

**2007-2008**  
**DIVISION OF STUDENT AFFAIRS**  
**INSTITUTIONAL EFFECTIVENESS**  
**REPORT**

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**REPORTS COMPILED BY ASSESSMENT & TESTING SERVICES**

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## **The Office of Admissions and Scholarships**

### **Participants in the Assessment Planning:**

Lindsey Storey, Dan Coleman, Molly Riley, Nathan Moore, Cheryl Dill, Stephen Cottrell, Phil Bonfanti

### **Submitted by:**

Dr. Phil Bonfanti, Director

### **Unit/Department Mission Statement:**

In support of the mission of the university and the Division of Student Affairs, the Office of Admissions and Scholarships (OAS) will recruit, admit, orient, and provide scholarships for qualified prospective students and scholars and provide immigration and scholarship services to current students and scholars 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**

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- **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.

<b>Expected Outcomes (Column 1)</b>	<b>Assessment Criteria/Procedures (Column 2)</b>	<b>Assessment Results (Column 3)</b>	<b>Use of Results (Column 4)</b>
<p>1. Potential students and their parents will experience better communications from the Office of Admissions and Scholarships.</p>	<p>1a. A communication plan will be developed for transfer students, high school seniors, juniors and sophomores, and junior and senior parents. Positive feedback from parents will be received.</p> <p>1b. Communications will be coordinated with the overall recruiting year resulting in scheduled and relevant mailings.</p>	<p>1a. The OAS received fewer complaints from parents and has had a surge in positive feedback such as: their children hearing from the OAS more often and phone contact in particular being more efficient</p> <p>1b. Students and parents now receive clear and timely information regarding a wide range of OAS protocols such as: OAS application processing, orientation facilitation, and appeal implementation</p>	<p>1a. With minor adjustments the overall plan has been embraced as a Best Practice that implements the communication goals of the OAS</p> <p>1b. The population targeted to receive high school senior / junior letters was increased to include all students in the state of Mississippi</p>
<p>2. Admission Counselors will be trained to be Territory Managers.</p>	<p>2a. 13 new Admissions Counselors will be trained by senior staff at the July retreat</p> <p>2b. During both the fall and spring semesters Admissions Counselors will visit the high schools and community colleges within their territory and build/ maintain professional relationships with those school officials influential to the OAS mission.</p> <p>2c. The Admissions Counselors will facilitate between 8-10 send-off parties focused on recruitment during the academic year.</p>	<p>2a. All 1<sup>st</sup> year Admissions Counselors completed their training in July, 2007.</p> <p>2b. The Admissions Counselors exposed MSU to their assigned territories through interaction with high school and community college officials as well as with the student populations. In addition, contact was made with 150 alum resulting in strong networking activities such as writing post cards, making phone calls, and hosting student candidates in their homes.</p> <p>2c. Approximately 10 send-off parties were given to support the OAS mission.</p>	<p>2a. In the fall (2007) the Office of Admissions and Scholarships enrolled 2,281 freshmen and 1,524 transfer students. This was the largest class in the school's history.</p> <p>2b. The OAS hired a record number of admissions counselors.</p> <p>2c 85 student volunteers (roadrunners) and 18 student orientation leaders provided invaluable support to the office recruiting efforts through letter and telephone call campaigns and on-campus events and tours.</p>

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
	<p>2d. During the fall &amp; spring terms the Admissions Counselors will initiate self directed research with the MSU academic departments focused on professional development through enhanced knowledge of organizational structure, practices, &amp; procedures, and departmental academic acceptance criteria.</p>	<p>2d. Due to the self directed research performed by the Admissions Counselors there exists a more solid understanding of academic departmental culture particularly as it pertains to entrance and scholarship requirements.</p>	<p>2d. Enhanced professionalism and self esteem in Admissions Counselors' presentations and overall demeanor</p>
<p>3. Potential students will experience improved on-campus recruitment events, including increased numbers of events and free football game tickets.</p>	<p>3a. Four Friday events prior to each home game (excluding LSU and Ole Miss) will be held.</p> <p>3b. 1,000 free game tickets and invitations to alumni tent tailgating functions will be offered</p>	<p>3a. The Friday events were held. The Return-on-Investment proved disappointing due to lack of utilization.</p> <p>3b. The free game tickets and invitations to tailgating were offered but under-utilized.</p>	<p>3a. Program was discontinued.</p> <p>3b. The free ticket program was discontinued.</p>
<p>4. Potential students and parents will experience an improved Campus Visit Request system.</p>	<p>4a. New on-line Visit Request application system will go live on August 1, 2007 and MyMSU student portal will go live later that same month.</p> <p>4b. Positive feedback from parents and potential students regarding the system will be gathered.</p> <p>4c. A 25% reduction in phone calls will be obtained.</p>	<p>4a. The on-line Visit Request system and the MyMSU student portal went live on schedule.</p> <p>4b. Many compliments were received regarding the simplified process. One example was the 24 / 7 on-line Visit Request automated system with "next day" certification that both parents and potential students appreciated</p> <p>4c. An estimated 50% reduction in phone calls was noted.</p>	<p>4a. The system was adjusted as needed after initial implementation.</p> <p>4b. Based on feedback, the system was adjusted as needed and held as the standard.</p> <p>4c. Due in part to the reduction in phone calls, the new system was deemed successful.</p>

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<p>5. On-line application will be updated and new admit student portal will be implemented.</p>	<p>5a. On-line application will be revised and implemented by August 1, 2007. Applications will be submitted by students without complications. The on-line system will be used to process at least 8,000 applications.</p> <p>5b. Staff will be able to process large quantities of applications and respond to students in a timely manner. This will be indicated by a decrease in overtime costs.</p>	<p>5a. 346 applicants were completed by 7:00 a.m. August 1, 2007. Approximately 10,000 applications were processed for the 2008-2009 year. MyMSU allowed students to view their status in real time</p> <p>5b. Work load was substantially eased and overtime costs decreased.</p>	<p>5a. System was adjusted as needed and implemented as the current standard.</p> <p>5b. Processed approximately 500 more transfer and 1600 more freshman applications in less time. Overtime was reduced by approximately 400 hours with a savings of about \$5800.</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

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- **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.

<b>Expected Outcomes (Column 1)</b>	<b>Assessment Criteria/Procedures (Column 2)</b>	<b>Assessment Results (Column 3)</b>	<b>Use of Results (Column 4)</b>
<p>1. The departments within the Division of Student Affairs will have their assessment needs satisfactorily met by Assessment &amp; Testing Services.</p>	<p>1a. A total of at least 20 assessment projects and/or assessment consultations for the departments within Student Affairs will be completed.</p> <p>1b. Student Affairs departments will report a 70% or greater rating of satisfaction for Assessment &amp; Testing Services. The satisfaction rating will be derived from scores on multiple performance factors measured by the 2008 Assessment Services Evaluation Survey.</p>	<p>1a. Over 25 separate assessment projects were completed for Student Affairs departments over the 2007-2008 fiscal year. Many of these projects involved design of new instruments, implementation of survey(s), and reporting statistical results.</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." Ratings were similar for specific aspects of service, such as knowledge, professional reports, and clearly communicated project results.</p>	<p>1a. The number of assessment projects completed in 2007-2008 is used as the baseline for assessing the output of the Assessment Services staff for the upcoming year.</p> <p>1b. Efforts to maintain satisfaction with Assessment Services include improving the clarity of reports, the relevance of data presented to departments, and the ease with which projects are initiated.</p>
<p>2. The Division of Student Affairs and MSU will have a continuous improvement process informed by national surveying, benchmarking, and other repeatable assessment methods.</p>	<p>2a. One survey with a concurrent national student sample will be administered to a random sample of MSU students. The survey will have benchmarking capability.</p> <p>2b. At least two assessment instruments suitable for repetitive use will be developed by Assessment &amp; Testing Services and will be implemented for two separate Student Affairs departments.</p>	<p>2a. Assessment Services delivered MSU's second administration of the Profile of the American College Student (PACS) this year. The data enable greater benchmarking capability than last year's version.</p> <p>2b. Seven new survey instruments have been developed throughout the course of the year. Each is suitable for repetitive use in continuous improvement efforts. These instruments include the New Student Orientation Survey (student and parent versions), the Sexual Assault Services Survey, the Testing Satisfaction &amp; Ergonomics Survey, the First Generation Student Survey, the University Police Online</p>	<p>2a. Reports with summaries of the PACS results have been made available to Student Affairs departments and other interested parties.</p> <p>2b. Survey results have been used to improve the products and services of the MSU Police and Dining Services; provide data for the Student Support Services grant application; and gauge the satisfaction Student Health Center employees have with their work. The repeatability of the survey instruments will be used to measure improvement year to year.</p>

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
<p>3. Customers will receive professional and courteous service that helps them achieve their personal and professional goals.</p>	<p>3a. At least 70% of customers will respond with a "B" or better rating on performance-based items of the Testing Satisfaction &amp; Ergonomics Survey.</p> <p>3b. At least 70% of customers will respond with a "B" or better rating on knowledge and attitude-based items of the Testing Satisfaction &amp; Ergonomics Survey.</p>	<p>Satisfaction Survey, and the Student Health Center Employee Satisfaction Survey.</p> <p>3a. 88.2% (15 of 17) of those that obtained information by phone felt that customer service was excellent. 77.8% of clients felt they were given accurate directions to ATS. Ergonomics achieved good ratings as well; only a few customers (18.4% of the survey sample) had minor concerns about the environmental conditions (temperature and noise).</p> <p>3b. 92.6% of customers rated ATS staff as friendly, and 85.2% found staff knowledgeable and helpful.</p>	<p>3a. Although customer satisfaction is high, the staff has devoted greater attention to issues related to test-taker comfort and customer service.</p> <p>3b. Staff have and will continue to improve friendly demeanor and testing knowledge through training.</p>
<p>4. Prospective graduate students in business will be able to take the GMAT at the MSU Testing Center, facilitating their admission to graduate schools of business.</p>	<p>4a. The MSU Testing Center will receive support from PearsonVue and Information Technology Services which will provide equipment and maintenance for the GMAT operation.</p> <p>4b. Potential examinees will be identified through advertisement and direct contact with faculty and staff who advise students. Sufficient contact with staff &amp; faculty will be supported by the results of the "How Did You Learn About Assessment &amp; Testing Services?" survey; greater than 25% of the test-taker sample will report learning about Testing Services from their advisors.</p>	<p>4a. By mid-July equipment had been tested to begin service. PearsonVue has not provided all equipment to provide the exam to students.</p> <p>4b. The "How Did You Learn About Assessment and Testing Services?" Survey revealed that 47% of test-takers learned about Testing Services from their advisor. Advertising on the MSU shuttle was suggested as an additional mode of advertisement.</p>	<p>4a. All equipment from PearsonVue will be obtained, tested, and implemented in fall 2008.</p> <p>4b. Advertisement is set to begin on the MSU shuttle service in fall 2008 service.</p>

