SOLD) Committee
- Human Resources Onboarding Lean Team
- Student Affairs Social Committee
- Move-In Committee
- American Indian Orientation
- American Indian Welcome Back Social Committee
- Student Affairs CORE Leadership Committee
- MLK Week Committee
- Event Coverage Policy Revision Committee
- Pony Palooza Planning Committee

#### Special Projects/events

- Meet the Greeks (Fall & Spring)
- Blanket of Rights and Responsibility
- Walk of the Greeks
- First Night (Welcome Week)
- Fraternity and Sorority Life Tailgating Zone
- New Member Presentation location review - began utilizing the Football Field or Main Gym
- 1<sup>st</sup> Annual Fraternity and Sorority Trunk or Treating

- Fraternity and Sorority Life Homecoming Week
- NPHC Homecoming Step Show
- Songfest (Spring)
- Greek Week (Spring)
- Fraternity and Sorority Night Info Night
- Greek Awards Night
- Greek Graduation (Fall & Spring)

Department Objectives Update  
Student Affairs  
May 2017

Department: *Career Center*

Objectives and Timelines

Objective #1: *(Green Sheet 1) Enhance employer and student participation in Career Expo*

Task to Accomplish Objective	Measurement Data Collected	Assessment Target	Objective Status & Learning Outcomes
1. Increase advertising for event.	Exit surveys (satisfaction /evaluation surveys)	10% increase in student attendance at Spring Career Expo	<i>Goal not met. We had approximately 100 students in attendance at both the Fall and Spring Career Expos.</i>
2. Open registration to employers earlier to gain additional registrations	Exit surveys (satisfaction /evaluation surveys)	Goal: 5 new employers participating in Career Expo	Goal Met. We had 7 new employers at the Fall and Spring Career Expos.

Objective #2: *(Green Sheet 2) Increase student/alumni/employer usage of Brave Opportunities*

Task to Accomplish Objective	Measurement Data Collected	Assessment Target	Strategy Status & Learning Outcomes
1. Promote Brave Opportunities through tabling events, programming, social media, new student and transfer orientation presentations.	Document review	10 % increase in usage across the board.	July 1, 2016- May 31, 2017: 613 Student Profiles completed 231 Employer Profiles Completed 235 New Employers added 1144 Student Documents uploaded.

Objective #3: *(Green Sheet 3) Increase use of Career Center resources by Freshman and Sophomore students.*

Task to Accomplish Objective	Measurement Data Collected	Assessment Target	Strategy Status
Presented to all	Attendance numbers for	5% increase	

incoming freshmen during orientation and freshman seminar classes.	orientation and seminar classes.		
Attended class presentations and transfer orientation sessions to capture sophomore students.	Transfer orientation and class attendance.	5% increase	

**Please write a short paragraph outlining the achievements and challenges in each area. Specifically focus on what your department will change, keep or delete in the upcoming year.**

Learning Outcomes: What learning outcomes did the department focus? What learning outcomes will you continue, add or drop for next year?

Knowledge acquisition, Integration and Application

Interpersonal Competence

Practical Competence

Communication

Critical Thinking

Civic Engagement

Persistence and Academic Achievement

We will keep all of the current outcomes and add creativity.

Finance: (%budget used, budget short falls, % spent on specific goals i.e. professional development, student training etc)

*We used 100% of our state allotted funds. We were granted additional funds to complete our Bravebook initiatives. Our funding was used wisely. We do not anticipate additional funds in our budget next fiscal year, but they would be welcome in order to increase opportunities for community (employer) outreach.*

Personnel: (promotion, retirement, new positions, internships)

We hired Malika Mercer as the Assistant Director for Career Development. We also added an intern who worked on her clinical hours for mental health counseling.

Professional achievements:

Two staff members became MBTI certified.

Three staff members are Strong Interest Inventory Certified.

Programmatic review:

The Career Center hosted the following:

Fall and Spring Career Expos

Fall and Spring Business Etiquette Dinners

Dress for Success Workshop (included in the Business Etiquette Dinner)

Pop Up Career Center tables in the UC and School of Business

Fall and Spring Teacher Education Fairs

The Part-time Job Fair

Graduate and Professional Schools Fair

Speed Networking Event

Rock the Mock (with the Center for Student Success)

Résumé Workshops

Classroom Presentations

Orientation Presentations

Financial Literacy workshop

Collaborative Efforts:

NSO Orientation/ Transfer Orientation

EAB roll out team with Center for Student Success

Talent Development Curriculum Committee

Advancement Partnership

Alumni Affairs partnership (LEAN Event)

Financial Literacy workshop (with OSIL)

MLK Week Events (CCE/ODI/Fraternity and Sorority Life)

Black History Month Collaboration (ODI)

Peace Corp Prep Program

School of Business Passport Program

Enactus Club- Speed Networking Event

Center for Student Success- UNV 1100, search committees, ect.

Kappa Alpha Psi Fraternity/ Brother to Brother/ Pembroke Pointe Apartments- Career Expo

Committees:

Assessment Committee

Advising and Retention Council

Staff Council

EAB Implementation Team

Talent Development Curriculum Team

Special Projects/events

Department Objectives Update  
Student Affairs  
May 2017

Department: *Campus Recreation*

Objectives and Timelines

Objective #1: (*Green Sheet 1*) *Provide experiential leadership and UNCP Value based training through activity involvement.*

Task to Accomplish Objective	Measurement Data Collected	Assessment Target	Strategy Status & Learning Outcomes
1) Collaborating with Student Affairs departments and other applicable UNCP organizations, develop a foundational student leader training program	<i>Pilot Program pre and post evaluations in Spring 2017</i>	Development and implementation of program by Spring 2017	Target partially met  SA team developed talent development curriculum for student employees (student onboarding) but did not deploy on designated time frame of spring 17.
2) Develop and implement a Campus Recreation Staff Departmental Training Program by Aug. 10th to include: i. All staff training to include departmental objectives, mission, and vision. ii. Programmatic specific iii. Department retreat and team building	<i>Focused Review, post test</i>	100% staff training by Oct 1 <sup>st</sup> and Feb. 1.  Host Staff Teamwork Retreat by end of Aug.	Target not met Creation of a department level training program is under development in association with task 1. Departmental and program specific trainings were offered and received by 95% of work staff. Department retreat was cancelled because of the Brave Kickoff
3) Participate in a least 1 non departmental training per semester	<i>Direct Supervisor, end of year evaluations, reporting</i>	Create atmosphere of pride in professional development.	Target met All staff both student and professional were required to participate in at least one non departmental training. 100% of all workers participated in such a training.

Objective #2: (Green Sheet 2) **Develop and implement a consistent marketing plan to promote opportunities for fitness/wellness activities**

Task to Accomplish Objective	Measurement Data Collected	Assessment Target	Strategy Status & Learning Outcomes
Baseline review of all marketing efforts currently being utilized	<i>Lists, focus meeting, assessment sheets</i>	Audit current process	Target met Marketing strategy meeting was held on Aug. 9 <sup>th</sup> .
Create detailed development plan to implement available budget	<i>Review of visibility, consistency</i>	Develop efficient and detailed marketing strategy to inform 100% of the campus population	Target partially met Creation for departmental marketing plan has concluded but or attempt to reach 100% cannot be ascertained. We used all media avenues available to us.
Provide training for all staff responsible for social and visible media in proper branding and etiquette	<i>Direct Supervision, Pre Event Evaluation, Post survey</i>	Develop timely and consistent media updates for information dispersion	Target not met No formal trainings were provided for social media development. A request was submitted to Jodi Phelps and Joanna Warner to provide such a training. Branding training was provided.

Objective #3: (Green Sheet 3) **Develop a Department Level assessment strategy to maximize efficiency**

Task to Accomplish Objective	Measurement Data Collected	Assessment Target	Strategy Status
Baseline review of all program assessments and evaluations	<i>Lists, focus meeting, assessment sheets.</i>	Audit of current assessment process	Target met Assessment strategy meeting was held on Aug. 8 <sup>th</sup> .
Create detailed Assessment objectives and schedules	Standards set for timelines and information assessed	Develop efficient and detailed assessment strategy to gain understanding of impact CR is making on campus.	Target met. Detailed Assessment calendar was developed and resulted in consistent feedback for real time updates including facilities, customer service, and programs
Produce master schedule of trainings and standards to be presented at all staff training	Direct Supervision, presentation	Create accountability for process and standards determined by departmental mission	Target partially met. Master schedule of trainings was provide and utilized but the standards of those trainings must be refreshed and refined to provide best practice training.

**Please write a short paragraph outlining the achievements and challenges in each area. Specifically focus on what your department will change, keep or delete in the upcoming year.**

Learning Outcomes: What learning outcomes did the department focus? What learning outcomes will you continue, add or drop for next year?

1. Knowledge, acquisition, construction, integration and application- using data driven decision making gathered through detailed assessment and marketing efforts to make positive changes in department
2. Intrapersonal Development- ability to self-assess, be a part of group assessment and implement changes from constructive criticism.

