

# Annual Report

## Part 1

### Section A

## Unit Information

**Unit:** Student Affairs

### **Mission Statement:**

The mission of the Division of Student Affairs is to provide an intellectual, cultural, and social environment that maximizes student potential and enhances the educational efforts of the university. The purpose of Student Affairs is to develop programs and offer services that facilitate the student's academic progress and social maturation; to assist in the empowerment of students through leadership development; to assess student needs; to assist students in understanding FGCU, its policies, procedures, and governance, and to encourage students to be responsibly involved; to provide programs which enhance the social and cultural environment through student activities and programs; to serve as an institutional resource with regard to information about students; to promote an environment appreciative of ethnic, religious, and cultural diversity; and to encourage a public spirit among students that works towards the common good of Florida Gulf Coast University, Southwest Florida, the state, and the world community.

The Division of Student Affairs includes the following units and functions: Adaptive Services, Career Services, Campus Recreation, Center for Academic Assistance, Counseling and Psychological Services, College Reach Out Program, Dean of Student Affairs, Greek Life, Health Services, International Student Services, Judicial Affairs, Multicultural Student Development, Prevention and Wellness, Student Activities, Student Government, Student Support Services, and Testing and Assessment.

### Section B

## Unit goals set within last year's (2003-2004)

## Annual Report

### Strategic Plan Goal

### Unit Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2004-2005 goal best align?

What were your unit level goals for 2004-2005 as contained in your [2003-2004 annual report?](#)

Strategic Plan Goal 1 - High Quality Education

Complement classroom learning by providing academic support programs that increase student's success, retention, and satisfaction

What action did you undertake to achieve this goal?

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The Center for Academic Assistance (CAA) provided on-campus SI/Tutoring services for high-risk courses in math, science and business. Spring 2004: Conducted 57 weekly SI sessions, utilized 19 SI leaders, and covered 12 courses. Logged over 200 tutoring student contact hours. Fall 2004: Conducted 49 weekly SI sessions, utilized 13 SI leaders, and covered 19 courses. Logged over 250 tutoring student contact hours. Constraints included the abnormal start of the fall semester and campus closings due to hurricanes; and full time staff was out on family medical leave throughout the fall semester. Spring 2005: Currently conducting 44 weekly SI sessions, utilizing 13 SI Leaders, and covering 19 courses. Currently conducting 18 weekly tutoring study sessions. CAA was understaffed in key positions throughout the first third of spring semester.

Spring 2004: Students on academic warning/probation visited CAA for an informal screening and received our signature to permit registration with college advisors. Fall 2004: Students were required to meet with CAA staff for a thirty minute academic “tune-ups.” Success seminars were given on various topics. Spring 2005: Initial semester interviews are now being followed up with additional visits.

Fall 2004: Students were required to meet with CAA staff for a thirty minute academic “tune-ups.” Success seminars were given on various topics. Spring 2005: Initial semester interviews are now being followed up with additional visits. Peer mentoring has been re-established through the AW/AP population. Reading improvement program is under consideration and will be piloted April 2005. Various prep test workshops have been given

**By what means did you assess goal achievement?**

DWF report from Registrar’s office provides us with the historical and current DWF rates for all courses. Current semesters have a time lag as the semester must be closed before DWF reports can be generated.

Final grade reports are generated from Banner and grades for SI attendees and Non-SI attendees are compared. SI attendance is taken from our sign in sheets from each SI session. The final grade report is also used to calculate the DWF rate comparison between SI attendees and Non-SI attendees.

Fall 2004: Compiled comparisons to establish a baseline for future assessment and program evaluation. Adapting our training of SI leaders and tutors to strengthen the use of study skills. Spring 2005: Analyzed Fall 2004 data, revamped SI policy and procedures to eventually tracking and assessment baseline is being developed.

Recently gained access to the Registrar’s report that will permit semester to semester tracking and assessment. This report cannot be printed until the semester has been closed by the Registrar’s office. CAA has been understaffed for more than a year.

**Describe the assessment results and the conclusions about goal attainment you inferred from them.**

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The goal was to decrease DWF rate for SI attendees 10%. The average drop in DWF rate for Fall 2004 was 21.61% with 293 students attending. The goal was attained.

Increase final grade for SI attendees by .5 to 1 letter grade. Average final grade increased for Fall 2004 by .58-letter grade. Goal partially achieved.

Address students needs for study skills training. Students attending SI session cited that SI was quite helpful in understanding course content. Goal achieved.

Design tracking mechanism from Registrar's report in order to assess interventions for at risk students.

Fall 2004: Tracking mechanism designed and found that 186 students out of 330 came for their initial appointment. 24 have returned for follow up. Goal achieved.

**What continuous improvement resulted from the use of the assessment data?**

Complied stats indicted that the development of a web based forms could have a positive effect on the delivery of our services. We are now utilizing an online application for requests for tutoring. The numbers of tutoring requests for Summer A have passed the numbers of 317 contact hours logged for Spring 2005. We also have freshmen requesting the use of SI and tutoring for fall 2005. Also, taking the web based form further, we had a SI and tutor application easily available for usage. The response has been overwhelming. We have interviewed 16 students for SI positions for Fall as well as various tutors.