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<p>5. The MSU Testing Center will be able to establish a viable base budget via increases in Testing Center revenues.</p>	<p>5a. Records will be maintained that show positive revenue changes, with an increase of 3% each year.</p> <p>5b. Two new tests will be added to the total test offerings.</p> <p>5c. A positive relationship between advertising increases and revenue increases will be shown. The positive relationship will be demonstrated by a correlation that is statistically significant at a 0.10 alpha level or lower.</p>	<p>5a. Overall test center revenue showed a 3.7% increase this year.</p> <p>5b. The MCAT contract was approved in June 2007. Equipment testing was completed in early July and formal training of staff will commence in late July for the first administration in August. In contrast the PearsonVue contract approved in December 2007 is still not complete but training is expected by early August 2008.</p> <p>5c. A positive relationship between advertising outreach efforts and revenue increases was found, as evidenced by a Pearson correlation coefficient statistically significant at the 0.01 alpha level. This means that Testing Services' increased efforts to promote MSU Testing Center Services have been met with greater revenue. Additionally, our How Did You Learn About Assessment and Testing Services? Survey revealed that 35% of test-takers learned about Testing Services through flyers, brochures, and outreach. These results suggest that outreach has been fruitful.</p>	<p>5a. Advertising efforts have and will be used to maintain revenue increases.</p> <p>5b. PearsonVue training has been scheduled for August 2008. Administration of the MCAT and GMAT will be implemented in fall 2008.</p> <p>5c. Because outreach efforts have been met with increased revenue, those efforts have continued. Advertising will continue to be a priority for 2008-2009.</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**

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- **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.

<b>Expected Outcomes (Column 1)</b>	<b>Assessment Criteria/Procedures (Column 2)</b>	<b>Assessment Results (Column 3)</b>	<b>Use of Results (Column 4)</b>
1. Faculty, staff, and students will experience superior customer service.	<p>1a. Throughout 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 an average of 90% out of 100% on Phone Evaluations.</p>	<p>1a. A total of 11 customer service shops were conducted between August 2007-April 2008. The average score of the in-store shop was 93.37%</p> <p>1b. A total of 11 customer service phone shops were conducted between August 2007-April 2008. The average score of the phone shop was 93.64</p>	<p>1a. We have trained our staff to always ask customers if they found everything ok at checkout, to ensure they leave the store satisfied with their experience.</p> <p>1b. We have trained our staff to always ask for additional assistance before completing the phone call to ensure we have answered all questions and provided a positive experience.</p>
2. Students will be provided the opportunity 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 10%.</p> <p>2b. When compared to new book costs, used book sales will result in total student savings of at least \$250,000.</p>	<p>2a. For fiscal year 2008, the bookstore increased used book sells by 10% over FY 2007.</p> <p>2b. Our used books sales saved students over \$400,000 compared to the new book costs.</p>	<p>2a. The bookstore determined that there is a very high demand for used books, and that students respond very favorably to a large selection of used books.</p> <p>2b. Due to the potential student benefit, the bookstore is promoting its book buyback program more actively to increase used books.</p>
3. Financial stability for the university will be supported through bookstore sales.	<p>3a. Records will show an increase in overall sales comparing this year's sales to last year's sales, with at least a 5% increase for this year.</p> <p>3b. Increased sales will result in an increased commission paid to the university.</p>	<p>3a. For fiscal year 2008, the bookstore increased overall sales by 20% over FY2007.</p> <p>3b. The sales gain increased the commission that was paid to the university.</p>	<p>3a. The bookstore was able to determine what items helped to grow sales over the course of the year. The bookstore is now concentrating on these categories and is expanding it's selection to better meet the demand of its customers.</p> <p>3b. Tailoring the bookstore offerings to meet demand continues in order to benefit Barnes &amp; Noble, its customers, and the University.</p>

<b>Expected Outcomes (Column 1)</b>	<b>Assessment Criteria/Procedures (Column 2)</b>	<b>Assessment Results (Column 3)</b>	<b>Use of Results (Column 4)</b>
<p>4. Students and faculty will have an enhanced image of MSU through their relationship with the Barnes and Noble Bookstore at MSU.</p>	<p>4a. Through the online bookstore survey, 90% of students and staff responding will give a grade of "B" or better on the overall performance question.</p> <p>4b. Through the online bookstore survey, 90% 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 bookstore staff.</p>	<p>4a. 85 Faculty/Staff responded to our bookstore surveys in 2007. The results where: 3.53%-A, 42.35%-B, 36.47%-C, 7.06-D, and 2.35%-F. This resulted in a 45.88 percent grade of B or better. 642 students responded to our bookstore survey. The results where: 25.53%-A, 46.26%-B, 20.09%-C, 6.23%-D, and 1.71%-F. This resulted in a 71.79% grade of B or better.</p> <p>4b. When asked to rate the overall staff, 71.76% of faculty graded us either very helpful or helpful, while 75.39% of the students graded us either very helpful or helpful.</p>	<p>4a. The bookstore found that high textbook prices were a major concern of students &amp; faculty, creating negativity toward the bookstore. The bookstore is working to reduce textbook prices by increasing its supply of used books. The bookstore is educating faculty and students about the book buyback process by speaking at orientations, distributing fliers, and sending out emails.</p> <p>4b. The bookstore is conducting a 5 week staff training program that will concentrate on "wowing" customers to improve our service.</p>



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

### **Participants in the Assessment Planning:**

Lorene Cox and Andrew Rendon

### **Submitted by:**

Lorene Cox, Veterans Benefits & Program Coordinator

### **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**

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- **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.

<b>Expected Outcomes (Column 1)</b>	<b>Assessment Criteria/Procedures (Column 2)</b>	<b>Assessment Results (Column 3)</b>	<b>Use of Results (Column 4)</b>
<p>1. Student-veterans, service members, dependents, and survivors (SVSDS) will be provided adequate comprehensive support services.</p>	<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. Records show that 689 students were served in the fall 2007 semester followed by 630 students being served in the spring 2008 semester. Students received information concerning their eligibility of benefits and were assisted by the Center in applying for those benefits. It was noted that continued training for staff members was needed to keep abreast of current updates on benefits for students.</p> <p>1b. 100% of the respondents gave a 5 (excellent) rating to the item "Overall Rating of Services at Center". Students saw a need for a voice across the campus.</p>	<p>1a. 100% of the respondents gave a 5 (excellent) rating to the item "Overall Rating of Services at Center". Students saw a need for a voice across the campus.</p> <p>1b. A Student Veteran Association was established during the spring 2008 semester to encourage more voice for the student-veteran population.</p>
<p>2. The Center for America's Veterans will facilitate the exchange of best practices information among local, regional, and national organizations.</p>	<p>2a. Coordinate the 1<sup>st</sup> VAAMS (Veterans Affairs Administrators of Mississippi) Conference on the Mississippi State University campus for the fall of 2007 to provide training for all Mississippi Certifying Officials and Mississippi National Guard Education Service Officers.</p>	<p>2a. The two-day conference provided presentations from speakers from the various VA Regional Processing offices, representatives from the Mississippi National Guard and a representative from Servicemember's Opportunity College who instructed participants on the latest rules and regulations in processing veteran's educational benefits.</p>	<p>2a. Since this was the 1<sup>st</sup> VAAMS Conference, it was a learning experience. The conference evaluations suggested continued offering of this conference in an annual format.</p>

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
	2b. Through the conference evaluation, participants will give a 4 or above (above average or excellent) rating to the item of "Overall Rating of Conference Programs."	2b. Out of the 22 submitted conference evaluations, 95% marked Overall Rating of Conference Programs as Excellent or above average. Within the section of programs/sessions, "What would you like included at future conferences?", there was a need to add a question and answer session dealing with certifications.	2b. The conference brought together 81 individuals who were able to interact with other conferees, meet new colleagues, make new contacts, exchange ideas and best practices, and find out what works and what does not. This interaction and training are essential in equipping the schools and ESO's in providing the best service possible to our student-veteran population. Additionally, for the upcoming year, the conference is to include a question and answer session dealing with certifications.
3. Student-Veterans will be able to identify issues they may be facing as they transition from a military environment to a college environment.	3a. Through 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.  3b. Through the group meetings, the Counselor will assess the sessions to determine additional needs for effectiveness of the sessions.	3a. The group meetings were being offered weekly for the fall 2007 semester but students stated that it was difficult to attend on a weekly basis.  3b. The Counselor from the MSU Student Counseling Services office provided the following feedback: "Veterans have reported that they have been able to experience support from other participants as to help to make the transition from the military environment to being a student at Mississippi State University."	3a. In the Spring of 2008, group meetings began being offered twice a month.  3b. It was noted in the sessions that veterans often experience anxiety when they transition from a military environment to a college environment and having an opportunity to discuss some of their anxieties with their peers helps to lower their anxiety level.
4. The Center will provide outreach services to veterans throughout the state of Mississippi.	4a. At least four informational events known as the "one-stop" program for veterans will be offered throughout the state.	4a. Four informational events were provided in the following locations throughout the state: Columbus, Hattiesburg, Meridian, and Gulfport. Along with the partnership of the Mississippi Department of	4a. The Center was able to assist veterans from all walks of life to inform them of the various Veterans Benefits. It was noted that 443 contacts and interviews occurred from the first informational event held in

