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ANNUAL REPORT 2008-2009
OFFICE OF THE DEAN OF STUDENTS
Attorney for Students, Associated Student Government, Emergency Services,
Ombudsman, Student Foundation, Student Justice

Student Affairs Division
Texas State University- San Marcos

Executive Summary

The Office of the Dean of Students went through a period of transition during the academic year 2008-2009. The Dean of Students who served in that role for 30 years, retired and interim staff members led the area during this period. Because of the demands placed on the office, some of the planned activities were not performed. The new dean was recently hired and the team is reviewing new processes, strategic goals, assessments, office procedures and services for the coming year. The office has a strong and collaborative team that will make positive changes possible for the coming year.

Major Accomplishments/Retention Initiatives

1. Worked individually with 263 students to provide notifications to 1052 faculty contacts verifying student absence(s) due to illness, injury and family emergencies during the Fall/Spring semesters.
2. Responded to 141 P.A.W.S. (Positive Action With Students) Alerts.
3. Fifteen students were awarded Emergency Grants and Crawford Loans for a total of $6,750.
4. Attorney for Students assisted 753 students with legal issues.
5. Attorney for Students served 1240 students with presentations to organizations, classrooms and programs (presentations on campus to both undergraduate and graduate students on varied issues such as renting an apartment, risk management for student organizations, legal liabilities for different professions and credit card abuse).
6. Associated Student Government, with the strategic support of the Office of the Dean of Students, awarded 173 students with scholarships totaling $224,000.

Other Accomplishments

1. DOS website received 82,640 hits.
2. Coordinated notification of 17 student deaths.
3. Scheduled/coordinated Sexual Harassment Training for 50 new student affairs staff members.
4. Coordinated EEO training sessions for 197 student affairs staff members.
5. Notarized 271 documents (240 by Student Attorney).
6. DOS approved 24 campus (Texas State and Round Rock) events where alcohol was served.
7. Investigated and adjudicated cases that involved 251 students (216 suspects, 19 victims & 16 witnesses).
8. Assisted the Associated Student Government with the unveiling of the Bobcat statue.
9. Assisted ASG with the logistics of the Texas State University System (TSUS) Student Advisory Board meeting during the Board of Regents visit at Texas State during June 3-5, 2009.
10. Bobcat Pause 2008-2009 was hosted by Student Foundation for the 21st time with the oversight and support from the Office of the Dean of Students. The event honors all faculty, staff, students, alumni and friends of the university who have passed away within the past year. This past year’s ceremony hosted 262 guests and visitors making it a very successful event.
11. Coordinated Veteran’s Day Celebration (approximately 200 participants).
12. Ensured that Texas State observed the federally mandated observance of Constitution Day.
13. Assisted Student Foundation with “Foundations of Excellence”.
14. The Attorney for Students successfully implemented the paperless intake system alleviating and replacing a cumbersome paper system. This project was a joint collaboration between the Attorney for Students and the IT Student Affairs staff (Richard Carney in the lead).

Progress on 2004-2012 Administrative Support Plan

Strategic Plan is being developed.

Assessments

Attorney for Students
This office performed exit surveys that were completed by 329 out of the 753 students who received legal consultation/advise and who chose to complete the survey. The results demonstrated a high degree of satisfaction with the service received (6.90 of a possible 7).

Student Justice
In the second half of spring 2009, surveys were given to most suspects at the conclusion of their administrative review. 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. Twenty surveys were completed and returned to the DOS front office. Overall satisfaction (average of all surveys) was averaged at 1.46 (improved from 2007-2008’s average of 1.56).

Due to change in leadership and transition, assessment was not accomplished as planned in other areas of the office. This is a major goal for the 2009-2010 academic year.
Presentations by Department Staff

1. Both attorneys made presentations on campus to 1240 undergraduate and graduate students on varied issues such as renting an apartment, risk management for student organizations, legal liabilities for different professions, and credit card abuse.

2. 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. Both attorneys made a presentation to faculty and staff on the “Nuts and Bolts of Probate Administration.” While this may seem like a step off the beaten path for Attorney for Students Office, it has been observed by our organization that one of the best referral sources this office has is the university’s faculty and staff. By offering occasional programming that is topical and important to this population (this seminar “sold out” in 15 minutes from when it was posted online), this office provides an outreach to our faculty and staff that is both a service and a sort of press release as to the existence of our office and our availability to students. Statistically, almost 20% of our referrals come from faculty and staff and keeping this line of communication open is always a positive move for the Division of Student Affairs.