The analyzed SI data from Fall 2004 and Spring 2005, now listed on our web site, has effectively informed faculty and interested administration on the effectiveness of our program. We now have faculty requesting our services. Our plans for Fall 2005 delivery of services have been adjusted accordingly and additional funding will be required to support the further expansion of our services. Our team of SI leaders will increase from 13 to 21.

**Strategic Plan Goal**

**Unit Goal**

**With which 1 or 2 goals from the 8 current strategic plan goals does your 2004-2005 goal best align?**

**What were your unit level goals for 2004-2005 as contained in your 2003-2004 annual report?**

Strategic Plan Goal 2 - The Student Community

Provide programs, training, services and accommodations that benefit students with disabilities.

**What action did you undertake to achieve this goal?**

The offices of Adaptive Services, Counseling and Psychological Services, Student Health Services, and Student Support Services provided services and accommodations which

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benefited students with physical, cognitive, and psychological disabilities / challenges as defined by the American's with Disabilities Act.

Staff from Adaptive Services attended high school fairs/open houses, met with guidance counselors/teachers/parents/students at IEP meetings, spoke with guidance counselors over the phone regarding program, conducted 1-to-1 consultations with prospective students and parents; 8th grade College Day presentations and tours to local middle school ESE groups. Provided study skills instruction, books on tape, note taking assistance, sign language interpreting services, exam modifications, course substitutions for math and foreign language, tutoring, and assistive technology for various course requirements. Offered Adaptive Sports Clinic, 8th grade College Day. Provided a disability awareness workshop to faculty/staff, sent out information on disabilities and related accommodations to all colleges, made a presentation to faculty/staff at a local university.

Student Support Services and Counseling and Psychological Services provided advising and programs for students with disabilities.

**By what means did you assess goal achievement?**

Data tracking was used to account for the numbers of activities and programs offered and the number of students served.

**Describe the assessment results and the conclusions about goal attainment you inferred from them.**

The number of high school fairs attended went from 2 during the 2003 - 2004 academic year to 4 during the 2004 - 2005 academic year. Goal surpassed. Five guidance counselors were consulted. Goal attained. The number of students served increased from 75 to 240. Goal attained. The adaptive sports clinic was held and the 8th Grade College Fair was implemented. Goal attained.

**What continuous improvement resulted from the use of the assessment data?**

It is clear that the number of students needing services is on the rise. As a result, an additional staff member has been added to the Office of Adaptive Services.

**Strategic Plan Goal**

**With which 1 or 2 goals from the 8 current strategic plan goals does your 2004-2005 goal best align?**

Strategic Plan Goal - 2, The Student Community

**Unit Goal**

**What were your unit level goals for 2004-2005 as contained in your 2003-2004 annual report?**

Support personal, physical, career, and psychological development of students thus promoting the retention and graduation of students.

**What action did you undertake to achieve this goal?**

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Maintained and provided counseling, therapy, consultation, education and supervision services for students.

Provided and maintained career counseling services and career development program for FTIC students.

Provided and maintained quality health care services.

Provided accessible, affordable counseling and health services.

The Career Center staff continued to market our services to students through classroom presentations, the department website, information tables in the Student Union, articles in the student newspaper, and outreach to specific student populations, such as athletes and graduate business students.

Continued to conduct outreach activities to expand the breadth of our employer network. Continued to market our employer services through our website.

**By what means did you assess goal achievement?**

Data Tracking. Exit Interviews and Departmental Performance Appraisal, Student Satisfaction Survey.

**Describe the assessment results and the conclusions about goal attainment you inferred from them.**

There was an 11.2% increase in the total number of students served from first half 2003-2004 to first half 2004-2005 academic year. Goal attained.

Career presentations in Styles and Ways increased to 93% of classes offered in the Fall. Goal attained.

Service units in Health Services provided for first half of 2004/2005 academic year were 4165 compared to 3954 for previous year. Goal attained.

Usage of the Career Center services and facilities remains high. Web site usage also remains at very high levels. Goals achieved.

**What continuous improvement resulted from the use of the assessment data?**

Evaluated the improvement to services and the need for resources in order to support student development and retention. Hired additional staff to handle increasing numbers of students requesting services.

In response to additional student usage, as well a need for better visibility and accessibility, the Career Center has relocated to a larger and better-equipped facility in the heart of the Campus Plaza. In response to an increase in the usage of our website, we revamped the format and content to enhance navigability and presentation for students. Staff attended three out-of-area career events (two in Tampa and one in Pensacola.) In response to an

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increase in the usage of our web job posting system, we added a confirmation process to enhance communication with the employers

### Strategic Plan Goal

### Unit Goal

**With which 1 or 2 goals from the 8 current strategic plan goals does your 2004-2005 goal best align?**

**What were your unit level goals for 2004-2005 as contained in your [2003-2004 annual report](#)?**

Strategic Plan Goal - 3, Co-Curricular and Athletic Programming

Enhance the quality of Campus Life through student activities, recreation and fitness programs, clubs and organizations, Greek Life, and student leadership development.

