Major Accomplishments/Retention Initiatives for 2006-2007

1) The Attorney for Students (AFS) has continued to increase the number of students served both in this office and through presentations on campus. Students regularly comment that consulting with one of the attorneys has relieved them of the stress of dealing with their legal issue, and allowed them to focus on their education.

2) There was a 35% increase in the number, from the previous year, of Student Ombudsman (OMB) cases.

3) The University Mentoring Program (UMP) received considerable national exposure this year by providing phone consultations and e-mail advising to universities across the nation, facilitating national convention presentations, and hosting a national mentoring expert on campus. An 18-month plan has been developed and executed including innovative student success strategies, grant funding opportunities, and program advancement methods, with an intended outcome of positively impacting at-risk students at Texas State and to develop UMP into a nationally-prominent program.

4) The UMP increased the number of social and networking opportunities for mentees & mentors, including “Group Mentoring” series, “A Mentoring Hour with the Dean” series, and Commuter Breakfast Roundtable discussions, along with implementing strategic efforts to promote/market all UMP events & activities.

5) The UMP matched 100% of the new students enrolled in the program (172 total) with a mentor. 172 mentees represent an increase of 15 students from the previous year.

6) The Coordinator for Student Justice (SJ) investigated and adjudicated cases that involved two hundred and seventeen students (170 alleged violators, 12 victims, 30 witnesses, 2 PAWS Alerts, and 3 care and concern) between September 1, 2006 and June 8, 2007. This is a slight increase from 2005-2006, (approximately 5.5 %) which was achieved while still maintaining a low recidivism rate.

7) SJ-Initiated weekly meetings and updates with Residence Life and University Police Department (UPD) staff members to increase the ability to address issues on a timely basis.

8) SJ worked collaboratively with UPD and was (within current regulations) accommodated with “view only” access to appropriate UPD information in order to have more timely access to information vital to addressing student behavior, wellness and university safety issues without compromising UPD investigations.

9) The Dean of Students mailed over 170 letters to instructors/professors to assist students with absences, withdrawals or requests for incompletes and assisted with more than 40 requests for absences related to the observation of a religious holy day.

10) Notary services were provided to over 90 students, faculty, and staff during FY07.

Progress on 2004-2009 Administrative Support Plan (Strategic Plan)
1) The Dean of Students Office (DOS) will develop a long range plan for generating revenue for the division in support of our retention mission and increase the amount of money available to meet the division's programmatic and student support service needs.

2) The AFS would like to change the half-time attorney position to a full-time position before 2009.

3) AFS – Review current assessment tools. The exit survey was reviewed and modified in February 2007 to include retention and learning outcomes questions.

4) Ombudsman – Review current assessment tools. The Ombudsman satisfaction survey was modified to include learning outcomes measures.

5) Mentoring - Increase awareness of services and programs offered through the DOS Office. Strategy - “Target minority, at-risk and transfer students to participate in the mentoring program”

<table>
<thead>
<tr>
<th>Year</th>
<th>n of mentees</th>
<th>% Hispanic</th>
<th>% Black</th>
<th>% Asian</th>
<th>Total % Minority</th>
<th>% Transfer</th>
</tr>
</thead>
<tbody>
<tr>
<td>2004-2005</td>
<td>105</td>
<td>37%</td>
<td>17%</td>
<td>2%</td>
<td>56%</td>
<td>20%</td>
</tr>
<tr>
<td>2005-2006</td>
<td>157</td>
<td>70.1%</td>
<td>15.3%</td>
<td>1.3%</td>
<td>86.7%</td>
<td>34.4%</td>
</tr>
<tr>
<td>2006-2007</td>
<td>172</td>
<td>75.6%</td>
<td>15.7%</td>
<td>1.6%</td>
<td>92.9%</td>
<td>26.2%</td>
</tr>
</tbody>
</table>

6) SJ - Provide annual updates of the student judicial process and issues for relevant academic offices and departments, as well as Residence Life:
   A) Since the change in the academic dishonesty policy, there have not been any significant changes that would warrant an annual update. Instead, collaboration with other offices, including individual faculty and the chair of the Honor Code Council is on-going and typically engaged in as specific issues arise.
   B) Regular meetings with Residence Life staff and UPD have provided an avenue for timely sharing of information between these offices and SJ.
   C) “Civility in the Classroom” topics are further addressed through a DOS generated brochure and presentation by DOS staff to groups of faculty via the university’s Professional Development office.

7) SJ - Provide student educational sessions on relevant Student Justice issues:
   Three presentations were made to approximately 50-60 students participating in the Study Abroad program.

Assessments for 2006-2007
1) AFS exit surveys completed by clients leaving their session indicate a high degree of satisfaction (6.09 of a possible 7) with the service they received during their consultations. Assessments continue to reflect a desire by students for additional staff to provide more consultation opportunities. Clients consistently requested that the attorneys be able to represent them in court.

2) UMP - One hundred and thirteen (113) summative assessment survey responses were recently collected from mentees and mentors, and a cursory examination of the data shows that the University Mentoring Program is highly valued although respondents are not taking full advantage of the services & activities offered.