3. The Student Justice Coordinator did a total of nine presentations (76 attendees) regarding Student conduct and safety issues.

4. The Associate Dean of Students did three presentations: One for faculty who were infusing multiculturalism in their curriculum; for the Graduate Students Affairs Council pertaining to Ph.D. programs; and Expectations, Roles and Responsibilities for Orientation Assistants.

Special Recognitions for Department and/or Staff

1. Student Justice Coordinator was recognized as the Multicultural Greek Council “Advisor of the Year” (advised Phi Iota Alpha).

2. Student Justice Coordinator was inducted into Pi Alpha Alpha (The National Honor Society for Public Affairs and Administration).

Major Objectives for 2009-2010

1. Develop electronic paperless systems to track information of students who receive assistance/services from DOS, generate automated correspondence, track assessment data and any other important information needed for Student Emergency Services, Student Justice and the Ombudsman.

2. Develop electronic paperless and automated system for the Associated Student Government scholarships.

3. Expand the number of members who make up the Student Justice Hearing Board.

4. Enhance the training for the Hearing Board members.

5. Review Student Organization University Policies.
6. Staff will present a minimum of 30 combined group presentations (e.g. classes, workshops, retreats, trainings, etc.) in order to disseminate the services provided by the Office of the Dean of Students in support of the division’s student success initiatives.

7. Develop a comprehensive leadership model that will be the foundation for the Leadership Institute.

8. Create electronic resources that will educate our students regarding their rights and responsibilities as members of our university community.

9. Continue to partner with ACT (Achieving Community Together) in order to improve the Texas State/San Marcos communities relationship.

10. Improve the use of technology throughout all of Dean of Student operations.


12. Develop assessment efforts throughout all areas that are consistent with the University, Student Affairs Division and Dean of Students Office strategic plans.
Major Accomplishments/Retention Initiatives

Associated Student Government (ASG) had a successful year with numerous accomplishments and retention initiatives.
1. Started a new tradition to swear-in the new Student Body President and Vice President outside in the Quad in front of the LBJ statue to encourage more student attendance.
2. Hosted the Bobcat statue unveiling.
3. Sent a group to the Gulf Coast to help with hurricane relief efforts.
4. Received no protests or complaints for this year’s ASG Election.
5. Hosted the Texas State University System (TSUS) Student Advisory Board visit during the Board of Regents meeting at Texas State during June 3-5, 2009.
6. Awarded a total of $203,000 in ASG Scholarships, so 103 students each received $2,000.
7. Awarded a total of $21,000 in ASG/Bookstore Scholarship so 70 students each received $300 worth of products (including textbooks) at the University Bookstore.
8. Presentations at 13 University Seminar classes between September 24 and October 30, reaching approximately 390 freshmen about getting involved in university activities and student organizations as well as voter registration for the presidential election.
9. Passed 31 pieces of legislation with only one vetoed by the Student Body President while a few requested better services for students and encouraged school pride.
   a. pilot program of library open 24 hours to assess appropriate extension of hours
   b. requested the university provide hand sanitizers in all computer labs and post signs explaining that using hand sanitizer promotes a healthier campus and student body
   c. utilize the banners on light polls throughout the campus to promote football games
   d. play the Texas State Alma Mater on the Bell Tower daily at 1:50 p.m. while displaying the Alma Mater words on the quad marquee

Assessments

We plan to develop and implement an ASG assessment plan for 2009-2010.
Major Objectives for 2009-2010

1. Develop and implement an orientation session for executive officers during the first two weeks of the fall 2009 semester.
2. Provide ASG with leadership development opportunities.
3. Develop an electronic scholarship application form.
5. Assist ASG officers with Web site management.
6. Enhance outreach efforts.
Major Accomplishments/Retention Initiatives for 2008-2009

The Attorney for Students has continued to increase the number of students served both in this office and through presentations on campus. In 2008-2009 this office served 753 students by appointment and over 1240 students through presentations to organizations, classrooms and programs. 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. When asked in an exit survey if our service was helpful in allowing that student to stay focused on his or her academics, 69% agreed (n=329).