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5. Through identification efforts, student-veterans, service members, dependents, and survivors (SVSDS) students at MSU will be informed about the financial assistance available from The Center for America's Veterans.	4b. Through the survey administered at the conclusion of each event, participants will determine the effectiveness of the services by providing an overall rating of satisfied or excellent.	<p>Employment Security, there were 21 representatives who participated in the first Veterans Education Benefits, Training &amp; Assistance Night in Columbus, Mississippi with 92 registered veterans in attendance.</p> <p>4b. The following is results from surveys from veterans in attendance at the Columbus event: 78% rated the event Excellent to Outstanding, 15% rated the event Satisfactory and 7% rated the event a Low rating. It was suggested that more space was needed for the meeting area, more support from the medical side, and have more pro-vet employers.</p>	<p>Columbus, Mississippi.</p> <p>4b. From the evaluation of the first event in Columbus, representatives from the VA Medical Center were included as presenters for the remaining workshops. To improve the room accommodations, for the Gulfport workshop, the National Guard Armory was used.</p>
	<p>5a. The following questions will be added to undergraduate and graduate admissions applications and readmission applications: 1. Are you currently serving in the U.S. Armed Forces? 2. Are you a military dependent? 3. Are you a veteran of the U.S. Armed Forces? 4. Are you a dependent or survivor of a veteran of the U.S. Armed Forces?</p> <p>5b. Each question will be given the following Banner attribute for tracking: 1 = ARA, 2 = ARM, 3 = ARV, and 4 = ARS so that Banner reports can be generated.</p>	<p>5a. From the tracking, 141 additional student/veterans and dependents of veterans enrolled at Mississippi State University were identified for the fall 2007 semester.</p> <p>5b. For the fall 2007 semester, a report was generated with the following information: Attribute ARA - 53 students, Attribute ARM - 22 students, Attribute ARV - 27 students, and Attribute ARS - 39 students.</p>	<p>5a. With the development of the tracking system, the Center was able to assist the SVSDS students in their financial and academic needs.</p> <p>5b. The Center was able to provide information for these students concerning scholarships and grants that they would otherwise not know about.</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**

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- **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.

<b>Expected Outcomes (Column 1)</b>	<b>Assessment Criteria/Procedures (Column 2)</b>	<b>Assessment Results (Column 3)</b>	<b>Use of Results (Column 4)</b>
<p>1. The Office of Dean of Students will be a resource and advocate for students</p>	<p>1a. Through representation on key administrative and academic committees, the Dean of Students will serve as an advocate for student needs and issues.</p> <p>1b. Review of all student policies will occur to ensure currency with the students needs and technological trends.</p>	<p>1a. Representation occurred on the committees such as: University Common Ministry which meets weekly, Game Day which meets bi-weekly, Big Dawgs which meets weekly with Student Affairs Executives. Issues voiced were textbook prices, orders regarding Reveille, and Old Main street project.</p> <p>1b. During 2007-2008, there were forty-three policies reviewed.</p>	<p>1a. Regarding the students' concern on textbook prices, the Assistant Vice President for Student Affairs is serving as a representative on the state's Institutions of Higher Learning textbook committee to address this issue. The Reveille is no longer being offered due to the low orders. Students reviewed Old Main Project and gave input on design and flow.</p> <p>1b. Ten policies were revised as follows: *Grade Appeal (13.14), *Use of Computing &amp; Network Resources (1.12), *Student Organization (91.200), Academic Misconduct (12.07), Certificate of Recognition (12.08), Class Attendance and Reporting Absences (12.09), Academic Fresh-Start (12.17) Academic Amnesty (12.19), Academic Forgiveness (12.20), Freshman Entrance Requirement (12.29). 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. University campus units and students will be more aware and knowledgeable about academic integrity and misconduct.</p>	<p>2a. At least five workshops will be offered and facilitated by the University Honor Code Office to educate the university campus units on integrity and academic misconduct.</p>	<p>2a. Three workshops were offered during the Spring 2008 semester as follows: Wed., Feb.27, Mon., March 3, and Tues., March 4. It was noted that more students were participating.</p>	<p>2a. Honor code presentation was implemented within the new faculty member orientation.</p>

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
3. Parents of new students at MSU will be more aware of the services provided by the Parent Services Office.	<p>2b. Tracking incidents of Honor Code violation will occur and reports presented to academic departments about the outcomes.</p> <p>2c. Through the 2007 National Profile of the American College Student (PACS) national survey, 95% of the respondents will answer "yes" to the following question "Does your institution have a policy on academic dishonesty."</p>	<p>2b. Honor code violation tracking was not effective enough due to the volume and labor intensiveness in maintaining the records.</p> <p>2c. 97% of the students responding indicated yes. Additionally, it was noted that the top three places MSU students reported learning about the policy were: 1) In class 2) From a faculty member 3) During orientation</p>	<p>2b. The software package "Simplicity" was purchased in Spring 2008 semester in order to enhance the effectiveness of incident tracking. The software will be implemented in Fall.</p> <p>2c. In order to continue increasing awareness, plans have been made to market the new honor code at orientation for students and new faculty and staff orientation. Plans also include placing the new honor code signs in every classroom on campus.</p>
	<p>3a. Parent services will be marketed in at least 5 at least 5 Orientation and Transfer sessions.</p> <p>3b. At least 1,000 parent contacts will be made.</p>	<p>3a. Parent programs were offered in 4 Freshman Orientation sessions and 2 Transfer sessions in 2007. During the sessions, a Parent Handbook was distributed, which included a form that parents could complete to be added to institutional database</p> <p>3b. 1,732 parent contacts have been established within a database. However, there was a need for periodic communication with these parent contacts.</p>	<p>3a. An additional Parent Weekend was offered in April 2008. Also, marketing information regarding parent services was placed in exam packs.</p> <p>3b. Newsletters were created and e-mailed bi-weekly during 2007-2008.</p>

## MSU Dining Services

### **Participants in the Assessment Planning:**

Bill Broyles

### **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**

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- **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

<b>Expected Outcomes (Column 1)</b>	<b>Assessment Criteria/Procedures (Column 2)</b>	<b>Assessment Results (Column 3)</b>	<b>Use of Results (Column 4)</b>
<p>1. Students will experience enhanced dining services offerings and venues.</p>	<p>1a. MSU Dining Services will complete the transition from a self-operated entity to a contracted entity.</p> <p>1b. MSU Dining Services will open new facilities and will renovate others.</p>	<p>1a. The transition from self-operated to contracted began in earnest in July, 2007 with the transfer of all Dining employees to the ARAMARK payroll. Some employees elected to not transition and found other employment with the University.</p> <p>1b. Both Einstein Brothers and Burger King were opened during the first week of school and experienced the expected problems for new operations considering the large volume of customers. The Colvard Student Union renovation project was delayed and did not open until January, 2008. This delay enabled Dining Services to have a much smoother opening of the Gaddis Hunt Commons venues.</p>	<p>1a. Billing and accounting procedures were refined during the year. By the end of the fiscal year, accounting procedures had been systemized and were functioning well.</p> <p>1b. As noted above, all renovations and planned new facilities were completed and opened.</p>
<p>2. Students will report high customer satisfaction levels in the new dining venues.</p>	<p>2a. MSU will assess customer satisfaction with the new dining venues by conducting a "secret shopper" program.</p>	<p>2a. MSU developed a Behaviorally Anchored Rating Scale Secret Shopper evaluation tool and implemented the first survey in October, 2007. The survey utilized twenty six student volunteers to assess a number of criteria in the new Burger King and Einstein Brothers venues, along with the Perry Dining Hall. Criteria evaluated were overall experience, food quality, food variety, price/value, availability of healthy options, cleanliness, speed of service, helpful/engaging staff, atmosphere/environment, convenience, and place to socialize. The secret shopper assessment was repeated during the spring semester</p>	<p>2a. The fall semester scores were considered a baseline for future comparisons. Plans were developed to install a nutrition information kiosk in the entry hall of Perry Dining Hall.</p>

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
	<p>2b. ARAMARK will assess customer satisfaction by conducting campus-wide surveys.</p>	<p>and was expanded to include the new Gaddis Hunt Commons venues. Fall results showed that Burger King, Einstein Brothers, and Perry all had high average satisfaction (over a 4.0 score on a 5.0 point scale). The one area of concern was in the price/value where all three were between 3.45 and 3.86. Burger King also scored low (3.45) on availability of healthy options, which was expected due to its menu offerings. Perry scored higher on the fall survey than it had on a similar survey conducted during the spring, 2007, semester (4.29 average for the fall, 2007, survey compared with 4.18 for the spring, 2007, survey).he spring semester average scores for both Burger King and Einstein Brothers both were slightly higher than the fall average, while the Perry average score was slightly lower (4.28 to 4.24). Students scored both Burger King and Einstein Brothers higher on price/value in the spring survey.</p>	<p>2b. Baseline data was collected for future comparison. The fall and spring scores will become a baseline for future comparison. Action plans were developed to address areas that had mean scores of less than 5.5.</p>

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
<p>3. A Burger King restaurant will be opened and will pass its initial operating excellence results conducted by the Burger King Corporation.</p>	<p>3a. The Gooch's Deli location in the Roberts Building will be renovated into a freestanding, full-service restaurant as part of the capital commitment provided under the food services management agreement with ARAMARK Higher Education</p> <p>3b. The Burger King Corporation will assess the operations of the restaurant utilizing their Operating Excellence Rating scale which assesses cleanliness, safety, food preparation, friendliness of staff, and speed of service.</p>	<p>and Pegasus both were lower than the school average, reflecting some dissatisfaction. State Fountain and Chick-fil-A had much higher overall experience ratings (5.65 and 5.60 respectively) than the overall school mean of 5.01. The spring semester Campus Dining Style survey, with 1,161 participants, showed an increase in the overall dining services score to 5.13 out of 7.0. The overall score for Perry improved to 4.74, but was still below the campus-wide average. All of the Colvard Student Union Gaddis Hunt Commons restaurants scored above the campus-wide average, led by Chick-fil-A and Sbarro both at 5.57. Starbucks scored the highest overall experience at 5.60.</p>	<p>3a. Maintain efforts for customer satisfaction.</p> <p>3b. Maintain excellence in all areas of operations.</p>

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
		<p>was 83.33. The MSU store scored higher in every category than the national or southeast average. The Burger King Corporation sets a national goal of 85 while the ARAMARK franchise group goal is 90. The MSU store surpassed all goals.</p>	

## 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**

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- **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.

