

2008-2009
DIVISION OF STUDENT AFFAIRS
INSTITUTIONAL EFFECTIVENESS
REPORT

REPORTS COMPILED BY ASSESSMENT & TESTING SERVICES

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MISSISSIPPI STATE
UNIVERSITY

Table of Contents

Section	Page Number
Admissions & Scholarships.....	3
Assessment & Testing.....	6
Barnes & Noble.....	9
Center for America’s Veterans.....	12
Dean of Students.....	15
Dining Services.....	18
Global Leadership Continuum.....	21
Golf Course.....	24
Health Education & Wellness.....	26
Holmes Cultural Diversity Center.....	29
Honor Council.....	31
Housing & Residence Life.....	34
Parking Services.....	37
Police.....	39
Recreational Sports.....	43
Risk Management.....	46
Student Counseling Services.....	48
Student Financial Aid.....	51
Student Health Center.....	54
Student Support Services.....	57
Student Union.....	60
Transportation Services.....	62
Welcome Center.....	64

The Office of Admissions and Scholarships

Participants in the Assessment Planning:

Phil Bonfanti, Dan Coleman, Lindsey Storey, Molly Riley, Cheryl Dill, Kelly Aldridge, Stephen Cottrell

Submitted by:

Dr. Phil Bonfanti, Director

Unit/Department Mission Statement:

In support of the mission of the university and the Division of Student Affairs, Admissions and Scholarships will recruit, admit, orient, and provide scholarships for qualified prospective students and provide immigration and scholarship services to current students in a professional environment which contributes to the development and growth of our staff to be ethical, responsible, global and service-minded professionals.

Goals Linked to the University Strategic Plan

- **Enhance student growth and development** by providing excellent academic programs, building character, and ensuring an accessible, caring, and diverse environment.
- **Recruit and retain a highly qualified and diverse faculty**, providing them with an environment that supports excellent teaching, research and service while offering opportunities for professional growth and pursuing salaries, benefits, and other rewards that recognize success.
- **Achieve fiscal stability** by encouraging private, corporate, and government financial support and by recruiting and retaining qualified students through a sustained campaign that also allows us to expand and stabilize our tuition base.
- **Expand Research opportunities and promote economic development.**
- **Strengthen pride and involvement with MSU** among students, faculty, staff, administrators, alumni, friends, retired faculty, and others who make up the Great Bulldog Nation with a successful athletics program, a vibrant social and cultural environment, and a campus infrastructure and physical appearance that is inviting and pride-inspiring.

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
1. Recruitment efforts to both applicants and staff will be enhanced through technology.	<p>1a. Will implement E-recruiting and E-marketing strategies and tools to recruit both domestic and international students.</p> <p>1b. Will implement state-of-the-art Customer Relationships Management software - Sungard Enrollment Management System and train staff to use it.</p>	<p>1a. Four cutting edge E-recruiting and E-marketing tools were evaluated for enhancing recruitment.</p> <p>1b. OAS and ITS staff strategically set the EM implementation and transition phase from July through August-08.</p>	<p>1a. The implementation of E-recruiting and E-marketing tools such as online chat, webinars, E-College Fairs and email campaigns resulted in increased interaction with prospective students and their parents, which in turn has increased the number of applications. (Freshmen: 10% Transfer: 12%)</p> <p>1b. The Sungard EM system was implemented successfully and 50 OAS staff members were trained in its use.</p>
2. Recruitment events will be reviewed, enhanced and increased.	<p>2a. OAS leadership will collaborate with Holmes Cultural Diversity Center (HCDC) to increase minority student recruitment.</p> <p>2b. Dates and agenda of recruiting events will be revised leading to increased participation</p>	<p>2a. An introductory meeting between HCDC and OAS leadership occurred in May to explore a wide variety of collaborative recruitment models and their potential for minority student recruitment success.</p> <p>2b. Dates and agenda of recruiting events were strategically revised to implement increased participation.</p>	<p>2a. The OAS and HCDC leadership agreed on a second strategic meeting in the fall of 09 to develop strategies and logistical support systems to actualize effective minority recruitment models.</p> <p>2b. New dates and agenda were implemented leading to doubling of program participation.</p>
3. International students and faculty/administrators will experience enhanced recruiting and development efforts.	3a. Staff will conduct a minimum of 9 high school visits, home orientations, university recruiting and international development sessions in Vietnam.	3a. Staff met and exceeded assessment criteria contacts resulting in twelve applications submitted, four admits (one graduate student), and two scholarship recipients to date. One faculty member is in the initial phase of preparing documentation for a research-scholar position at MSU. In addition, three top Vietnamese universities are in discussions with MSU regarding international program development opportunities including	3a. Assessment results have shown to be positive predictors supporting expanded focus on Vietnam for recruiting and international program development purposes. Consequently, staff members are expected to participate in three College Fairs and other discussions with student candidates, parents and faculty in that country in the fall of 2009.

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
	<p>3b. Staff will conduct 2 face-to-face university recruiting and international development sessions in China and Cambodia.</p>	<p>Study Abroad & faculty-student exchange. One MOA has been signed by MSU with Vietnam National University.</p> <p>3b. One Chinese university and the International Business department of MSU have begun discussions regarding Study Abroad opportunities for MSU students. In addition, one Cambodian graduate student has been admitted under the Fulbright Scholarship program. Lastly, preliminary contact has been initiated with that nation's Minister of Education, Youth, and Sport for both recruitment and international program development purposes.</p>	<p>3b. Assessment results warrant establishment of Study Abroad exploratory exchange between Honghe University in the Peoples' Republic of China and MSU due to mutual interests in both undergraduate and graduate business programs. The expected arrival of one Cambodian Fulbright graduate student in the fall of 09 will further progress our developing international program initiatives with the Royal University of Phnom Penh, Cambodia.</p>

Assessment and Testing Services

Participants in the Assessment Planning:

Leigh Jensen, Brian Peace, & Mary Vaughn

Submitted by:

Dr. Leigh Jensen, Director

Unit/Department Mission Statement:

To support assessment efforts in the Division of Student Affairs through coordination, leadership, and education as each department participates in evidence-based continuous improvement of programs and services to promote student learning and development opportunities. Testing services will be provided at the highest level of professionalism through high quality customer service in an environment which is conducive to student success

Goals Linked to the University Strategic Plan

- **Enhance student growth and development** by providing excellent academic programs, building character, and ensuring an accessible, caring, and diverse environment
- **Strengthen pride and involvement with MSU** among students, faculty, staff, administrators, alumni, friends, retired faculty, and others who make up the Great Bulldog Nation with a successful athletics program, a vibrant social and cultural environment, and a campus infrastructure and physical appearance that is inviting and pride-inspiring.

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
<p>1. The departments within the Division of Student Affairs will be satisfied with the number and quality of assessment services provided to them.</p>	<p>1a. A total of at least 25 assessment projects and/or assessment consultations for the departments within Student Affairs will be completed.</p> <p>1b. Student Affairs departments will report an overall 80% or greater average satisfaction rating for Assessment Services. The satisfaction rating will be derived from scores on multiple performance factors measured by the Assessment Services Evaluation Survey.</p>	<p>1a. Thirty-six (36) separate assessment projects were completed for Student Affairs departments over the 2008-2009 fiscal year.</p> <p>1b. Data from the Assessment Services Evaluation Survey revealed that 100% of departments agreed or strongly agreed with the statement: "Overall, I am satisfied with the services my department received." Approximately 77.78% of departments strongly agreed with that statement.</p>	<p>1a. The hiring of a graduate assistant dedicated to assessment functions assisted in boosting the number of projects Assessment Services can handle; therefore Assessment & Testing Services has continued to employ an assessment-dedicated GA.</p> <p>1b. Due to universal positive satisfaction ratings, longitudinal projects for departments were continued during the 2008-2009 fiscal year.</p>
<p>2. Departments within the Division of Student Affairs will be able to formally and clearly communicate their assessment needs to Assessment & Testing Services.</p>	<p>2a. An Assessment Project Request Form will be developed, with successful implementation indicated by two or more departmental uses by the end of the year.</p> <p>2b. Sufficient interest in one or more potential division-relevant assessment services will be communicated via a 50% or greater "interested" response on the Assessment Services Evaluation Survey.</p>	<p>2a. An Assessment Project Request Form was developed and utilized to initiate two separate projects.</p> <p>2b. One hundred percent (100%) of Student Affairs respondents indicated they were "very interested" in receiving updates about how MSU student statistics compare to national averages.</p>	<p>2a. Assessment & Testing Services decided to implement a web-based version of the Assessment Project Request Form.</p> <p>2b. The 2008 Profile of the American College Student results (including national benchmarks) were presented to the Student Affairs Council and made available to all Student Affairs staff on the Assessment & Testing Services website.</p>
<p>3. Customers will experience a courteous, knowledgeable staff and an environment that is conducive to testing.</p>	<p>3a. At least 80% of customers will respond with a "B" or better rating on performance-based items of the Testing Satisfaction & Ergonomics Survey.</p>	<p>3a. All performance-based items achieved greater than 90% "B" or better ratings. Customer ratings ranged from 93.6% "B" or better on "quality of website information" to 99.0% "B" or better on "professional</p>	<p>3a. Although all items surpassed the criteria, updates to website information were made during the year in order to improve accuracy and usability of content. For example, the link to online registration was made</p>

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
	<p>3b. At least 70% of customers will respond with a “B” or better rating on customer knowledge and attitude-based items of the Testing Satisfaction & Ergonomics Survey.</p>	<p>atmosphere of the Testing Center.”</p> <p>3b. Customer knowledge and attitude-based items achieved approximately 90% or higher “B” or better ratings. Ratings ranged from 89.9% “B” or better on “accurate directions to Assessment & Testing Center” to 97.98% “B” or better on customers’ understanding of test procedures.</p>	<p>more visible.</p> <p>3b. Detailed instructions on how to find the center were placed on the Assessment & Testing Services website. The Testing Center address and contact information was placed on multiple pages of the website. Testing Center staff and graduate assistants continue to be trained to give accurate instructions.</p>
<p>4. Faculty, staff, students, and community members will become more aware of testing opportunities at Mississippi State University.</p>	<p>4a. The hit rate for the Assessment & Testing Services website will maintain or increase when compared to the 2007-2008 hit rate.</p> <p>4b. Increased awareness will be reflected by a 3% or greater positive revenue change.</p>	<p>4a. During the 2008-2009 fiscal year, the Assessment & Testing Services website received an average of 647 successful requests, or hits, per day. This represents a percentage increase of 34.79% over the 2007-2008 fiscal year hit rate.</p> <p>4b. The revenue for Testing Services increased 25.67% when compared to the 2007-2008 fiscal year revenue total.</p>	<p>4a. Many people (including customers and potential customers) learn about the Testing Center via the website. The Assessment & Testing Services staff members have hence devoted more time to improving the website in order to both inform current test takers and increase awareness throughout the university and community.</p> <p>4b. The large increase in revenue suggested that advertising efforts were effective. Existing advertising methods were maintained.</p>

MSU Bookstore

Participants in the Assessment Planning:

Bobby Hamous

Submitted by:

Bobby Hamous, Manager

Unit/Department Mission Statement:

To become an integral part of the schools we serve by developing positive relationships with students, faculty, and administration. To excel and continue to innovate in customer service, store design, merchandise selection, and store operations while providing our employees with opportunities for professional advancement and personal growth

Goals Linked to the University Strategic Plan

- **Achieve fiscal stability** by encouraging private, corporate, and governmental support and by recruiting and retaining qualified students through a sustained campaign that allows us to expand and stabilize our tuition base.
- **Strengthen pride and involvement with MSU** among students, faculty, staff, administrators, alumni, friends, retired faculty, and others who make up the Great Bulldog Nation with a successful athletics program, a vibrant social and cultural environment, and a campus infrastructure and physical appearance that is inviting and pride-inspiring.