### **What action did you undertake to achieve this goal?**

Offered quality co-curricular and athletic (intramural) programming that promoted and enhanced student development and community engagement.

An additional national fraternity was added, and the Panhellenic Association was formed. FGCU's first formal sorority recruitment was held in January 2005.

Offered more programming that catered to different target groups.

Created more programming and formed new clubs that enabled additional leadership opportunities.

Encouraged club - advisor interaction, collaborative planning and involvement.

### **By what means did you assess goal achievement?**

Data tracking of activities and participants.

### **Describe the assessment results and the conclusions about goal attainment you inferred from them.**

Usage of facilities and programs continued to increase at a rate of about 10% per year. More clubs and organizations formed (2003 - 2004, n = 94, 2004 - 2005, n = 1004. With SGA support, the number of activities and events increased by nearly 50%. Intramurals expanded the total number of sports from 5 in 2003 - 2004 to 7 in 2004 - 2005. Goal attained.

### **What continuous improvement resulted from the use of the assessment data?**

As enrollment increased, the demand for activities and services increased proportionately. Additional staff were hired in SGA, Campus Recreation, and Student Activities in order to meet the growing student needs and requests. The additional staff are able to provide enhancements to the quality and quantity of activities and services available to our students.

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### Strategic Plan Goal

### Unit Goal

**With which 1 or 2 goals from the 8 current strategic plan goals does your 2004-2005 goal best align?**

**What were your unit level goals for 2004-2005 as contained in your [2003-2004 annual report](#)?**

Strategic Plan Goal - 2, The Student Community

Support the educational experience for first-generation in college students, low-income students, and students with disabilities to complete post secondary education.

### **What action did you undertake to achieve this goal?**

Not only do we begin preparation for post secondary education in 6<sup>th</sup> grade we continue to work with students through CROP until graduation so they are prepared in every way possible to attend a post secondary institution. From SSS, we not only revamped the program this year but really began to utilize the skills necessary for students already in attendance at the university to be successful in their college career by developing and implementing a customized 4 year plans. We continue to offer Grant Aid, and will be expanding our computer lab in the near future.

Student Support Services Federal grant renewed for an additional four (4) years.

### **By what means did you assess goal achievement?**

Through CROP and SSS we are mandated to track all students and the improvements that are being made academically. Data tracking for both CROP and SSS show all areas that are tracked and documented for this assessment

### **Describe the assessment results and the conclusions about goal attainment you inferred from them.**

We can continue to work to improve resources and programming for all students. The minority initiative committee has gone no further than 1 meeting to help ensure these things happen and therefore no financial resources such as scholarships have been developed for our students coming out of HS. We did however, increase funding for programming by 10K for CROP this year and that puts us on the path to meeting the cash match agreed upon by FGCU and the state. We should have a cash match of 90K and we are at 35K to date. In regards to the minority initiative committees, until they make the decision to move forward and award students financial packages to come to FGCU, this will retard the process of recruitment in these areas. Goal achieved.

### **What continuous improvement resulted from the use of the assessment data?**

Increased programming and resources made available to our students through the merge of CROP and SSS to one department. Expansion of programming in conjunction with other departments and university resources

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**Strategic Plan Goal**

**Unit Goal**

**With which 1 or 2 goals from the 8 current strategic plan goals does your 2004-2005 goal best align?**

**What were your unit level goals for 2004-2005 as contained in your [2003-2004 annual report?](#)**

Strategic Plan Goal - 2. The Student Community

Support the success of international students through services and advocacy, and, provide services and opportunities for students who wish to study, work, intern or volunteer abroad.

**What action did you undertake to achieve this goal?**

Provided, pre-arrival information to all; orientation for all; immigration processing and monitoring of all international students; consultations and problem-resolution for students.

Sponsored Study Abroad Fairs, Information Sessions, Consultations and support services provided for students pursuing experiences abroad.

Sponsored International Reception, International Celebration, European Chamber of Commerce meeting, US Presidential Election program.

**By what means did you assess goal achievement?**

Data tracking. Program evaluations.

**Describe the assessment results and the conclusions about goal attainment you inferred from them.**

The information gained showed that an increasing number of students were interested in study abroad and in other services for international services. The number of students participating continues to climb. Goal attained.

**What continuous improvement resulted from the use of the assessment data?**

Hired new Coordinator in response to increasing needs and number of students. Increased the number and type of programs, activities, and workshops as a result of added staff. The office was able to expand the offerings in Study Abroad because of the additional staff.

**Strategic Plan Goal**

**Unit Goal**

**With which 1 or 2 goals from the 8 current strategic plan goals does your 2004-2005 goal best align?**

**What were your unit level goals for 2004-2005 as contained in your [2003-2004 annual report?](#)**

Strategic Plan Goal - 2, The Student

Enhance the Judicial Affairs program by

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Community

improving technology and by promoting the development of mature and responsible students.