<b>Expected Outcomes (Column 1)</b>	<b>Assessment Criteria/Procedures (Column 2)</b>	<b>Assessment Results (Column 3)</b>	<b>Use of Results (Column 4)</b>
<p>1. Young Guns students will understand self, articulate leadership concepts, and gain an understanding of the global and ethical responsibilities of leadership.</p>	<p>1a. Each participant 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 outside consultant will provide an overview and detailed information for each personality type to participants.</p> <p>1b. Each participant will complete a survey at the conclusion of each camp session. The average for each relevant area of the survey should not be less than 4.</p>	<p>1a. 153 students completed the Inventory, received the results, and had a certified MBTI instructor explain the results.</p> <p>1b. The average score for four sessions on questions dealing with the relevant areas was 4.52 with 4 equalling agree and 5 being strongly agree.</p>	<p>1a. Increase the number of student participants in the Young Guns Summer Leadership Camp to enable more people to participate in the MBTI experience.</p> <p>1b. Increase the average score in the relevant areas to 4.75.</p>
<p>2. Young Guns students will demonstrate the ability to work effectively with others in a group to serve the university or community.</p>	<p>2a. Each participant will complete a survey at the conclusion of each camp. The results for each relevant area of the survey should not be less than 4.</p> <p>2b. Groups of 5 to 6 participants will find a solution to a real-world problem faced by the Meridian area. A formal presentation will be created to display relevant research and a possible solution.</p>	<p>2a. The average score for four sessions on questions dealing with teamwork was 4.72 with 4 equalling agree and 5 being strongly agree.</p> <p>2b. 30 Meridian-related projects were completed and presented to a board of Meridian business and community leaders.</p>	<p>2a. Increase the average score on questions dealing with teamwork to 4.85.</p> <p>2b. Increase the number of Meridian-related projects to 35.</p>
<p>3. Day One students will understand self, articulate leadership concepts, and gain an understanding of the global and ethical responsibilities of leadership.</p>	<p>3a. Students will complete two exams given during the semester on content (self, concepts, and responsibilities) presented in class. All students will have a passing grade in this area.</p> <p>3b. An on-line survey will be made available to all Day One students. All students will answer they understand self, leadership concepts, and the relevant responsibilities.</p>	<p>3a. 211 of 213 (99 percent) Day One students had a passing grade average for the in-class exams.</p> <p>3b. 72.73 percent of students surveyed said they understood the ethical responsibilities of leadership and 73.91 percent said they better understood how they could be a leader.</p>	<p>3a. Maintain or increase to 100 percent.</p> <p>3b. Provide required technical training during Dawg Daze to allow for leadership instruction to begin the first day of class -- so that more material can be covered during the semester.</p>

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
4. Day One students will demonstrate the ability to work effectively with others in a group to serve the university or community.	4a. Groups of 5 and 6 students will identify and carry out a community service project at an organization on campus or in the community. All 36 groups will complete the project.  4b. An on-line survey will be made available to all Day One students. All students will answer they have a better ability to work with others for a greater good.	4a. 36 community service projects were completed.  4b. 96.08 percent of students surveyed said they learned how to work better with others	4a. Increase the number of service projects to allow for more students to participate and provide additional service to the university and community.  4b. No action necessary.
5. ALHP students will understand self, articulate leadership concepts, and gain an understanding of the global and ethical responsibilities of leadership.	5a. 25 ALHP Fellows (ALPHA) will have a chance to reflect on their positive and negative attributes. The same 25 Fellows will also have a chance to evaluate the positive and negative attributes of their peers. The instrument used for this assessment will be created in the GLC office.  5b. 28 ALHP Fellows (BRAVO) 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 outside consultant will provide an overview and detailed information for each personality type to participants.	5a. Each of the 25 ALHP Fellows (ALPHA) learned how their peers perceived them and how it was similar or different from their own perception.  5b. 28 students (BRAVO) completed the Inventory, received the results, and had a certified MBTI instructor explain the results; 25 students completed self and peer assessments.	5a. No action necessary.  5b. Provide additional educational opportunities for Fellows to understand the importance of relating to others, respecting other people's opinions, and how relationships impact outcomes.
6. ALHP students will demonstrate the ability to work effectively with others in a group to serve the university or community.	6a. Each student (ALPHA) will complete a final project that provides a benefit to the university or community.  6b. Groups of 5 to 6 students will carry out the objectives of projects associated with the GLC program.	6a. Each of the 25 ALHP Fellows (ALPHA) completed a capstone project.  6b. Five projects were completed by 5 subgroups of the ALHP (BRAVO) Class (28 students).	6a. Maintain or increase the number of projects.  6b. Maintain or increase the number of projects.

## **The Department of Recreational Sports: MSU Golf Course**

### **Participants in the Assessment Planning:**

Tony Luczak and Pat Sneed

### **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**

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- **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.

<b>Expected Outcomes (Column 1)</b>	<b>Assessment Criteria/Procedures (Column 2)</b>	<b>Assessment Results (Column 3)</b>	<b>Use of Results (Column 4)</b>
1. The MSU Golf Course will increase golf course participation through Kinesiology/Golf Research.	1a. Records will show a 10% increase of new golfers through our teaching methodology research study with the Kinesiology Department.  1b. At least 30 students will participate in the Kinesiology/Golf Research Study. The participant number (and initial interest in the study) will be measured by number of completed registration forms.	1a. The golf course saw an increase in participation of 20% more individuals participating at the golf course.  1b. Registration forms showed a participation number of 45 students in the Kinesiology/Golf Research Study.	1a. The golf course & Kinesiology department are continuing research in the Fall '09 for another study.  1b. Due to the level of interest in the study, the golf course & Kinesiology department will expand offerings in sports biomechanics in the Spring of '09.
2. The MSU Golf Course will increase participation in Junior Golf Programs.	2a. Records will indicate a 20% increase in participation in junior golf instructional programs.  2b. Sales reports will show an increase in junior merchandise sales.	2a. Participation increased 10% in junior golf camps.  2b. Junior equipment purchases in the golf shop increased 20%.	2a. The golf course will expand marketing efforts & offer additional programs next summer.  2b. The golf course will increase its offerings in junior golf equipment.
3. Customers will experience an improved golf shop.	3a. Records will show an increase in retail sales by 5% through the redesigning of the golf shop to produce a better display room and traffic patterns.  3b. Inventory records will show an increase in levels of merchandise by 20%.	3a. Records show golf shop sales increase revenue by 20%.  3b. Year end inventory report showed an increase in inventory by 35%.	3a. The golf shop will continue to improve the retail capabilities of the shop.  3b. The golf shop will continue to expand its offerings in men's & women's golf supplies.

## **Health Education & Wellness**

**Participants in the Assessment Planning:**

Jennifer Fuller

**Submitted by:**

Jennifer A. Fuller, Coordinator

**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**

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

<b>Expected Outcomes (Column 1)</b>	<b>Assessment Criteria/Procedures (Column 2)</b>	<b>Assessment Results (Column 3)</b>	<b>Use of Results (Column 4)</b>
<p>1. Students who choose to be sexually active will show evidence of sexual responsibility.</p>	<p>1a. Increase the number of students who participate in the free Sexually Transmitted Infection (STI) Testing program by 40% by offering two testing programs instead of one. The number of participants is provided by the co-sponsoring Mississippi State Department of Health's Mobile STI Unit. Compare the number of students who participated in the one STI Testing program provided in 2006-2007 to the number who participated in the two programs provided in 2007-2008.</p> <p>1b. Increase condom distribution to students by 5% through programming and increased anonymous pick-up locations at the Student Health Center. Compare the yearly condom orders placed with the Mississippi State Department of Health.</p>	<p>1a. 673 students participated in the STI Testing programs in 2007-2008. This is a 68.8% increase over the number who participated the previous year.</p> <p>1b. There was a 18.15% increase (40,150 in 2006-2007 compared to 49,056 in 2007-2008) in the number of condoms ordered and distributed to students.</p>	<p>1a. Participation in the free Sexually Transmitted Infection (STI) Testing program co-sponsored by the Mississippi State Department of Health's Mobile STI Unit increased 68.8%. We will continue to offer biannual testing programs to the students.</p> <p>1b. The increased condom distribution to students has encouraged continued efforts by Health Education &amp; Wellness in offering programming and anonymous pick-up locations at the Student Health Center.</p>
<p>2. Students will have greater knowledge of alcohol risk reduction.</p>	<p>2a. Increase Health Education &amp; Wellness staff and alcohol education outreach by hiring a full-time Health Educator specializing in the area of alcohol education and programming.</p> <p>2b. Increase staff's knowledge to educate students on alcohol risk reduction by facilitating a Commercial TIPS (Training for Intervention Procedures) Trainer session.</p>	<p>2a. Staff personnel providing alcohol education and programming increased from .5 to 1.5 full-time employees. They facilitated the distribution of 14,000 Dawg's Best Friend cards to students; this was a first-year cab ride promotion and alcohol education program.</p> <p>2b. Three Health Education &amp; Wellness staff members as well as six professional staff from other Mississippi State University departments participated and were certified as Commercial TIPS Trainers.</p>	<p>2a. 14,000 Dawg's Best Friend cards were distributed to students thus increasing risk reduction knowledge and providing reduced cab fares to decrease drinking and driving.</p> <p>2b. 100% of Mississippi State University Greek organizations were represented in the TIPS University training, an alcohol risk reduction program.</p>

## **Holmes Cultural Diversity Center**

### **Participants in the Assessment Planning:**

E. Maria White and Shaz Akram

### **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**

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- **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. Minority and international students will experience an improved University climate.	1a. The number of programs sponsored and co-sponsored by HCDC will increase by 3%.  1b. Comparison of retention and recruitment data for minority and international students.	1a. Based upon review of HCDC calendar of events, programs both sponsored and co-sponsored increased by 5%.  1b. Data unavailable for comparison; will continue to collect for 08-09 academic year.	1a. Based upon student responses in the Program Participant Survey Forms, new programs were created to further cater to the needs/interests of our diverse student population.  1b. Goal not achieved, will continue with goal for next year.
2. MSU students will have a greater understanding of diversity.	2a. Evaluation of student knowledge on subject matter that is placed on flyers as learning objectives for diverse programs. The results of the Program Participant Survey will show that 50% or greater of students will have a better understanding of diversity due to the programs.  2b. Feedback from students who report experiencing a sense of acceptance/community in their university activities and improvement in their ability to relate positively to others	2a. Greater than 50% of students report having a better understanding of diversity due to the programs offered by HCDC.  2b. Data unavailable for comparison; will continue to collect for 08-09 academic year.	2a. Based upon results from the Program Participant Survey Forms, new programs were created to further increase student's understanding of diversity.  2b. Goal not achieved, will continue with goal for next year.
3. Student needs will be effectively met by the Holmes Cultural Diversity Center and its programs.	3a. Feedback from students and staff will be collected regarding the effectiveness of the Holmes Cultural Diversity Center and its activities.  3b. Assessment of student needs will be communicated through student forums.	3a. Feedback from students and staff indicated dissatisfaction with the location of Center.  3b. Data unavailable for comparison; will continue to collect for 08-09 academic year	3a. The location of the HCDC was determined to impair provision of services. The HCDC was moved to the Colvard Student Union.  3b. Goal not achieved, will continue with goal for next year.