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
1. Faculty, staff, and students will experience superior customer service.	<p>1a. Through the customer service in-store shop program, we will score a overall average of 90% out of 100%.</p> <p>1b. On the customer service shops, we will score a average of 90% out of 100% on Phone Evaluations.</p>	<p>1a. A total of 12 in-store customer service shops were conducted between August 2008-April 2009. The average score of the in-store shop was 91.8%</p> <p>1b. A total of 12 phone customer service shops were conducted between August 2008-April 2009. The average score of the phone shop was 94.5%</p>	<p>1a. We have stressed that a customer's overall experience in the bookstore must be very positive, and we focused on not letting them leave the store if they are not satisfied.</p> <p>1b. We have made an effort to always ask for additional assistance before the customer hangs up to make sure they are satisfied with their service before the call ends.</p>
2. Students will be able to buy used textbooks at a reduced cost for the student	<p>2a. Records will show an increase for used book sales occurring between this year and last year, with a minimum increase of 1%.</p> <p>2b. The bookstore will show an increase in the textbook adoption percentage rate by finals week in April.</p>	<p>2a. For fiscal year 2009, the bookstore used book sales decreased by 5.8%. However, new book sales increased by 8.4%.</p> <p>2b. For April 2009, the bookstore increased its adoption rate up to 77%, a 12% increase over the previous year.</p>	<p>2a. It was determined that customized packages that can only be sold new made up the bulk of our increased in new sales and caused used sales to decrease. We will focus on educating faculty on how to save students money by requesting a used textbook instead of a customized package.</p> <p>2b. A high adoption rate is critical in increasing our used book selection. We will continue to grow our adoption rate by educating faculty on how this affects the amount of used books available for students.</p>
3. Barnes & Noble Bookstore at MSU will financially support MSU via increased sales.	3a. Records will show an increase in overall sales comparing this year's sales to last year's sales, with a minimum increase of 1%.	3a. For FY2009, the bookstore increased overall sales by .4% over FY2008. This sales gain increased the commission that was paid to the university.	3a. The bookstore found new ways to grow business during a slow period such as locking in the freshman textbook business and selling regalia. The bookstore will continue to find new business in order to grow.
4. Students, staff, and faculty will be satisfied with Barnes & Noble staff performance and helpfulness.	4a. Through the online bookstore survey, 80% of students and staff responding will give a grade of B or better on question about overall performance.	4a. 1513 Faculty, Staff, and Students responded to our bookstore surveys in 2009. The results where: 24.6%-A, 48.4%-B, 21.9%-C, 3.1%-D%, and 1.8%-F. This resulted in a 73%	4a.. The bookstore is focusing on educating students more about the book buyback process and the return policy as well as educating faculty about textbook adoption concerns.

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
	<p>4b. Through the online bookstore survey, 80% of students and staff responding will give a grade of 1 (very helpful) or 2(helpful) out of 4 (3-somewhat helpful or 4-not very helpful) when rating the overall staff.</p>	<p>percent grade of B or better.</p> <p>4b. 1513 students responded to our bookstore survey concerning our bookstore staff. The results where: 27.6%-1, 48.9%-2, 19.3%-3, 3.8%-4,. This resulted in a 76.5% grade of at least helpful.</p>	<p>4b. The bookstore is concentrating on making sure the customer service areas are fully staffed, and made sure the staff stops working on projects in order to help the customer.</p>

G.V. “Sonny” Montgomery Center for America’s Veterans

Participants in the Assessment Planning:

Andrew Rendon

Submitted by:

Andrew Rendon

Unit/Department Mission Statement:

To support the mission of the Division of Student Affairs through the development and implementation of outreach programs designed to provide student support services focused on the special needs and requirements of today’s military veteran, servicemember, dependent and survivor. The center plays a supporting role in the development and implementation of educational and research components designed to position the university with veteran and military affiliated organizations and agencies.

Goals Linked to the University Strategic Plan

- **Enhance student growth and development** by providing excellent academic programs, building character, and ensuring an accessible, caring, and diverse environment.
- **Strengthen pride and involvement with MSU** among students, faculty, staff, administrators, alumni, friends, retired faculty, and others who make up the Bulldog Family with a successful athletics program, a vibrant social and cultural environment, and a campus infrastructure and physical appearance that is inviting and pride-inspiring.

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
1. Student-veterans, service members, dependents, and survivors (SVSDS) will be provided adequate comprehensive support services.	<p>1a. Through a series of counseling sessions, records will indicate financial and academic needs will be determined for SVSDS students applying for those benefits.</p> <p>1b. Through the "Student Veteran/Dependent Survey," 75% of the respondents will give a 4 or above satisfaction rating to the item "Overall Rating of Services at Center" (with 1-5 Likert scale being used, 5 being the highest rating).</p>	<p>1a. Intake counseling sessions have helped to increase awareness of services provided/needed.</p> <p>1b. Although an official survey was not conducted, verbal feedback and input from student VSDS has been overwhelmingly positive.</p>	<p>1a. Continue to refine intake survey/questionnaire as a primary tool of assessing needs/service.</p> <p>1b. Develop survey to quantifiably assess success of services provided to student VSDS.</p>
2. The Center for America's Veterans will provide leadership and direction to other fledgling military and veteran-friendly universities."	<p>2a. Attend at least one University Based Veteran Support Center Best Practices Conference and encourage the development of other university-based veteran support centers."</p> <p>2b. Participate in and lead conference/symposium panels educating universities and institutions on the development and implementation of university based veteran support centers. Success is measured by the center staff's involvement in all University based Veteran Support Center type conferences. The center should lead at least one panel.</p>	<p>2a. Center staff participated in one university veteran best practices conference located at the University of Missouri.</p> <p>2b. Center Staff participated in 4 conferences/symposiums this year. The staff provided leadership in all of the attended conferences and led panels at two of the conferences (DOD Symposium and the State of MS Student Affairs Leadership conference)</p>	<p>2a. Continue to maintain/establish partnerships with university based veteran centers and/or military/veteran friendly universities.</p> <p>2b. Encourage research here at the university focused on best practices for universities regarding veteran services</p>
3. Student-Veterans will be able to identify and address issues they may be facing as they transition from a military environment to a college environment.	3a. Through bi-monthly group meetings held at the Center and led by a trained counselor from the MSU Student Counseling Services office, students will identify issues facing them in the transition.	3a. 16 sessions were conducted during the 2008-2009 year. Over 60 students participated in the sessions.	3a. Will continue to partner with counseling center to conduct support group meetings.

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
	3b. Through the group meetings, the Counselor will assess the sessions to determine additional needs for effectiveness of the sessions.	3b. Assessment of the support group indicates that dependents and survivors need to be solicited for attendance in addition to veterans and servicemembers.	3b. Will consider additional support groups including dependents and survivors.
4. The Center will develop and implement comprehensive outreach plans designed to attract student veterans, servicemembers, dependents and survivor. Outreach plan should identify annual recruiting goals and develop tools to assess the success of the outreach plan.	<p>4a. At least 90% of the outreach plan will be executed. Measured by the total number of planned visits to military bases/educational centers and community colleges.</p> <p>4b. Success is defined as positive growth in the MSU student VSDS population (using the adopted VSDS enrollment population methodology) contributing to the overall student enrollment goals set by the Division of Student Affairs.</p>	<p>4a. 100% of the outreach plan was executed.</p> <p>4b. The student VSDS population increased by 20% from 2007-2008 school year.</p>	<p>4a. Increase number of planned visits during the 2009-2010 year.</p> <p>4b. Analyze growth of student VSDS population and facilitate growth in the under-represented groups.</p>

The Dean of Students' Office

Participants in the Assessment Planning:

Mike White and Thomas Bourgeois

Submitted by:

Dr. Thomas Bourgeois, Associate Dean of Students

Unit/Department Mission Statement:

The Dean of Students Office serves as a key link between students, parents, administration, and faculty and is dedicated to supporting the mission of the Division of Student Affairs through services, resources, leadership, and advocacy for the needs and interests of all students. Office staff members provide programming and educational opportunities for a diverse student body and assist them in developing appropriate community behaviors and personal values and assistance in navigating the administrative process of the University while at the same time providing them support with personal or University concerns.

Goals Linked to the University Strategic Plan

- **Enhance student growth and development** by providing excellent academic programs, building character, and ensuring an accessible, caring, and diverse environment.
- **Strengthen pride and involvement with MSU** among students, faculty, staff, administrators, alumni, friends, retired faculty, and others who make up the Great Bulldog Nation with a successful athletics program, a vibrant social and cultural environment, and a campus infrastructure and physical appearance that is inviting and pride-inspiring.

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
<p>1. The Office of Dean of Students will be a resource and advocate for students.</p>	<p>1a. The Dean of Students will serve an advocate for student needs and issues by having a representative on at least 6 key administrative and academic committees.</p> <p>1b. At least 3 current student policies will be changed in order to keep up-to-date with students' current needs and technological trends.</p>	<p>1a. Representation occurred on committees such as: Academic Review Board, Associate Deans Council, Traffic Policy Committee, Health Committee, Organizations Committee, University Common Ministry, Game Day Committee, and the Big Dawgs.</p> <p>1b. Four policies were revised as follows: Free Speech and Assembly Policy (91.304), Catering Policy (91.355), Policies for Traffic Rules and Regulations for the Campus and Streets of Mississippi State University (91.307), Sanctions for Alcohol Offenses (91.119)</p>	<p>1a. Citing concerns of students, updated policies have been made to how student organizations are advised, the presence of pets in the Junction, and the role of the Student Association in leading Homecoming.</p> <p>1b. It was noted that all student policies were in need to be reviewed periodically. Hence, every four years has been the established time frame for review.</p>
<p>2. Students exhibiting at-risk behaviors will be identified and assisted by a Behavioral Intervention Team.</p>	<p>2a. At least 8 BIT meetings will be held per semester to discuss students submitted for review.</p> <p>2b. A minimum of 15 workshops will be conducted to educate faculty and staff about behaviors that should be reported.</p>	<p>2a. Meetings were held on a bi-weekly (and as needed) basis throughout the year. During the sessions students were evaluated and a plan of action was created.</p> <p>2b. Meetings with faculty members, deans, and department heads were held to discuss the BIT and the progress of the program.</p>	<p>2a. Students evaluated were given individualized attention to seek help, if necessary.</p> <p>2b. Based on feedback from across campus, new ways of publicizing the BIT have been planned.</p>

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
<p>3. A comprehensive Risk Management program will mitigate the risks involved with student-led events.</p>	<p>3a. At least 8 workshops will be facilitated by the Dean of Students office per semester in order to teach student organizations how to avoid risk.</p> <p>3b. Checklists, guidance, and planning assistance will be available to campus organizations.</p>	<p>3a. Risk Management programs were offered for both student officers and faculty advisors for all student organizations to discuss new requirements to increase awareness of risk.</p> <p>3b. All student organizations were required to complete certification of risk trainings prior to events.</p>	<p>3a. Student organizations had a better knowledge of campus resources and utilized departments such as the MSU Police, Facilities Management, Event Services, and others to prevent risk.</p> <p>3b. University staff members reported having to be called in after hours less frequently due to better planning by student organizations.</p>
<p>4. Parents of new students at MSU will be aware of the services provided by the Parent Services Office.</p>	<p>4a. Parent services will be marketed in at least 5 freshman and transfer Orientation sessions.</p> <p>4b. At least 1,000 parent contacts will be made.</p>	<p>4a. The Office of Parent Services had an expanded role this year as a representative of the office served as host for all Parent Orientation sessions. During these sessions, a parent handbook was distributed which included a form that parents could complete to be added to an institutional database.</p> <p>4b. A total of over 4600 parents are now a part of the database to communicate with parents.</p>	<p>4a. With parents being introduced to their own advocate at Orientation, more parents have contacted the office directly to address concerns.</p> <p>4b. Parents receive bi-weekly e-newsletters and semester postcards with academic calendars.</p>

MSU Dining Services

Participants in the Assessment Planning:

Bill Broyles and Jason Nall

Submitted by:

Bill Broyles, Assistant Vice President

Unit/Department Mission Statement:

The mission of Dining Services is to provide an exceptional food service program that meets the nutritional, educational, and social needs of students and the University community through its offerings, venues, and variety.