**What action did you undertake to achieve this goal?**

Purchased and installed Judicial PAVE software to manage the entire student judicial system on campus.

Adjudicated over 100 cases. Educational sanctions were promoted which included community service, required counseling, and required educational sessions.

**By what means did you assess goal achievement?**

The office used data from student disciplinary records. Project records were used to track implementation of software.

**Describe the assessment results and the conclusions about goal attainment you inferred from them.**

The installation of the software program was completed by year-end. Goal attained.

Tracking of student disciplinary records and reports demonstrated successful implementation of appropriate sanctions aimed at increasing student development through the development of mature and responsible students. Goal achieved.

**What continuous improvement resulted from the use of the assessment data?**

Student disciplinary records indicate an increase in serious violations of the Code of Conduct. The installation of the software will improve our ability to manage the growing number of cases and to track patterns. A review of disciplinary records has led the judicial officer to increase the number of educationally related sanctions.

Strategic Plan Goal

Unit Goal

**With which 1 or 2 goals from the 8 current strategic plan goals does your 2004-2005 goal best align?**

**What were your unit level goals for 2004-2005 as contained in your 2003-2004 annual report?**

Strategic Plan Goal - 2, The Student Community

Foster access of under-represented and under-served students

**What action did you undertake to achieve this goal?**

The Multicultural Development office sponsored: the Minority Reception, Congressman John Lewis Presentation, Spoken Word Presentation, Hillel Celebration, Harriet Tubman: The Chosen One Presentation, Focus Groups by category, What it means to be a student of color @ FGCU, G.L.B.T., Brown Bag Workshop, Associated Students Of Cultural Development, Reading Circle,

Partnered with C.R.O.P. for 3 programming efforts, Partnered with Student Support Services on Programming Initiatives, Partnered with community organizations serving same populations the unit serves

**By what means did you assess goal achievement?**

Satisfaction Surveys, Questionnaires, Pre & Post Analysis, Attendance Counts

**Describe the assessment results and the conclusions about goal attainment you inferred from them.**

Survey results demonstrated a need for additional programs desired by students including a major Spring Program that would be beneficial to students, Student Survey data assisted with the EEO panel discussion #2 by guiding the development of the topic and desired presenters. Utilizing documented results and data to formulate mission and goals for department. Goal achieved.

**What continuous improvement resulted from the use of the assessment data?**

Data noted that under-represented students found few activities and events on campus that were designed with them in mind. Therefore, this program offered numerous programs and events that reached out to students of a diverse background.

<u>Strategic Plan Goal</u>	Unit Goal
<b>With which 1 or 2 goals from the 8 current strategic plan goals does your 2004-2005 goal best align?</b>	<b>What were your unit level goals for 2004-2005 as contained in your <u>2003-2004 annual report?</u></b>
Strategic Plan Goal - 3, Co-Curricular and Athletic Programming	Enhance student wellness while promoting prevention

**What action did you undertake to achieve this goal?**

Offered HSC 4932 - Choosing Wellness class. Administered CORE survey of alcohol and substance use and abuse. Implemented Peer CARE program. Several programs were presented in conjunction with other departments: BASICS (with community agency SWFAS); Wellness Building programs (with Housing); Sex Signals (assisted UPD); NCAA Alcohol and Drug Education (with Judicial Affairs and UPD); Courage to Care (SWFAS, UPD); Health Fair (18 campus and community departments); World AIDS Day (with I-CAN)

**By what means did you assess goal achievement?**

Data tracking and program evaluations.

**Describe the assessment results and the conclusions about goal attainment you inferred from them.**

Data from a variety of sources (judicial, health center, counseling center) show that students

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continue to participate in unhealthy activities which has led to a conclusion that there is a substantial need for more activities and programs aimed at educating students regarding safe, healthy life-style choices. More education programs and workshops are needed to address these areas. Goal partially achieved.

**What continuous improvement resulted from the use of the assessment data?**

Increasing staff allows us to increase the number of programs and students reached each year. The class was developed in part as a means to educate potential staff.

Goal of collaborating with other departments is based on limited resources of all departments but acknowledgement that we sometimes have similar goals; the more we can collaborate, the more efficient and effective we are in educating students

**Strategic Plan Goal**

**Unit Goal**

**With which 1 or 2 goals from the 8 current strategic plan goals does your 2004-2005 goal best align?**

**What were your unit level goals for 2004-2005 as contained in your 2003-2004 annual report?**

Strategic Plan Goal - 1, High Quality Education

Provide testing services and test preparation opportunities that support State and National standardized testing

**What action did you undertake to achieve this goal?**

Presented test anxiety workshop for SSS; Provided English and math testing for CROP students; provided CLEP testing for Summer Migrant Leadership Program; Provided on-going testing for College of Education and five-county area teachers.

Provided GRE and GMAT prep courses in Fall 04 and Spring 05; Will provide GMAT math only prep in April 05; Provide computer-based MAT.