## **Honor Council**

### **Participants in the Assessment Planning:**

Andrew Rendon

### **Submitted by:**

Andrew Rendon, Director

### **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**

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- **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.

<b>Expected Outcomes (Column 1)</b>	<b>Assessment Criteria/Procedures (Column 2)</b>	<b>Assessment Results (Column 3)</b>	<b>Use of Results (Column 4)</b>
1. Faculty and Students will be education on the Honor Code Policies and Procedures.	1a. Annual presentations will be provided to new faculty, Dean and Associate Dean Council, and Faculty Senate. 1b. A 20% first time faculty/student committee membership during hearings will be obtained as a measure to gain faculty/student wide involvement.	1a. 2007/2008 adjudication results were briefed to Associate Dean Council, and new Faculty. 1b. On average, less than 20% of committee members were attending the hearing for the first time.	1a. Plans to continue annual presentations were made. 1b. Plans to increase the committee pool were made to ensure 20% standard.
2. The Honor Council will effectively promote academic integrity among students and the community.	2a. Honor code presentations will be provided to freshman and transfer students. 2b. A public awareness campaign will be conducted through TV/Radio/Newspaper.	2a. Students attending orientation received a presentation on the honor code and students not attending orientation received information through syllabus, email, and MSU application. 2b. Student Newspaper ran a story on the Honor Code results for the 07-08 academic year.	2a. Plans were made to identify a procedure to deliver presentation to non-orientation students and compare students that have received presentation to students that have not. 2b. Plans were made to increase the frequency of Public Service Announcement regarding Honor Code Results from previous year.
3. The Honor Council will assist in reducing and controlling academic misconduct.	3a. Academic misconduct reporting will increase by at least 30% in the first three years of new policy. 3b. The Instructor of Record will adjudicate at least 50% of all reported cases.	3a. Academic misconduct reports doubled from 06/07 to 07/08. 3b. Instructor of Record adjudications made up over 60% of the total reported cases for the 2007/2008 academic year.	3a. Efforts to increase reporting as a means of controlling academic conduct have worked and will continue. 3b. Plans were made to encourage the same instructors of record (through the respective Dean) to join Honor Council.

## **The Department of Housing & Residence Life**

### **Participants in the Assessment Planning:**

Dr. Ann Bailey and Tyna Adams

### **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**

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

<b>Expected Outcomes (Column 1)</b>	<b>Assessment Criteria/Procedures (Column 2)</b>	<b>Assessment Results (Column 3)</b>	<b>Use of Results (Column 4)</b>
<p>1. Residents will be exposed to a variety of educational, cultural, athletic, leadership, and social activities that will further enhance their experience and involvement at MSU</p>	<p>1a. Residents will be asked to complete a Resident Quality of Life Survey in the spring semester. At least 70% of students will report a "B" or higher score under "how satisfied are you with your opportunities to participate in hall . . ." of the Residence Hall Life section of the annual Resident Quality of Life Survey.</p> <p>1b. Residents will be given the opportunity to renew their request for on-campus housing for the Fall 2008 semester by mid Spring 2008. At least 50% of current on-campus residence hall residents will request to renew their housing application for the 2008-2009 academic year indicating overall satisfaction with opportunities afforded in on-campus housing</p>	<p>1a. Of the 988 residents who participated in the Resident Quality of Life Survey: 67% rated their satisfaction with the opportunities to participate in educational programs as "B" or higher; 55% rated their satisfaction with the opportunities to participate in cultural programs as "B" or higher; 55% rated their satisfaction with the opportunities to participate in Hall Council as "B" or higher, over 90% rated their satisfaction with the opportunities to participate in social and athletic activities as "B" or higher.</p> <p>1b. 51% of the 3,316 residents who lived in on-campus residence halls during the Spring 2008 semester requested to renew their housing application for the 2008-2009 academic year.</p>	<p>1a. For the 2008-2009 academic year, implement as International Immersion Living Learning Community in Critz Hall to increase opportunities for residents to participate in cultural program activities. Establish the "Writing on the Wall Project" as an annual campus tradition to increase awareness of and appreciation for diversity.</p> <p>1b. For the first six weeks of Fall 2008, continue to implement and enhance the Bulldog in Six programming initiative to assist residents in becoming connected to the campus and to the hall staff.</p>
<p>2. Residents will find on-campus housing to be a safe and secure residential environment.</p>	<p>2a. At least 70% of students will report a "B" or higher score under the "Safety and Security" section of the annual Resident Quality of Life survey.</p>	<p>2a. Of the 988 residents who participated in the survey: 88% indicated that they felt their belongings were very secure in their room with a score of "B" or higher; 89% indicated that they felt very safe living in a residence hall with a score of "B" or higher.</p>	<p>2a. For the 2008-2009 academic year, continue to implement and enhance the Community Aide program and the Guest Check-In/Visitation Policy to maintain a sense of safety and security.</p>

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
3. Residents will find the housing and residence life staff to be available, informative, helpful, fair, and committed to diversity.	<p>3a. At least 70% of students will report a “B” or better score under the “Residence Hall Staff: RA” section of the annual Resident Quality of Life survey</p> <p>3b. 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>3a. Of the 988 residents who participated in the Resident Quality of Life survey, 82% indicated their satisfaction with the performance of their RA with a score of “B” or higher.</p> <p>3b. Of the 988 residents who participated in the Resident Quality of Life survey, 62% indicated their satisfaction with the performance of their RD with a score of “B” or higher.</p>	<p>3a. Continue to provide and enhance the training and development of 300+ student staff during the 2008-2009 academic year.</p> <p>3b. Restructure residence life professional staff duties, responsibilities, functional areas, and areas of supervision to enhance responsiveness to resident needs.</p>
4. Prospective and current residents will find on-campus housing to be a convenient and affordable housing option.	<p>4a. At least 70% of students will report a “B” or higher score under the Residence Hall Services, Living Arrangements and Options, and Overall Satisfaction” sections of the annual Resident Quality of Life survey</p> <p>4b. The on-campus occupancy rate reported on the semester occupancy report will increase over the previous year.</p>	<p>4a. Of the 988 residents who participated in the Resident Quality of Life survey; 70% indicated their satisfaction with the TV service with a score of “B” or higher, 70% indicated their satisfaction with the laundry service with a score of “B” or higher, 78% indicated their satisfaction with the main desk service with a score of “B” or higher, 64% indicated their satisfaction with the vending service with a score of “B” or higher, and 71% indicated an overall satisfaction with living in the residence halls with a score of “B” or higher.</p> <p>4b. Total on-campus residence hall occupancy increased 428 residents from Fall 2006 to Fall 2007.</p>	<p>4a. Begin construction on Phase III, with one of two 350-bed residence halls on the south side of campus in order to offer additional state-of-the-art housing options for residents.</p> <p>4b. Explore the feasibility of migrating the billing process for on-campus apartments to a single price per semester rate structure instead of the current monthly billing structure to better coincide with financial aid posting schedules.</p>
5. Residents will find on-campus housing facilities to be comfortable, clean, and well-maintained by a courteous and helpful staff.	5a. At least 70% of students will report a “B” or higher score under the “Residence Hall Facilities-Floor/Hall” section of the annual Resident Quality of Life survey.	5a. Of the 988 residents who participated in the Resident Quality of Life survey; 84% indicated their satisfaction with the cleanliness of their residence hall with a score of “B” or higher, 87% indicated their satisfaction with the attitude of custodial staff with a score of “B” or higher, 66.5% indicated their satisfaction	5a. Begin construction on Phase III, with one of two 350-bed residence halls on the south side of campus in order to offer additional state-of-the-art housing options for residents. The addition of new housing should address many of the concerns

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
	<p>5b. Residents will be given the opportunity to renew their request for on-campus housing for the Fall 2008 semester by mid Spring 2008. At least 50% of current on-campus residence hall residents will request to renew their housing application for the 2008-2009 academic year indicating overall satisfaction with the quality of on-campus housing facilities.</p>	<p>with the timeliness of repairs with a score of "B" or higher, 64% indicated their satisfaction with the vending service with a score of "B" or higher, and 71% indicated an overall satisfaction with living in the residence halls with a score of "B" or higher.</p> <p>5b. 51% of the 3,316 residents who lived in on-campus residence halls during the Spring 2008 semester requested to renew their housing application for the 2008-2009 academic year.</p>	<p>indicated by the survey results (e.g., timeliness of repairs).</p> <p>5b. Explore possibilities of relocating housing facilities offices to a campus location which is more convenient for residents.</p>

## The Office of Parking Services/University Transit

### **Participants in the Assessment Planning:**

Mike Harris and Shi Brooks

### **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**

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- **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.

