

North Carolina A&T State University  
 Division of Student Affairs  
 Units' Assessment  
 2008-2009

<b>Veteran and Disability Support Services</b>			
<b>Goals</b>	<b>Strategies/Activities</b>	<b>Outcomes</b>	<b>Person Responsible</b>
<p><b>1. Assist student population with adjustment to University life.</b></p>	<ul style="list-style-type: none"> <li>• Academic advisement, monitor grades, and make referrals</li> <li>• Certify Enrollment</li> <li>• Identify procedures in meeting the needs of students with disabilities.</li> </ul>	<ul style="list-style-type: none"> <li>• Group and individual counseling session were held for approximately 94% of veterans and veteran dependents.</li> <li>• Each student attended at least one advisement session.</li> <li>• Computer checks of files were increased to ensure compliance.</li> </ul>	<p><b>Director of Veteran &amp; Disability Support Services</b></p>
<p><b>2. Provide and promote the use of support services which address specific needs of individuals.</b></p>	<ul style="list-style-type: none"> <li>• Aid in registration process of students with mobility, visual and hearing impairments.</li> <li>• Refer students for tutorial to Student Support Services, departments and Center for Student Success.</li> <li>• Aid students with specific learning disabilities or attention deficit disorders as requested.</li> </ul>	<ul style="list-style-type: none"> <li>• Academic adjustments were for 100% of the students requesting within a reasonable time.</li> <li>• Referrals were made and tutors were secured as needed.</li> <li>• Success of services allowed students the opportunity to increase their level of self-esteem and achievement.</li> </ul>	<p><b>Director of Veteran &amp; Disability Support Services and Staff</b></p>
<p><b>3. Advocate for and educate diverse populations about the needs and concerns of people with disabilities and our veterans/veterans dependents.</b></p>	<ul style="list-style-type: none"> <li>• Visit classrooms, conduct workshops, and attend faculty meetings.</li> <li>• Enhance</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Disability Services Newsletter</i> was produced and distributed to departments.</li> </ul>	<p><b>Director of Veteran &amp; Disability Support Services and Staff</b></p>

	communication through office newsletter, brochure, website, and office policy and procedure manual	<ul style="list-style-type: none"> <li>Office brochure and the <i>Fast Facts for Faculty</i> brochure were updated.</li> </ul>	
4. Monitor University's compliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act, 1990.	<ul style="list-style-type: none"> <li>Survey campus facilities for compliance with 504 and ADA</li> </ul>	<ul style="list-style-type: none"> <li>Monitored campus facilities for compliance</li> </ul>	Director of Veteran & Disability Support Services and Staff

International Students and Scholars			
Goals	Strategies/Activities	Outcomes	Person Responsible
1. Prepare international students, scholars, and exchange visitors to adapt to challenges of living and studying in unfamiliar/culturally different environments.	<ul style="list-style-type: none"> <li>Seminars</li> <li>Surveys</li> <li>English Language Practice Classes</li> <li>New Student Orientation</li> </ul>	<ul style="list-style-type: none"> <li>95% of enrolled international students maintained honor standing with grade point average ranging from 3.3 to 4.0</li> </ul>	Director of International Students and Scholars
2. Demonstrate appropriate compliance behaviors required to establish and maintain current legal status.	<ul style="list-style-type: none"> <li>Staff training sessions and attendance in national, regional, and state level conferences</li> </ul>	<ul style="list-style-type: none"> <li>Distribution of reliable information related to advisement, issuance of USCIS and DoS certificates, and petitions for non-immigrant benefits.</li> </ul>	Director of International Students and Scholars
3. Engage the University community in fostering awareness of international and global issues from culturally different perspective.	<ul style="list-style-type: none"> <li>New Student Orientation</li> <li>Global Issues Discussion and Luncheon</li> <li>Assessment through student learning outcomes survey</li> </ul>	<ul style="list-style-type: none"> <li>Student participants expressed awareness of international and global issues from culturally different perspectives and utilized problem solving and conflict management skills.</li> </ul>	Director of International Students and Scholars
4. Articulate familiarity with the background and historical value of the University.	<ul style="list-style-type: none"> <li>Seminars and campus activities</li> </ul>	<ul style="list-style-type: none"> <li>Students articulate the historical values of the institution.</li> </ul>	Director of International Students and Scholars