Finance: (%budget used, budget short falls, % spent on specific goals i.e. professional development, student training etc)

1. Budget issues continue to hamper us in investing in higher quality facilities and equipment. We did make a substantial investment in the Wellness Center which resulted in increases in participation. We also committed to providing funding for multiple clubs and the results on the state, regional, and national level saw returns on that investment. Unfortunately, because of the stated investments above it was necessary to reduce funding for an expanding collaboration with OSII in the form of our Adventurship program that we were not able to participate in this year.

### Personnel:

1. We are operating at full capacity currently with 3 employees carrying multiple duties to provide for the needs of the department. Raises provided last year do not cover the excellent job these individuals performed this year. I will continue to push for additional funding to get them to a higher market level
2. I will also be requesting 2 additional positions over the next 2 years to provide the services were intend on providing to an anticipated increased student population.

### Professional achievements:

Our 2 senior student administrators started their careers at their graduation:

Shawn Conboy is the assistant Director of Competitive Sports and Camps at Marist University in New York.

Cody Suggs is the Assistant Director of Recreation in Scotland County.

### Programmatic review:

Competitive Sports- overall numbers in club sports increased as well as the national recognition that two qualifying teams brought to campus including a 3<sup>rd</sup> place finish at the Men's Club Basketball Championships

Fitness- There was a 31% improvement of total participation this year compared to last.

#### Aquatics

We continue to increased participation in the pool with regular programming and an aggressive marketing effort to introduce the facility to the campus with entrance branding and use through clubs, sports, and classes.

We are currently in a stalemate with improvements due to budget concerns but are hopeful for movement in the fall.

#### Adventureships

The Adventureship Program was administered by OSII this year due to the lack of funding from CR. They were only able to put 2 trip together.

### Collaborative Efforts:

This year we partnered with:

CCE- Empowerment Day, day of service, Special Olympics.

CAPS, SHS- Health and Wellness

CAPS-Pony Palooza and Wellness Wheels

### Committees:

Justin Winans- SA Collaborative Committee, HEALTH (Staff), Master Plan (temporary), Team Lead in Enrollment Management LEAN Event, Chaired SA Assessment Committee.

Dana Lopez- Chair HEALTH Committee (Staff), Student Conduct Advisory

### Special Projects/events

Campus Recreation has been requested to provide REC Fest for Welcome Week

Department Objectives Update  
 Student Affairs  
 May 2017

Department: *Community and Civic Engagement*

Objectives and Timelines

Objective #1: (*Green Sheet 1*) *Engage 50% of first year students in service before end of Academic Year.*

Task to Accomplish Objective	Measurement Data Collected	Assessment Target	Objective Status & Learning Outcomes
Engage with UNV 1000 courses through: Presentations, service-learning designated courses, and Hunger Challenge	1) Number of UNV 1000 presentations. 2) Number of courses designated as SL 4) Number of students participating in Hunger Challenge	1.) 40 Presentations were given in UNV 1000 courses. 2.) 20 SL Designated UNV 1000 Courses 3.) Three courses participated in Hunger Challenge.	<u>Objective:</u> Students engaged in service through an academic course are more likely to be retained.  300 students enrolled in UNV 1000 SL Courses; 72% retained.  927 first year students were enrolled in a SL course during their first two semesters.  Total retention of first year and transfer students in SL Courses: 76.8%
Develop learning community for first year students—with focus on commuters.	1) Participant completion. 2) Participant pre and post-test. 3) Student success rubric	1.) 80% completion rate. 11 of 17 participants completed program.  2.) Pre- and post-tests given to all student leaders in service: Student service leaders, site leaders, SL Teaching Assistants, and FLEDGE Members.  3.) Student Success Rubric developed to evaluate student engagement and sense of belonging.	<u>Objective:</u> Students engaged in a cohort based service program are more likely to feel connected to the campus community.  Pre and Post-test stated that participants demonstrated an increased understanding how service relates to academic success (22% increase).  Student success rubric, 6 out of 11 met the target of developing a sense of belonging to the campus and community. However, all participants recognized, provided examples of belonging and involvement,

			and were able to analyze the connection of both their social and intellectual interactions on campus and in the community.
Develop co-curricular programs targeting first year students: Days of Service, Alternative Break Program	<p>1) Number of first year participants for each Day of Service &amp; Alternative Break Program.</p> <p>2) Participant feedback through evaluation.</p> <p>3) Retention Rates</p>	1.) Engage at least 50% (approximately 545) of incoming first year students in service during first two semesters.	<p>Objective: Students engaged in service during their first year are more likely to feel connected to campus community and persist to graduation.</p> <p>40% of participants in DOS and ABP identified as first year students (approximately 234 students)</p> <p>81% of surveyed participants agreed or strongly agreed that as a result of participating in service events, they felt more connected to the local community.</p> <p>70% of first year SL participants stated that the service component helped them feel more connected to the community and 66% said it helped them clarify future career goals.</p>

Objective #2: (Green Sheet 2) Build Capacity of CARE Resource Center to provide services in areas of homelessness and life skills development.

Task to Accomplish Objective	Measurement Data Collected	Assessment Target	Strategy Status & Learning Outcomes
Partner with community based organization to create a student emergency shelter program.	<p>1) Number of homeless students based on survey</p> <p>2) Number of students served by program</p> <p>3) Retention Rates of those served by program.</p>	<p>1) 6% of students surveyed considered dropping out of school due to lack of secure housing.</p> <p>2) 11 students have been served by Emergency Housing Program</p>	<p>Objective: Students who do not have adequate housing are less likely to be successful.</p> <p>Success Rates of students unknown.</p>
Provide life skills	1) Needs assessment of	1) 55 individuals	Students who have a

development workshops, mentoring, and resources for students dealing with hunger and homelessness.	students visiting CARE Center. 2) Number of students mentored.	completed Needs Assessment Survey.  2) Seven students have been mentored through Emergency Housing Program.	support system and access to needed resources are more likely to be successful. Needs assessment identified that CARE Center visitors need assistance in the following areas: Financial literacy, healthy eating, career readiness, and food insecurity.  Data will be used to create programs for 2017-18.
Develop marketing plan to financially support CARE initiatives—raise \$10,000 per academic year.	1) Funds raised. 2) Sponsorships from businesses and faith based communities 3) Faculty and staff donating	Goal to Raise \$10,000 by June 30, 2017	A total of \$21,500 has been raised during 2017-18.  \$4000 of that was from 22 faith based organizations and local businesses.  5 known faculty/staff have donated money.  Over 16,000 items donated.

**Objective #3: (Green Sheet 3) *Develop curriculum for Change Agent Academy—a public servant and social justice leadership training program.***

Task to Accomplish Objective	Measurement Data Collected	Assessment Target	Strategy Status
Hire graduate assistant to assist with curriculum development and student leader training.	1) Development of curriculum. 2) Survey of high school students on college readiness	1) Create training curriculum for high school mentoring program.  2) College readiness survey distributed to three high schools, including students and faculty/staff.	High school students enrolled in a college mentoring program would be more successful in college.  32% of student respondents stated they were very prepared for college, while only 10% of faculty/staff feel as though students are very prepared.  24% students stated that high school has prepared them to be a leader on a

			<p>college campus, while only 11% of faculty/ staff feel the same.</p> <p>65% of students would be interested in mentoring programs focused on college readiness.</p> <p>Mentor curriculum was created and shared with BraveStart Program.</p>
<p>Provide two trainings per semester for current student leaders in service.</p>	<p>1) Student participation in trainings. 2) Pre and post-test.</p>	<p>6 trainings provided for SL TAs, 4 trainings provided for CCE SSLs, and 3 trainings for site leaders.</p>	<p>Objective: Students who participate in trainings will be able to educate and facilitate the civic engagement of others.</p> <p>Overall, student leaders demonstrated a higher level of civic engagement competency in areas of: identifying needs/resources, connecting academic learning to civic responsibility, recognizing impact on others, and encouraging commitment in others.</p>
<p>Develop and implement needs assessment for student leaders in service.</p>	<p>1) Needs assessment survey</p>	<p>Needs assessment was not created, but pre- and post-tests were distributed.</p>	<p>Objective: Identify needs and gaps in skills, experiences, and leadership qualities.</p> <p>Based on post-test evaluations, student leaders need additional trainings in understanding servant leadership and operating within groups/communities.</p>

**Please write a short paragraph outlining the achievements and challenges in each area. Specifically focus on what your department will change, keep or delete in the upcoming year.**

Learning Outcomes: What learning outcomes did the department focus? What learning outcomes will you continue, add or drop for next year? Most of CCE's goals focused on helping students develop four of the six civic engagement competencies: connect and apply academic learning to civic responsibility, develop a sense of belonging to campus and local community, ability to access resources to meet needs, and encourage commitment in others (servant leadership). Next year, we will continue to focus on encouraging commitment in others, but would like to find new and innovative ways to encourage students to identify and challenge social injustices and recognize their potential impact on others. All of these competencies focus on the CAS learning outcome Humanitarianism and Civic Engagement, but incorporate interpersonal development, as well.

