Major Accomplishments/Retention Initiatives for 2007-2008

1) The University Mentoring Program was moved from the auspices of the DOS to the VPSA so that it may be a part of that office’s retention efforts.

2) The Attorney for Students has continued to increase the number of students served both in this office and through presentations on campus. Students continue to comment that the consultation 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.

3) There were nineteen Ombudsman cases through June 30, 2008 as compared to twenty seven during the same time period in FY07; a decrease of 8 cases from the previous year. With the continued increase in the number of correspondences via e-mail, the Ombudsman strives to settle cases before they reach the level of being an “official” ombudsman case.

4) Student Justice investigated and adjudicated cases that involved two hundred and thirteen students (194 alleged violators, 9 victims, and 10 witnesses); four students fewer than in 2006-2007. Data was collected between June 9, 2007 and June 24, 2008, signifying the period since the last report to date, rather than the September 1- August 31 cycle.

5) SJ’s continued collaboration with UPD and Res Life has allowed SJ cases to be initiated in a timelier basis, many of which have a significant impact on the issues of safety and wellness. This collaboration has allowed to more accurately cite alleged violations when initiating a case and in some instances, cases are referred to Res Life for adjudication, allowing the student the benefit of being adjudicated without having a disciplinary record in the DOS office. In addition, this collaboration has allowed the SJ Coordinator to review reports that might not typically result in initiation of SJ cases, but after review might be initiated as a “care & concern”. As a form of early intervention, the coordinator will address students exhibiting risky behavior before it reaches the point of requiring adjudication and advise students being negatively affected by the behavior of others. All this has been achieved at the same time that the time and resources of the UPD Records Department dedicated to photocopying and delivering reports for SJ has been greatly reduced.

6) The Student Justice process led to the suspension, expulsion, voluntary withdrawal or prevention of re-enrollment of at least fourteen (14) students. While this may seem as a negative point, particularly when analyzing retention, the removal of these students was to the benefit of the university and the safety of the campus community. These students were involved in violations that included distribution of drugs, multiple drug violations, possession of large amounts of drugs, theft of university property, assaults and repetitious disruptions.

7) Six of Seven full-time staff members served on a Student Affairs Team, with some providing leadership service to the Community Staff Development Team, Fundraising Team, and the Diversity Team. The
Behavior Assessment Team is chaired by a DOS staff member. The staff also served on numerous other teams within and outside of the division.

8) Student Assistance – DOS continues to assist students with letters to faculty members to accommodate students with absences, withdrawals or requests for incompletes. Two full-time staff members provide notary services in the DOS and the AFS offices.

9) Through the auspices of the DOS,
   A. Hosted a very memorable 20th anniversary Bobcat Pause Program that honored more than 200 Texas State family members who passed away during the year.
   B. Veteran’s Day
   C. Foundations of Excellence honored 10 faculty members.
   D. Fundraising – Student Foundation Alumni Network awarded over $10,000 in scholarships and received a $100,000 pledge for additional scholarships.
   E. ASG – Athletics Initiative, Bobcat Statue, and Digital Yearbook.

**Progress on 2004-2009 Administrative Support Plan (Strategic Plan)**

1) Department Strategy – Change half-time attorney position to a full-time position. An attorney is employed in the half-time position, but there is not funding to move her to a full time position. We would like to see this happen before 2009.

2) Department Strategy – Review current assessment tools. Following many student inquiries regarding this office representing students in simple divorce and Landlord/Tenant disputes, the exit survey was further modified in October, 2007 to gather data from our clients by adding “Our office presently does not represent students in court. Would you support representation in limited cases (uncontested family, Landlord/tenant) even if a fee increase (up to $1.50 per student) were necessary?” Between October, 2007 and May 31, 2008 241 of 261 clients answered yes.

3) Departmental Objective – Monitor and utilize limited resources for optimum productivity. Because the office handles a large volume of paperwork with limited staffing, and for conservation purposes the office is finalizing the purchase of software that will allow the office to become mostly paperless and maximize the ease of document retrieval and enhance report production.

4) 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. The fundraising webpage design is complete and pending approval. One Student Foundation alumni has pledged $100,000 as matching funds for scholarships.

5) Provide student educational sessions on relevant Student Justice issues. SJ Coordinator made a presentation to students participating in a Study Abroad Program. This type of presentation is done on an annual basis and the number per year varies.