More specifically to the issue of retention, when these same students were asked, “Did this service help you in deciding to stay at Texas State?” 37% responded “Yes.” (n=329). These are students who would have withdrawn from this university but for the services provided by this organization as part of the Dean of Students office in the Division of Student Affairs. Each year students are saved tens of thousands of dollars in attorney fees, unneeded court costs, improper charges and other costs by visiting the Attorney for Students office. In addition, they get life-long skills that help them avoid costly mistakes in the future.
Did this service help with your decision to stay at Texas State?

(n=329)

Progress on the 2004-2009 Strategic Plan

Department Strategy – Change half-time attorney position to a full-time position.

The office still employs an attorney in the half-time position but there does not appear to be funding to move her to a full-time position. There is also the question of support staffing to assist in such a move. While it is clear that the students would benefit from an increase in legal services based on the responses this office has received in exit surveys over the past six years, the financial reality is that it is unlikely to happen in 2009-10 with the national and state economic crisis. In addition, it is getting progressively less likely that this office will be able to find an attorney who will be willing to work full time (even in the economic downturn) for what the university has indicated it is willing or able to pay. Thus an alternative in the near future may be to hire a second half-time attorney (who can supplement his or her income with a private practice on the side) who will rotate days with the other attorney, negating any need for additional space or equipment and keeping our costs relatively low. This would have to correspond with the departmental strategy of adding a full or part-time receptionist to handle the additional case load when student workers are unavailable. Adding an additional attorney without any additional support staff would likely be untenable.
Department Strategy – Collaborate with Off Campus Housing office to determine the feasibility of creating or finding a Web site to assist students in assessing their local housing options.

Off Campus Housing linked to a Web site that provides students with information regarding available housing by student residents. Unfortunately, it is a little difficult to get to, is limited (for example, on a recent search it listed only two apartments in San Marcos that are one bedroom between $500 and $1,000) and doesn’t list critiques (or if it does, they are certainly not discernable). Because our office only has one part-time attorney addressing landlord-tenant issues, we were probably not as proactive as we could have been in assisting the CASO office in finding and promoting a Web site that would have been of greater assistance to students in this field.

In one specific case this year, we had more than a dozen students take advantage of our services by filing formal complaints after having been mistreated (and at times downright abused) by a local apartment complex. There were potentially as many as one hundred students impacted by the questionable business practices of this company. After direct negotiations failed, our attorney worked with the University Star and others to bring these problems to the attention of the greater student community. The glaring and sanitizing light of the media led to a fairly quick resolution to many of the problems that the students were facing as the apartment complex backed off of most of its more outrageous positions. Ultimately, however, our objective is for the students not to have to suffer needlessly in the first place, and if there is a common forum for them to assess such “bad actors” in a fair and reasonable manner, then it should be out there. This will take time and resources which have not been allocated in 2009-2010, so while we will continue to support this concept, our target date for finding and publicizing a website to complete this objective will likely be 2010-2011.

Department Strategy – Review current assessment tools.

Following many student inquiries regarding this office’s need to represent 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?” When this question was asked in 2007-2008, 92% of students (n=261) answered yes. In 2008-2009, 94% of students (n=291) who answered our survey answered yes.
These were students who had used our services, and in many -if not most- cases, did not need an attorney to represent them in court for their specific issue. These students had, however, seen the benefits of using the services provided to them in this office and understood that if something unfortunate were to happen to them and they were to need an attorney in court, $1.50 would be an amazingly small price to pay for that safety net.

**Department Strategy – Add at least a half-time receptionist.**

Because there is a high turnover in student workers and due to the complex and serious nature of the calls taken by this office, it continues to be our objective to obtain at least a half-time (preferably a full-time) administrative assistant to help answer calls in the office during peak hours. During this past year, we had several clients with 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. Also because of the complexity and high stress of the position, we have learned over the years that it is best if we hire upperclassmen as student workers who are better able to handle challenging cases. Unfortunately, few of them are willing to work for the wages that are offered through work study. Career Services recently sent out a targeted email to 1,500 potential work study recipients notifying them of an opening in our office – only two people responded – and one of those didn’t have work study! Our Admin II, Susan Brotzman, supervises all the student workers, keeps the books for the office and Student Foundation, resolves SAP issues, provides free notary services to the student population (over 240 notarizations in 2008-2009) and assists both
attorneys. Because of the increased volume this office has experienced in the past several years, the need for someone who can assist the staff on a professional level and be the “first face” of the office will increase our productivity and consistency tremendously.