Goals	Strategies/Activities	Outcome	Person Responsible
1. Recruit eligible new scholars for McNair Program.	<ul style="list-style-type: none"> <li>Market Program</li> <li>Pre-Post Needs Assessments conducted</li> </ul>	<ul style="list-style-type: none"> <li>Identified 13 new scholars</li> <li>Orientation for new scholars</li> </ul>	Executive Director of Trio Programs Director of Ronald McNair Post Baccalaureate Program
2. Prepare scholars for post baccalaureate programs.	<ul style="list-style-type: none"> <li>Scholars attended various conferences and workshops</li> <li>Scholars participated in college visitations</li> </ul>	<ul style="list-style-type: none"> <li>Scholars strengthen academic content</li> <li>Scholars developed an understanding of graduate programs and requirements</li> <li>Scholars participated in research activities</li> </ul>	Executive Director of Trio Programs Director of Ronald McNair Post Baccalaureate Program
3. Increase retention and graduation rates of disadvantage students enrolled at the University.	<ul style="list-style-type: none"> <li>Market Program</li> <li>Identify, select, and serve students with academic potential</li> <li>Orientation for participants</li> <li>Participants utilized laptop loan program and attended workshops and seminars</li> </ul>	<ul style="list-style-type: none"> <li>197 students received counseling services, files updated, and tutorial assistance provided</li> <li>Improved student academic performance</li> </ul>	Executive Director of Trio Programs Director of Student Support Services

### Personal Growth and Diversity

Judicial Affairs			
Goals	Strategies/Activities	Outcomes	Person Responsible
1. Promote campus safety and harmony by bringing student behavior into compliance with community standard.	<ul style="list-style-type: none"> <li>Residence Halls Student Conduct Awareness meetings</li> <li>Student Judiciary Council trainings</li> </ul>	<ul style="list-style-type: none"> <li>Conducted Residence Halls Student Conduct Meetings to educate students on expected behavior and consequences.</li> <li>Judiciary Council</li> </ul>	Dean of Students Director of Judicial Affairs

		trainings were conducted on how to adjudicate a student hearing.	
2. Educate students on expected standards of behavior and consequences of behavioral infractions.	<ul style="list-style-type: none"> <li>• Leadership Development Training Session</li> <li>• Student Life Orientation</li> <li>• Conflict Resolution Training</li> </ul>	<ul style="list-style-type: none"> <li>• Conducted Leadership Development Training, Student Life Orientations and Conflict Resolution Training for various student groups and leaders.</li> </ul>	Dean of Students
3. Provide advising and training for Student Government Officers each year.	<ul style="list-style-type: none"> <li>• Spring Leadership and Training Retreat</li> </ul>	<ul style="list-style-type: none"> <li>• Spring leadership and Training Retreat was held for SGA Executive Board on effective governance modules.</li> </ul>	Dean of Students
4. Provide training in conflict management and resolution to students and university staff to promote ethical conduct and responsible student behavior.	<ul style="list-style-type: none"> <li>• Student Life Orientation</li> <li>• Conflict Resolution Training</li> <li>• <i>Foundations of Negotiation and Conflict Resolution</i> Course</li> </ul>	<ul style="list-style-type: none"> <li>• Conducted Leadership Development Training, Student Life Orientations and Conflict Resolution Training for various student groups and leaders.</li> <li>• Taught <i>Foundations of Negotiation and Conflict Resolution</i> course for undergraduate students.</li> </ul>	Dean of Students
5. Provide and promote programs that prepare students to become campus	<ul style="list-style-type: none"> <li>• Leadership Development Training</li> </ul>	<ul style="list-style-type: none"> <li>• Conducted Leadership Development</li> </ul>	Dean of Students