Goals Linked to the University Strategic Plan

- **Achieve fiscal stability** by encouraging private, corporate, and governmental support and by recruiting and retaining qualified students through a sustained campaign that allows us to expand and stabilize our tuition base.
- **Strengthen pride and involvement with MSU** among students, faculty, staff, administrators, alumni, friends, retired faculty, and others who make up the Great Bulldog Nation with a successful athletics program, a vibrant social and cultural environment, and a campus infrastructure and physical appearance that is inviting and pride-inspiring

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
1. Resident freshmen will participate in a required meal plan.	<p>1a. Resident freshmen will be automatically enrolled in the Ultimate meal plan.</p> <p>1b. Resident freshmen will be changed to other meal plans per their request.</p>	<p>1a. All resident freshmen were automatically assessed for the Ultimate meal plan in time for the charges to be included in their initial billing.</p> <p>1b. All resident freshmen pledging a fraternity or sorority were changed to the Greek meal plan by the Dining Services office. All other meal plan changes were promptly made and the billing adjusted in Banner as appropriate.</p>	<p>1a. The process for assessing resident freshmen with the Ultimate meal plan will be repeated for school year 2009-2010.</p> <p>1b. The process for reassigning meal plans for freshmen pledging a Greek organization will be repeated for school year 2009-2010. All other meal plan changes will be handled in the same process as those in school year 2008-2009. Individual sorority meal plan pricing will be reduced so that the sorority meal plan and Greek meal plan combined do not cost more than the Ultimate meal plan. This was worked out with the Panhellenic chapters due to concerns voiced by parents during summer Orientation.</p>
2. Dining Services will provide an improved dining environment for customers.	<p>2a. Secret Shopper participants will report a 4 or higher average score for the renovated facilities for “Atmosphere/Environment”.</p> <p>2b. Fifty percent of the Dining Styles survey participants will report an Excellent score for the renovated facilities for “Comfortable and Fun Dining Atmosphere”.</p>	<p>2a. Perry scored a 4.8 for the fall survey and a 4.7 for the spring survey. State Fountain scored a 5.0 for the fall survey and a 4.83 for the spring survey.</p> <p>2b. Perry had 50% of the respondents score it Excellent and State Fountain had 60% score it Excellent.</p>	<p>2a. With the good feedback received from the dining renovations, Dining Services will commence planning for dining environment enhancements in other facilities.</p> <p>2b. Dining Services will strive to meet or exceed customers’ dining atmosphere in all new renovations, and will continue to modify those venues recently remodeled so that at least fifty percent of Dining Styles scores will continue to be Excellent.</p>
3. Customers will be satisfied with overall Dining Services.	3a. Participants in the Secret Shopper program will report an average 4 or higher score for all locations surveyed.	3a. All locations surveyed during the fall scored 4.0 or better with the exception of Starbucks which scored a 3.5. All locations surveyed during the spring scored 4.0 or better.	3a. Dining Services will review data received from all Starbucks reviews to determine strategies to address deficiencies found.

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
	3b. Seventy percent of the participants in the Dining Styles survey will report a grade of B or higher for their overall dining experience.	Starbucks was not surveyed in the spring. 3b. 69% of the respondents in the Dining Styles survey rated their overall experience a B or higher.	3b. Dining Services will continue to perform market research to develop strategies to increase the number of participants reporting a grade of B or higher for their overall dining experience.
4. Customers will be able to communicate their desires for additional dining options on campus.	4a. ARAMARK will conduct a market study to determine what type of dining options patrons would like to see added in the Union, Hathorn, and McArthur areas of campus. 4b. ARAMARK will conduct a market study to determine the price customers are willing to pay for a meal, and how many times per week customers would patronize a new option in the Union.	4a. A market study was conducted during the fall semester that showed that patrons preferred longer hours of operation and more hot food options in Hathorn, the addition of a burger or blue plate option in the Union, and a grill or burger option in McArthur. 4b. The market study showed that 38% would eat 3-4 times per week, and 38% would eat 1-2 times per week if the concept they chose was added in the Union. 79% reported they would pay more than \$4.00 for a complete meal. 36% reported they would pay more than \$6 for a complete meal.	4a. Dining Services will continue to research additional options for Hathorn C-Store. Dining Services will convert the existing Miso Noodle Bar in the Union to a Mississippi Steak, philly-cheese steak concept. Planning for McArthur hall options continues. 4b. Dining Services will utilize this data to determine pricing options for the new Mississippi Steak concept opening in the Union fall 2009.

Global Leadership Continuum

Participants in the Assessment Planning:

Dr. Marshall Cade Smith

Submitted by:

Dr. Marshall Cade Smith, Director

Unit/Department Mission Statement:

To prepare the next generation of business, political, and academic leaders as they enter America's workforce by enhancing their leadership skills and instilling a foundation of impeccable character in those emerging leaders.

Goals Linked to the University Strategic Plan

- **Enhance student growth and development** by providing excellent academic programs, building character, and ensuring an accessible, caring, and diverse environment.
- **Achieve fiscal stability** by encouraging private, corporate, and governmental support and by recruiting and retaining qualified students through a sustained campaign that allows us to expand and stabilize our tuition base.
- **Strengthen pride and involvement with MSU** among students, faculty, staff, administrators, alumni, friends, retired faculty, and others who make up the Great Bulldog Nation with a successful athletics program, a vibrant social and cultural environment, and a campus infrastructure and physical appearance that is inviting and pride-inspiring.

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
1. Demonstrate the ability to work effectively with others in a group to serve the university or community. (YOUNG GUNS)	<p>1a. Each participant will complete a survey at the conclusion of each camp. Participants will rate their ability to work effectively on a team. Participants on average will score 4 or better.</p> <p>1b. Twenty-five to thirty groups of participants will find a solution to a real-world problem faced by the Meridian area. Each of the groups will make a formal presentation to a group of Meridian-area leaders. All presentations will receive an “Excellent” rating by the review board.</p>	<p>1a. The average score was 4.7.</p> <p>1b. Twenty-seven groups made presentations and each received an “Excellent” rating.</p>	<p>1a. No action necessary.</p> <p>1b. No action necessary.</p>
2. Understand self, articulate leadership concepts, and gain an understanding of the global and ethical responsibilities of leadership. (DAY ONE)	<p>2a. Students will complete two exams given during the semester on content (self, concepts, and responsibilities) presented in class. Each student will have an average grade for the two tests of a 75.</p> <p>2b. An on-line survey will be made available to all Day One students. Eighty percent of all students will answer they understand self, leadership concepts, and the relevant responsibilities.</p>	<p>2a. Two hundred and twenty-three students (out of two hundred and seventy-six) or eighty-one percent had a test average of 75 or better.</p> <p>2b. Sixty-three percent of students participated in the survey. Eighty percent of the survey participants affirmed they understood self, leadership concepts, and the relevant responsibilities.</p>	<p>2a. No action necessary.</p> <p>2b. Identify appropriate incentives to increase overall survey participation to eighty percent.</p>
3. Understand self, articulate leadership concepts, and gain an understanding of the global and ethical responsibilities of leadership. (ALHP)	<p>3a. A total of twenty-three ALHP Fellows (BRAVO) will use an opinion survey to reflect on the positive and negative attributes of themselves and their peers.</p> <p>3b. Forty ALHP Fellows (CHARLIE) will learn their personality type and the common characteristics of the type. The instrument used to determine the type is the Myers Briggs Type Indicator. An</p>	<p>3a. Twenty-two ALHP Fellows (BRAVO) participated in the opinion survey and learned how their peers viewed them.</p> <p>3b. Thirty-nine ALHP Fellows (CHARLIE) learned their personality type by way of the Myer Briggs Type Indicator and detailed information about each type.</p>	<p>3a. No action necessary.</p> <p>3b. No action necessary.</p>

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
	outside consultant will provide an overview and detailed information for each personality type to participants.		
4. Demonstrate the ability to work effectively with others in a group to serve the university or community. (ALHP)	4a. Twelve student led projects will be completed by the BRAVO class. 4b. Eight projects will be completed by the CHARLIE class.	4a. Fourteen projects were completed by the BRAVO class. Some students partnered on one project. 4b. Seven projects were completed by the CHARLIE class.	4a. No action necessary. 4b. No action necessary.

The Department of Recreational Sports: MSU Golf Course

Participants in the Assessment Planning:

Tony Luczak and Laura Walling

Submitted by:

Tony Luczak, Director

Unit/Department Mission Statement:

Through “true life research,” the Mississippi State University Institute of Golf is the model of best practices, providing expertise, knowledge, research, and services that advance the university and the industry of golf.

Goals Linked to the University Strategic Plan

- **Expand Research opportunities and promote economic development.**

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
1. The MSU IOG will create a regional marketing campaign.	1a. Expense reports will show additional advertising expense. 1b. Create several TV commercials highlighting the Institute of Golf.	1a. The golf course has seen an increase in business by 10%. 1b. Reports show an increase in revenues.	1a. The golf course will continue to use select marketing strategies to increase play. 1b. The golf course will expand marketing opportunities.
2. The MSU IOG will increase rounds of golf	2a. Using regional marketing campaign to promote golf course. 2b. Reports will show an increase use of the facility.	2a. The golf course saw a 3% increase in rounds of golf. 2b. Records show an increase use in golf car rentals.	2a. The golf course is exploring using split tees to accommodate golfers. 2b. The golf course will improve customer service to meet demand.
3. The MSU IOG will be profitable in FY09.	3a. Reports will show an increase in revenue. 3b. Reports will show that revenues will exceed expenses.	3a. Records show golf course trending towards profitability. 3b. Year end general ledger shows profitability.	3a. The IOG will continue to improve operations of the golf course. 3b. The IOG will continue to expand services to golfers.

Health Education & Wellness

Participants in the Assessment Planning:

Joyce Yates, JuLeigh Baker, and Angel Golson

Submitted by:

Joyce Yates

Unit/Department Mission Statement:

To provide unique wellness programs and services that support and encourage the development of positive life changes and healthy life choices.