<b>Expected Outcomes (Column 1)</b>	<b>Assessment Criteria/Procedures (Column 2)</b>	<b>Assessment Results (Column 3)</b>	<b>Use of Results (Column 4)</b>
1. Customers will be satisfied with Parking Services.	1a. Through the 2008 survey "How we see ourselves" 60% of students will strongly agree, agree, and /or be neutral to the item "My parking arrangement is satisfactory."  1b. Through e-mails from customers we will assess feedback on our counter personnel and the professional manner in which they perform their duties.	1a. Of the 2563 students who responded to the survey, 55.9% gave a strongly agree, agree, or neutral rating.  1b. The number of negative e-mails have been reduced by 70% over the previous year.	1a. As improvement measures, the Hardy street gravel area was converted to a paved lot, which increased the number of parking spaces by 40. Also, new lots at the old band practice field and the Wise center created an additional 259 spaces.  1b. We will use these results as positive feedback to help our counter personnel to continue to move forward in a professional and courteous manner through training.
2. University patrons will be able to utilize timed parking areas more effectively.	2a. The time will be extended to allow University patrons more time to do business. 5% fewer citations will be issued in the timed areas, due to the extended time.  2b. The timed signs will be replaced with parking meters.	2a. 10% less citations have been issued in timed parking areas since the extended timed meters have been in operation.  2b. Timed signs have been replaced by parking meters.	2a. Turnover ratio for these spaces have increased approximately 30%, thus allowing additional parking without adding spaces.  2b. The parking meters have been used to introduce a visual reminder of the timed areas, yielding more efficient utilization of timed areas.
3. MSU will benefit from expanded gated parking.	3a. Gated parking revenue will increase approximately 15%.  3b. Records will indicate that there will be 100% usage.	3a. Revenue increased by 21%.  3b. Capacity averaged 135%.	3a. To assist with the gated waiting list a new gated lot was created.  3b. The waiting list is constantly monitored for efficient management of our gated system as a whole.
4. Parking Services will implement bicycle registration.	4a. By creating a data processing measure, bicycle registration will be insured for accuracy of information on the number of bicycles on campus registered.	4a. The data retrieval system was set up and we had 180 bikes registered in the first year we offered this service.	4a. Through the registration process it was determined how many bike racks were needed and the placement of these racks.

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
	4b. Records will help determine the number of bike racks needed, marketing strategies for bicycle registration, and the need for charging a bike registration fee.	4b. Marketing and communication was distributed in the following manner. Publications (The Reflector, and Student Express); Also the Director of Parking spoke at 5 Orientation sessions and to Orientation leaders on the Implementation of bicycle registration. An online registration form was also created.	4b. The process also was used as an aid in contacting those who registered their bikes in case they were lost, stolen, and or confiscated. No bike registration fee will be charged at this time.
5. The demand for Shuttle Transportation will be met.	5a. Ridership count records will indicate the number of shuttle buses supplied will meet transportation needs. 5b. Records will indicate that Night Route usage will be at 100 % capacity during peak hours.	5a. Daily Ridership totals increased 7.3% over FY 2007. 5b. Night Route rider counts show during peak hours that capacity reached 150%.	5a. Additional shuttle bus was added to routes to meet the higher demand during peak usage hours. 5b. Additional shuttle bus was added to the Night Route on peak day/hours in order to accommodate our riders.

## **The MSU Police Department**

### **Participants in the Assessment Planning:**

Georgia Lindley, Kenneth Spencer, Kenny Roger, Mango Marcelo

### **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**

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- **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.

<b>Expected Outcomes (Column 1)</b>	<b>Assessment Criteria/Procedures (Column 2)</b>	<b>Assessment Results (Column 3)</b>	<b>Use of Results (Column 4)</b>
1. University Police will provide a security service that ensures safety on campus.	<p>1a. Through the Uniform Crime Report (UCR), the total number of crimes reported will decrease from previous year.</p> <p>1b. Through the Campus Crime Statistics Report (Clery Report), the total number of crimes reported will decrease from previous year.</p> <p>1c. Through the Spring 2008 MSU Police Customer Satisfaction &amp; 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 615 crimes reported for 2007-2008 compared to 594 crimes reported for 2006-2007. It was noted that areas that increase the most were assault offenses, fraud offenses, and all other larceny. However, larcenies from vehicles decreased.</p> <p>1b. The report shows that there were 180 crimes reported for 2006-2007 compared to 203 crimes reported for 2005-2006. (Note: The comparison reflect the most current reported on-line) There was an increase in the Liquor Law Violations but a decrease on campus burglaries.</p> <p>1c. 92.6% responded to the positive response categories. However, 80 replies within the comment section related to feeling unsafe on campus at night.</p>	<p>1a. The following occurred based upon results of crimes reported:            -Increase of law enforcement patrolling of parking jobs            -Increase in sworn officers            -Increase in staff of Residence Hall patrol including academic building</p> <p>1b. The increase of the liquor law violations was due to the increased enforcement of liquor law offenses. The University Police had received a grant that assisted with this enforcement.</p> <p>1c. The University Police emphasized visibility. Additionally, emergency phones were placed throughout the campus.</p>
2. University Police will maintain "recognition" status through the national and state law enforcement agencies	2a. Annual review of current standards, policies, and procedures.	2a. Review revealed 10 general orders that needed to be updated.	2a. The 10 general orders updated were as follows: GO 120- added that shift supervisors will review each use of force report after each incident. GO 115- added a description of responsibility for each division, chief

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
3. Students, faculty, staff, and visitors will be satisfied with services provided by University Police.	2b. Maintain proof of compliance through I.S.S.R. files.  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."	2b. I.S.S.R. files reviewed and show accuracy and compliance.  3a. 72% gave a B or better grade to Overall satisfaction with Police Services. Reviewing the comments provided, most frequently cited safety issues was the lack of lighting (45%).	of police, assistant chief of police, administrative secretary, and the records clerk. GO 220- added a description of what each report is used for. GO 106- Added that the Assistant Chief will meet with each major division and set annual goals. GO 322- added the application process in detail. GO 222- added that Bluetooth technology could not be used while on duty and that cell phones could be carried in the pocket on or the duty belt only. GO 250- added that Gerber tools could be worn on the duty belt and that knives with a four inch blade could be carried on the duty belt or in the pocket. GO466- added when the in car video needed to be on and how long and where the tapes are stored. GO 467- added the accreditation manager will do annual evaluation of traffic data. GO 472- added info on unknown risk traffic stops.  2b. I.S.S.R. files continue to be maintained to ensure readiness for next onsite and compliance to CALEA standards.  3a. A committee was appointed by the President's Office in June 2008 to address this concern. Also, increased walking and biking patrol occurred during the school year.

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
	<p>3b. Through the MSU Police Customer Satisfaction &amp; Perception Survey, on no one component within the Perception of Services section will receive an average rating to be less than a B (grading scale being A to F with A being highest).</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 (at least 40.4%) had never used the services. For example, 80.9% of the respondents had never used RAD. Hence, further analysis was conducted to examine the ratings of only those who had experience with the particular services. Of those who had used the services, the majority felt most programs were either effective or very effective. Three services stood out as less effective than other services: Alcohol programs, residence hall security office, and Operation ID. Only 43.9% of the participants gave Alcohol programs a “B-Effective” or better rating, while 25.4% gave an “F-Not Effective” rating. Only 56.9% rated residence hall security office “B-Effective” or better. Operation ID scores were slightly below average, with 65.6% giving a “B” or better rating.</p>	<p>3b. Reallocation of staff occurred due to limited funding. Hence, the service programs were unable to be promoted as in past years.</p>

## **The Department of Recreational Sports**

### **Participants in the Assessment Planning:**

Laura Walling, Brent Crocker, Patrik Nordin, Nick Tasich, and Jason Townsend

### **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**

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- **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.

<b>Expected Outcomes (Column 1)</b>	<b>Assessment Criteria/Procedures (Column 2)</b>	<b>Assessment Results (Column 3)</b>	<b>Use of Results (Column 4)</b>
1. The Department of Recreational Sports will expand recreational opportunities.	1a. Records will indicate at least 10 runners participate in the new adventure race, The Gauntlet.  1b. Participation records will indicate at least 5 new intramural sports with at least 10 participants in each sport.	1a. There were 12 participants in the adventure race. Post race surveys indicated that the event was favorably received.  1b. Five new sports were offered - cross country, longest drive, home run derby, NCAA Football, and a bowling league - but only two had more than 10 participants.	1a. Another race will be offered in the fall semester. The event will be widely marketed to encourage greater participation.  1b. The two events that had satisfactory participation - bowling and the home run derby - will return to the intramural schedule in the fall of 2008. The other events will be removed.
2. The Department of Recreational Sports will improve service delivery systems.	2a. Budget records will show a 20% increase in overall funding for FY08.	2a. End-of-the-year financial reports show an 8% increase in revenue, however, there was only a 7% increase in spending authority.	2a. With the cost of goods and services increasing, and the federal increase in minimum wage, it is necessary to continue to seek sources of external revenue, including raising user fees, increasing guest fees, and increasing the profit margin on merchandise for resale.  2b. We will once again increase membership fees beginning in January 2009.
3. Student development opportunities will be provided.	2b. Budget records will show a 15% increase in revenue from membership sales.  3a. Travel records will indicate at least 4 students attend one or more state, regional, or national level meetings.  3b. Travel records will indicate at least 6 student officials participate in extramural competition and at least one team participates in an extramural tournament.	2b. Budget records show only a 5% increase in membership sales.  3a. Six students attended regional and national NIRSA conferences.  3b. Six teams and 12 student officials represented Mississippi State at four extramural events across the country.	3a. Upon returning from these conferences, students share what they learned with the professional staff during the weekly staff meeting.  3b. MSU women's basketball team was the national runner-up in the national intramural basketball tournament.