stewards and global citizens.	<ul style="list-style-type: none"> <li>• Student Life Orientation</li> <li>• Conflict Resolution Training</li> </ul>	Training, Student Life Orientations and Conflict Resolution Training for various student groups and leaders.	
<b>Housing and Residence Life - Living Learning Communities</b>			
Goals	Strategies/Activities	Outcomes	Person Responsible
1. Partner with University departments to enhance students' academic mission and personal growth.	<ul style="list-style-type: none"> <li>• Peer Mentor Training</li> <li>• Drug and Alcohol Awareness Week</li> <li>• Math and Science Tutoring</li> <li>• Rising Star Information Sessions</li> <li>• Retention Programs: H.O.U.S.E. and M.A.L.E.S.</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of support services</li> <li>• Life skill development</li> <li>• Males support system</li> <li>• Enhance students' ability to solve conflict</li> </ul>	Director of Housing and Residence Life
2. Strengthen support to students under age 18.	<ul style="list-style-type: none"> <li>• Aggie Pup Initiative</li> </ul>	<ul style="list-style-type: none"> <li>• Life skill development</li> <li>• One on one mentors</li> <li>• Ease in transition to college life</li> </ul>	Director of Housing and Residence Life
3. Enhance student relationships within the living learning community.	<ul style="list-style-type: none"> <li>• Peer Mentor Training</li> <li>• Leadership seminar to understand and appreciate students</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding and appreciation of differences</li> <li>• Support network</li> <li>• Show the ability to solve conflict</li> </ul>	Director of Housing and Residence Life
<b>Multicultural Student Center</b>			
Goals	Strategies/Activities	Outcomes	Person Responsible
1. Increase students understanding and appreciation for diversity.	<ul style="list-style-type: none"> <li>• Congo Week</li> <li>• Immigration Form-Coalition for College Access</li> <li>• Hispanic Heritage</li> </ul>	<ul style="list-style-type: none"> <li>• Understand different religious and non-religious moral systems.</li> <li>• Respect and</li> </ul>	Director of the Multicultural Student Center

	<b>Celebration</b> <ul style="list-style-type: none"> <li>• <b>Cultural Exchange with UNC-Asheville</b></li> </ul>	<b>appreciate people from diverse faith systems, different cultures, or who have a different sexual orientation.</b>	
<b>2. Advance students' personal and educational goals.</b>	<ul style="list-style-type: none"> <li>• <b>Legislative Breakfast and HBCU Lobby Day at the State Capital</b></li> <li>• <b>Cultural Exchange with UNC-Asheville</b></li> <li>• <b>First A&amp;T Intramural Soccer Tournament</b></li> <li>• <b>Debra Chasnoff Film Screening</b></li> <li>• <b>Multicultural Oasis during Final Exams</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Persevere in their academic endeavors until obtaining a degree.</b></li> </ul>	<b>Director of the Multicultural Student Center</b>
<b>3. Enhance students' collaboration to become more socially responsible and develop meaningful cross-cultural relationships.</b>	<ul style="list-style-type: none"> <li>• <b>Immigration Form-Coalition for College Access</b></li> <li>• <b>Assistance for student organizations and training for student leaders</b></li> <li>• </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Develop cross-cultural friendships</b></li> <li>• <b>Students' ability to solve conflict</b></li> <li>• <b>Understand their role in building community on campus</b></li> <li>• <b>Understand the responsibility of citizenship</b></li> <li>• <b>Work successfully with people from different ethnic, cultural, linguistic groups</b></li> </ul>	<b>Director of the Multicultural Student Center</b>
<b>4. Enhance students' self esteem.</b>	<ul style="list-style-type: none"> <li>• <b>Assistance for student organizations and</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Value their heritage</b></li> <li>• <b>Participate in cultural celebrations</b></li> </ul>	<b>Director of the Multicultural Student Center</b>

	<p>training for student leaders</p> <ul style="list-style-type: none"> <li>• International Day of Peace Celebration</li> <li>• Day of the Dead Celebration – a religious and cultural holiday in Latin America</li> </ul>	<p>that educate the community.</p> <ul style="list-style-type: none"> <li>• Accept responsibility for choices that create cultural conflict and identify alternative behaviors.</li> </ul>	
<b>Memorial Student Union</b>			
Goals	Strategies/Activities	Outcomes	Person Responsible
<p>1. Promote an involve community through various services, amenities, and programs.</p>	<ul style="list-style-type: none"> <li>• Student Union Advisory Board (SUAB) programming</li> <li>• Memorial Student Union operations</li> <li>• Union Bi-annual Newsletter and Brochures</li> </ul>	<ul style="list-style-type: none"> <li>• SUAB designed an array of programs for the academic year.</li> <li>• Union operations provided updated equipment, games, accessories, video games, and services</li> </ul>	<p>Director of Memorial Student Union</p>
<p>2. Enhance social, moral, intellectual, and cultural development through programs and recreational activities.</p>	<ul style="list-style-type: none"> <li>• Student Union Advisory Board (SUAB) programming</li> <li>• Memorial Student Union operations</li> </ul>	<ul style="list-style-type: none"> <li>• SUAB designed an array of programs for the academic year.</li> <li>• Training workshops for staff was provided to address customer service and facility maintenance.</li> </ul>	<p>Director of Memorial Student Union</p>