Finance: (%budget used, budget short falls, % spent on specific goals i.e. professional development, student training etc)

With a few exceptions, we were pretty close to our budget goals for this academic year. Due to some uncontrollable circumstances (i.e. Hurricane Matthew), we were forced to cancel two of our major programs, which resulted in less funds being spent on travel for the Alternative Break Program. Also, we lost our graduate assistant in January, resulting in a surplus of funds in student wages. However, we acquired a new van that came with some new expenses that we did not include in our initial budget. Luckily, we were able to reallocate funding from the surplus of canceling programs to cover the cost of these new expenses.

For the future, we have created a new internal excel document and budgeting system that allows us to keep better track of expenses without relying so heavily on banner. Because some charges are delayed in posting, we spent unnecessary time manually searching for them through paper records. Our new internal system will allow us to keep better track of records, and because it is electronic, it will help with succession planning.

Personnel: (*promotion, retirement, new positions, internships*)

In March, we received a grant to hire an AmeriCorps VISTA for Disaster Relief. Ultimately, this position will work with the university to help build new partnerships and to strengthen capacity within our community based partners. We hope to help our partners better engage and manage volunteers, especially during times of disaster.

Professional achievements:

All CCE professional staff were accepted to present at National and Regional conferences. We had three presentations at the IMPACT National Conference on Service and Advocacy, one presentation and the Gulf South Summit, and one at the Campus Compact Civic Engagement Administrators Conference.

Dalton Hoffer completed his master's degree in Higher Education.

Christie Poteet was selected as one of the Fayetteville Observer's 40 under 40.

Programmatic review:

- Total Volunteer hours: 28,072 (Service-Learning = 14,195 and Co-Curricular=13,877)
- Served an in-kind donation of \$647,627 based on the National Value of Volunteer Time.
- Total Student volunteers: 3,588 (Service-Learning=1,531 and Co-Curricular=2,057. Some of these could be duplicated.)
- We had 111 service-learning courses, enrolling 1,531 students (Approximately 25% of our student body).
- Visits to the CARE Center: 2,082 since fall 2016—a total of 584 people served this academic year; 51% students, 44% community, and 5% faculty/staff.
- We collected 16,000 items for the CARE Center and raised close to \$30,000 in the last two years.
- Offered a total of 80 service opportunities, 44 of those were CCE/university-sponsored. The others were from community based organizations.
- 134 community based partnerships

### Collaborative Efforts:

**Almost every program we offer involves collaboration with on-campus and/or community based partners. Here are a few highlights:**

- **Service-Learning:** Various Academic Departments and Community Based Organizations.
- **Sports Empowerment and Special Olympics:** Accessibility Resource Center, Public Schools of Robeson County, Campus Recreation, Robeson County Parks and Recreation.
- **UNCP VOTES:** Campus Votes Project, Campus Compact – NC, Campus Election Engagement Project, All in Democracy Challenge, Student Involvement & Leadership, Student Government Association, Ben & Jerry's, Museum of the Southeast American Indian, Lumbee Tribe, NAACP, Alpha Phi Alpha, Kappa Alpha Psi, Deborah Ross Campaign, Spectrum, Student Affairs, University Center and Programs, Tuffs (NSLVE), ECO Robeson, Political Science Club, Political Science Department
- **INVOLVEMENT FAIR (Fall & Spring):** Career Center, Fraternity & Sorority Life, Student Involvement and Leadership, BART, Guardian ad Litem, Habitat for Humanity of Scotland County, Hoke County Domestic Violence Center, Liberty Hospice, My Refuge, Rape Crisis Center, Sacred Pathways, Healthy Start, Vertical Church, CARE Resource Center, Campus Rec,
- **FLEDGE:** Robeson Church & Community Center, Center for Community Action, Center for Student Success, English Department
- **DAYS OF SERVICE:** Lumbee Tribe, Local Boys & Girls Clubs, Asbury Homes, United Way, My Refuge, Pembroke Rural Fire Department, Robeson Church & Community Center, Scotland County Parks & Recreation, Odum Home, University Center and Programs, UNCP Athletics, Career Center, Vertical Church, Wellness on Wheels, Housing & Residence Life, Fraternity & Sorority Life
- **FIRST YEAR ENGAGEMENT WEEK:** Fayetteville Veterans Hospital, Center for Student Success, Diversity & Inclusion, Student Involvement and Leadership, CAPS, University Center and Programs, Campus Rec.
- **ALT. BREAK PROGRAM:** Center for Student Success, Greater Boston Food Bank, St. Stephens Youth Program

### Committees:

CCE has representation on the following committees:

- Welcome Week Committee
- Garden Committee
- Sustainability Committee
- UNCP Powwow Committee
- Student Organization Leadership Development Committee
- Predictive Analytics Reporting Team
- Alumni Engagement Lean Team
- Student Affairs Social Committee
- Move-In Committee
- Service-Learning Advisory Committee
- School Partnerships Committee
- Student Affairs Assessment Team
- Bookstore RFP Committee
- Taste of Robeson Committee
- Robeson County Special Olympics Committee
- Civic Action Plan Committee
- State Employees Credit Union Internship Committee
- VSA Festival Committee
- Migrant Workers Program Committee
- Business Visions Selection Committee
- Hiring Committees
  - Assistant Director for Fraternity and Sorority Life
  - Assistant Director for New Student Programs
  - Assistant Director for Academic Advising
  - Assistant Director of Annual Fund and Alumni Engagement
- Student Emergency Assistance Fund Committee
- Southeast American Indian Studies Campus Advisory Committee
- Family Weekend Planning Committee

Special Projects/events:

Days of Service (9/11, MLK, and Community Action Day)

Special Olympics

Sports Empowerment Program

UNCP Serve Trainings for Partners and Public Schools of Robeson County

Reading Parties

FLEDGE

UNCP Votes

Alternative Break Program

Hunger Games/Hunger and Homelessness Week/Hunger Challenge

CARE Center and Emergency Housing Program



Department Objectives Update  
Student Affairs  
May 2017

Department: *Environmental Health and Safety*

Objectives and Timelines

Objective #1: (*Green Sheet 1*) *Install 911 style signs on all campus buildings and athletic fields.*

Task to Accomplish Objective	Measurement Data Collected	Assessment Target	Objective Status & Learning Outcomes
1) Identify locations on campus requiring signs (Buildings, Athletic Fields, etc.) 2) Research the project: where to buy, the available sizes and colors, and also the expected cost per sign.	All campus locations were identified.	<i>100% complete.</i>	<i>Material research has been conducted and building survey has been completed.</i>
Collaborate with multiple partners to finalize the locations requiring signs on campus. The signs must conform to the GIS requirements for GIS numbering as well as the color scheme for campus.	After multiple meetings, the true 911 addresses were assigned by Robeson County 911/GIS Mapping Office. Sign colors were discussed and approved by the 911 Sign Committee.	100% Complete	<i>Multiple meetings with stakeholders were completed. Final list and maps were reviewed and finalized.</i>
After the 911 sign list is finalized, coordinate with Facilities and the Finance Office to purchase the signs and correctly install the signs across the campus.	After an agreement was reached with the Robeson County Parks and Recreation to install the signs for free, the funding was transferred from the Finance Office, the signs ordered, and a date set for installation.	<i>75% Complete</i>  <i>***Projected completion will be the June-July timeframe pending additional funding approval, order turn-around time, and installation time as required by the Robeson County Parks and Recreation Staff.</i>	<i>***The Campus 911 signs were being installed on May 22<sup>nd</sup> (2/3 complete) when I received notice that the Chancellor did not approve of the color (Blue signs and white numbers as approved by the 911 Sign Project Committee).</i>  <i>Future meetings will be held with Jodi Phelps to determine the best option for the signs that will satisfy the requirements of the Campus Branding Policy.</i>

Objective #2: (Green Sheet 2) **Develop a Chemical Hygiene Plan (CHP) for the UNC Pembroke Campus.**

Task to Accomplish Objective	Measurement Data Collected	Assessment Target	Strategy Status & Learning Outcomes
<p>1) The campus has no CHP currently in place. Conduct surveys of other UNC campus CHP's to determine the best path forward and best model for CHP development.</p> <p>2) Meet with Campus Lab Safety Committee / Stakeholders to discuss and chart Best Management Practices for proposed CHP.</p>	<p>OSHA's Occupational Exposure to Hazardous Chemicals in Laboratories standard (29 CFR 1910.1450). This standard requires the Campus to have a written CHP and follow the guidance as prescribed in the document.</p>	100%	<p>The need for a CHP was identified. A plan was formulated and put into action to close the regulatory gap on campus.</p>
<p>Conduct meetings with CHP / Lab Safety Committee to establish changes required to modify the ECU CHP.</p>	<p>Numerous meetings were held by EH&amp;S and the UNCP Lab Safety Committee.</p>	100%	<p>All issues were resolved to produce a document to promote labs safety and compliance with applicable regulations.</p>
<p>Finalize the UNC Pembroke CHP and submit for approval.</p>	<p>The final CHP draft was approved by the Lab Safety Committee as well as the UNCP Campus Health and Safety Committee.</p>	100%	<p>The CHP will be implemented on campus during the Fall Semester.</p>

Objective #3: (Green Sheet 3) **Establish a Safety App (LiveSafe) for use by the UNCP Community**

Task to Accomplish Objective	Measurement Data Collected	Assessment Target	Strategy Status
1) Establish parameters for the LiveSafe App for use on campus. 2) Hold meetings with stakeholders to establish responsibilities and information required to be shared by the App on Campus.	Met with Campus Police, Student Health Services, CAPS, and the Title IX Office to review requirement and justification for the App on campus.	100%	Stakeholder meetings have been completed. The ECU Version of the App has been modified to meet the needs of UNCP and all information was sent to LiveSafe for incorporation into the App.
Roll out the App to Campus and provide prompt response to all messages to the Campus Police via LiveSafe dashboard.	As of September 2016, the Live Safe App has been successfully rolled out to campus.	100%	The Campus Police and EH&S continue to respond to reports of crime and safety issues on campus
1) Continue to monitor campus through LiveSafe reports and interactions with campus. 2) Pursue maximum enrollment of the campus community through enrollment events and mass e-mail notifications.	As of May 26 <sup>th</sup> there were: 470 Users 55 Safe walks 227 Events (or tips) that include: Broadcast messages Drugs/Alcohol Calls to Campus Police Traffic /Parking Suspicious Activities Assault/Abuse Safety/Repair	75%	The system is working well with multiple users using the system to report crime and safety issues on Campus.  We will continue to promote the system on Campus and increase usage of the system by Students, Faculty, and Staff.