Plan in development stages for CLAST tracking. Application to Student Data Group.

**By what means did you assess goal achievement?**

Written notes on workshop evaluations reported that students found the information presented way useful to them overall.

Written survey of students at the conclusion of each 5-week session yielded excellent reviews of instructor and course content. Constraints: available classroom space and need for on-line registration & fee payment.

**Describe the assessment results and the conclusions about goal attainment you inferred from them.**

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Completed testing of 40 students & delivered results to First Year Advising Office for interpretation. Goal attained.

586 computer exams and 750 paper exams as of 2/05 which represented an increase of 20% over the prior year. Goal achieved.

**What continuous improvement resulted from the use of the assessment data?**

Enhanced test anxiety workshop with PowerPoint presentation; Enhanced interpretation of CLEP test results for summer program; added tests for teacher program as available.

Moved time of classes to 6:30 p.m. to meet student requests; extended registration period to 2nd class night; delivered MAT exam numerous times per week with immediate exam results.

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**Section C**

**Program or Service Specific Assessments**

**What program or service specific assessment occurred in the current academic year?**

The Center for Academic Assistance was reviewed. Satisfaction surveys from students were administered. Data Analysis was conducted.

**How were the results of the assessment used to improve programs or services?**

Additional SI subject areas and classes were made available. Additional tutoring was made available. A director of retention was hired to assist with student success.

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**Section D**

**Unit Contribution to President's Performance Measures**

**Please review the President's Performance Measures for 2004-2005. Did your unit contribute to any specific performance goals for the President? (If so, please indicate whether the measure set was attained and to what degree.)**

4. Student Affairs improved Freshman to Sophomore retention rates through interventions in the Center for Academic Assistance. Goal Attained.

12. Student Support Services U.S. Department of Education TRIO Grant renewed for four (4) years. Goal Attained.

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15. Student Affairs recruited two women to head departments, one was a minority. Goal Attained.

18. Faculty and Staff given free privileges in the Campus Recreation facilities with the President's support. Goal attained.

23. Student Affairs implemented a comprehensive Judicial software system that is integrated with Banner. Goal attained.

23. Student Health Services implemented Medi-Cat software to manage health services, fully integrated with Banner. Goal attained.

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## Part 2

### Section A

## Unit Goals for Coming Year (2005-2006)

### Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2005-2006 goal best align?

### Unit Goal

Goal for 2005-2006

Strategic Plan Goal 1- High Quality Education, Strategic Plan Goal Complement classroom learning by providing academic support programs that increase student's success, retention, and satisfaction

### What action(s) will you undertake to achieve the goal?

The Center for Academic Assistance will provide and increase the number of on-campus SI/Tutoring services for high-risk courses in math, science and business. Students on academic warning/probation will visit CAA for an informal screening followed by permission to register with college advisors. Students will be required to meet with CAA staff for thirty minute academic "tune-ups." Success seminars will be given on various topics. Initial semester interviews will be followed up with additional visits. Peer mentoring will continue through the AW/AP population. Various prep test workshops will be given.

### By what means will you assess goal achievement?

Various tracking reports using Banner database will be used to identify results. Noel-Levitz Satisfaction Survey will be administered Fall 2005.

### How will you know if you have successfully attained each goal?

Retention will increase by 5% over the prior year.

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The gap between students' responses on the importance of academic assistance services and their satisfaction with services will be less than 1.0.

**How will the results of the above assessments be used to improve student learning or services?**

Results of assessment will identify academic areas that need additional SI / Tutoring. Retention efforts will be fine tuned and additional programs may be implemented.

**Strategic Plan Goal**

**With which 1 or 2 goals from the 8 current strategic plan goals does your 2005-2006 goal best align?**

**Unit Goal**

**Goal for 2005-2006**

Strategic Plan Goal 2 - The Student Community Provide programs, training, services and accommodations that benefit students with disabilities.

**What action(s) will you undertake to achieve the goal?**

The offices of Adaptive Services, Counseling and Psychological Services, Student Health Services, and Student Support Services will provide services and accommodations which benefit students with physical, cognitive, and psychological disabilities / challenges as defined by the American's with Disabilities Act.

**By what means will you assess goal achievement?**

The number of students served and programs offered will be tracked. The Noel-Levitz Student Satisfaction Survey will be administered in Fall 2005 and will provide information regarding our students' satisfaction with services for students with disabilities.

**How will you know if you have successfully attained each goal?**

The staff will attend 2 high school fairs and meet with 5 - 7 guidance counselors as part of the outreach program. The number of students served will increase from 75 to 240. Two programs per year will be provided that highlight adaptive activities.

The gap between students responses on the importance of adaptive services and their satisfaction with services will be less than 1.0.

**How will the results of the above assessments be used to improve student learning or services?**

The results will help the administration determine if enough resources both human and financial are available to assist students who have disabilities. The data will also help us to determine if we are providing all of the needed services that are required for students with challenges.