Goals Linked to the University Strategic Plan

- **Enhance student growth and development** by providing excellent academic programs, building character, and ensuring an accessible, caring, and diverse environment.

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
1. Students who choose to be sexually active will show evidence of sexual responsibility.	<p>1a. The number of students who participate in the free Sexually Transmitted Infection (STI) Testing program will increase by 20% when compared to 2007-2008 participation</p> <p>1b. Condom distribution to students will increase by 5% when compared to 2007-2008 condom distribution. There will be three more anonymous pick-up locations in 2008-2009 than 2007-2008.</p>	<p>1a. 775 students participated in the STI Testing programs in 2008-2009. This is a 20% increase over the number who participated the previous year.</p> <p>1b. There was an estimated 5 % increase in the number of condoms ordered and distributed to students. With the opening of new residence halls, three new anonymous locations for pick-up were created.</p>	<p>1a. We will continue to offer free STI testing in the fall and spring of 2009-2010. We will offer the spring testing at an earlier date since numbers decreased when comparing fall 2008 and spring 2009.</p> <p>1b. Anonymous condom distribution will continue in the areas designated. The increase in the number of condoms ordered revealed the necessity of anonymous pick-up locations.</p>
2. Students will have greater knowledge of alcohol risk reduction and actual alcohol use by Mississippi State students.	<p>2a. The number of students who complete the Campus Alcohol and Drug Education (CADE) program will increase by 10 percent when compared to 2007-2008 participation numbers.</p> <p>2b. At least one alcohol education grant will be submitted in order to support alcohol-related decision –making of Mississippi State University students.</p> <p>2c. At least one Commercial TIPS (Training for Intervention ProcedureS) Trainer session will be conducted in order to increase staff’s understanding of how to education students about alcohol risk reduction.</p>	<p>2a. The 2007-2008 number of student completion of the CADE program was not recorded. 2008-2009 number of student completion of the CADE program was 72. A 30% increase (22 more participants in spring ’09 than fall ’08) was revealed from Fall 2008 to Spring 2009.</p> <p>2b. One alcohol grant was submitted in 2007-2008 but not funded. In 2008-2009 two alcohol grants were submitted.</p> <p>2c. There were 9 MSU staff members who completed the TIPS trainer session in 2007-2008. There were 15 MSU staff members who completed the TIPS trainer session in 2008-2009.</p>	<p>2a. CADE numbers will continue to increase with the added referral support from student affairs. More students are opting for the face-to-face classes instead of the online alcohol.edu course.</p> <p>2b. The Health and Wellness department was awarded the NCAA CHOICES alcohol grant for \$30,000.00. The Education grant for an alcohol coalition will be submitted July 2009.</p> <p>2c. TIPS training will continue to be offered. With the rise of initiatives for alcohol consumption decrease and wise choices for students, TIPS training will increase form once a year to twice yearly.</p>
3. Students will have a greater knowledge of general nutrition principles.	3a. The number of students who participate in free nutrition counseling will increase by 25% when compared to	3a. The number of students who participate in free nutrition counseling increased by 30 % when compared to	3a. With a part-time registered dietician hired in 2009, nutrition student clients have increased. With

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
	<p>2007-2008 participation data.</p> <p>3b. Health and Wellness department website hits will increase by 20 percent when compared to 2007-2008 hit totals.</p>	<p>2007-2008.</p> <p>3b. Health and Wellness department website hits increased by 40% during the peak month April 2008, other 2008-2009 months remained with the 20% increase for hit totals.</p>	<p>continued advertising and promotion, this areas will grow.</p> <p>3b. More updated health and wellness information is being distributed via website. Frequent updating of materials will increase the use of the link and provide students with easily accessible information about the services offered through health education and wellness.</p>

Holmes Cultural Diversity Center

Participants in the Assessment Planning:

E. Maria White

Submitted by:

E. Maria White, Director

Unit/Department Mission Statement:

The Division serves a diverse student body by promoting a learning environment that not only supports the University's academic mission and recognizes the importance of learning outside the classroom, but also encourages social, personal, moral, and intellectual growth and development. The most important outcome of the work we perform to reach that mission is to have instilled in the students we serve an understanding of responsible citizenship and leadership. This results in students leaving the University prepared to continue to grow, learn, and serve in the context of an increasingly complex, pluralistic and changing world.

Goals Linked to the University Strategic Plan

- **Enhance student growth and development** by providing excellent academic programs, building character, and ensuring an accessible, caring, and diverse environment.

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
1. Students will gain a greater understanding of diversity, global and international concepts.	<p>1a. At least 32 (2 programs per week) campus climate-related activities/programs will be facilitated, sponsored, or co-sponsored by the Holmes Cultural Diversity Center.</p> <p>1b. Greater than 50% of program participants will respond with “strongly agree” on satisfaction items of the Program Participant Survey Forms.</p>	<p>1a. Forty diversity, global and international activities / programs were facilitated, sponsored, or co-sponsored by the Holmes Cultural Diversity Center.</p> <p>1b. Greater than 56% of program participants responded that the programs were excellent and greater than 52.7% of program participants responded that they have a better understanding of diversity, global and international concepts.</p>	<p>1a. During the ‘08/’09 academic year the number of programs/activities facilitated, sponsored, or co-sponsored increased to 108. This is an increase of 22.7% (88 programs) from ‘07/’08 to ‘08/’09.</p> <p>1b. Results reflected satisfaction with and understanding of key concepts. Based on their popularity, certain programs, i.e. Live at Five and international celebrations, will continue to be included in the calendar of events for HCDC.</p>
2. The Peer Counselor / Counselee ratio will be reduced.	<p>2a. At least 5 new peer Counselors will be added to the Holmes Cultural Diversity Center Peer Counseling staff.</p> <p>2b. The number of male Peer Counselors will increase by 3.</p>	<p>2a. The number of Peer Counselors was increased by 3.</p> <p>2b. The number of male Peer Counselors increased by 3.</p>	<p>2a. HCDC will continue to pursue a diverse group of Peer Counselors and Peer Ambassadors in order that the program is reflective of the minority/international student body.</p> <p>2b. As a result of increased publicity and program collaboration, greater exposure was given to the PCPA program resulting in a greater interest and wider selection pool for PCs/Pas.</p>
3. Develop Student Programming Steering Program Committee (SPSC) with students and staff to serve as an advisory group for programs/activities and services.	<p>3a. Recruit at least 10 participants to a diverse board that will serve as a focus group.</p> <p>3b. Meet with board 4 times.</p>	<p>3a. SPSC was created with 15 members appointed.</p> <p>3b. SPSC has met 6 times since its creation.</p>	<p>3a. Based on feedback from the committee summer programming/activities were implemented.</p> <p>3b. As a result of the success of the 1st summer session, HCDC will begin a series of summer programs/activities to be held in the various residence halls.</p>

Honor Council

Participants in the Assessment Planning:

James Earl Orr, Jr. and Mike White

Submitted by:

James Earl Orr, Jr

Unit/Department Mission Statement:

To support the mission of the Division of Student Affairs by coordinating efforts to promote academic integrity and reduce and control academic dishonesty.

Goals Linked to the University Strategic Plan

- **Enhance student growth and development** by providing excellent academic programs, building character, and ensuring an accessible, caring, and diverse environment.
- **Strengthen pride and involvement with MSU** among students, faculty, staff, administrators, alumni, friends, retired faculty, and others who make up the Great Bulldog Nation with a successful athletics program, a vibrant social and cultural environment, and a campus infrastructure and physical appearance that is inviting and pride-inspiring.

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
<p>1. The Honor Code Office will develop a process to collect data that can be used to improve its efforts of promoting academic integrity, educating the campus community on how to decrease academic dishonesty and assessing the culture of academic integrity that exists on campus.</p>	<p>1a. Using a similar survey conducted in 2005, the Office will present a design and survey proposal to the Vice President for Student Affairs to gain the University's approval to conduct a campus wide Academic Integrity survey of faculty and students in the fall of 2009.</p> <p>1b. The Honor Code Office will develop an interview questionnaire to be administered to consenting students when accused of alleged violations of the Honor Code Policy.</p>	<p>1a. The Honor Code Office received approval to conduct a campus survey of faculty and students that will take place on September 14, 2009 – October 5, 2009.</p> <p>1b. The Honor Code Office developed an interview template that is being reviewed, which will be used to interview consenting students accused of academic misconduct.</p>	<p>1a. The results from the survey and questionnaires will provide data that will assist the Office in promoting academic integrity, educating the campus community on how to decrease academic dishonesty and assessing the culture of academic integrity that exists on campus. This information will also provide a foundation for assessment and evaluation of the Office.</p> <p>1b. Plans are being made to use the interview questionnaire beginning in the fall 2009 semester.</p>
<p>2. The campus community will have increased access to the Honor Code Office's staff for consultation on academic integrity and the Honor Code process.</p>	<p>2a. The Office will increase its staffing in order to allow the Office to remain open during all the University's normal operation of business hours.</p> <p>2b. The Office's staff will meet with at least 85% of students who request a hearing before the Honor Code Council.</p>	<p>2a. The staffing for the Office increased. The staff includes a Director, Office Associate and Graduate Assistant. The office is now open during all the University's normal operation of business hours.</p> <p>2b. The staff of the Honor Code Office met with over 92% of the students who requested a hearing before the Honor Code Council.</p>	<p>2a. No action is needed at this time. Efforts to make the Honor Code Office's staff more available to faculty and students have worked.</p> <p>2b. The Office will continue meeting with students who request a hearing before the Honor Code Council.</p>
<p>3. Academic Integrity will be promoted among current students, potential students and the campus community.</p>	<p>3a. Honor Code presentations will be provided to current and potential students.</p>	<p>3a. An Honor Code presentation was conducted to the Graduate Student Association, graduate student orientations, freshman orientations, students in the Career Center's <i>Career Exploration</i> course, students in the Appalachian Leadership Honors Program and community</p>	<p>3a. Plans have been made to offer more presentations to classes, student organizations and other members of the campus community.</p>

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
	3b. The Honor Code Policy will be promoted through the student newspaper and the campus television station.	college students participating in the Leadership Honors Symposium. Students who were not present at one of these presentations or others conducted by the Office received information about the Honor Code through their syllabi, email, and MSU application. 3b. The <i>Reflector</i> ran a story on the Honor Code Policy. The campus television show, "How To at MSU", conducted an interview with the Office's staff that will air during the 2009/2010 academic year. Finally, the MSU Honor Code Policy was mentioned in the <i>Chronicles of Higher Education</i> .	3b. Plans were made to use other printed material and various avenues to promote academic integrity. A few of these plans include a newsletter, modification to the website and more articles in the <i>Reflector</i> .
4. The Honor Code Office will assist in reducing and controlling academic misconduct.	4a. The reports of academic misconduct will increase by at least 25% when compared to the 2007/2008 academic year. 4b. There will be two times as many cases referred to the Office for the staff to investigate than were referred for investigation during the 2007/2008 academic year.	4a. The reports of academic misconduct increased by 34% from the 2007/2008 academic year to the 2008/2009 academic year. 4b. The percentage of cases referred to the Office for its investigation increased by over 15%, which is more than tripling the amount of cases from the previous year.	4a. No further actions are needed at this time. Efforts to increase reporting as a means of controlling academic misconduct have worked and will continue. 4b. The Office's role in investigating suspected cases of academic misconduct is working and being accepted by faculty.