3) UMP - Formative assessments from various UMP programs yielded useful feedback from more than 200 respondents. The feedback was used to make continuous upgrades in UMP services offered. Additional summative data from the Office of Institutional Research revealed some additional positive outcomes of UMP for example:
**A)** The 2.60 GPA of African-American participants was significantly greater than the 2.42 GPA of African-American non-participants.

**B)** The 2.43 GPA of participating male students was greater than the 2.39 GPA of non-participating male students.

**C)** The UMP participant retention rate for first-time freshmen from Fall 2006 to Spring 2007 was an impressive 94.5%, while the general cohort group was 91%.

4) OMB-Satisfaction survey was modified to include a learning outcome measure and identify cases primarily addressed via e-mail but only 3 of 14 surveys were returned. The overall satisfaction rates on a scale of 1-10 (with 10 being the highest) were, 9, 10 and 10. At the time of this report, surveys had not been forwarded for the spring and summer of 2007.

5) SJ-In Spring 2007, anonymous surveys were given to students alleged to have violated the Code of Student Conduct at the conclusion of their administrative review. The survey contained 10 numbered statements, however two of these further elaborated to A and B statements which resulted in a total of 12 inquiries. Responses were on a Likert scale with responses and scores listed as “Very true (1), Somewhat true (2), Not so true (3) and Not true at all (4). Statements were worded so that the most desirable response would be the one with the lowest score of 1 and the least desirable response would be the one with the highest score of 4. 51 surveys were collected.

   A) Question response averages ranged from 1.43 to 1.84
   B) Statements with the best averages responses (1.43) were:
   i. In the initial discipline conference, Mr. Amaya clarified options that were helpful in making an informed decision to either accept or contest the discipline charges and/or sanction. (86% responded favorably)
   ii. Considering the type of violation, the sanction assigned was a fair sanction. (84% responded favorably, and although based on this survey 16% of respondents disagreed with the statement, none of these appealed the decision.
   C) The statement with the least desirable average responses (1.84) was “The amount of time I waited to see the Coordinator of Justice once I arrived for my appointment was reasonable. (76% responded favorably)
   D) Overall satisfaction (average of all survey responses) was averaged at 1.61

**Educational Outreach/Presentations by Department Staff to Institutions and Communities for 2006-2007**

1) AFS-Both attorneys made presentations on campus to both undergraduate and graduate level students on varied issues such as renting an apartment, risk management for student organizations, legal liabilities for different professions, and credit card abuse.

2) AFS-The Attorney for Students assisted the University Attorney with the Annual Legal Update for Faculty and Staff by presenting the most up-to-date information regarding search and seizure issues.

3) UMP-More than a dozen presentations to student organizations and at student-sponsored programs

4) UMP-Three national presentations at higher education conventions (Noel-Levitz National Conference on Student Recruitment and Retention, MELMAC Retention Strategies Conference for College and University Chancellors & Presidents, International Mentoring Association’s 20th Annual Convention)

5) UMP-Two state presentations at professional association conferences (Texas Association of Colleges and University Student Personnel Administrators, Texas Association of Black Personnel in Higher Education)
6) OMB-Presentation as a panelist for a Sexual Assault Panel Discussion sponsored through the Hays Caldwell Women’s Center in conjunction with the Texas State Alcohol and Drug Resource Center.

7) OMB/SJ-Civility in the Classroom presentation made to Texas State Faculty as part of the university’s Professional Development series.

8) OMB/SJ-Student Judicial Procedural presentation was requested and delivered to the Arts and Design department of Texas State.

9) SJ- Three (3) presentations on expected behavior to approximately 60 students participating in the Study Abroad Program.

10) SJ-Facilitated two (one panel was composed of students, the other of faculty and staff) panel presentations on Mentoring at the National Race, Ethnicity and Place Conference at Texas State.

11) DOS-Presentation to the Association of University Chiefs of Police—Austin, Texas

**Diversity Initiatives for 2006-2007**

1) UMP- Wrote a funding proposal and was awarded a mini-grant to co-sponsor twenty minority student attendees at the Student Leadership Institute and at the full state conference of the Texas Association of Black Personnel in Higher Education. This initiative was co-sponsored by the Texas State Office of Access and Equity.

2) OMB-Presentation at the National Race, Ethnicity and Place Conference held at Texas State.

3) OMB-Assisted with the coordination of a campus tour for approximately 75 visiting high school students from East Austin.

4) DOS- Staff members supported programs including the Hometown Bobcats and Mama’s Kitchen.

**Major Objectives/Retention Initiatives for 2007-2008**

1) AFS-Because of the high turnover rate of student workers and due to the complexity and serious nature of the calls taken by this office, it is our objective to obtain a half-time administrative assistant to help answer calls in the office during peak hours.

2) UMP-Increase the number of mentor and mentee participants at University Mentoring Program activities.

3) Continue strategic collaborations that deliver to UMP students, knowledge and awareness of resources such as academic advising, academic success and career planning.