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**Strategic Plan Goal**

**With which 1 or 2 goals from the 8 current strategic plan goals does your 2005-2006 goal best align?**

**Unit Goal**

**Goal for 2005-2006**

Strategic Plan Goal - 2, The Student Community Support personal, physical, career, and psychological development of students thus promoting the retention and graduation of students.

**What action(s) will you undertake to achieve the goal?**

Increase the number of students served through counseling, therapy, consultation, education and supervision services.

Increase the number of students served through career counseling services and career development program for FTIC students.

Increase the number of students who receive quality health care services.

Provided accessible, affordable counseling and health services.

The Career Center staff will continue to market our services to students through classroom presentations, the department website, information tables in the Student Union, articles in the student newspaper, and outreach to specific student populations, such as athletes and graduate business students.

Continue to conduct outreach activities to expand the breadth of our employer network. Continue to market our employer services through our website.

**By what means will you assess goal achievement?**

Data tracking of services will be used to determine the number of students served. The Noel-Levitz Student Satisfaction Survey will be used to determine satisfaction with the services offered. On-site surveys will also be used.

**How will you know if you have successfully attained each goal?**

The number of students served will increase by 10% over the 2004 - 2005 academic year in each service area. The gap between importance and satisfaction for each item that pertains to counseling and health services on the Noel-Levitz Survey will be less than 1.0

**How will the results of the above assessments be used to improve student learning or services?**

The analysis of satisfaction data will assist us in determining what services need improvement and what additional services need to be added. Data tracking will help us to determine if we have sufficient resources to meet the growing student demand.

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**Strategic Plan Goal**

**With which 1 or 2 goals from the 8 current strategic plan goals does your 2005-2006 goal best align?**

**Unit Goal**

**Goal for 2005-2006**

Strategic Plan Goal - 3, Co-Curricular and Athletic Programming Enhance the quality of Campus Life through student activities, recreation and fitness programs, clubs and organizations, Greek Life, and student leadership development.

**What action(s) will you undertake to achieve the goal?**

Offer quality co-curricular and athletic (intramural) programming that promotes and enhances student development and community engagement. An additional national fraternity and national sorority will be added. Form the Inter-Fraternity Council. Offer more programming that caters to different target groups.

Create more programming and form new clubs that enable additional leadership opportunities. Encourage club - advisor interaction, collaborative planning and involvement.

**By what means will you assess goal achievement?**

Data tracking. Noel-Levitz Student Satisfaction Survey.

**How will you know if you have successfully attained each goal?**

The number of activities and participants will increase. The gap between identified importance and satisfaction of the student satisfaction survey will be less than 1.0

**How will the results of the above assessments be used to improve student learning or services?**

Survey and data results will guide the development of new programs and services. The results will also guide us in determining the human and financial resources needed to meet student demand.

**Strategic Plan Goal**

**With which 1 or 2 goals from the 8 current strategic plan goals does your 2005-2006 goal best align?**

**Unit Goal**

**Goal for 2005-2006**

Strategic Plan Goal - 2, The Student Community Support the educational experience for first-generation in college students, low-income students, and students with disabilities to complete post secondary education.

**What action(s) will you undertake to achieve the goal?**

We have expanded our community partnerships and will continue to do so, in order to create financial options for graduating seniors, via the CROP program. We have also established internships with other community partners for SSS participants. We will continue to expand

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programming and computer lab availability.

**By what means will you assess goal achievement?**

We have added the Accutrack software feature as well as the ACCESS data base and will continue to track via data submitted.

Noel Levitz Student Satisfaction Survey

**How will you know if you have successfully attained each goal?**

The number of activities and participants will increase.

The gap between identified importance and satisfaction of the student satisfaction survey will be less than 1.0

**How will the results of the above assessments be used to improve student learning or services?**

More students will benefit from expanded and specialized programming in both programs (CROP and SSS). Also as we begin a new grant year our recruiting process will allow for more exposure. We also will increase our scholarship programming for CROP from 7 to 14 scholarships. Again, until the university makes specific efforts to help fund scholarships for CROP we cannot ensure the students will attend FGCU.

Strategic Plan Goal  
**With which 1 or 2 goals from the 8 current strategic plan goals does your 2005-2006 goal best align?**

**Unit Goal**  
**Goal for 2005-2006**

Strategic Plan Goal - 2, The Student Community  
Support the success of international students through services and advocacy, and, provide services and opportunities for students who wish to study, work, intern or volunteer abroad.

**What action(s) will you undertake to achieve the goal?**

Provide pre-arrival information to all; orientation for all; immigration processing and monitoring of all international students; consultations and problem-resolution for students. Sponsor Study Abroad Fairs, Information Sessions, Consultations and support services provided for students pursuing experiences abroad. Sponsor International Reception, International Celebration, European Chamber of Commerce meeting, US Presidential Election program.

**By what means will you assess goal achievement?**

Data Tracking, Program Evaluations, and the Noel-Levitz Student Satisfaction Survey

**How will you know if you have successfully attained each goal?**

The number of participants and activities will increase. The gap between identified importance

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and satisfaction of the student satisfaction survey will be less than 1.0

**How will the results of the above assessments be used to improve student learning or services?**

The information from the assessments will guide the direction of programs, services, and staffing.