The Department of Housing & Residence Life

Participants in the Assessment Planning:

Dr. Ann Bailey

Submitted by:

Dr. Ann Bailey, Director

Unit/Department Mission Statement:

To provide a well-maintained, on-campus residential experience which supports the overall mission of Mississippi State University and the Division of Student Affairs, promotes a spirit of community, and extends student learning beyond the classroom.

Goals Linked to the University Strategic Plan

- **Enhance student growth and development** by providing excellent academic programs, building character, and ensuring an accessible, caring, and diverse environment.

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
1. The Department will maintain relationships with all current living-learning communities and work towards implementation of new living-learning communities and themed-housing opportunities.	<p>1a. Learning community program coordinators will be asked to complete an evaluation to measure the effectiveness of the relationship between Housing and Residence Life and the academic unit. At least 70% of the respondents will report a “B” or higher under “Overall Satisfaction.”</p> <p>1b. Residents will be asked to complete a Resident Quality of Life Survey in the fall semester. At least 50% of the respondents will report a “B” or higher under “Overall Satisfaction with LLC Opportunities.”</p>	<p>1a. 100% of the respondents of the learning community coordinator survey indicated a ‘satisfied’ (B) or ‘very satisfied’ (A) rating on the “Overall Satisfaction” question of the survey.</p> <p>1b. 56% of the respondents to the Resident Quality of Life Survey indicated a “B” or higher rating under the “Overall Satisfaction with LLC Opportunities” section of the survey.</p>	<p>1a. For the 2009-2010 academic year, maintain all existing living-learning communities, consider offering new options for the 2010-2011 academic year, and explore the feasibility of a single point of contact in the Department of Housing and Residence Life.</p> <p>1b. For the 2010-2011 recruiting cycle, consider creating a marketing piece to promote and explain the living-learning community options available at MSU.</p>
2. Residents will find the housing and residence life staff to be available, informative, helpful, fair, and committed to diversity.	<p>2a. At least 70% of students will report a “B” or higher score under the “Residence Hall Staff: RA” section of the Annual Resident Quality of Life Survey.</p> <p>2b. At least 70% of students will report a “B” or higher score under the “Residence Hall Staff: RD” section of the Annual Resident Quality of Life survey.</p>	<p>2a. 82.4% of the respondents to the Resident Quality of Life Survey indicated a “B” or higher rating under the “Residence Hall Staff: RA” section of the survey.</p> <p>2b. 56% of the respondents to the Resident Quality of Life Survey indicated a “B” or higher rating under the “Residence Hall Staff: RD” section of the survey.</p>	<p>2a. Continue to provide and enhance the training and development of 300+ student staff during the 2009-2010 academic year.</p> <p>2b. Relocate professional area coordinator offices from Herbert Hall to specific residence hall areas where emphasis can be placed on staff visibility and accessibility.</p>
3. Residents will find on-campus housing facilities to be comfortable, clean, and well-maintained by a courteous and helpful staff.	<p>3a. At least 70% of students will report a “B” or higher score under the “Residence Hall Facilities” section of the Annual Resident Quality of Life Survey.</p> <p>3b. Residents will be given the opportunity to renew their request for on-campus housing for the Fall 2009 semester in March 2009. At least 50% of current on-campus resident students will request to renew their housing</p>	<p>3a. 78.3% of the respondents to the Resident Quality of Life Survey indicated a “B” or higher rating under the “Residence Hall Facilities” section of the survey.</p> <p>3b. 51.3% of the Fall 2008 – Spring 2009 on-campus resident students requested to renew their housing application for the 2009-2010 academic year.</p>	<p>3a. Complete the Phase III construction by August 2010 to add 350 additional bed spaces to the housing system.</p> <p>3b. Plan a Phase IV housing summit to discuss future housing construction needs based upon university enrollment goals.</p>

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
	application for the 2009-2010 academic year indicating overall satisfaction with the quality of on-campus housing facilities.		
4. Residents will become connected to the campus and to the hall staff through programming initiatives such as the Bulldog in Six Program to be conducted during the first 6 weeks of the fall semester.	<p>4a. At least 70% of students will report a “B” or higher score under the “Living in a Residence Hall Has Enhanced my Ability to...” section of the Annual Resident Quality of Life Survey.</p> <p>4b. At least 70% of students will report a “B” or higher score under “Residence Hall Opportunities” of the Residence Hall Life section of the Annual Resident Quality of Life survey.</p>	<p>4a. 71% of the respondents to the Resident Quality of Life Survey indicated a “B” or higher rating under “Living in a Residence Hall Has Enhanced my Ability to...”.</p> <p>4b. 66.2% of the respondents to the Resident Quality of Life Survey indicated a “B” or higher rating under the “Residence Hall Opportunities” section of the survey.</p>	<p>4a. Continue collaboration with other departments in Student Affairs and across campus to further enhance community in residence halls.</p> <p>4b. Relocate the Residence Hall Association office from Herbert Hall to Ruby Hall to enhance accessibility and visibility to students.</p>

The Office of Parking Services/University Transit

Participants in the Assessment Planning:

Mike Harris

Submitted by:

Mike Harris, Director

Unit/Department Mission Statement:

The mission of Parking Services is to support the University through the enforcement of all parking rules and regulations and the registrations of all private vehicles utilizing the University's streets and parking facilities. University Transit seeks to provide efficient transportation to the campus community while also supporting the transportation needs of individual departments and university organizations.

Goals Linked to the University Strategic Plan

- **Achieve fiscal stability** by encouraging private, corporate, and governmental support and by recruiting and retaining qualified students through a sustained campaign that allows us to expand and stabilize our tuition base.
- **Strengthen pride and involvement with MSU** among students, faculty, staff, administrators, alumni, friends, retired faculty, and others who make up the Great Bulldog Nation with a successful athletics program, a vibrant social and cultural environment, and a campus infrastructure and physical appearance that is inviting and pride-inspiring.

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
1. Residential Parking Enhanced	<p>1a. Re-designation of existing lots to staff parking.</p> <p>1b. Construct additional spaces for residential students.</p>	<p>1a. There are 37 Commuter East Spaces in the CAC paved lot which were re-designated as staff only parking.</p> <p>1b. Currently behind Rice and Cresswell Halls, new South Zone resident lots are being constructed.</p>	<p>1a. We will monitor the re-designated staff area to review if any additional spaces are needed.</p> <p>1b. We will monitor the newly constructed lots for better accommodation in the South Zone area.</p>
2. Transit System Expanded	<p>2a. Add a new campus circulation route, with additional stops to accommodate campus.</p> <p>2b. A minimum 3% increase in daily transit users will occur when compared to 2007-2008 transit use data.</p>	<p>2a. The Loop shuttle route was successfully implemented creating 7 additional shuttle stops.</p> <p>2b. The total use of daily shuttles was 504,968 riders, which is an increase of 6% over 2007-2008 transit user data.</p>	<p>2a. We will continue to monitor rider counts and use this information to increase effectiveness and efficiency.</p> <p>2b. Ridership numbers will be evaluated and used to make decisions on adding buses, stops, and/or routes.</p>
3. Night Route Expanded	<p>3a. When compared to the 2007-2008 operating hours, a 5% increase in the number of Night Route operating hours will be observed.</p> <p>3b. A minimum 30% increase in Night Route Shuttle users will be observed when compared to 2007-2008 transit user data.</p>	<p>3a. Night Route operating hours increased 8% over 2007-2008 operating hours.</p> <p>3b. The total use of Night Route shuttles was 60,489 riders, which is an increase of 40% over 2007-2008 transit user data.</p>	<p>3a. The increased operating hours will be monitored, evaluated, and used to provide better service to shuttle riders.</p> <p>3b. The rider counts will be examined to determine if additional resources are needed.</p>

The MSU Police Department

Participants in the Assessment Planning:

Georgia Lindley, Kenneth Spencer, Kenneth Rogers, James Edwards

Submitted by:

Georgia Lindley, Chief of Police

Unit/Department Mission Statement:

The mission of the MSU Police Department is to assist in enhancing the total educational development of students, to provide law enforcement services for the University community, and to promote the development of healthy lifestyles. Our services support and strengthen the mission of Mississippi State University.

Goals Linked to the University Strategic Plan

- **Enhance student growth and development** by providing excellent academic programs, building character, and ensuring an accessible, caring, and diverse environment.
- **Strengthen pride and involvement with MSU** among students, faculty, staff, administrators, alumni, friends, retired faculty, and others who make up the Great Bulldog Nation with a successful athletics program, a vibrant social and cultural environment, and a campus infrastructure and physical appearance that is inviting and pride-inspiring.

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
<p>1. University Police will provide a security service that ensures safety on campus.</p>	<p>1a. Through the Uniform Crime Report (UCR), the total number of crimes reported will be 2 percent lower than in 2007-2008.</p> <p>1b. Through the Campus Crime Statistics Report (Clery Report), the total number of crimes reported will be 2 percent lower in 2007-2008.</p> <p>1c. Through the Spring 2009 MSU Police Customer Satisfaction & Perception Survey, 85% of students, faculty, staff, students, and visitors will respond to item 3 "Please choose the following option that best describes how safe you believe the MSU campus is with positive responses being "Completely safe, Generally safe, Very Safe."</p>	<p>1a. The report shows that there were 798 crimes reported for 2008-2009 compared to 615 crimes reported for 2007-2008 a 1.3% increase. It was noted that areas that increased most were responses to Burglary Alarm, Larceny from building and malicious mischief. However, there was a decrease in burglaries and assaults.</p> <p>1b. The report show that there 85 crimes reported for 2007-2008 compared to 180 crimes reported for 2006-2007 (Note: the comparison reflect the most current reported on line the fall data of 2008) a reduction of 47.2% there was no reports of arson, murder, robbery, auto theft , forced sex offenses and non-forcible sex.</p> <p>1c. 96.4% responded to the positive response categories of very safe or generally while on campus.</p>	<p>1a. The following occurred based upon the results of crimes reported:</p> <ul style="list-style-type: none"> - Increase of law enforcement patrolling in residence hall and academic building. - Increase in staff and extended working hours of the Residence Hall patrol. <p>1b. The following occurred based upon the results of crimes reported:</p> <ul style="list-style-type: none"> - Increase of law enforcement patrolling in residence hall and academic building. - Increase in staff and extended working hours of the Residence Hall patrol <p>1c. The University Police emphasized visibility. Extra security personnel was added the Residence Hall Patrol and their hours were extended to seven days a week 6:00pm to 6:00am</p>
<p>2. University Police will maintain "accredited" status through the national and state law enforcement agencies.</p>	<p>2a. Annual review of current standards, policies, and procedures will indicate no potential obstacles to accreditation.</p>	<p>2a. Review revealed two general orders that need to be updated, with the addition of one new general order.</p>	<p>2a. The two general orders updated were as followed: GO 402 – added that a juvenile that commits a felony at the age of</p>