Assessments for 2008-2009

Exit surveys completed by 329 clients leaving their session indicate a high degree of satisfaction with the service they received during their consultations (6.90 of a possible 7). More specifically, of the 129 clients responding to the question “Would you use our office again or recommend it to another student in the future?” all answered yes. 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 (see: Major Accomplishments/Retention Initiatives; Department Strategy - Review current assessment tools, infra).

Educational Outreach/Presentations by Department Staff to Institutions and Communities for 2008-2009

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. This year our office made presentations to over 1200 students in this manner. 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.

Both attorneys made a presentation to faculty and staff on the “Nuts and Bolts of Probate Administration.” While this may seem like a step off the beaten path for Attorney for Students office, it has been observed by our organization that one of the best referral sources this office has are the university’s faculty and staff. By offering occasional programming that is topical and important to this population (this seminar “sold out” in 15 minutes from when it was posted online), this office provides an outreach to our faculty and staff that is both a service and a sort of press release for the existence of our office and our availability to students. Statistically, almost 20% of our referrals come from faculty and staff and keeping this line of communication open is always a positive move for the Division of Student Affairs.
Major Objectives/Retention Initiatives for 2008-2009

**Electronic Intake**: 2008-2009 was the first year to use the paperless intake system designed hand-in-glove with the IT Student Affairs staff (Richard Carney in the lead). The purpose of this was two-fold: to eliminate the cumbersome paper system that made it difficult for the attorneys to share files and information and keep track of clients, and secondly, to better assess our program using demographics and other parameters available via the university database.

After almost two years of planning, the intake system was finally implemented in January at the start of the spring semester with a great deal of behind-the-scenes work from our office manager Susan Brotzman. While there were many minor adjustments that had to be made as the system became fully implemented (and some adjustments that continue as we discover the full potential of this program), the system has been a great success for the office and will take us smoothly into the future. With this program, we are currently discussing a variety of initiatives, including a geospatial analysis of reported apartment problems in San Marcos that we hope to be able to share with various constituencies (students, CASO, Department of Housing and Residential Life, certain entities within the City of San Marcos, etc.). Ideally this will reduce the incidence of widely dispersed and otherwise difficult to pinpoint conflicts that our students experience with local landlords.
Major Accomplishments/Retention Initiatives

6. Responded to 141 P.A.W.S. (Positive Action With Students) Alert referrals by email/phone during the Fall/Spring semesters.
7. Coordinated notification of 17 student deaths.
   a. E-mailed deceased students’ current faculty.
   b. E-mailed university departments to initiate refund process.
   c. Followed-up on refunds due to the next of kin.
   d. Prepared and sent sympathy letters to next of kin.
8. Scheduled and coordinated 50 new staff members for Sexual Harassment Training and 197 for EEO training.
9. Worked individually with 208 students to provide notifications to their faculty verifying student absence due to illness, injury and family emergency during the Fall/Spring semesters.
10. Provided notifications for 55 students absent from classes due to the university response to H1N1.
11. Worked individually with 9 students to distribute Emergency Grants funding totaling $3,600.
12. Worked individually with 6 students to distribute Crawford Loans totaling $3,150.
13. Updated and coordinated publication and distribution of 8,000 student handbooks.
14. Worked with staff/students individually and notarized 31 documents.
15. Dean of Students website received 82,640 hits.

Progress on 2004-2012 Administrative Support Plan

There have not been any objectives in our department plan regarding student services/emergencies.

Assessments

An assessment has not done for the above listed services. We have discussed in the past about creating an on-line survey but nothing was ever completed.
**Major Objectives for 2009-2010**

13. Develop an electronic method to enter and store information pertaining to Emergency Contacts.
14. Develop an automated communication system to send electronic communications to faculty regarding specific student.
15. Develop an automated system to send out post cards to contact PAWS Alert referrals that have not responded to email or phone contacts.
16. Develop technology on website to interest the current generation of students who rely on technology.
17. Develop website to be user friendly so that parents can access information about our office and the university as a whole.
Major Accomplishments/Retention Initiatives

There were nine ombudsman cases during the FY09 school year compared to 19 cases in the previous year. There have been increasingly more requests to provide assistance for students through electronic communications and decrease the need for students to travel to campus for face to face appointments. We have continued to respond and accommodate students electronically, when possible.

Progress on 2004-2012 Administrative Support Plan

No major initiatives to report.

Assessments

There were a total of nine ombudsman cases initiated during FY09, and six of those cases are still open. As of June 30, 2007 we have received one (11%) survey. On a scale of 1-10 with 10 being the highest, the student rated the quality of services received as 10.