**Strategic Plan Goal**

**With which 1 or 2 goals from the 8 current strategic plan goals does your 2005-2006 goal best align?**

**Unit Goal**

**Goal for 2005-2006**

Strategic Plan Goal - 2, The Student Community Enhance the Judicial Affairs program by improving technology and by promoting the development of mature and responsible students.

**What action(s) will you undertake to achieve the goal?**

The ID card system needs to be upgraded so that ID pictures will be captured in Banner and Judicial PAVE.

With the implementation of Judicial PAVE software, the office will be able to better manage the various educational sanctions required of students who violate the Code of Conduct. In addition, students will be required to demonstrate the personal growth they experienced as a result of the disciplinary experience.

**By what means will you assess goal achievement?**

Data tracking. Disciplinary records. Noel-Levitz Student Satisfaction Survey. Judicial survey.

**How will you know if you have successfully attained each goal?**

One way to demonstrate success is through a review of the rate of recidivism which should decrease every year.

Qualitative analysis of student comments will demonstrate personal growth and maturity.

The gap between identified importance and satisfaction of the student satisfaction survey will be less than 1.0

**How will the results of the above assessments be used to improve student learning or services?**

The University Judicial Office will use the data to ensure that the sanctions used are effective in helping students develop responsibility and maturity.

**Strategic Plan Goal**

**Unit Goal**

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**With which 1 or 2 goals from the 8 current strategic plan goals does your 2005-2006 goal best align?**

**Goal for 2005-2006**

Strategic Plan Goal - 2, The Student Community Foster access of under-represented and under-served students

**What action(s) will you undertake to achieve the goal?**

The Multi-Cultural Student Development Office will increase the number of programs and training sessions targeting under-served and under-represented student populations.

**By what means will you assess goal achievement?**

Noel-Levitz Student Satisfaction Survey, Data tracking, program evaluations.

**How will you know if you have successfully attained each goal?**

The number of programs and participants will climb by 10% over 2003-2004.

The gap between identified importance and satisfaction of the student satisfaction survey will be less than 1.0

**How will the results of the above assessments be used to improve student learning or services?**

The results will be used to guide future program and activity development and implementation.

**Strategic Plan Goal**

**Unit Goal**

**With which 1 or 2 goals from the 8 current strategic plan goals does your 2005-2006 goal best align?**

**Goal for 2005-2006**

Strategic Plan Goal - 3, Co-Curricular and Athletic Programming Enhance student wellness while promoting prevention and healthy lifestyle choices

**What action(s) will you undertake to achieve the goal?**

Offered HSC 4932 - Choosing Wellness class. Administer CORE survey of alcohol and substance use and abuse. Implement Peer CARE program. Several programs were presented in conjunction with other departments: BASICS (with community agency SWFAS); Wellness Building programs (with Housing); Sex Signals (assisted UPD); NCAA Alcohol and Drug Education (with Judicial Affairs and UPD); Courage to Care (SWFAS, UPD); Health Fair (18 campus and community departments); World AIDS Day (with I-CAN)

**By what means will you assess goal achievement?**

Data tracking, program evaluations, Noel-Levitz Student Satisfaction Survey

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**How will you know if you have successfully attained each goal?**

Overall student wellness will improve as evidenced by health records and judicial records as well as other evaluations and surveys.

The gap between identified importance and satisfaction of the student satisfaction survey will be less than 1.0

**How will the results of the above assessments be used to improve student learning or services?**

The results will be used to determine what types of programs need to be offered. As student risk-taking behavior rises, programs will be implemented to counter the poor life-style choices.

**Strategic Plan Goal**

**With which 1 or 2 goals from the 8 current strategic plan goals does your 2005-2006 goal best align?**

**Unit Goal**

**Goal for 2005-2006**

Strategic Plan Goal - 1, High Quality Education Provide testing services and test preparation opportunities that support State and National standardized testing

**What action(s) will you undertake to achieve the goal?**

Present test anxiety workshop; Provide English and math testing for CROP students; provide CLEP testing for Summer Migrant Leadership Program; Provide on-going testing for College of Education and five-county area teachers.

Provide GRE and GMAT prep courses; Will provide GMAT math only prep; Provide computer-based MAT.

Plan in development stages for CLAST tracking. Application to Student Data Group.

**By what means will you assess goal achievement?**

Noel-Levitz Student Satisfaction Survey, Data tracking, Evaluations.

**How will you know if you have successfully attained each goal?**

The gap between identified importance and satisfaction of the student satisfaction survey will be less than 1.0

Data tracking will demonstrate an increase in participants.

**How will the results of the above assessments be used to improve student learning or services?**

Outcomes assessment will be used to determine what programs need to be offered and to

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make improvements in testing services.