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
	<p>2b. Maintain proof of compliance through I.S.S.R. files.</p> <p>2c. Review of times sensitive issues relating to training and certifications</p>	<p>2b. I.S.S.R files reviewed and show accuracy and compliance.</p> <p>2c. All time sensitive training and certification current and in compliance.</p>	<p>seventeen (17) is considered an adult. If a juvenile commits a capital offense, he/she is treated like an adult. GO 430 – added that when it is not possible to have a patrol vehicle with a prisoner transport cage, two (2) officers shall transport the prisoner. The second officer will sit in the rear of the vehicle with the prisoner. The officer’s weapon should be on the opposite side from the prisoner. The new general orders added was GO302 – Job Classification.</p> <p>2b. I.S.S.R files continue to be maintained to ensure readiness for next onsite and compliance to CALEA standards</p> <p>2c. Maintain a training schedule and continue to conduct monthly audits of the property and evidence room.</p>
<p>3.Students, faculty, staff, and visitors will be satisfied with services provided by University Police</p>	<p>3a. Through the MSU Police Customer Satisfaction & Perception Survey, 70% of the respondents will give at least a grade B or better (grading scale being A to F with A being highest) to the item "Overall Satisfaction with Police Services."</p> <p>3b. Through the MSU Police Customer Satisfaction & Perception Survey, no one component within the Perception of Services section will receive an average rating less than a B (grading scale being A to F with A being highest).</p>	<p>3a. 69.7% gave a B or better grade to Overall satisfaction with Police Services. Reviewing the comments provided, the most frequently cited safety issues was the lack of lighting (34.3%)</p> <p>3b. With regards to the services/programs offered by the police department such as RAD, campus escorts, operation ID, etc, large percentages of those surveyed had never used the services. Therefore, further analysis was conducted to examine the ratings of</p>	<p>3a. The Police Department increased the staffing of its Detective Division to 4 officers and extended the hours and staffing of its Residence Hall Patrol.</p> <p>3b. Reallocation of staffing occurred due to limited funding. Hence, the services programs were unable to be promoted as in past years.</p>

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
		<p>only those who had experience with these particular services. Of those who had used these services, the majority felt most programs were either effective or very effective. Alcohol programs seemed to be perceived as less effective than the other programs. Only 48.5% of the participants gave Alcohol Programs a “B-Effective” or better rating, while 24.6% gave an “F-Not Effective” rating. Only 56.3% rated residence hall security office “B-Effective” or better. RAD scores were slightly below average, with 57.9% giving a “B” or better rating. Greater than 60% of the participants rated the remaining programs a “B” or better, with Crime Prevention, Safety & Security, and Operation ID each garnering greater than 70% “B” or better ratings.</p>	

The Department of Recreational Sports

Participants in the Assessment Planning:

Laura Walling

Submitted by:

Laura Walling, Director

Unit/Department Mission Statement:

To support the Division of Student of Affairs and Mississippi State University in the total educational development of students by providing unique recreation programs, services, and facilities that support and encourage the development of a healthy lifestyle.

Goals Linked to the University Strategic Plan

- **Strengthen pride and involvement with MSU** among students, faculty, staff, administrators, alumni, friends, retired faculty, and others who make up the Great Bulldog Nation with a successful athletics program, a vibrant social and cultural environment, and a campus infrastructure and physical appearance that is inviting and pride-inspiring.

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
1. The Department of Recreational Sports will expand recreational opportunities for students	<p>1a. Records will indicate at least 50 participants and at least 100 spectators at the Dance Around the World special event.</p> <p>1b. Participation records will indicate at least 5 new intramural sports with at least 10 participants in each event</p> <p>1c. Participation records will indicate at least 12 teams participate in the Magnolia Madness Regional Basketball Tournament</p>	<p>1a. There were approximate 50 dancers and over 350 spectators at the dance event.</p> <p>1b. The goal not achieved; the graduate assistant who was to manage these new events left at mid-term.</p> <p>1c. There were 20 teams for four states involved in the Magnolia Madness tournament.</p>	<p>1a. Given the success of this event, we plan to tie it in with our International Campus Games program next year as part of the opening ceremonies.</p> <p>1b. If we have sufficient staff, we will try once again to introduce new intramural programs.</p> <p>1c. Given the success of this event, we will submit a bid to host the regional event again in 2010.</p>
2. The Department of Recreational Sports will improve service delivery systems.	<p>2a. Participation records will show an overall increase of at least 10% in the intramural sports program.</p> <p>2b. Participation records will show at least a 10 % increase in usage of the Sanderson Center and a 10% increase in usage by freshmen.</p>	<p>2a. Participation records show a 28% increase in participation in intramural sports; notably there was a 62% increase in female participants.</p> <p>2b. Participation records show a 5% increase in overall usage and a 6% increase in usage by freshmen.</p>	<p>2a. We will continue to provide quality programs that draw many MSU students to participate.</p> <p>2b. Although we did not reach the 10% goal, the overall increase is an estimated 20,000 users and the modest increase in freshman is over 5,000 students.</p>
3. Recreational Sports will provide student development opportunities to both graduate and undergraduate students	<p>3a. Records will indicate 90% participation by Rec. Sports graduate assistants in a monthly educational seminar to increase knowledge of the profession.</p> <p>3b. Travel records will indicate at least five students attend one or more state, regional, or national level meetings.</p>	<p>3a. Participation in the Graduate Forum was 92%.</p> <p>3b. Eight students attended NIRSA-sponsored conferences in AY09.</p>	<p>3a. An separate assessment of the Forum showed that our graduate assistants found the information to be topical and beneficial in their quest for a degree. We will use their recommendations to make improvements in the Forum in FY10.</p> <p>3b. We will continue to provide some financial assistance to students who are interested in campus recreation as a career.</p>

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
4. Students will gain knowledge and begin to appreciate the benefits of an active, healthy lifestyle,.	<p>4a. On the fitness program evaluation, at least 25% of participants will report that they increased their knowledge of lifting techniques.</p> <p>4b. On the open recreation program evaluation, at least 25% of participants will report that they increased their knowledge of appropriate stretches and exercises to improve vertical leap.</p>	<p>4a. In the program post-test, 55% of respondents improved their knowledge of proper lifting techniques.</p> <p>4b. In the program post-test, 66% of respondents improved their knowledge of exercises that would improve vertical leap.</p>	<p>4a. This evaluation indicates that weight room patrons do learn from informational posters displayed throughout the facility. We will continue to use this method to further educate patrons regarding exercise techniques.</p> <p>4b. This evaluation indicates that our informal recreation patrons do learn from informational posters displayed throughout the facility. We will continue to use this method to further educate patrons regarding ways to improve fitness.</p>

Risk Management

Participants in the Assessment Planning:

Tabor Mullen and Thomas Bourgeois

Submitted by:

Tabor Mullen

Unit/Department Mission Statement:

The office of Organizational Risk Management serves as a key link between student organizations, advisors and university administration and is dedicated to supporting the mission of the Division of Student Affairs through services, resources, leadership, and advocacy. Office staff members facilitate the coordination of organization events and help student leaders take corrective actions and proactive steps to minimize accidental injury and/or loss and partnering with individual students and student organizations as facilitators of the involvement experience and while navigating the administrative process of the University while at the same time providing them support with personal or University concerns (Bickel/Lake).

Goals Linked to the University Strategic Plan

- **Enhance student growth and development** by providing excellent academic programs, building character, and ensuring an accessible, caring, and diverse environment.
- **Strengthen pride and involvement with MSU** among students, faculty, staff, administrators, alumni, friends, retired faculty, and others who make up the Great Bulldog Nation with a successful athletics program, a vibrant social and cultural environment, and a campus infrastructure and physical appearance that is inviting and pride-inspiring.

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
1. A comprehensive Risk Management program will be created for student organizations	<p>1a. Plans will be developed for Student Leader Orientations and an Advisor Orientation in order to inform student leaders on university policies & procedures and best practices on organizational risk management</p> <p>1b. All student policies and forms will be reviewed with regards to student organizations and organizational risk management.</p>	<p>1a. Timelines, facilities, agendas, and committee work plans were developed.</p> <p>1b. Three policies were reviewed. It was determined that one student event form required updating.</p>	<p>1a. Plans for Student Leader Orientations and an Advisor Orientation were implemented.</p> <p>1b. One student event form was updated. Four additional policies were marked for further review.</p>
2. A comprehensive Risk Management program will mitigate the risks involved with student-led events	<p>2a. At least 8 workshops will be facilitated by the Dean of Students office per semester in order to teach student organizations how to avoid risk.</p> <p>2b. Checklists, guidance, and planning assistance will be available to campus organizations.</p>	<p>2a. 8 Risk Management programs were offered for both student officers and faculty advisors for all student organizations to discuss new requirements to increase awareness of risk.</p> <p>2b. All student organizations were required to complete certification of risk trainings prior to events.</p>	<p>2a. Student organizations had a better knowledge of campus resources and utilized departments such as the MSU Police, Facilities Management, Event Services, and others to prevent risk.</p> <p>2b. Found that of the 300 listed student organization 140 completed certification</p>

Student Counseling Services

Participants in the Assessment Planning:

Beatrice A. Tatem and Aretina Hankerson-Daniels

Submitted by:

Dr. Beatrice Tatem, Director

Unit/Department Mission Statement:

We endorse the worth and dignity of all human beings and embrace diversity as a valued and important quality of human community. We view our mission as working to facilitate individual change as well as contributing to a supportive and growth-producing social environment through social advocacy and community building. To provide a system that treats, educates and informs the university community about mental and physical health, as well as wellness issues.

Goals Linked to the University Strategic Plan

- **Enhance student growth and development** by providing excellent academic programs, building character, and ensuring an accessible, caring, and diverse environment.

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
<p>1. Student Counseling Services staff will have adequate staff development and in-service training provided to them.</p>	<p>1a. All staff will be offered an opportunity and funding to participate in at least one conference or workshop per fiscal year.</p> <p>1b. All staff will have the opportunity to meet with director at least twice a month for supervision and guidance in professional development.</p> <p>1c. All therapists will meet once a week for 1-1.5 hours to discuss client progress and therapeutic issues.</p>	<p>1a. All of the counselors submitted proposals to present at a state level conference and all were accepted.</p> <p>1b. Each staff member was given the opportunity to meet with director on a regular basis for supervision.</p> <p>1c. Therapists met once a week for 1.5 hours for case conference.</p>	<p>1a. The counseling center represented the University at a state level conference. Two presentations were given.</p> <p>1b. Staff was able to gain supervision hours towards licensure.</p> <p>1c. Therapist expressed themselves with professional peers, while strengthening collegial rapport.</p>
<p>2. Students, faculty and staff will be aware of sexual assault and gender violence on campus.</p>	<p>2a. One full-time masters-level sexual assault specialist/program coordinator position will be created. Adding this position will provide additional educational awareness programming and prevention activities on sexual assault, dating violence and stalking.</p> <p>2b. The Sexual Assault Response Team will receive training at least twice during the academic year.</p>	<p>2a. Position descriptions have been sought to address sexual assault specialist/program coordinator.</p> <p>2b. Training was provided by a national speaker to Sexual Assault Response Team members as well as campus administrators and community leaders.</p>	<p>2a. Funding has been approved to conduct a search.</p> <p>2b. As a result of the information gained during training, research is being conducted to look at other means for future and additional trainings.</p>
<p>3. Student Counseling Services will maintain and increase visibility with students transitioning from military life to student life.</p>	<p>3a. Student Counseling Services will continue bi-monthly support group for veterans.</p> <p>3b. Student Counseling Services will collaborate with The Center for American's Veterans on a minimum of 2 outreach programs.</p>	<p>3a. Support group meeting will continue.</p> <p>3b. There has been an increased awareness of the importance to educate the campus community on the mental health needs of veterans.</p>	<p>3a. Proactive assessment and interventions with students occurred.</p> <p>3b. Student Counseling Services proactively addressed mental health related issues with veterans.</p>
<p>4. Student will acquire new skills due to group therapy options provided by Student Counseling</p>	<p>4a. The client satisfaction survey that is used to measure clients' self awareness will include items to assess clients'</p>	<p>4a. Group therapy was provided on a bi-monthly basis.</p>	<p>4a. During high clinical volume, students were able to participate in group until being placed with an</p>

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
Services.	<p>perception of their group participation. The survey will indicate that a large percentage of clients agree with the statement “My knowledge of self has improved due to attending group sessions”. Undergraduate and graduate students will experience increased opportunities to develop coping skills on a variety of topics in a group setting.</p> <p>4b. There were 12 group offerings with a maximum of 8 students per group. Therapy sessions will be provided throughout the course of the year.</p>	<p>4b. There were 7 successful groups from the 12 groups that were offered.</p>	<p>individual therapist.</p> <p>4b. The diversity in group offerings were experienced by a broader range of students.</p>

Student Financial Aid

Participants in the Assessment Planning:

Bruce Crain, Teresa Shannon, Mac Lowry, Lori Ball, Jackie Lindsey, Betty Yeatman, and Vickie Edmonds from MSU SFA, Phil Bonfanti from MSU Admissions and Scholarships and Allen Ulmer, Peggy Drumheller, Rosiland Ashford, Janet Judson, Willie Johnson and Tommy Parker from MSU ITS.