**Please write a short paragraph outlining the achievements and challenges in each area. Specifically focus on what your department will change, keep or delete in the upcoming year.**

Learning Outcomes: Completion of the Chemical Hygiene Plan was a collaborative success. The HE&S Office worked well with the Lab Safety Committee to complete the complex document which is slated to be implemented in the fall 2017 semester.

Finance: (%budget used, budget short falls, % spent on specific goals i.e. professional development, student training etc.) Most of my projected budget needs were met but some, particularly under training had to be pushed back to the 2017/2018 cycle. As the EH&S Office continues to grow and offer additional services to the Campus, additional funding will be required to sustain growth and promote activities as well as the training necessary to create and/or modernize Campus programs that are currently not in compliance.

Personnel: *Charles Chavis has been an outstanding addition to the EH&S Office. We are working diligently to close facility, training and program gaps so that the University will be in compliance with regulations such as OSHA, DOL, the International Fire Code, RCRA, etc.*

Professional achievements: Charles and I are now AHA Certified CPR Instructors, Certified Fork Lift/Truck and Man-Lift Instructors and we have both received our 30-hour OSHA certifications. I have completed my 100-hour Manager of Environmental Safety and Health (MESH) certification through NC State University. Charles has completed his 40-hour HAZWOPER and 8-hour DOT certifications and has completed over half of the required classes for his 100-hour MESH certification. He is scheduled to finish his MESH certificate later this year.

Programmatic review: *As I have described in the past, there are several programs that require creation/modernization, purchase of equipment, and training of personnel to keep the Campus community safe and in compliance with regulatory requirements. Notable current programs deficiencies are Lock-Out Tag-Out, Confined Space, Electrical Safety, Arc Flash Protection, Respiratory Protection Program, Contractor Safety, Hot Work, PPE, and Passenger Van Safety.*

Collaborative Efforts: Campus Police, Facilities, Chemistry, Biology, and Art Departments

Committees: Health and Safety Committee, Health and Safety Sub-Committee, Lab Safety Committee

Special Projects/events

**Department Objectives Update**  
**Student Affairs**  
**May 2017**

**Department: *Housing and Residence Life***

**Objectives and Timelines**

**Objective #1: Market the Residential Curriculum**

Task to Accomplish Objective	Measurement Data Collected	Assessment Target	Objective Status & Learning Outcomes
Distribute copies of Residential Curriculum brochure to every residential student.	Students living in on-campus housing will receive an individual copy of the Residential Curriculum Brochure which outlines the educational priority and learning objectives of the curriculum to help educate them about the curriculum.	2100 students living in on-campus housing will receive a copy of the residential brochure by August 12, 2016	<p>2100 curriculum brochures were placed in welcome packets for new and returning students on or before August 12, 2016.</p> <p>20% of residents indicated they learned or were educated about the Residential Curriculum from the brochure they received at the beginning of the academic year.</p> <p>Target met.</p>
Promote Residential curriculum to new and returning students.	The Residential Curriculum will be introduced during the freshman and residence hall floor meetings.	Conduct meetings beginning Monday, August 15th and continue at floor meetings throughout each residential community through September 15 <sup>th</sup>	<p>A total of 33 meeting promoting the Residential Curriculum were conducted beginning August 15, 2016 concluding on or before September 15, 2016.</p> <p>Target met.</p>
Design and post full-size posters containing summary information about the curriculum.	One to two posters per floor per building (depending on the size of the facility)	Posters will be printed and posted prior the first day of classes	<p>Approximately 60 sets of full-sized, full-color posters were designed, printed and posted throughout all residential communities by October 15<sup>th</sup>. Original deadline was first day of classes or August 17, 2016.</p> <p>Target partially met.</p>

Conduct Pre-test to determine level of understanding prior to implementing marketing strategies.	Residential students will be administered a pre-test survey to gauge their knowledge and understanding of the Residential Curriculum prior to marketing efforts	It is expected that 75% or more of residential students taking the pre- test will score below 50%	Pretest administered in September 2016. 51% of residential students taking the pre-test scored below 50%. This number is 24% lower than projected.  Target not met.
Conduct Post-test to determine level of understanding after implementing marketing strategies.	Residential students will be administered a post-test survey to gauge their knowledge and understanding of the Residential Curriculum after marketing efforts	It is expected that 75% of resident's taking the post-test will score 75% or greater.	Post-test administered in March 2017. 51% of students taking the post-test scored 75% or greater.  Target not met.

**Objective #2: Focus on the Academic Progress and Achievement Component of the Residential Curriculum**

Task to Accomplish Objective	Measurement Data Collected	Assessment Target	Strategy Status & Learning Outcomes
Implement a total of 10 Residential Curriculum programs that focus on Academic Progress and Achievement.	Residential students will be surveyed to determine if their academic skills improved after participating in curriculum programming which focuses on Academic Progress and achievement.	75% of those taking the survey will agree or strongly agree on the following learning outcomes: (a) They have improved the basic skills necessary for their academic success (b) They are able to identify various campus academic resources (c.) They have an increased knowledge of academic integrity	Approximately 1 program per month beginning September 2016 and concluding in April 2017 for a total of 10 was conducted throughout (7) residential communities during the 2016-17 academic year.  94% indicated they have improved the basic skills necessary for their academic success as a result of their participation in scheduled academic progress and achievement programming  97% indicated they are able to identify various campus academic resources as a result of their participation in scheduled academic progress and achievement programming

			<p>95% indicated they have an increased knowledge of academic integrity as a result of their participation in scheduled academic progress and achievement programming</p> <p>Target met.</p>
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**Objective #3: Provide technological services (software & systems) for residents and staff to support the mission of the University**

Task to Accomplish Objective	Measurement Data Collected	Assessment Target	Objective Status & Learning Outcomes
<p><b>HMS upgrades</b></p> <p>Distribute printed and electronic information to students on the room selection process</p> <p>Conduct information and demonstration sessions on how to navigate Odyssey HMS.</p>	<p>1. Residential students will indicate they are aware of the upcoming room selection process.</p> <p>2. Participants who attend the Information/ Demonstration sessions will indicate they understand the room selection process</p> <p>3. Obtain an increase in room assignments from continuing students AY1617</p>	<p>2100 Residential students residing in seven residential facilities.</p> <p>Based on the overall number of students who made assignments in the period January to April 2017, we saw an overall increase of approximately 3%.</p> <p>61% of our 2100 residential students made a room during this period, up from 58%</p>	<p>Target of 5% increase not met. A total of 1255 assignments for continuing students, a 3% increase over the previous year.</p>
<p><b>BASIS card access training for the professional staff</b></p>	<p>Given the nature of the BASIS system, it is critical that the professional residential staff have an understanding of how the software functions and its capabilities. Training sessions coordinated between Stanley Security and the University are now a priority.</p>	<p>BASIS training for the professional staff will: Enable them to perform basic functions within the software, such as adding and updating cards. When necessary, they will also be able to deactivate cards in</p>	<p>Target met. Basis training for the professional staff was conducted in September 2016.</p>

<p><b>Introduction of Roompack in the residence halls</b></p>	<p>Working with DoIT we will endeavor to accomplish this task before the beginning of the Fall Semester.</p> <p>Introduction of Roompack in the residence halls will enable the professional and paraprofessional staff to: Facilitate roommate agreements, identify areas of concern earlier, and conduct micro-surveys of their respective areas at a moment's notice, while managing rosters, room inventory reports, emergency notification forms, etc., in addition to being able to centralize on-duty staff reporting and scheduling</p>	<p>situations mandated by Housing or other University authorities</p> <p>Introduction of Roompack is influenced by outside factors beyond the department's control; specifically, the availability of resources from DoIT and the development of a suitable login protocol by the vendor to allow for access through the Braveweb portal. Nevertheless, it should be possible to introduce the software into one residence facility by Spring 2017</p>	<p>Target not met. Due to circumstances beyond the department's control (i.e. Hurricane Matthew), personal changes at DoIT and other projects being placed ahead of Roompack in the infrastructure queue, Roompack has yet to be implemented. Expected to be able to implement during the upcoming school year.</p>
<p><b>Utilizing the Maxient software to document incidents and violations within the residence halls.</b></p>	<p>Utilizing Maxient software will help keep better track of incidents while allowing Community Directors greater access to information about specific students from different areas across the University, providing the professional staff a greater insight into what may be behind the behaviors of their residents when they adjudicate violations of housing guidelines</p>	<p>Utilization of the Maxient software to document incidents and violations within the residence halls will begin in Fall 2016</p>	<p>Target met. Maxient reporting within the residence halls launched in August 2016. Despite some initial challenges, the overall process has been ironed out and both Resident Advisors and Community Directors are now utilizing the software to help in recording and adjudicating incidents within the residence facilities</p>