6) Provide annual updates of the student judicial process and issues for relevant academic offices and departments as well as Residence Life.
   A. Collaboration with other offices, individual faculty, staff, 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. “Incivility in the Classroom” topics are further addressed through a DOS generated brochure and presentations by DOS staff to small-medium sized groups of faculty and instruction assistants when requested by faculty members or Professional Development.
D. Student Justice Coordinator provides an orientation regarding Student Justice and the Code of Student Conduct to new UPD recruits as part of their training; this occurred twice in 2007-2008.

Assessments for 2007-2008
1) Exit surveys completed by clients leaving their sessions indicate a high degree of satisfaction (5.95 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) A total of 6 out of 19 Ombudsman Satisfaction Surveys were returned. 83% of respondents answered favorably to the experiences and services they received through the Ombudsman. The survey was modified to include a learning outcome measure and the same 83% of respondents answered favorably to the learning outcome question, “As a result of the Ombudsman process, do you know how and where to find information to address future concerns you could encounter as a student?”

3) In spring 2008, surveys were given to a majority of suspects at the conclusion of their administrative review. The surveys were completed anonymously and contained a total of 12 inquiries. Responses were on a Likert-type 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. 45 valid surveys were completed.
   A. Question response averages ranged from 1.29 to 2.07
      i. Statements with the best average responses (closely ranging from 1.29-1.36) related to customer service and due process. Specifically, being treated courteously, respectfully and professionally, being given the opportunity to be heard, and being informed of options available in accepting or contesting the discipline charges and/or the sanction.
      ii. The statements with the least desirable average responses (2.07 and 1.82) related to the timeliness of the adjudication of the case. Specifically, the time the student waited to be seen and the total time period involved in the discipline process.
   B. Survey response averages ranged from 1.0 to 3.83
      i. This range positively decreased slightly from the 2006-2007 range of 1.0 to 3.92.
      ii. 22% of respondents rated all statements 1 (Very true).
      iii. Even the student who responded with the highest number of least desirable responses did not rate all statements as 4 (Not true at all)
   C. Overall satisfaction (average of all survey responses) was averaged at 1.56, this improved from 2006-2007’s 1.61.

Educational Outreach/Presentations by Department Staff to Institutions and Communities for 2007-2008
1) 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. 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 Americans with Disabilities Act issues.

2) Ombudsman
   A. Presentation, “Our Students-The Millennial Generation”. Multicultural Institute sponsored through the College of Liberal Arts.
   B. Chair the Scholarship Committee for the 19th Street Baptist Church in Austin, Texas.
   C. Civility in the Classroom presentation made to Texas State Faculty and Graduate Students
   D. Am I My Brother’s Keeper? University of Denver.
   E. Am I My Brother’s Keeper? Colorado State University.
3) Student Justice continued presentations to students participating in the Student Abroad and made presentations on the Student Judicial process, the Code of Student Conduct, and general student judicial issues to two separate groups of new UPD recruits.

**Diversity Initiatives for 2007-2008**

1) During the 2007-2008 the office employed three out of four minority students and engaged two (of two) interns who were minorities and requested on-campus legal internships.

2) Ombudsman

3) All staff members supporting the DOS functions are sensitive to the diversity of our students. The staff participated in and supported initiatives such as Mama’s Kitchen.

4) The SJ coordinator again served as co-team leader of the Student Affairs Diversity Team.

**Major Objectives/Retention Initiatives for 2008-2009**

1) Because there is a high turnover in student workers and because of the complexity and serious nature of the calls taken by this office, it continues to be the Attorney for Students objective to obtain a half-time administrative assistant to help answer calls in the office during peak hours. During this past year, we had several clients who had critical issues who called the office and encountered student workers who were ill-prepared to handle such matters. While this office takes great strides to train its student workers to do the best job possible, with the low wages offered, sporadic hours and high turnover, it is difficult to prepare them for such eventualities. Our Admin II, Susan Brotzman, supervises all the student workers, the graduate assistant, keeps the books for the office (resolves conflicts with SAP) as well as Student Foundation, provides free notary services to the student population, and assists both attorneys. Because of the increased volume this office has experienced in the past several years, the need for someone on at least a part-time basis who can assist the staff on a professional level will increase our productivity and consistency tremendously.

2) The Ombudsman for Students will continue to serve students and faculty and staff of Texas State to resolve issues in a timely and fair manner which, it is hoped, will result in students not having to leave the university.

3) SJ will continue to refer minor offenses by residential students to the Housing and Residential Life judicial officer so staff may address the issue through adjudication or as a care and concern in an effort to assist students in correcting behavior before the behavior reaches the point of consideration for suspension or expulsion. Similarly, the Student Justice Coordinator will continue to review police reports and meet with students who may not be suspected of violating the Code of Student Conduct, but may be affected by the behaviors of others, including their acquaintances, relationships, or residential communities.