Submitted by:

Bruce Crain, Director

Unit/Department Mission Statement:

To address the financial needs of prospective and enrolled students in a manner that is equitable, courteous, consistent, comprehensive, and confidential and that enables student access to Mississippi State University, facilitates enrollment of all eligible students, and encourages student success.

Goals Linked to the University Strategic Plan

- **Achieve fiscal stability** by encouraging private, corporate, and governmental support and by recruiting and retaining qualified students through a sustained campaign that allows us to expand and stabilize our tuition base.

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
1. Staffing within the Division will be more efficient by sharing employee(s) within departments	<p>1a. One staff member will be shared with Admissions and Scholarships and Student Financial Aid 6 months out of each year at each office, during each office's peak processing periods.</p> <p>1b. Sharing a staff member with Admissions will result in reduced costs of approximately \$12,000 to the Financial Aid Department and increased efficiency at the Reception area as well as the Central Processing area.</p>	<p>1a. A staff member was hired in February, 2009 and was trained at Admissions and Scholarships for the month of February and then began training and working in the Financial Aid Department in March 2009 and will work at SFA through August.</p> <p>1b. Backlogs of incoming documents to be imaged and indexed were kept to a minimum (no more than two days) and the volume of incoming phone calls at the Reception area was handled more efficiently.</p>	<p>1a. It is the intent of Admissions and Scholarships and Student Financial Aid to continue with this process in following years.</p> <p>1b. Recommend that the Division continue looking for more applications of this initiative to increase efficiency of other units at reduced costs.</p>
2. The Department of Student Financial Aid will improve processes and communication with student applicants by incorporating workflow technologies during the 2009-10 year.	<p>2a. A survey of SFA staff will determine the number of procedures that could be improved by implementing workflow technologies.</p> <p>2b. A minimum of 3 meetings between ITS staff and SFA staff will be needed for SFA staff to understand the capabilities of workflow and to develop a list of possible procedures that could be completed more efficiently using workflow.</p>	<p>2a. Twenty procedures were identified by SFA staff as procedures that could be improved by using workflow technologies</p> <p>2b. Three meetings were held with ITS which better prepared the staff to look for procedures that could be improved.</p>	<p>2a. A time table for the implementation of workflow for these identified procedures is being prepared and implementation will take place during the 2009-10 award cycle.</p> <p>2b. It was discovered in one of the meetings that another technology offered by the Banner System would work better than workflow in one specific process and this process was implemented during summer, 2009.</p>
3. Student Financial Aid will have an accurate and efficient filing system.	<p>3a. Determine if paper documents that were imaged and indexed could be shredded without further processing.</p> <p>3b. Determine the amount of resources and space needed to securely store</p>	<p>3a. It was determined that paper documents that were imaged and indexed did not need to go through further processing and could be shredded as soon as the annual award cycle ends.</p> <p>3b. Resources were identified within the departmental budget to secure a</p>	<p>3a. Further processing such as creating file folders and alphabetizing documents will not be utilized in future award cycles.</p> <p>3b. Shredding will take place in September or October each year and</p>

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
	documents and files and to shred them at the appropriate time.	room in the basement of Garner Hall for the temporary, secure storage of documents and files awaiting shredding.	MSU Physical plant will secure the room in the basement for temporary storage and file retention purposes.

The Longest Student Health Center

Participants in the Assessment Planning:

Dr. Robert Collins, Robert Cadenhead, Stanthia Oakley, Lori Barnett, Shannon Barrett, Kerri Wardlaw, Linda Grosinske, Patti Swindol

Submitted by:

Robert Cadenhead, Director

Unit/Department Mission Statement:

Student Health Services at Mississippi State University is operated by the Division of Student Affairs to provide comprehensive, accessible, high-quality, and economical mental and physical health care to its students.

Goals Linked to the University Strategic Plan

- **Enhance student growth and development** by providing excellent academic programs, building character, and ensuring an accessible, caring, and diverse environment.
- **Achieve fiscal stability** by encouraging private, corporate, and governmental support and by recruiting and retaining qualified students through a sustained campaign that allows us to expand and stabilize our tuition base.
- **Strengthen pride and involvement with MSU** among students, faculty, staff, administrators, alumni, friends, retired faculty, and others who make up the Great Bulldog Nation with a successful athletics program, a vibrant social and cultural environment, and a campus infrastructure and physical appearance that is inviting and pride-inspiring.

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
1. The Student Health Center will maintain AAAAHC Accreditation	<p>1a. Maintain Patient Privacy by having all patients acknowledge their HIPPA rights. SHC staff will keep all patient records secure. Release of Information forms will be completed by all patients requesting release of medical records. Data systems security is maintained at all times via use of firewalls and password protected access.</p> <p>1b. Proper Treatment for clinical conditions will be maintained in accordance with guidelines of the American Academy of Family Practice. Diagnostic testing will be performed when symptoms dictate.</p>	<p>1a. New patients sign privacy statement. Form is scanned into all charts. No Breach in data security occurred. Only properly documented and consented release of HPI was done under the direction of Medical Records department.</p> <p>1b. Treatment records documents appropriate clinical treatment plans. No adverse outcomes manifested. Proper plans of care were implemented as a result of diagnostic confirmations.</p>	<p>1a. Patient are assured of privacy. The release of information process allows SHC to send appropriate data to referral sources and other appropriate recipients only after proper authorization by the patient.</p> <p>1b. Clinicians share results and record treatment regimens in the EMR. This allows future providers access to patients' history to better position providers to make appropriate clinical decisions.</p>
2. The Student Health Center will increase staff capacity as needed to accommodate patient growth	<p>2a. Deploy staff assets and measure growth in patient volume. Growth expected to be 5% . Anticipate addition of one clerical staff member to accommodate increased volume.</p> <p>2b. Patient access and appointment time within standards of practice. Appointment request are be filled within 48 hours of request.</p> <p>2c. Patients are to be seen within 15 minutes of their scheduled appointment.</p>	<p>2a. Patient Volume growth reached 4.7%. Clerical staff was added on interim basis to be made permanent for new FY. Additional ancillary staff was added in radiology, laboratory and pharmacy on an as needed basis</p> <p>2b. No instances of patients needing acute care were noted to have been in excess of set criteria. Urgent matters were handled within 1 hour. Some PE's were delayed during heavy periods of Flu and Flu like symptoms to avoid unnecessary well patient exposure.</p> <p>2c. Compliance with 15 minute standard achieved in excess of 90% of patients.</p>	<p>2a. Measures taken will allow cost effective flexibility to staff to volume. Permanent clerical staff allows for prompt appointment inputs as well as improved turn around times especially important to students.</p> <p>2b. Prompt appointment times keep efficient operational flow and allows facility to match resources with workflow.</p> <p>2c. Variance are reviewed by administration to determine area for improvement.</p>

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
<p>3. The Student Health Center will serve as collection location in support of HRM drug testing program</p>	<p>3a. Nursing/Lab will be available to schedule and collect samples for HRM needs. Testing will be conducted quarterly at the request of HRM . All requests for random samples will be accomplished within 1 week of request. New hire requests will be accomplished with 2 working days.</p> <p>3b. Correctly package and ship samples to insure appropriate chain of custody. Zero packaging and shipping error will occur to insure appropriate DOT chain of custody guidelines</p>	<p>3a. All testing requests were met within 1 day of request. Four testing periods were conducted.</p> <p>3b. No shipping or packaging errors were reported. All packing , shipping and chain of custody matters met DOT standards</p>	<p>3a. HRM was able to meet their needs for testing. Requirements set forth by DOT and DOD are being met which will allow drivers, researchers and other staff conduct their business. University is in compliance with external requirements for testing.</p> <p>3b. Confidence in the current process is maintained. SHC will be able to continue in our support of HRM efforts to enforce a drug free work environment.</p>
<p>4. The Student Health Center will implement joint venture with Department of Athletics for Physical Therapy Services</p>	<p>4a. Provide a licensed Physical Therapist to meet the needs of athletes requiring physical therapy. Therapist will be assigned to the Athletic Training Room and will see all patients referred for physical therapy services.</p> <p>4b. All patients treated will be properly entered into the Practice Management System and will have and electronic medical record created. All treatment plans and therapies will be documented in the electronic medical record.</p> <p>4c. All patients will be billed for all services rendered.</p>	<p>4a. Physical Therapist was hired mid year. Time was split between SHC and Dept of Athletics</p> <p>4b. New therapist has been trained and given access to health recording systems. Proper documentation has been entered into treatment records from Training Room.</p> <p>4c. Billing for services rendered began late in the year. Provider network access to new PT took some time to obtain. Once network access was granted claims were filed.</p>	<p>4a. Services have been expanded in both practice locations</p> <p>4b. Record of treatment can be accessed anywhere in our medical record system. If other providers see patients in another matter, the records from Physical Therapy are available if necessary.</p> <p>4c. Proceeds from billing are received by SHC to offset cost of providing PT services. Maturation of the claims flow for this new provider will result in revenue flows to accomplish this end.</p>

Student Support Services

Participants in the Assessment Planning:

Julie Berry

Submitted by:

Tonyalle Rush, Counselor

Unit/Department Mission Statement:

Student Support Services Mission Statement: To provide supportive services for low income and first generation students. To enhance their academic skills, increase their retention and graduation rates, and as appropriate, facilitate entrance into graduate and professional programs. Disability Support Services seeks to provide educational access and opportunity through support, resources, advocacy, collaboration, and academic accommodations for students with disabilities (as defined by the Americans with Disabilities Act and the Rehabilitation Act of 1973) who are accepted to the University.

Goals Linked to the University Strategic Plan

- **Enhance student growth and development** by providing excellent academic programs, building character, and ensuring an accessible, caring, and diverse environment.