**Objective #4: Provide maintenance services promoting a safe and comfortable environment that meets students' needs**

Task to Accomplish Objective	Measurement Data Collected	Assessment Target	Strategy Status & Learning Outcomes
<p><b>In-house survey of maintenance effectiveness in November 2016</b></p>	<p>Survey will be advertised on social media and through email.</p>	<p>Evaluate how the new, unescorted system of addressing maintenance requests</p>	<p>Survey target was not reached as only 6% percent of residential students responded.</p>

<p><b>looking at areas including, but not limited to: HVAC, lighting (replacing), painting/drywall, plumbing, etc.</b></p>	<p>Survey will run for approximately 30 days with a goal of receiving responses from approximately 25% of the current residential population (as of September 1, 2016)</p> <p>Survey will be administered through Qualtrics</p> <p>Contact other similar-sized</p>	<p>within the residence halls has been working since its introduction in October 2015,</p> <p>Whether or not there has been an increase in the amount of time it takes to complete work orders, and whether or not there are any areas within the overall maintenance protocols we need to tweak.</p> <p>Researching</p>	<p>Of those who responded, the overwhelming majority had no serious complaints regarding our in-house maintenance.</p> <p>88% of residents were aware they could submit work orders on-line</p> <p>A majority of residents said that our Maintenance Technicians are visible within the residence facilities.</p> <p>A majority of residents who responded were pleased with the response from the University as it related to A/C issues. 42% of the respondents had no opinion</p> <p>A majority of residents who responded were pleased with the response from the University as it related to plumbing. 38% of the respondents had no opinion</p> <p>Overall, 72% of the 142 students who responded were very satisfied or satisfied with the University's response to maintenance issues.</p>
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<p><b>Research maintenance request software for possible adoption in AY1718</b></p>	<p>schools to see what software packages they are using; contact vendor(s) to arrange for software demonstrations; Look at viability/cost of changing systems</p>	<p>maintenance request software will help us determine the best way to streamline our maintenance operation and give us an insight into the best practices being used by other institutions</p>	<p>Target met. No institution contacted had an in-house maintenance team; work orders were in the residence facilities were taken care of by their version of our Facility Operations division.</p> <p>Target met</p>
<p><b>Investigate alternatives to traditional cable television which will meet resident's needs while supporting the overall mission of the University</b></p>	<p>Research alternatives to traditional cable (i.e. streaming services, satellite, etc.) to determine whether they would be a better fit to the overall mission of the University</p>	<p>Research alternatives to traditional cable for possible adoption; contacting other similar-sized schools to see if they are using an alternative to traditional cable and, if so, what?</p> <p>Looking at viability/cost of changing systems will help us determine the cost effectiveness of maintaining a relationship with our current vendor, and give us an insight into what potential technologies may be on the horizon for university housing</p>	<p>Depending on their size and geographic location, the alternatives available to academic institutions are many and varied.</p> <p>Larger universities tend to run their own cable systems, while mid-size and smaller tend to contract out.</p> <p>Given the current budgetary limits the University is facing, no real cost-savings could be expected to be realized at this time.</p>

**Please write a short paragraph outlining the achievements and challenges in each area. Specifically focus on what your department will change, keep or delete in the upcoming year.**

Learning Outcomes: The department focused on the following learning outcomes related to academic progress and achievement:

- Improve basic skills needed to demonstrate academic success
- Identify and utilize various campus academic resources
- Increase students' knowledge of academic integrity

For the 2017-18 academic year, the department will continue to provide programs related to academic progress and achievement however for assessment purposes, the focus will shift to learning outcomes related to civility and citizenship.

Moving forward, when assessing students to capture pre and post data, every effort will be made to utilize the same participants to ensure great accuracy of learning outcomes.

Although the structure of the Residential Curriculum will remain the same, implementation however will move from a broad implementation approach where the same strategies and the same programming is implemented campus-wide to an individual community approach where each residential community will develop programs specific to their residential population.

Due to responses from recent RA staff training needs assessment, the focus for 2017-18 will be to move from lecture style training to more scenario, role-playing and group discussion styles. Topics that are widely and frequently covered with RA's like community building, bulletin boards etc. will be moved to a web-based, self-paced format to allow more face to face time on the top 3 topic areas as identified by RA's: crisis/emergency management, leadership and communication.

Our focus for the past academic year was to make operations more efficient in the areas of technology, maintenance, and housekeeping. While continuing our focus on making the most efficient use of our software, for the next academic year we are going to focus more on the housekeeping side of operations rather than the maintenance.

Finance: Approximately 81% of the Residence Life budget was spent and there were no budget short falls. 19% was spent of Staff Training and Development and the remaining 62% was spent on programming and community development.

Do you think you spent this wisely, what can be improved, what can be better for next year: The budget was spent wisely; perhaps will look at reallocating a higher percentage to staff training and development for next year and increasing the amount currently allocated to North and Belk Halls and RHA for programming.

Personnel: (promotion, retirement, new positions, internships)

- Sharron Roberts Counseling Internship with Career Center
- Joyce Chavis Retirement

Professional achievements:

- Residence Hall Association received Student Involvement and Leaderships' "Red-Tailed Hawk Spirit Award" (Student Involvement and Leadership)
- Luciana Hunt UNCP Value's Award (Staff Council)
- Leanie Lewis UNCP Value's Award (Staff Council)
- April Galbreath – New Employee of the Year (Housing and Residence Life)

Programmatic review:

Sex Signals

Write Right

9/11 Day of Service  
Bingo with an A+ Twist  
SpiritFest  
Smarty Pants Patrol  
Twisted Tuesday  
Tutor-thon  
Spookfest  
Jailbait  
Diversity and Cookies  
Friendsgiving Donation and Dinner  
Are you Smarter than an RA?  
A+ Jeopardy  
Old School Field Day  
Party Fit for a King  
NoBel Fall Festival  
TikiFest  
Caribbean Nights  
The Roommate Game  
Spring Extravaganza  
Wet and Wild Foam Party  
LARC  
Year-End Food Drive

Collaborative Efforts:

ODI, SHS, CAPS, CCE, OSIL, the Writing Center, Tutoring, Robeson County Health Department, Athletics, Sorority and Fraternity Life, Freshman Seminar, DoIT is establishing an automatic interface for the BASIS system and to finalize a Wi-Fi refresh for residential facilities

Committees:

Cynthia Redfearn - Welcome Week, Search Committee for Director of Student Conduct  
Sharron Roberts – CAS Review Committee for Housing and Residence Life, Laundry Services Committee  
Luciana Hunt – Board of Directors for Rape Crisis Center  
Jose McKinney – Diversity Affairs Committee for SGA, Diversity Committee for Communities of Interest and Social Justice  
Ed Wittenberg is on the LEAN Enrollment Project Committee  
Ed Wittenberg is a staff member of the Campus Appeals Board  
Preston Swiney served on New Student Orientation, Data Standards, EHS/CARE, Student Services, ARC's Documentation Review, CSAP

Special Projects/events

Sex Signals - conducted on September 14, 2016 is an award-winning sexual assault prevention program uses an unorthodox, humor-facilitated approach to examining our culture, sex and the core issue of

bystander intervention that we brought to campus in the fall. Thanks to the support of several co-sponsors including Counseling and Psychological, Student Health Services, Athletics, Fraternity and Sorority Life just to name a few, we experience record breaking attendance for an educational program with more than **735 attendees**. Survey data from participants proved that outstanding success of the program and that the anticipated learning outcomes were overwhelming met.

Were the promoted topics for Sex Signals delivered as advertised? **95.86% Yes**

The presenters of Sex Signals were engaging in their delivery? **97.93 % Strongly Agree/ Agree**

As a result of attending Sex Signals I learned and/or developed skills that encourage positive and respectful behavior. **93% Strongly Agree/Agree**

As a result of attending Sex Signals I gained an understanding and appreciation of others and their differences. **92.61% Strongly Agree/Agree**

Rate your overall experience at Sex Signals. **90% Outstanding/Very Good 7% Good**

**Comments:** What was the most valuable thing you learned from attending Sex Signals?

Differing aspects of sexuality, comfort zones, and respectable boundaries.

I learned about consent

To be understanding about others differences and to listen to people rather than just "hearing" them.

What rape really is

it being presented publically since many people find talking about sex/rape taboo

The valuable thing I learned is that to observe the warning signs of being encounter in violent situations.

make sure you and the person have understanding

To always practice safe sex

Differing aspects of respect and comfort zones

It's great they interacted well. Everyone should see this.