## Section B

### Resources

**What additional resources have you requested and received a commitment for during 2005-2006 from your area VP or the President that is based on your analysis of assessment data for 2004-2005?**

1. Complement Classroom Learning - Assessment of student success demonstrated that CAA activities led to improved grades and decreased DFW rate. Therefore, in order to support and increase academic learning, student success, and retention, Student Affairs requested and received a commitment to add 1 FTE position to coordinate Supplemental Instruction (SI).
2. Programs, services, and accommodations for Students with Disabilities - Data from our assessment of Adaptive Services demonstrated an increase in the number of students needing services. In order to adequately support and expand services for students with disabilities, Adaptive Services requested and received a commitment to add 1 FTE position to assist with interpreting and administrative services.
3. Support international education and expand service opportunities - Assessment of student interests demonstrated an increase in demand for study abroad both internationally/domestically, as well as institutional demand for increased services to support the exchange visitor program (J). A commitment was made to add 1 FTE position to support future coordination efforts for the Office of International Education and Programs.
4. Enhance Judicial services and technology to accommodate student growth - Assessment of compliance with the Student Code of Conduct showed an increase in student growth and judicial cases. Therefore, it is imperative to expand internal coordination between the Office of the Dean of Students, Judicial Affairs, Housing & Residence Life, and University Police to support overall efficiency. Thus, Academic Affairs approved and supported the implementation of the Judicial Pave Software System to support this effort at an estimated cost of \$20,000 with an annual maintenance fee of \$5,000.
5. Support educational experience of under-represented populations - Outcome assessments gathered by Student Support Services demonstrated an increased need to support and supplement the educational experiences of first-generation in college, low-income, and student with disabilities. Academic Affairs approved and provided support through the Office of Planning & Institutional Performance to collect the necessary data for grant renewal, office renovation/space, and matching funds of \$35,000. The commitments approved during 2004-05 will now support the recent grant renewal for 2005-2009, which has an estimated award notification of \$1 million.
6. Enhance student wellness while promoting prevention & healthy lifestyle choices - Data from assessments demonstrated a substantial need to address prevention and wellness issues. To accommodate the increase in enrollment growth and accompanying student development concerns around alcohol, substance abuse, and personal counseling a commitment was made to add 1 FTE position to support future coordination efforts for our residential students.
7. Support Assessment Planning - Review of our assessment protocols proved that we lacked adequate outcome's assessment tools. In order to enhance and gauge student

satisfaction, the Office of Academic Affairs in consultation with the Office of Planning & Institutional Performance, has approved and committed to provide funding to support the Noel-Levitz Students Satisfaction Survey for Fall 2005.

**What additional resource needs do you have for fulfillment of your goals that you wish for consideration from your area VP or the President that is based on your analysis of assessment data for 2004-2005?**

1. A review of assessment data reveals that while the Office of Testing & Assessment provides state and national testing services and preparation opportunities through auxiliary means, there is also a need for an additional 1 FTE to provide needed clerical support that would make response time to student CLAST inquiries more efficient. Currently, there are only two (2) full-time positions to manage the weekday and weekend functions associated with this department.
  2. Assessment of student trends demonstrates past and projected enrollment growth for 2005-06. Given these trends the resources to support additional FTE have been granted, but many departments within Students Affairs function with the same operational budget. Thus, there is a need to increase operational budgets reflective of additional expenses incurred, charge backs, professional development, and general services.
  3. Career Development Services complements the total academic experience of all students enrolled at FGCU and is included in the university's strategic plan. The growing demands for more career services as demonstrated by our assessment activities shows a need for an expansion of opportunities for students. Career Services provides critical resources to students in the verity of career counseling, job preparation and placement, internships, externship, and general tracking. At the present time, there are only two (2) full-time staff members providing direct services to students. To allow for a more concerted effort in program and service development, as well as sole attention to students, it is imperative that we add 1 FTE position (Senior Secretary) to oversee the office functions for the department and provide direct support.
  4. Campus Recreation (Waterfront and Outdoor Adventures) - Results from our assessment activities demonstrate an increase in requests and traffic associated with the Waterfront. It is imperative that the university collaborates with Campus Recreation to provide adequate facilities to accommodate both student related programs and non-student related programs related to the waterfront. This includes, but is not limited to a permanent structure to house equipment, restrooms, staff, and to facilitate oversight with respect to risk and safety management. Additionally, this also includes a dock that allows for the accommodation of students with disabilities. Estimated minimum cost is roughly \$100,000.
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**Section C**

**Assessment Plans**

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**What assessments are you planning to conduct during 2005-2006?**

The Noel-Levitz Student Satisfaction Survey will be administered in Fall 2005. Individual programmatic evaluations by unit will be conducted as specified. Data Tracking through Banner will be used as well to follow student success. Data Tracking from service records will continue, as will program evaluations.

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**Section D**

**Coming Year - Strategic Plan Contributions**

1.2.1, 1.2.5, 1.4.2, 2.2.1, 2.2.2, 2.3.1, 2.3.2, 3.1.1, 3.1.2, 3.1.3.a, 3.1.3.b, 3.2.1, 3.3.1, 3.3.2, 3.4.3, 3.5.1

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