<b>Expected Outcomes (Column 1)</b>	<b>Assessment Criteria/Procedures (Column 2)</b>	<b>Assessment Results (Column 3)</b>	<b>Use of Results (Column 4)</b>
<p>4. Students will gain knowledge and begin to appreciate the benefits of an active, healthy lifestyle.</p>	<p>4a. Records will indicate at least 300 participants in the Bulldogs in Motion program.</p> <p>4b. Membership records will indicate at least 30 Bulldogs in Motion participants purchase a promotional membership to the Sanderson Center.</p>	<p>4a. Records indicate we fell slightly short of our goal - there were 274 participants in Bulldogs in Motion in 2008.</p> <p>4b. Membership records indicate that 98 individuals purchased the promotional memberships during the Bulldogs in Motion program.</p>	<p>4a. We will work with the Bulldogs in Motion staff to promote the benefits of the program campus-wide.</p> <p>4b. Making membership to the Sanderson Center available has been an incentive for many participants in the Bulldogs in Motion program. Consequently, as long as the program is held on campus, we will continue to promote the program by offering discounted memberships</p>

## **Student Counseling Services**

### **Participants in the Assessment Planning:**

Beatrice A. Tatem, Aretina Hankerson-Daniels, Amy Dendy, Angel Williams, Crystal Marsh, John Marszalek, Crystale Marsh, Amy Stapleton and Phyllis Benjamin

### **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**

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

<b>Expected Outcomes (Column 1)</b>	<b>Assessment Criteria/Procedures (Column 2)</b>	<b>Assessment Results (Column 3)</b>	<b>Use of Results (Column 4)</b>
1. Outreach efforts will be maintained and increased with widespread visibility.	1a. Student Counseling Services staff will continue liaison contacts and collaborations with departments to establish campus presence. Student Counseling Services will provide campus-wide programs utilizing the resources and support of liaison relationships established. Records of the numbers of outreach efforts will show an increase in outreach.  1b. Each clinician (7) of Student Counseling Services will be assigned at least one liaison department, and encouraged to make regular contacts.	1a. Outreach has increased. During the fall semester, 49 outreaches were given, reaching 11,436 students, faculty and staff.  1b. Results showed that the goal on reaching more people with fewer outreaches through the use of campus wide programming was met. At the end of spring 2008, 70 outreaches reaching 13,827 students as opposed to 48 outreaches reaching 4,395 students the previous year. Increased amount of campus-wide programming.	1a. Outreaches were provided to underrepresented populations as well as to diverse audiences on a variety of topics.  1b. The structure for outreach programming has been changed from smaller frequent outreaches targeting smaller audiences to campus-wide programs reaching larger audiences.
2. Professional development opportunities will be provided for all staff	2a. All staff will be offered funding toward on continuing education conference per year.  2b. Clinicians will meet on a weekly basis for 1-1.5 hours to discuss client progress and clinical issues.	2a. Case Conference was scheduled Tuesday morning from 10:00-11:30. Each clinician allotted time to attend case conference.  2b. Each staff member was provided support to participate in a professional development	2a. Each clinician discussed cases of concern/interest and received feedback, ideas, and support from peers.  2b. 100% of the clinical/professional staff participated in continuing education/skill development, workshops, trainings, and/or conferences. Due to the reported benefits, there is a desire by the staff to experience the benefits of professional development.
3. Efforts will be made to increase awareness among students of the incidence of sexual violence on campus.	3a. At least 20 programs will be offered to help male students increase their awareness about preventing sexual assault.  3b. Create a graduate assistant position. Create a full-time master level sexual assault specialist position that will provide additional education and prevention activities on sexual assault, dating violence, and stalking.	3a. 21 programs were provided this year to target male students about their relationships, roles, and responsibilities in the prevention of sexual assault.  3b. Graduate assistant led/co-facilitated 21 programs addressing the prevention of sexual assault and assisted with at least two campus-wide events including "Get Carded Day" and "The Clotheline Project" in September and "Take Back The Night" and "Denim Day" during Sexual Assault Awareness Month in	3a. Based on efforts there was an increase in male involvement  3b. A male graduate student with a background in counseling and an interest in educational programs about the prevention of sexual assault joined the staff to provide education and prevention activities on sexual assault, dating violence and stalking.

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
<p>4. Confidentiality and the disposition of client and agency records regarding the nature of the counseling relationship will be consistent with professional ethical standards with local, state, provincial, and federal guidelines and state statutes.</p>	<p>4a. An annual review of professional ethical standards will be held regarding the disposition of records and the maintenance of confidentiality.</p> <p>4b. The complete record will be maintained for a minimum of 7 years from the last date of service.</p>	<p>April.</p> <p>4a. The annual review was completed.</p> <p>4b. All records that are 7+ years old were shredded and continue to be disposed of properly on an ongoing basis.</p>	<p>4a. Documentation for IACS was completed related to confidentiality and client/agency records. Student Counseling Services has met the initial criteria for an up-coming accreditation site review.</p> <p>4b. No changes are necessary. All records continue to be maintained and disposed of properly.</p>

## **Student Financial Aid**

### **Participants in the Assessment Planning:**

Bruce Crain, Teresa Bost, Jackie Lindsey, Lori Ball, and Debra Curry from MSU Student Financial Aid; Allen Ulmer, Peggy Drumheller and Rosiland Ashford 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**

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- **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.

<b>Expected Outcomes (Column 1)</b>	<b>Assessment Criteria/Procedures (Column 2)</b>	<b>Assessment Results (Column 3)</b>	<b>Use of Results (Column 4)</b>
<p>1. Financial Aid will fully incorporate the new Document Imaging System into the financial aid production process.</p>	<p>1a. Determine scope and resources needed to image, index, and provide secure access to all incoming 2007-08 year documents by analyzing the number of potential documents to be imaged, the hardware needed to support the processes and the number of staff members needing secure access into the system.</p> <p>1b. Begin the next phase of implementation which will include analysis and possible training on Work Flow processes to help manage and streamline the document and award processes</p>	<p>1a. Identified current staff members to manage the system and deliver the images as required and located the resources needed to purchase the associated hardware and software.</p> <p>1b. To attend conference/workshop on Work Flow later this year</p>	<p>1a. Goal attained: All 2007-08 documents were imaged, indexed, stored and delivered in a secure environment to users of the images.</p> <p>1b. Goal On-going</p>
<p>2. Departmental staff will be designated to assist the Center for America's Veterans with incoming Veteran students and provide information that may be specifically geared toward veteran financial aid issues.</p>	<p>2a. Determine scope and personnel needed to provide service and assistance to the Center for America's Veterans and incoming and current MSU Veteran students</p> <p>2b. Determine information that would be beneficial for the Center and for incoming Veterans.</p>	<p>2a. Identified a current SFA staff member to serve as the SFA Veteran Specialist and liaison to the Center for America's Veterans.</p> <p>2b. Information needed by incoming veterans was determined by researching federal regulations and attending training and also discussing and working with personnel from the Center.</p>	<p>2a. Goal Attained: SFA Counselor was promoted to Senior Counselor and provided appointments with incoming Veterans as requested, monitored their benefits and made adjustments to financial aid awards as required by federal regulations and communicated directly with Veterans as needed.</p> <p>2b. Senior Counselor worked with personnel from the Center for America's Veterans to produce information brochures to communicate issues to incoming and current Veterans.</p>
<p>3. Financial Aid will enhance and expand the University's efforts to reduce financial access barriers for low income students by researching new programs and enhancing and expanding the Mississippi State Promise Program.</p>	<p>3a. Analyze data from the Banner Administrative System and advise administration regarding approximate number of students and costs of creating a new institutional grant program</p> <p>3b. Analyze data from the Banner Administrative System and advise administration regarding enhancing the MSU Promise Program</p>	<p>3a. Data indicated there were additional students in the next income range (above the income criteria/range to qualify for the MSU Promise Award) who could benefit from tuition assistance. Data was used to estimate the number of students who would benefit and the approximate costs.</p> <p>3b. Data indicated that an additional benefit of discounted housing would benefit MSU Promise Students</p>	<p>3a. The new Medallion Grant Program has been created and is scheduled to go on-line for the 2008-09 school year.</p> <p>3b. Discounted housing was provided to MSU Promise recipients residing in designated residence halls for the 2007-08 school year.</p>

## **The Longest Student Health Center**

### **Participants in the Assessment Planning:**

Robert Cadenhead, Robert Collins, Stanthia Oakley

### **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**

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- **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.

<b>Expected Outcomes (Column 1)</b>	<b>Assessment Criteria/Procedures (Column 2)</b>	<b>Assessment Results (Column 3)</b>	<b>Use of Results (Column 4)</b>
<p>1. Longest Student Health Center (LSHC) will remain accredited by the Accreditation Association for Ambulatory Health Care (AAHC).</p>	<p>1a. LSHC will meet the standards for re-accreditation as set forth by AAAHC to include: Maintain patient privacy, Insure proper provider credentialing, provide quality healthcare and make patient education available and relevant</p> <p>1b. Measurement of continuous quality improvement measures will be an ongoing activity. This will include measurement of clinical outcomes.</p>	<p>1a. Patient privacy has been maintained in accordance with HIPAA. Clinical application of treatment met standards of practice, proper protocols have been followed, providers have all been recertified through Oktibbeha County Hospital and are now credentialed by CAQH (national provider credentialing organization). Patient education is provided for disease specific matters at time of encounter in addition to extensive programming by The Health Education staff for general student population.</p> <p>1b. Annual reports of College Health Indicators have been (and continue to be) measured to insure appropriate treatment regimens are followed.</p>	<p>1a. All patients are assured of adherence to these standards.</p> <p>1b. Application of appropriate treatment regimens are followed by all providers and staff. Changes are made when new protocols are considered pertinent.</p>
<p>2. Patients and providers will experience enhanced information flow via an upgrade to the Electronic Health Record (EHR) system.</p>	<p>2a. Output Manager module will be installed to increase and streamline LSHC ability to distribute patient education material. Positive provider feedback will indicate successful streamlining.</p> <p>2b. Electronic communication of patient information in the form of referrals, patient histories and treatment regimens will be more effectively managed.</p>	<p>2a. Output manager module has been installed. Providers have found the educational material easier to access and make available to patients.</p> <p>2b. Communication of clinical data has been streamlined allowing more timely coordination of care.</p>	<p>2a. Patients are able to receive relevant and specific educational material for the matter they are being treated</p> <p>2b. Improved feedback from referral sources is obtained allowing clinicians a better understanding to the continuum of care for the patients.</p>
<p>3. The LSHC will serve as the collection facilitator for Human Resources (HRM) and other MSU departments for drug and alcohol testing</p>	<p>3a. The LSHC will provide a trained collection specialist to obtain the requested specimens in compliance with DOT / DOD and other agency standards.</p> <p>3b. Timely gathering of samples will be made to accommodate the needs of customers. Correct shipment to lab while maintaining proper chain of custody integrity will occur.</p>	<p>3a. A specialty trained nurse was made available to gather specimens and transport to the testing lab.</p> <p>3b. All needs required by customer have been met in terms of timely sampling. Test results have been made available to HRM.</p>	<p>3a. Nurse coordinates with HRM to take samples for pre-hire drug tests and random employee testing to comply with regulations.</p> <p>3b. HRM is able to make hiring decisions and ensure a drug free workforce.</p>
<p>4. The LSHC will achieve compliance with Mississippi Department of Health recommendation for TDAP administration to healthcare workers to include Health</p>	<p>4a. LSHC will make the vaccine available and strongly encourage compliance from LSHC staff</p>	<p>4a. Vaccine has been made available, and staff has been encouraged to receive the vaccine.</p>	<p>4a. Health care workers continue to be encouraged to receive the vaccine and thereby are afforded appropriate protection from exposure.</p>

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
Center Staff.	4b. LSHC will measure annually compliance with this recommendation by reviewing immunization records.	4b. Plans to measure compliance monthly throughout the coming year have been made.	4b. Plans for compliance measurement have been implemented in order to assist in meeting Dept of Health recommendations.
5. Patients will be satisfied with health services provided	5a. Patient satisfaction survey will continue to be conducted.  5b. Return visits will indicate patient satisfaction. Patient volume will increase.	5a. Feedback from surveys was used in continuous improvement considerations.  5b. Patient volume was monitored.	5a. Feedback items were reviewed by executive staff. Plans to use the data to adjust processes as necessary have been made.  5b. Plans to use the volume data to suggest possible changes have been made.