I am more than my body and I can set the new normal on how people should be treated



Department Objectives Update  
 Student Affairs  
 May 2017

Department: **Diversity and Inclusion**

Objectives and Timelines

Objective #1: (Green Sheet 1) **Enhance and re-image the MCC/Office for Diversity and Inclusion into a space that will provide a more inclusive environment.**

Task to Accomplish Objective	Measurement Data Collected	Assessment Target	Objective Status & Learning Outcomes
<i>In late July, we created and disseminated a Perception Survey to gauge student's perception of the Office for Diversity and Inclusion.</i>	<p><i>The survey collected the following data:</i></p> <p><i>Student classification:</i>  <u>28% new students</u>  <u>25% seniors</u>            Cultural ethnicity(ies) <u>45% Caucasian</u>            Gender identity <u>67% Women</u>            Knowledge of ODI's location: <u>62% no</u>            ODI's purpose: <u>49% yes</u>            Attended ODI's event: <u>67% no</u>            Need for a diversity office: <u>88% yes</u>            Perceptions of an office called Diversity and Inclusion:            Open feedback:</p>	<i>Administered a 10 point survey to 5,900 students. Only 1.45% of the student population took the survey.</i>	<p><i>The main learning outcome addressing knowledge acquisition and civic engagement will further be examined. Plan to re-administer the survey in fall 2017.</i></p> <p><i>We will continue to focus on areas that need improving:</i></p> <p><i>a. perception of office</i>  <i>b. awareness of purpose</i>  <i>c. awareness of location</i></p>

Objective #2: (Green Sheet 2) **Develop and administer a campus diversity climate survey to gauge the perception of students, staff and faculty attitudes and feelings on campus diversity, inclusivity, respect, and multiculturalism.**

Task to Accomplish Objective	Measurement Data Collected	Assessment Target	Objective Status & Learning Outcomes
<p><i>Collaborated with the Diversity Committee to develop a comprehensive campus climate diversity survey for each campus group: students, staff, and faculty. Decided to only administer a student survey.</i></p>	<p><i>The survey collected the following data:</i></p> <p><i>Student classification:</i>  <u>22% juniors</u>  <u>26% seniors</u>            Cultural ethnicity(ies) <u>53% Caucasian</u>            Gender identity <u>70% women</u>            Sexual orientation <u>85% heterosexual</u>            How diverse is UNCP <u>60% very and extremely</u>            Personally add diversity to UNCP <u>66% (comment p. 22)</u></p> <p><i>UNCP is accepting to the multiple campus communities: <u>48%</u></i></p> <p><i>Treated fairly in and outside of class: <u>77%</u></i></p> <p><i>Very Comfortable associating with other cultural groups: <u>76%</u></i></p> <p><i>Being able to interact with individuals of diverse background will help you succeed in the workforce: <u>85%</u></i></p> <p><i>Comfortable associating with other cultural groups: <u>76%</u></i></p> <p><i>ODI's purpose: <u>59% yes</u></i></p> <p><i>Attended ODI's event: <u>76% no</u></i></p>	<p><i>Administered a 31 point survey to 5800 students during late spring 2017. Approximately 2.4% of the student population took the survey.</i></p>	<p><i>The main learning outcome addressing knowledge acquisition and civic engagement will further be examined.</i></p>

	<p><i>Programs, services students would like to see:</i></p> <p><u><i>More heritage events</i></u>  <u><i>Ism presentations</i></u>  <u><i>Overview of services offered</i></u>  <u><i>Diversity fairs</i></u></p>		
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Objective #3: (Green Sheet 3) ***Enhance the BEAD (Braves Advocating for Diversity) Diversity Peer Educator’s program.***

<b>Task to Accomplish Objective</b>	<b>Measurement Data Collected</b>	<b>Assessment Target</b>	<b>Objective Status &amp; Learning Outcomes</b>
<p><i>To develop learning modules for ODI’s BEAD/Diversity Peer Educators program.</i></p> <p><i>Conduct education sessions, outlining the program’s purpose and mission, thus supporting five major areas:</i></p> <p><i>a) develop a warm environment to educate, support and build positive growth about diversity through effective workshops, presentations and involvement</i></p> <p><i>b) increase awareness, commitment, and respect for diversity related issues</i></p> <p><i>c) promote understanding and research to advance knowledge about</i></p>	<p><i>Based on the student evaluations, the BEADS are presenting effective information.</i></p> <p><i>Selective evaluation feedback:</i></p> <ol style="list-style-type: none"> <li><i>1. Learned about microaggressions</i></li> <li><i>2. Not to judge others</i></li> <li><i>3. Learned that BEAD is about creating awareness while helping to foster a future that encourages individual growth and expanding others desire to embrace diversity within the campus and surrounding community.</i></li> <li><i>4. Presenter was rude</i></li> <li><i>5. We are human, so we can’t help that we stereotype.</i></li> <li><i>6. Stereotyping hurts</i></li> <li><i>7. Incorporate more</i></li> </ol>	<p><i>The BEAD program conducted 14 diversity education presentations to approximately 350 students (majority being new students)</i></p>	<p><i>Although presenting to every FRS class was not a goal for this assessment year, we appreciated those FRS instructors that requested a diversity education session.</i></p> <p><i>The learning modules were not completed in time to execute this assessment period.</i></p> <p><i>As for the program’s purpose, it appears that the program is achieving its five major areas.</i></p>

<p><i>diversity on our campus</i></p> <p><i>d) empower B.E.A.D. leaders to create dialogue exploring the campus perception of diversity and to mature in the power of self-exploration of one's own diversity</i></p> <p><i>e) better prepare students to be multi-culturally competent in the work force environment.</i></p>	<p><i>activities</i></p>		
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**Please write a short paragraph outlining the achievements and challenges in each area. Specifically focus on what your department will change, keep or delete in the upcoming year.**

Learning Outcomes: What learning outcomes did the department focus? What learning outcomes will you continue, add or drop for next year?

During the 2016-2017 AY, our 3 objectives specifically focused on critical thinking, communication, civic engagement and knowledge acquisition. Based on EOY assessment, I feel that we successfully met the intended outcomes. The Perception/Image survey's data indicates that we need to be more visible on campus. The Student Diversity Survey, even with the low response rate, provided some valuable information, as the office continues building a strong co-curricular program, which will focus on knowledge, awareness, and skills development within a diversity lens. The BEAD program is doing well. The goal is to be present in every FRS course. Our goal for 2017-2018 is to expand in the area of Inter/Intrapersonal competence.

Finance: The office is able to execute the majority of its programs and services through state funding and internal collaborations. External sponsorships allowed us to purchase items, not allowed through state funding. Overall, we were good stewards of our state dollars.

Personnel: This is an area where ODI has need assistance for 9 years. We operate with only 2 full time personnel, student associates, sometimes a GA and interns. However, the need for another professional is necessary in order for ODI to meet the diverse needs of our students.

Professional achievements: Published article in a peer reviewed journal; on behalf of Staff Council, spoke at convocation. Lisa attended a couple of professional development workshops.

Programmatic review: We had our annual Social Justice Symposium with approximately 200 attendees and currently planning for the SJS fall 2017; Conducted approximately 14 diversity education presentations to over 300 students; Renamed the Safe Zone Training to Safe Zone Education and Advocacy, as well as presented to 8 sessions (internally and externally)

Collaborative Efforts: We collaborated with CCE, OSIL, CAPS, Career Center, HRL, and SHS on the 2017 MLK Week; the History Department on the Black Renaissance Concert; The UNCP Incubator, OSIL, UC&P, CCE, Career Center and several external sponsors to host the Fannie Lou Hamer play; School of Education and the Mary Livermore Library on the African-American Read In and the Native American Read In programs.

Committees: The Director serves as UNCP's Staff Council Chair, which requires him to serve on various auxiliary university committees. He also serves on the SMART committee and several University search committees. Additionally the Director chairs the Diversity Committee and the Social Justice Symposium Committees, both managed by ODI. ODI's Administrative Support Associate served on the SPA Grievance Hearing Committee, 2016-2017.