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
1. Student Support Services will enroll eligible students by identifying & selecting first generation students and low income students prior to October 1 st of each program year.	<p>1a. Staff will select and enroll 160 eligible students for participation in the program.</p> <p>1b. At least 67% will be either low-income and first-generation college students or college students with disabilities. Further, at least one-third 33% of the students with disabilities will be low-income.</p>	<p>1a. Student Support Services selected and served 160 students.</p> <p>1b. Data collected indicated that eighty percent of Student Support Services participants are first generation and low income college students or college students with disabilities. Data revealed that fifty percent of the college students with disabilities are low income</p>	<p>1a. Enrolled participants have been encouraged to tell a friend or family member about the TRIO program to assist with the recruitment and enrollment of new participants for the upcoming academic year.</p> <p>1b. Student Support Services plans to acquire a list from Student Financial Aid to ensure that eligible incoming students are contacted and receive information about TRIO program.</p>
2. Student served by SSS and DSS will be satisfied with the services provided to them.	<p>2a. Results of the SSS satisfaction survey will indicate that at least 75% of those who attend TRIO lunch regularly are satisfied with the services and programs provided to them.</p> <p>2b. Results of the DSS satisfaction survey will indicate that at least 50% of those who test regularly are satisfied with the services and programs provided to them.</p>	<p>2a. Survey results indicated that 95% of students who attend TRIO lunch are satisfied with the services and programs provided to them.</p> <p>2b. Survey results indicated that 100% of those who test regularly are satisfied with the services and programs provided to them.</p>	<p>2a. Plans were made to effectively utilize the survey results to assist with workshops and seminar planning for the upcoming semesters.</p> <p>2b. Plans were made to change the format of the survey to ask more specifically about the services provided by the Disability Support Services.</p>
3. Students enrolled in Student Support Services will be able to meet academic demands of MSU.	<p>3a. Banner records will indicate that at least 20% of 2002-2003 new participants will graduate by 2008-2009.</p> <p>3b. Banner records will indicate that at least 70% percent of participants will complete each year with a GPA of 2.0 or better.</p>	<p>3a. Records indicated that 70% of 2003-2004 new participants graduated by 2008-2009. Graduation was verified by the Banner System.</p> <p>3b. Records indicated that 91% of participants completed the year with a GPA of 2.0 or better.</p>	<p>3a. Seventy percent of new participants in the 2003-2004 cohort group graduating within six years affirmed that the overall goal was accomplished and exceeded the requirement.</p> <p>3b. Indication that 91% of participants completing the year in academic standing affirmed that the personal and academic support provided makes a difference in students' lives.</p>

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
	3c. Services and activities will be provided to help SSS participants complete the year in good standing. At least 25 personal and academic enhancement workshops/lunches will be provided, as well as personal counseling and individual tutoring.	3c. Student Support Services exceeded the criteria by providing 29 personal and academic enhancement workshops/lunches this academic year as well as personal counseling and individual tutoring.	3c. Plans are made to evaluate the academic enhancement workshops/lunches to provide more topics relevant to the students and to reflect current trends.

Colvard Student Union

Participants in the Assessment Planning:

Edwin Keith, Heidie Lindsey, Raymond Brooks, Samantha Musil, Dave Aurich, Cedric Gathings

Submitted by:

Dr. Edwin M. Keith, Director

Unit/Department Mission Statement:

To provide quality services, facilities, and amenities that complement and supplement academic experiences and to provide inclusive opportunities for involvement for the development of interpersonal, social, and leadership skills.

Goals Linked to the University Strategic Plan

- **Enhance student growth and development** by providing excellent academic programs, building character, and ensuring an accessible, caring, and diverse environment.
- **Strengthen pride and involvement with MSU** among students, faculty, staff, administrators, alumni, friends, retired faculty, and others who make up the Great Bulldog Nation with a successful athletics program, a vibrant social and cultural environment, and a campus infrastructure and physical appearance that is inviting and pride-inspiring.

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
1. Determine level of satisfaction of users of CSU and Event Svcs.	<p>1a. Based on the Online satisfaction survey, at least 80% of respondents will be satisfied with the CSU.</p> <p>1b. Based on the Online satisfaction survey, at least 80% of respondents will be satisfied with Event Services.</p>	<p>1a. CSU: 95%+ of respondents were satisfied with the rooms, staff, and set-ups.</p> <p>1b. Event Svcs. – 90% of respondents were satisfied or better than satisfied with service.</p>	1a. Maintain customer service orientation.
2. Determine whether CSU rooms adequately accommodate MSU community.	2a. Monitor number of rejections of reservation requests we have for various rooms. Less than 100 reservation requests will be rejected.	2a. Of 4,733 reservations made in year only 61 had to be turned away when we could not accommodate their date or facility needs. Vast majority wanted Foster Ballroom.	2a. Continue to work with Event Svcs. to find alternative venues on campus for those who cannot get date they want for Foster Ballroom.
3. Determine the type of programs and events MSU students prefer.	3a. Voluntary pencil and paper surveys were administered by CAB members to students in Union.	3a. 118 surveys collected. Students want to see small concerts, hypnotists, magicians, and comedians.	3a. Students are entertainment focused, so “consciousness-raising” will have to be done for educational speakers and programming.
4. Increase academic performance (GPA) of Greek organizations by offering academic support programs.	<p>4a. Chart participation by chapters in academic support programs.</p> <p>4b. Compare change in chapter GPA in 08-09 vs. 07-08.</p>	<p>4a. All fraternities and sororities who were below the all men’s/women’s average respectively, in Spring 2008 were provided additional academic support in Fall 2008.</p> <p>4b. 11 fraternities and 4 sororities met with Greek Life advisors regarding academic support programs. Of chapters who received the academic support 1 sorority and 4 fraternities had higher GPA’s in Spr 09 than Spr 08.</p>	<p>4a. Academic support will continue to be given to chapters below AMA/AWA.</p> <p>4b. More effective means of providing support will be sought.</p>

The Department of Transportation Services

Participants in the Assessment Planning:

Everett Kennard

Submitted by:

Everett Kennard, Manager

Unit/Department Mission Statement:

The Department of Transportation supports the mission of Mississippi State by providing a fleet of cars and vans along with state of the art over the road motor coaches which serve students, departmental and athletic travel needs.

Goals Linked to the University Strategic Plan

- **Strengthen pride and involvement with MSU** among students, faculty, staff, administrators, alumni, friends, retired faculty, and others who make up the Great Bulldog Nation with a successful athletics program, a vibrant social and cultural environment, and a campus infrastructure and physical appearance that is inviting and pride-inspiring.

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
1. The MSU Transportation Department will provide the latest up to date equipment requested by traveling customers	<p>1a. The Department will keep a record of the number of requests for equipment not provided by Transportation.</p> <p>1b. MSU Transportation will assess money available to add equipment or update existing equipment to fulfill requests.</p>	<p>1a. Transportation found that smaller traveling groups, especially smaller athletic teams desired a unit in which bunks for sleeping were provided.</p> <p>1b. The department found that funds available were not sufficient to purchase new unit, but there existed sufficient funds to retrofit an existing unit.</p>	<p>1a. Transportation submitted specifications and requested bids to retrofit our 2000 model MCI coach.</p> <p>1b. Took delivery of retrofitted coach to provide 37 seats which would convert into 24 sleeping bunks.</p>
2. MSU Transportation will insure the satisfaction of the customers it serves	<p>2a. A survey of some 5 quantitative questions will be developed to ascertain the satisfaction of groups engaging transportation services.</p> <p>2b. The survey will contain 2 open ended text questions.</p>	<p>2a. Work has begun to actually develop the survey questions and the response scale.</p> <p>2b. The open ended questions will encourage not only comments on service but contain a section to offer suggestions on improvement if needed</p>	<p>2a. The survey will be included in billing information beginning in the fall 09.</p> <p>2b. All information will be combined and implemented in the fall 09.</p>
3. MSU Transportation will serve the needs of the University for car and van travel	<p>3a. Monthly trip records will be used to determine if departmental funds will be better used to increase the van fleet or car fleet.</p> <p>3b. The amount of funds available to spend on cars or vans will be determined.</p>	<p>3a. Determined that 85% of rentals for FY 09 was for full sized vans.</p> <p>3b. Determined that funds are available to order 1 new full size van.</p>	<p>3a. Requested permission to develop specifications for one full size van.</p> <p>3b. Will advertise and determine availability of state contract vehicles.</p>

The Welcome Center

Participants in the Assessment Planning:

Jenny Boone

Submitted by:

Jenny Boone, Marketing Coordinator

Unit/Department Mission Statement:

The mission of the MSU Welcome Center is to share the university's spirit and character while creating a friendly and hospitable environment for all campus visitors.

Goals Linked to the University Strategic Plan

- **Strengthen pride and involvement with MSU** among students, faculty, staff, administrators, alumni, friends, retired faculty, and others who make up the Great Bulldog Nation with a successful athletics program, a vibrant social and cultural environment, and a campus infrastructure and physical appearance that is inviting and pride-inspiring.

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
<p>1. The Welcome Center will strive to increase campus and community awareness of the facility and its offerings.</p>	<p>1a. Contact information will be gathered for at least 500 visiting individuals/families and 25 visiting groups.</p> <p>1b. Information about the Welcome Center will be communicated to at least 20 outside groups through emails, website postings and written invitation.</p>	<p>1a. Information was collected from more than 600 visitors, and a database has been established to support future communications.</p> <p>1b. Contact was made with over twenty campus/community groups to increase awareness of the facility and the tours offered. Group tours exceeded the goal, with more than 25 scheduling visits.</p>	<p>1a. The Maroon VIP members will use the information collected to begin a letter-writing campaign in the fall. They will contact previous visitors to let them know about upcoming events and activities.</p> <p>1b. The group tour program will be expanded with the addition of more VIPs. Where we were once limited, we can now accommodate more guests during each visit.</p>
<p>2. The Welcome Center will serve as a resource to both the Starkville and campus community.</p>	<p>2a. The Welcome Center will make contact with at least 10 campus/community groups/organizations and offer meeting space/accommodations.</p> <p>2b. At least 5 local groups/organizations will reserve space/plan functions at the Welcome Center.</p>	<p>2a. Contact was made with more than 20 on and off campus groups, all of whom were invited to the facility to see what is available.</p> <p>2b. More than 12 outside groups scheduled meetings here at the Welcome Center, and we have been contacted by several more who have expressed interest.</p>	<p>2a. The Welcome Center will continue to explore ways of accommodating more groups and organizational meetings, including developing a plan for seating large groups.</p> <p>2b. The Welcome Center staff will try to arrange for some of these groups to hold on-going meetings here at the facility. We will continue to invite new groups as well.</p>
<p>3. The Welcome Center will encourage repeat visits and an increase in group tour traffic.</p>	<p>3a. At least five more tour options will be developed by Maroon VIP members (including several child-friendly options).</p> <p>3b. A process will be established wherein visitor feedback and suggestions can be collected and recorded.</p>	<p>3a. Incoming Maroon VIP members were required to create a new tour option for visitors. Over a dozen new ideas were generated.</p> <p>3b. A suggestion box was placed in the lobby, however no feedback was collected.</p>	<p>3a. The newly-developed tours will be reviewed and tested in the fall, and will be implemented if deemed appropriate.</p> <p>3b. The Welcome Center staff will explore a more effective means of collecting feedback, and will perhaps revisit the suggestion box idea as part of this goal.</p>