### Professional Development

<b>Office of Career Services (OSC)</b>			
Goals	Strategies/Activities	Outcomes	Person Responsible
<p>1. Increase student participation in the career</p>	<ul style="list-style-type: none"> <li>• Host five career fairs – Career</li> </ul>	<ul style="list-style-type: none"> <li>• Student participation in</li> </ul>	<p>Executive Director of Career Services and Experiential</p>

<p>fairs.</p>	<p><b>Awareness Program/Fair, Graduate and Professional School Day, Nurses Career Day, Spring Career Fair, and Education/Arts and Sciences Expo (EASE)</b></p> <ul style="list-style-type: none"> <li>• <b>Advertisement using banners, cards, and flyers across campus; use of Facebook , A&amp;T Register (student newspaper)</b></li> </ul>	<p><b>career fairs increased by 20%</b></p>	<p><b>Learning</b></p>
<p><b>2. Implement the cooperative education course.</b></p>	<ul style="list-style-type: none"> <li>• <b>Set up course in Banner; educated faculty and students</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Students successfully signed up for the course with zero (0) credit hours and co-op credit was recorded on their transcript without interruption of full-time student status at the University.</b></li> </ul>	<p><b>Executive Director of Career Services and Experiential Learning</b></p>
<p><b>3. Provide satellite counseling hours.</b></p>	<ul style="list-style-type: none"> <li>• <b>Satellite hours were held in the Schools of Business and Economics, Agriculture and Environmental Sciences, and the College of Engineering</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>OCS continued to partner with the schools and colleges to offer on-site counseling services. Counseling services include: career counseling/planning, resume critiques,</b></li> </ul>	<p><b>Executive Director of Career Services and Experiential Learning</b></p>



		interviewing preparation, and OCS registration. <ul style="list-style-type: none"> <li>• Satellite hours were held one day a week for approximately 3 hours in each school/college.</li> </ul>	
<b>4. Implement the on-campus recruiting program.</b>	<ul style="list-style-type: none"> <li>• Schedule and conduct on-campus interviewing for the fall and spring semester.</li> </ul>	<ul style="list-style-type: none"> <li>• 272 unique companies/agencies participated in on-campus interviewing</li> <li>• 3,093 interviews were conducted</li> </ul>	<b>Executive Director of Career Services and Experiential Learning</b>

**Wellness**

<b>Counseling Services</b>			
<b>Goals</b>	<b>Strategies/Activities</b>	<b>Outcomes</b>	<b>Person Responsible</b>
<b>1. Provide high quality individual and group counseling services to students experiencing psychological, academic, career or behavioral difficulties.</b>	<ul style="list-style-type: none"> <li>• Conduct academic /career/personal counseling session with students</li> <li>• Contact new students for information sessions</li> </ul>	<ul style="list-style-type: none"> <li>• Established a daily triage system for walk-in students, crisis management, and callers requesting information</li> <li>• Students' data from the service survey indicated overall positive satisfaction with their counseling</li> </ul>	<b>Executive Director of Counseling Services</b>
<b>2. Provide programming focused on the developmental needs of students to maximize the</b>	<ul style="list-style-type: none"> <li>• Conduct four life skills seminars</li> <li>• Conduct a needs assessment</li> </ul>	<ul style="list-style-type: none"> <li>• Hosted 6<sup>th</sup> Annual HBCU Mental Health Conference</li> <li>• Developed a</li> </ul>	<b>Executive Director of Counseling Services</b>

