

MEMORANDUM

TO: Dr. L. E. Williams, Associate Vice Chancellor for
Academic Affairs/Institutional Planning, Assessment and Research

FROM: Earl M. Hilton, Student Affairs

RE: Institutional Effectiveness / Annual Assessment and Evaluation of
Strategic Plan 2006-2007

DATE: November 2007

I. Brief Overview of Unit

The Division of Student Affairs at North Carolina A&T State University provides student services that complement the academic mission of the colleges and schools within the community. The Division consists of eighteen (18) functional departments, each of which is responsible for providing a variety of student support, service, and educational programs which are accessible to all members of the community. The staff members are dedicated professionals committed to implementing programs and services that impact student development during matriculation and beyond.

The Division of Student Affairs is committed to helping students become contributory citizens of the university and the world. Student Affairs provides excellent delivery of student services that are responsive to student needs and promote enhanced quality of life and education both inside and outside the classroom. The Division of Student Affairs is an institutional leader and the primary advocate for students.

Functional departments include Housing and Residence Life, Memorial Student Union, Career Services, Veterans and Disability, Counseling, Multicultural Student Affairs, International Students and Scholars, TRIO Programs (Upward Bound, Ronald E. McNair, Student Support Services), Sebastian Health Center, Police and Public Safety, Environmental Health and Safety, Greek Life, University Events Center, Student Development (Orientation and First Year Experience), and Dean of Students.

II. Strategic Plan

A. Vision

The Division of Student Affairs will be known for its exemplary students, staff and programs. We will collaboratively prepare students to be responsible and productive in a globally diverse society. The integrated services of the division will be a significant asset in recruiting and retaining students at North Carolina A&T State University. Students from all communities will seek admission to NC A&T in order to access our life-changing, dream-reaching programs, services and activities.

B. Mission

The Division of Student Affairs at North Carolina Agricultural and Technical State University provides integrated curricular and co-curricular opportunities that develop and support the intellectual, social, ethical, personal, and physical competencies of our students.

C. Goals

1. Enhance student learning by creating and implementing programs, services, and activities that foster the intellectual, social, ethical, and physical development of students.

a. Enhance programming in all University housing that focuses on quality of life issues and building life skills.

i. Status: Complete / Recurring

Implemented enhanced themed and living/learning residential life programming (Fall 2002); additional staff and programming were added 2004/05.

ii. Assessment Measure(s): Annual student satisfaction surveys/ review of personnel records.

iii. Assessment Procedure(s): Housing and Residence Life distribute surveys to residence students to gauge satisfaction with residential programming; monitor demand for on-campus housing by returning students.

iv. Administration of Assessment Procedure(s): Director of Housing

v. Description of Data Usage: Information gathered from surveys reviewed and evaluated by Assessment Team annually. Data collected regarding residential student grade point averages used to create Residence Life tutorial program. Program evaluation led to the creation of an additional Housing retention coordinator position and a new partnership with the University Honors program.

2. Create a campus climate that fosters a sense of community, respects differences, and is responsive to individuals and their cultures.

a. Restructure multicultural student recruitment and retention office and program.

i. Status: Complete

Reorganized multicultural student center staff and initiated institutional assessment of multicultural mission and focus.

ii. Assessment Measure(s): Multicultural retention and persistence data

iii. Assessment Procedure(s): Review of annual multicultural retention and persistence data.

iv. Administration of Assessment Procedure(s): Vice Chancellor of Student Affairs, or designee

v. Description of Data Usage: Information gathered from assessment will be evaluated by the Vice Chancellor for Student Affairs, the Chancellor's Cabinet, and other affiliated institutional offices for consistency with institutional mission; multicultural program adjusted as necessary. A Director of the Multicultural Center has been selected.

3. Deliver high quality customer services by providing adequate fiscal resources and appropriate facilities.

a. Establish 24-hour access to all services affecting student matriculation, including the Library, registration, housing, dining, health, and financial processes.

i. Status: Incomplete - Surveyed other constituent institutions and selected Mid-Eastern Athletic Conference (MEAC) and Southwestern Athletic Conference (SWAC) institutions for existing student access parameters; recommendations from 24-hour access committee forwarded to cabinet September 2004. Student Activity fee increase passed in Spring 2007 to support additional operational hours at Student Union.

ii. Assessment Measure(s): Using the information gathered from other schools, develop survey for annual distribution to students to evaluate any gaps in access to student services.

iii. Assessment Procedure(s): Submitted initial plan to Cabinet for review and approval.

iv. Administration of Assessment Procedure(s): Vice Chancellor for Student Affairs and Assistant Vice Chancellor for Student Affairs

v. Description of Data Usage: Information gathered from surveys reviewed and evaluated by Assessment Team annually. A proposal for a Student Recreation Center was drafted and approved by the Cabinet and Chancellor; construction began summer 2007.

4. Assess systematically and improve continuously the delivery of essential, cost effective educational programs and support services.

a. Centralize class scheduling.

i. Status: Incomplete - Purchased and installed scheduling software (Resource 25) in University Scheduler's office (January 2003), but have not transitioned class scheduling function to University Scheduler office.

ii. Assessment Measure(s): User survey; evaluate annual scheduling conflicts created or avoided because of software.

iii. Assessment Procedure(s): Faculty and Staff surveys will be developed, distributed and evaluated each subsequent year to measure satisfaction with centralized scheduling system.

iv. Administration of Assessment Procedure(s): Director University Events Center

v. Description of Data Usage: Information gathered from surveys will be reviewed and evaluated by Assessment Team annually.