## **Student Support Services**

### **Participants in the Assessment Planning:**

Julie Berry and Tonyalle Rush

### **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**

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- **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 1st of each program year.	1a. Staff will select and enroll 160 eligible students for participation in the program. 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% (55) of the students with disabilities will be low-income.	1a. SSS selected and served 160 students. 1b. Data collected indicated that seventy percent of SSS participants are first generation and low income students or college students with disabilities. Data revealed that fifty percent of the students with disabilities are low income.	1a. To assist in enrollment, enrolled students have been encouraged to tell a friend about Student Support Services. 1b. To assist in maintaining these percentages, plans have been made to acquire a list from Financial Aid each Fall semester. The list includes names of students who are low income and first generation freshman living in the residence halls.
2. SSS and DSS will provide satisfaction surveys to evaluate the effectiveness of services and programs at the end of each semester.	2a. SSS response rate to the survey will average 80% among those who attend TRIO lunch regularly. 2b. DSS response rate to the survey will average 50% among those who test regularly in our department.	2a. Eighty-eight percent of the students who regularly attend TRIO lunch responded to the survey. 2b. Fifty percent of the students who test regularly did respond to the survey.	2a. Plans were made to more effectively utilize the survey results for continuous improvement. 2b. Plans were made to make better use of all the results of the survey.
3. Student Support Services will provide on-going academic support so that program participants will graduate with a bachelor's degree.	3a. 20% of seniors served during each program year will complete a program of study and receive a bachelor's degree. 3b. Graduation will be verified through Banner.	3a. Thirty-six percent of SSS seniors graduated with a bachelor's degree. 3b. Graduation was verified through Banner. Additionally, student graduation rates are reported annually through our online annual performance report to the U.S. Department of Education.	3a. In order to increase graduation rates, each senior is (and will be) informed about the deadline for graduation and encouraged to provide Student Support Services with a copy of their senior check sheet. 3b. In order to make the transition to graduate easier, services such as dinner etiquette and resume review were offered as well as strong encouragement to attend Career Day activities.
4. Student Support Services will assist program participants in completing the academic year in satisfactory standing (2.0 or above on a 4.0 scale).	4a. Services and activities will be provided to help SSS participants complete the year in good standing. Twenty-nine personal and academic enhancement workshops/lunches will	4a. Twenty-nine personal and academic enhancement workshops/lunches, as well as personal counseling sessions, were conducted for participants. Individual	4a. Plans to continue the workshops/lunches and counseling sessions were made.

Expected Outcomes (Column 1)	Assessment Criteria/Procedures (Column 2)	Assessment Results (Column 3)	Use of Results (Column 4)
	<p>be provided, as well as personal counseling and individual tutoring.</p> <p>4b. Seventy percent of participants will complete each program year with a GPA of 2.0 or better.</p>	<p>tutoring was offered, as well.</p> <p>4b. Ninety-three percent of SSS participants completed the year with a gpa of 2.0 or better.</p>	<p>4b. The high graduation rate provided evidence for the effectiveness of the workshops, lunches, and tutoring and suggests that efforts to provide these services should be maintained.</p>
<p>5. DSS will analyze the impact of testing accommodations to determine a benchmark for those students who are approved for and use testing accommodations versus those students who are approved for but do not use testing accommodations.</p>	<p>5a. The average gpa for students with disabilities who are approved for and use testing accommodations will be compared to the average gpa for the same census of students who are approved for but do not use testing accommodations.</p> <p>5b. Nine categories of disabilities will be analyzed.</p>	<p>5a. GPAs were pulled from Banner and entered into the DSS database. Analysis by disability category occurred.</p> <p>5b. For seven of the nine categories, the GPAs of those testing in the center were higher; for two categories, the GPA was lower.</p>	<p>6a. Charts were created to identify those who tested and those who did not by disability category, and average GPAs were then calculated.</p> <p>6b. For the groups of students whose GPAs were greater when not using testing services, those students could have been influenced by the types of classes taken, their classification, or their aptitude for the subject matter attempted that semester, among others.</p>

## Colvard Student Union

### **Participants in the Assessment Planning:**

Edwin Keith, Raymond Brooks, Heidie Lindsey, Samantha Musil, Dave Aurich, Billy Dahlgren

### **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**

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- **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.

<b>Expected Outcomes (Column 1)</b>	<b>Assessment Criteria/Procedures (Column 2)</b>	<b>Assessment Results (Column 3)</b>	<b>Use of Results (Column 4)</b>
1. The Colvard Student Union will successfully complete move into newly renovated and expanded union building.	1a. A physical move of offices and tenants into new offices will be completed. 1b. The Union will record the scheduling of rooms for organization events and meetings through reservation system.	1a. The physical move was completed, and offices began operation on Jan. 7, 2008. 1b. Records indicated that 3,168 events were held in Union including 564 for registered student organizations.	1a. The physical move resulted in improved services for students and their organizations. 1b. The improved facilities for students and their organizations have been used to enable greater utilization for events.
2. The Colvard Student Union will strengthen advisement for MSU's 8 NPHC organizations.	2a. The Union will provide a full-time professional advisor for NPHC. 2b. The Union will provide adequate and integrated office space for NPHC with IFC and Panhellenic.	2a. An experienced NPHC was hired in June 2008. 2b. All 3 Greek Councils were moved into new, shared common office space in Center for Student Involvement (CSI).	2a. The new hire has been used to improve services for NPHC undergraduate council and 8 NPHC chapters. 2b. The move has improved office facilities for NPHC.
3. The Colvard Student Union will maintain quantity and quality of student programs while making transition into new facility.	3a. Records of number of CAB programs and MMP concerts will be evaluated to determine whether at least 50 CAB events were produced. 3b. Attendance at CAB and MMP events will be at least 15,000.	3a. CAB produced 55 events attended by 20,000+. 3b. CAB produced 55 events attended by 20,000+.	3a. Level of programming and entertainment for students was maintained while in transition to new facility. 3b. Level of programming and entertainment for students was maintained while in transition to new facility.

## **The Department of Transportation Services**

### **Participants in the Assessment Planning:**

Everett Kennard and Jeanette Bailey

### **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**

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- **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.

<b>Expected Outcomes (Column 1)</b>	<b>Assessment Criteria/Procedures (Column 2)</b>	<b>Assessment Results (Column 3)</b>	<b>Use of Results (Column 4)</b>
1. MSU's fleet of over the road motorcoaches will meet the motorcoach transportation needs of the university	<p>1a. A review of the monthly trip ledgers will indicate no more than 15% of motorcoach needs are being outsourced</p> <p>1b. MSU Transportation will assess amount of money available for purchase of new unit and options for financing new unit</p>	<p>1a. The monthly report showed that 26% of motorcoach needs were being outsourced during the 06-07 fiscal year</p> <p>1b. MSU Transportation was able to invest \$300,000.00 of MSU funds and obtained financing from the Institutions of Higher Learning's lease/purchase plan for the remainder of the cost of a new unit.</p>	<p>1a. With increased outsourcing, a 4<sup>th</sup> vehicle has been requested for the motorcoach fleet to meet the motorcoach transportation needs of MSU students, faculty, staff, and alumni</p> <p>1b. New unit was purchased.</p>
2. MSU's fleet of vans and cars will expand to meet the van and car transportation needs of the university.	<p>2a. A record will be kept on all requests by departments wishing to rent cars and vans for university travel</p> <p>2b. Figures will be obtained from Procurement and Contracts indicating the amount of van and car business outsourced by university departments</p>	<p>2a. From December 2007 through March 2008, there were inquiries of the department for rental units representing 173 unit days.</p> <p>2b. Unable to secure rental data.</p>	<p>2a. In June 2008, MSU departments secured rental equipment from the Transportation Dept. representing 21 unit days.</p> <p>2b. Department began recording inquiries about rentals</p>

## The Welcome Center

**Participants in the Assessment Planning:**

Jenny Boone and Wanda Eck

**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**

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- **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.

<b>Expected Outcomes (Column 1)</b>	<b>Assessment Criteria/Procedures (Column 2)</b>	<b>Assessment Results (Column 3)</b>	<b>Use of Results (Column 4)</b>
1. Awareness of the Welcome Center and its offerings will increase.	1a. The Center will collect and capture contact information for visiting individuals and groups. 1b. The Center will develop a list of at least 20 local and state community groups and civic organizations and invite them to campus.	1a. Collection of visitor information was initiated. The Welcome Center hosted and/or assisted more than 7,000 visitors throughout the year (excluding game days). 1b. List was developed and greater than 20 groups have been invited to the campus.	1a. A database is being created to consolidate information from visitors who have passed through the clock museum and art gallery. 1b. Just over 20 group tours were scheduled during the year. Considerations were made to expand the number of groups invited.
2. The Welcome Center will develop a student group to help support operations of the center.	2a. The Center will recruit a core group of students to assist with tours and serve as greeters for the Welcome Center. 2b. The Center will work with students to develop a plan for establishing organization.	2a. Student group was successfully recruited. 2b. Student work meetings were held to develop plans.	2a. The swift recruitment of the student group enabled the group to name itself and elect officers quickly. 2b. Efforts to establish organization have produced a constitution draft.
3. The Welcome Center will refine and streamline tour scheduling process.	3a. The Center will contact all departments that offer tours to determine most efficient scheduling method. 3b. The Center will implement on-line tour registration process.	3a. All departments were contacted and departmental feedback regarding the best scheduling method was collected. 3b. On-line tour registration was implemented.	3a. The department information, along with gallery/museum committee input, has been used to make the Welcome Center one-stop-shopping for guests who want to book tours. 3b. Website registration enabled visitors to view tour options and make arrangements on-line.