students' potential to benefit from the academic environment.	regarding developmental needs	summer diversity training seminar for undergraduate students	
3. Conduct research, planning and training processes that will be responsive to internal as well as external needs.	<ul style="list-style-type: none"> <li>Evaluate all outreach programs</li> <li>Collaborate with other departments on research opportunities</li> </ul>	<ul style="list-style-type: none"> <li>Staff attended over 43 professional development activities</li> <li>Partnered with the Office of Summer School</li> <li>Secured a \$10,000 mini grant</li> </ul>	Executive Director of Counseling Services
4. Prepare for the International Association of Counseling Services Accreditation.	<ul style="list-style-type: none"> <li>Develop an in house peer review team</li> <li>Prepare paperwork for submission in 2010</li> </ul>	<ul style="list-style-type: none"> <li>Updated self-help library and video collection</li> <li>Reviewed criteria for the report</li> </ul>	Executive Director of Counseling Services
5. Develop a Counseling Services student advisory committee.	<ul style="list-style-type: none"> <li>Solicit students from various departments to serve on advisory committee</li> <li>Establish a chapter of <i>Active Minds</i> (Peer Mentoring Organization)</li> </ul>	<ul style="list-style-type: none"> <li>Identified students to serve on the committee</li> <li>Identified assessment tools</li> <li>Secured information to establish a chapter of <i>Active Minds</i></li> </ul>	Executive Director of Counseling Services
<b>Campus Recreation Center - Intramural Sports &amp; Fitness and Wellness</b>			
<b>Goals</b>	<b>Strategies/Activities</b>	<b>Outcome</b>	<b>Person Responsible</b>
1. Provide the university community with an array of sports programs and activities regardless of skill level.	<ul style="list-style-type: none"> <li>Flag Football</li> <li>Power Puff Flag Football</li> <li>Basketball – male and female</li> <li>Golf</li> <li>Bowling</li> <li>Mini Soccer</li> <li>Volleyball</li> </ul>	<ul style="list-style-type: none"> <li>Physical conditioning</li> <li>Life skill development</li> <li>Self-esteem and confidence building</li> <li>Social skill development</li> </ul>	Director of Campus Recreation Coordinator of Intramurals Sports

<p><b>2. Increase visibility of A&amp;T Intramural Sports</b></p>	<ul style="list-style-type: none"> <li>• <b>Electronic media</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>A&amp;T Intramurals Sport Facebook page</b> <a href="http://www.facebook.com/AGGIEINTRAMURALS">www.facebook.com/AGGIEINTRAMURALS</a></li> </ul>	<p><b>Director of Campus Recreation Coordinator of Intramurals Sports</b></p>
<p><b>3. Contribute to healthy lifestyle for students, faculty and staff at A&amp;T</b></p>	<ul style="list-style-type: none"> <li>• <b>New Fitness and Wellness facility</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Improved physical health</b></li> </ul>	<p><b>Director of Campus Recreation Coordinator of Intramurals Sports</b></p>
<p>Sebastian Health Center</p>			
Goals	Strategies/Activities	Outcomes	Person Responsible
<p><b>1. Conduct student learning surveys and other assessments within Student Health Services to determine effectiveness of instructional methods and level of patient satisfaction with services.</b></p>	<ul style="list-style-type: none"> <li>• <b>Conduct surveys and/or assessments of Student Health Services users and nonusers</b></li> <li>• <b>On-line alcohol survey</b></li> <li>• <b>Implement learning assessment project for Medical Clinic and Health Education</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Understanding of Health Center effectiveness and areas for growth</b></li> <li>• <b>Limited reported alcohol use</b></li> </ul>	<p><b>Director of Sebastian Health Center</b></p>
<p><b>2. Provide ongoing programs for students to learn about and become active participants in their personal health.</b></p>	<ul style="list-style-type: none"> <li>• <b>Increase participation in Student Health Advisory Committee</b></li> <li>• <b>Life skills programs</b></li> <li>• <b>Provide public Service Announcements on health topics</b></li> <li>• <b>Partner with local physicians to participate in health fairs or community</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Understanding the importance of healthy lifestyles</b></li> <li>• <b>Provided the University community with current information on health related topics</b></li> </ul>	<p><b>Executive Director of Sebastian Health Center</b></p>