Special Projects/events: N/A

Department Objectives Update  
 Student Affairs  
 May 2017

Department: UNCP Police and Public Safety

Objectives and Timelines

Objective #1: **(Green Sheet 1) Address weaknesses in and the survivability of campus radio and emergency communication and personnel during emergency situations.**

Task to Accomplish Objective	Measurement Data Collected	Assessment Target	Objective Status & Learning Outcomes
Execute a test of the UNCP Police and Public Safety's telecommunication staff that would include a simulated emergency situation that stress communications with calls for assistance via telephone, call box and radio traffic to test capabilities in receiving and dispatching calls and notifying the campus community in stressful situations.	. Direct Observation, Document Review, Evaluation of operator and systems	Reports or complaints that pose a threat to the campus community, how quick telecommunications/supervisors can recognize threat, dispatch officers and provide Timely Notification to campus community and maintain the integrity of the telecommunications office. Communications had to adapt to system failures and find other means to complete the given task before them.	<i>All targets were met. Telecommunications were faced with a real life event; Hurricane Matthew provided a real to life test of UNCP Communications. Communications were faced with power outages, radio failure, notification system failure and phone calls that overloaded our existing systems.</i>

Objective #2: **Increase the department's ability to thoroughly investigate all types of crimes occurring on the university campus**

Task to Accomplish Objective	Measurement Data Collected	Assessment Target	Strategy Status & Learning Outcomes
With consistent monitoring by telecommunications officers and the updating/addition of camera equipment, the police	. Direct observation, Document Review, Program evaluation	Reports or complaints involving larceny, tampering with fire equipment and trespassing will be investigated by individuals with	Goal was not met however a 50% increase in the number of arrest for these incidents due to the Camera system being completed and Communications being

department will concentrate on a reduction of crimes such as larcenies, tampering with fire equipment and trespassing by 50% in and around Cypress Hall by the completion on the 2016-2017 fall semester		appropriate professional Training, investigative experience and technology	trained in the operation of the system and monitor for suspicious behavior and criminal activity

Objective #3: (Green Sheet 3)

Task to Accomplish Objective	Measurement Data Collected	Assessment Target	Strategy Status

**Please write a short paragraph outlining the achievements and challenges in each area. Specifically focus on what your department will change, keep or delete in the upcoming year.**

Learning Outcomes: What learning outcomes did the department focus? What learning outcomes will you continue, add or drop for next year?

Finance: (%budget used, budget short falls, % spent on specific goals i.e. professional development, student training etc)

*Do you think you spent this wisely, what can be improved, what can be better for next year...*

Personnel: (promotion, retirement, new positions, internships)

Professional achievements:

Programmatic review: (ex: we ran 8 groups, 1 was closed for lack of attendance. We plan to run that group again in the fall with new advertising and an improved curriculum)

Collaborative Efforts:

Committees:

Special Projects/events

Department Objectives Update  
Student Affairs  
May 2017

Department: Student Health Services

Objectives and Timelines

Objective #1: Create a dedicated Health Promotion position to increase knowledge of health promotion, disease prevention, and wellness, while developing leadership skills among students by August 2016.

Task to Accomplish Objective	Measurement Data Collected	Assessment Target	Objective Status & Learning Outcomes
<b>Recruit individual with relevant work experiences, personal skills, competencies and professional credentials.</b>	Thirty (30) applications were received and review for the position of Assistant Director of Health Promotion.	All applications were reviewed and seven (7) applicants were interviewed.	Target was met. Megan Ulrich, Assistant Director of Health Promotion was hired and began working at Student Health Services in August 2016.
<b>Provide presentations to 75% of the freshman seminar classes that focuses on health promotion and disease prevention by May 2017.</b>	Number of freshman seminar classes.	13 instructors called and requested that Student Health Services Assistant Director of Health Promotion present to their Freshman Seminar Class.	Target not met: Out of 53 freshman seminar classes we were able to present to only 13. We are hoping that this will change in the near future with the implementation of the First Year Experience Passbook. Student Health Services will be listed under "Self- Care" in the 4+1 student involvement model. The First Year Experience Passbook will be a required assignment for all students enrolled in UNV 1000.
<b>Conduct program evaluations at each seminar to assess the student's knowledge of health promotion and disease prevention.</b>	Number of evaluations completed.	100% of students received evaluations after all freshman seminar presentations and other prevention education sessions.	Target met: Program evaluations were given to each student after the freshman seminar presentation and other prevention education sessions. One of the questions in the evaluation was: Indicate the extent to which attending this presentation increased your knowledge: 94.5% agreed or strongly agreed that their knowledge had increase after the presentation.

Department: Student Health Services

Objectives and Timelines

Objective #2: Create and support a fundraising opportunity through collaboration with the UNCP Healthy Start Corps to supply 25 infant toiletries by spring 2017.

Task to Accomplish Objective	Measurement Data Collected	Assessment Target	Strategy Status & Learning Outcomes
<b>Collaborate with Healthy Start staff to determine infant toiletries needed by August 2016.</b>	Type and number of infant toiletries items needed.	The items needed were identified on the flyer. All items were collected and presented to Healthy Start.	Target met: After Hurricane Matthew it was decided to change the drive from infant toiletries to a Mom and Baby Drive to include personal hygiene and cleaning items for the mothers. Items were determine and flyers were posted throughout campus and on social media.
<b>Develop drop off locations for collection of identified toiletries by September 2016.</b>	Number of locations identified on campus to collect items.	Nine (9) locations were identified as drop off areas for the Mom and Baby Drive.	Target met: The following departments agreed to allow boxes for collection of the identified items: Sodexo, Papa Johns, Library, Jones PE Building, University Center, Bookstore, Student Health Services and the Regional Center.
<b>Collect all items to be presented to Healthy Start by May 2017.</b>	Number of items collected.	Over 400 items were collected.	Target met: Over 400 items were collected and organized. These items were presented to UNCP Healthy Start in March 2017.

Department: Student Health Services

Objectives and Timelines

Objective #3: Develop learning opportunities for all staff members and provide knowledge to implement best practices.

Task to Accomplish Objective	Measurement Data Collected	Assessment Target	Strategy Status
<p><b>Increase SHS staff participation in local, state or national professional development conferences from 60% to 100% by June 2017</b></p>	<p>Staff documentation of all professional development.</p>	<p>100% of staff completed at least two continuing educational opportunities during the 16/17 year.</p>	<p>Target met: All staff attended or completed professional development during the academic year (July 2016-May 2017). Funding will be allotted for SHS staff to continue participation in professional development opportunities. Professional development is also required for renewal of nursing licenses.</p>
<p><b>Develop 5 programs to include collaboration with key campus and community organizations, by June 2017 (e.g. Pony Palooza, Wellness on Wheels, Contract with Pharmacy, Healthy Start, Nurse Family Partnership, Student Affairs Depts. Robeson County Health Dept. and etc.)</b></p>	<p>Number of programs.</p>	<p>SHS help provide over 50 health and wellness educational opportunities to students.</p>	<p>Target met: SHS collaborated with several department throughout campus and off campus to provide over 50 educational opportunities. Some of these included: Freshman Seminar Classes, Sexually Transmitted Infection Presentations, Sex Ed 101, Nutrition, Birth Control, Disordered Eating, Sex Signals, NOMORE Campaign, Stay Woke, Who's Sleeping in Your Bed, Pony Palooza, World AIDS Day, How to Maintain Healthy Relationships and etc.</p>

**Please write a short paragraph outlining the achievements and challenges in each area. Specifically focus on what your department will change, keep or delete in the upcoming year.**

**Learning Outcomes:** The Assistant Director of Health Promotion was hired in August 2016. She continues to provide classes to the Freshman Seminars. Evaluations are given to students after each class.

SHS will continue to provide some medications at no charge to students who are not able to afford their prescription.

Students will continue to receive education on the various birth control options. Crystal Moore FNP, conducted seven educational events related to LARC (Long Acting Reversible Contraception) during the month of April. There were over 40 students who participated in these events. The Robeson County Health Dept. has received a three year grant to continue the LARC services and has included UNCP Student Health Services as a partner. They will be providing LARC insertions in the fall 2017.

**Finance:** SHS has stayed within our budget for this academic year. SHS cash carry over continues to be depleted each year due to the additional CAPS salaries they are paid from SHS budget.

Currently CAPS is receiving over \$250,000 out of our budget for salaries. This is an area that needs improvement in order for SHS to continue to operate in the next couple of years. We are currently spending more in salaries than we are receiving in Student Health Fees. This is an area that continues to need immediate attention and has been address by finance.

**Goal 1 Expense: Assistant Director of Health Promotion \$42,000 (salary and benefits)**

**Goal 2 Expense: Mom and Baby Drive for Healthy Start \$0**

**Goal 3 Expense: Professional Development expenses.** The total cost for all professional development expenses for the FY16-17 was a little over \$5,000.

A contract pharmacist continues to prepackage a small formulary of medications. A dispensing license was obtained from the Board of Pharmacy for Crystal Moore FNP to be able to dispense pre-packaged prescriptions to students. \$1500 for the semester.

**Personnel:** SHS is currently fully staffed. In August 2016 we hired a new Assistant Director of Health Promotion (Megan Ulrich). In April 2017, Ms. Crystal Moore's title was changed to Assistant Director of Clinical Services. She currently provides supervision to all nursing staff.

**Professional achievements:** Four staff are currently working on degrees. The Nurse Practitioner Crystal Moore is currently enrolled in the DNP program at Duke University. Cora Bullard received Certification in Nursing Management. Jessica Locklear and Jamie Sampson received their American Red Cross CPR Instructors Certification. They are currently providing CPR classes to the UNCP campus community.

**Programmatic review:** Student Health Services conducted over 40 programs for the FY16/17. This number included 21 Freshmen Seminar Classes.

**Collaborative Efforts:** SHS Collaborated with the following departments on various events. Housing and Residence Life, CCE, CAPS, Wrestling Team, Robeson County Health Dept., American Red Cross, Student Affairs Team (MLK week, Brave Nation Bash, Family Day, Block Party), New Student Orientation, Police and Public Safety, Admissions, Academic Affairs, UNCP and RCC Nursing Depts., Campus Recreation, International Programs, SGA, ROTC, Counseling and Psychological Services and etc.