	<b>monthly health programs</b>		
<b>3. Provide students, faculty, and staff opportunities to become actively engaged in health lifestyles education, offer options and support to modify behaviors, and assist in improving the health and wellness of the campus community through proactive strategies.</b>	<ul style="list-style-type: none"> <li>• Increase visibility through monthly programming on radio talk show “The Aggie Health Line” and SHC Quarterly newsletter.</li> <li>• Health screening and education program held weekly</li> <li>• Partner with local physicians for health fairs and programs</li> </ul>	<ul style="list-style-type: none"> <li>• Made public service announcements on health related topic for university community</li> <li>• Knowledgeable community</li> <li>• Strengthen community relations</li> </ul>	<b>Executive Director of Sebastian Health Center</b>
<b>4. Coordinate with University officials to ensure the Student Health Center is prepared for a managed response to identifiable threats to campus safety, health, and emotional well-being.</b>	<ul style="list-style-type: none"> <li>• Participation and collaboration in the planning process of Pandemic Flu with local health agencies and campuses</li> <li>• Conduct and evaluate mock disaster response exercise</li> </ul>	<ul style="list-style-type: none"> <li>• Partnership development with local agencies and universities to ensure safety measures for the campus</li> </ul>	<b>Executive Director of Sebastian Health Center</b>
<b>5. Participate in all phases of the Sebastian Health Center building and renovation projects from design to occupancy.</b>	<ul style="list-style-type: none"> <li>• Work with facilities in planning, implementing, and moving into the renovated space for medical records</li> <li>• Work with University Relations regarding the dedication of the new medical records</li> </ul>	<ul style="list-style-type: none"> <li>• Efficient medical records department that provides a better PHI</li> <li>•</li> </ul>	<b>Executive Director of Sebastian Health Center</b>

	<b>department</b>		
<b>Harrison Auditorium - University Campus Ministry &amp; Gospel Choir</b>			
<b>Goals</b>	<b>Strategies/Activities</b>	<b>Outcomes</b>	<b>Person Responsible</b>
<b>1. Provide a nurturing and supportive environment for religious beliefs and values.</b>	<ul style="list-style-type: none"> <li>• <b>Gospel Choir Cookout</b></li> <li>• <b>United Christian Fellowship Week</b></li> <li>• <b>Aggie Homecoming Worship Service</b></li> <li>• <b>Alumni Gospel Choir and Present Gospel Choir Anniversary</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Self-esteem and confidence building</b></li> <li>• <b>Support team</b></li> <li>• <b>Respect and value of different beliefs.</b></li> </ul>	<b>Director for Harrison Auditorium and Assistant Dean of Students</b>
<b>Police and Public Safety</b>			
<b>Goals</b>	<b>Strategies/Activities</b>	<b>Outcomes</b>	<b>Person Responsible</b>
<b>1. Secure National Law Enforcement Accreditation</b>	<ul style="list-style-type: none"> <li>• <b>Complete appropriate review for National Accreditation</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Completed National Law Enforcement Accreditation with continuous updates.</b></li> </ul>	<b>Chief of Police and Public Safety</b>
<b>2. Ensure security and privacy of departmental computer network.</b>	<ul style="list-style-type: none"> <li>• <b>Review security of departmental computer network</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Established a firewall for departmental computer network.</b></li> </ul>	<b>Chief of Police and Public Safety</b>
<b>3. Improve overall department effectiveness and services.</b>	<ul style="list-style-type: none"> <li>• <b>Review and revise policy and procedures manual</b></li> <li>• <b>Update mobile unit terminals</b></li> <li>• <b>Secure additional human resources for department</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Police Department policy and procedures manual were updated.</b></li> <li>• <b>Mobile unit terminals were updated.</b></li> <li>• <b>Eight permanent officer positions were established (4 security officers and 4 commissioned officers).</b></li> </ul>	<b>Chief of Police and Public Safety</b>
<b>4. Improve overall</b>	<ul style="list-style-type: none"> <li>• <b>Market various zone</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Implemented</b></li> </ul>	<b>Chief of Police and Public Safety</b>

<b>effectiveness of Parking Services.</b>	<b>permits</b>	<b>marketing strategies for various zone permits.</b> <ul style="list-style-type: none"><li>• <b>Hired two permanent enforcement officers.</b></li><li>• <b>Install updates for T2 Parking System.</b></li><li>• <b>Implemented on-line vehicle registration.</b></li></ul>	
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