**Committees:**

Megan Ulrich: Health and Wellness Committee, HEALTH Committee, SMART (Sexual Misconduct Advocacy and Resource Team) Committee and CAT (Community Action Team) Committee.

Crystal Moore: UNC-Pembroke Nursing Alumni Council, Maternal and Child Health (MCH) Initiative Community Action Team.

Cora Bullard: Health and Wellness Committee, New Student Orientation Committee, CSAP (Committee on Substance Abuse Prevention), EHS (Emergency Health and Safety), Commencement Committee, Pembroke Day Committee, VSA (Very Special Arts Committee), Healthy Start Infant Mortality Committee, SMART (Sexual Misconduct Advocacy and Resource Team) Committee, Emergency Operations Committee, Robeson County HIV Task Force, Robeson County Nurse-Family Partnership Community Advisory Board (Chair), Robeson County Adolescent and Family Planning Advisory Council

**Special Projects/events** SHS electronic medical records went to Mediat Hosted and we implemented E-prescribing and Patient Portal. New Brave Health Center opened in April.

Department Objectives Update  
Student Affairs  
May 2017

Department: *University Center & Programs*

Objectives and Timelines

Objective #1: (Green Sheet 1) *Create an open and inclusive community where students engage in diverse, culture enriched experiences.*

Task to Accomplish Objective	Measurement Data Collected	Assessment Target	Objective Status & Learning Outcomes
1) <i>Increase culture programs and events hosted in the UC/UCA by April 2017.</i>	<i>No comparative data.</i>	<i>Host 2-5 culture programs and/or events during each semester of 2016-17 academic year.</i>	<i>Collaboration with DSA departments was complete. Student satisfaction survey was not completed.</i>
2) <i>Host "Poetry Slam" events by April 2017.</i>	<i>No comparative data.</i>	<i>Host 2 Poetry Slam events during each semester of 2016-17 academic year. Sponsor a representative group at the 2017 ACUI National Poetry Slam.</i>	<i>- Collaborated with Literacy Commons to host 1 of 2 Poetry Slam events. - Participation in the 2017 ACUI National Poetry Slam was not authorized.</i>
3) <i>Host "Brave Tunes" event. Student will showcase musical and entertainment talents by April 2017.</i>	<i>No comparative data.</i>	<i>Host at least one "Brave Tunes" event each month during the 2016-17 academic year.</i>	<i>Hosted 4 Brave Tune events during 2016-17.</i>
4) <i>Host Movie nights and Weekend matinee event by April 2017.</i>	<i>No comparative data.</i>	<i>Host 2-5 movie events each semester during the 2016-17 academic year.</i>	<i>Collaborated with OSIL/PAC to host 4 movie nights and 15 weekend matinees. 317 attended the movie nights and matinees.</i>

Objective #2: (Green Sheet 2) *Enhance student learning through responsible employment opportunities.*

Task to Accomplish Objective	Measurement Data Collected	Assessment Target	Strategy Status & Learning Outcomes
1) <i>Engage and train students through employment opportunities were students develop interpersonal and management skills that equip them to compete</i>	<i>Student Employee post experience evaluation</i>	<i>We will conduct Fall and Spring orientation sessions for all shift managers starting August 2016.</i>	<i>- Conduct 1 Fall training. - The SEO was not hosted in January 2017. - Administered a post employee experience survey. - Ten (10) of 27 student employees completed</i>

in the global economic marketplace <i>by April 2017.</i>			the survey.
2) Conduct an employee orientation for all UC&P duty managers <i>by August 2017.</i>	Pre- and post-student orientation assessments	All duty managers will complete 2 days UC&P student employment orientation and obtain 90% or better on the post assessment following student orientation training.	- Fifteen (15) student employees completed the 2-day Student Employee Orientation training in Aug 2016. All duty managers obtained at least 90% on the post assessment.
3) Sponsor student managers to attend the ACUI student conference <i>by September 2017.</i>	No comparative data	At least 2 student managers will attend the 2016 ACUI student conference for facility managers in Indiana.	Student managers did not attend the 2016 ACUI student conference for facility managers due to travel non-authorized.

Objective #3: (Green Sheet 3) Improve facility availability and logistical support through program operations and social engagements.

Task to Accomplish Objective	Measurement Data Collected	Assessment Target	Strategy Status
1) Utilize the virtual reservation system to provide real-time availability for facilities and meeting spaces <i>by April 2017.</i>	2016-17 Event Satisfaction Survey results	The facility reservations manager will track and report reservations and events hosted in all University Center facilities and meeting spaces. Space utilization will be reported by user demographics and associate service and support cost.	The ePaper was initiated. The project will continue into 2017-18 academic year.
2) Cooperate with the EMS/facility coordinator to host training and information sessions on utilizing FRS <i>by April 2017.</i>	No comparative data	Host at least monthly FRS training sessions for campus and external users.	The EMS/facility coordinator hosted 6 FRS information session in 2016-17. Seventy-five (75) persons attended the training sessions.
3) Advertise the updated UC/UCA facility price list for external groups <i>by August 2017.</i>	No comparative data	Publish the updated facility usage price list for external groups on the UC&P website and strategic locations in the Chavis University Center.	The new facility usage price list was approved, posted and published on UC&P website by September 2016.

**Please write a short paragraph outlining the achievements and challenges in each area. Specifically focus on what your department will change, keep or delete in the upcoming year.**

Learning Outcomes: The student employment program learning outcomes were assessed following the Student Employee Orientation and the 2016-17 academic year. The "Student Employee Experience Evaluation" was developed and implemented to capture student reflections and learning experiences.

- Following the Student Employee Orientation, students were asked:
  - o "How confident are you as a University Center student staff to professionally represent the university?" Four (4) of 6 students rated very and excellent confidence.
  - o "How confident are you as a University Center student staff to perform your regular duties and responsibilities?" Four (4) of 6 students rated very and excellent confidence.
  - o "How confident are you as a University Center student staff to meet expectations?" Four (4) of 6 students rated very and excellent confidence.
- Following their student employee experience,
  - o 55% of the student employees rated that "this experience connected transferable skills to your chosen career path and future goal" as very and extremely well.
  - o 80% of the student employees rated that "this experience prepare you to understand and meet customer needs" as very and extremely well.
  - o 80% of the student employees rated that "this experience prepare you to manage your time and prioritize tasks" as very and extremely well.
  - o 70% of the student employees rated that "this experience prepare you to communicate clearly verbally and in writing" as very and extremely well.
  - o 80% of the student employees rated that "this experience help build your professional relationships with co-workers and guests" as very and extremely well.
  - o 100% of the student employees rated that "this experience help you to work collaboratively within a team and manage conflict" as very and extremely well.

Personnel:

- 1) The UC&P office operated in the 2016-17 academic year with all permanent staff positions filled. The Office Manager position was filled in August 2015.
- 2) The University Center operational and event support services are largely operated and supported by student employment staff. Student positions are sponsored through student fee funds and the federal work study program.

Professional achievements: none

Programmatic review: The department adjusted the Student Employee Orientation training program from 2 ½ days to 2 days due the conflict with required staff development training. Shift managers received 2 days of training prior to commencing the Fall semester. The SEO expanded and enhanced the delivery of student employee training to a virtual environment in Blackboard.

The Hawks Nest hosted events and conducted gaming activities to enhance Braves spirit and build community among individual students, student organizations and the campus community.

- Weekly programs and gaming incentives
  - Double Down Mondays (Buy 1 get 1 free)
  - Chick-fil-A Gaming Discount (Tues & Wed) Buy 1 Get 1 with Chick-fil-A receipt
  - Wing It & Fling It Wednesday (Wings & bowling special) through Dec 2016
  - Hawk Day Thursday (Braves spirit: gaming discount for wearing UNCP apparel)
- Veterans' Day Special (Nov 11): Free play for veterans' with military ID.
- Thanksgiving Special (all November): Free game of bowling

Collaborative Efforts: DSA Welcome Tents; OSIL/PAC Movie Nights and Weekend Matinees; 2017 Super Bowl with OSIL and HRL; Poetry Slam events with Literacy Commons; ODI to host cultural speaker

- **Earth Day in the UC.** (April 2017) Collaborate with Sustainability office to promote environmental friendly awareness.
- Collaboration with Sustainability and University Police to host the **Register & Ride** event. The event registered \_\_\_ riders for the Braves Shuttle Program and conducted maintenance on \_\_\_ bikes.
- Collaboration with Entrepreneur Incubator and SEATS to establish a local transportation **program to shuttle UNCP students** to area businesses for personal and shopping needs.

Committees: Homecoming Committee, Welcome Week Committee, #BraveNation Bash Committee, Student Veterans Advisory Committee, Project Graduation Committee

Special Projects/events: The Chavis University Center provided facility enhancements during 2016-17 academic year.

1. The Hawks Nest bowling lanes were upgraded to synthetic lanes. The upgrade included lane improvements and lighting enhancements.
2. New people counters were installed to improve the accuracy count of traffic through the Chavis University Center.
3. Added location clocks to display international time zones and enhance our cultural presence and awareness in the Chavis university center.