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Presentations presented by Department Staff

1. *Career in Student Affairs* – Emerging Recreational Sports Leaders, the University of Texas at San Antonio, San Antonio, Texas, 2009. Primary audience consisted of students interested in Campus Recreation as a career.

2. *The Cultural Landscape Among Students at Texas State* – Multicultural Curriculum Transformation and Research Institute, Texas State University-San Marcos, San Marcos, Texas, 2008. Primary audience was faculty interested in integrating multicultural perspective(s) into their curriculum.


Major Objectives for 2009-2010

1. Integrate the new “Student Complaints” university policy and procedures into the Ombudsman services concept.

2. Develop tracking process for cases which are addressed through primary electronic modes.

3. Review assessment process.

4. Review the types of cases which are actually identified as ombudsman and insure the correct categorization is being utilized.

5. Develop systematic outreach efforts to increase use of Ombudsman services (e.g. presentations to student groups, faculty and staff).
Members of the Student Foundation are selected because they are leaders of other campus organizations such as Student Government, Residence Hall Association, fraternities and sororities. Also included in the membership are Terry scholars, Rockefeller Scholars and top students from University Honors Program. Rounding out the membership are athletes, cheerleaders and Strutters – a broad selection of the campus if there ever was one. The purpose of this 50-60 member organization is to promote Texas State’s positive image. The organization also functions as a corps of student leaders who assist the University President and alumni in building tradition, spirit and pride for Texas State University-San Marcos. The advisor for 2008-2009 was the Attorney for Students, Shannon FitzPatrick.

**Foundations of Excellence**

The Foundations of Excellence program allows members to honor faculty who have made exceptional contributions to their educational experience at Texas State, which is foundational to achieving their goals and ambitions in life. Out of 40+ faculty members nominated, 10 are selected to be honored at an awards dinner each spring. Members assist in the process from planning to cleanup for this annual event. The cost of this event in 2008-2009 was $2,300. Donations from the Parents Association ($770) and the University Bookstore ($400), as well as smaller donations from local businesses like Quail Creek Country Club and the Wine Cellar helped offset the cost.

The keynote speaker at this past year’s Foundations of Excellence event was the Provost, Dr. Perry Moore, an honorary member of Student Foundation. Faculty members who have been honored at the event have commented that it was one of their most meaningful awards, and more than one have posted it on their faculty Web site. This year the committee had professional photos taken of the faculty to use in the program and were also photographed accepting their awards. After the banquet the photos and awards program were sent to all their chairs and deans. Foundation members continue to receive highly positive feedback from faculty who are past recipients. Members themselves also comment on how much the nomination and awards process impacts them. It forces them to verbalize the meaningfulness of their relationship with a given professor in ways they had never considered. Many students felt that their own nominations were so powerful that it was decided that they could not read excerpts from them during the ceremony because they would get too emotional. Other members were designated to read them.

**Bobcat Pause**

As sponsors and organizers of Bobcat Pause, members organize a memorial service honoring all faculty, staff, students, alumni and friends of the university who have passed away within the past year. Planning begins weeks before the previous Bobcat Pause (one year before). Members are involved in the process of designing and mailing invitations, preparing and printing programs, arranging for speakers and music, room and equipment reservations and purchasing roses that are presented to the family of the deceased. Members serve as ushers, ceremony
announcers and presenters. Following the ceremony, members meet and mingle with the families in a reception hosted by the Vice President of Student Affairs (VPSA). The VPSA office generously funded the printing and mailing costs of $550. All other costs ($1,250) were paid from the Student Foundation’s maintenance and operation account.

Bobcat Pause 2008-2009 was hosted by Student Foundation for the 21st time. For many years it was a small, intimate ceremony held down by the Stallions, later to be moved to the amphitheater outside of the LBJ Student Center. With an eye to making it more accessible and welcoming to alumni and current students, Foundation members moved it into the Teaching Theater of the LBJ Student Center and vowed to increase the attendance from the dozen or so of only five years ago. This past year’s ceremony hosted over 262 guests and received a host of accolades for the slide show the members created of photos of many of those who had died as well as a beautiful performance of the university choir that concluded in singing the alma mater.

The challenges to put on this program are legion. Seeing that everyone possible is included is a daunting and time-consuming task. Members are currently sending out invitations to alumni families based on online obituaries and other venues (i.e. personal contacts) for next year’s Bobcat Pause. They have already started collecting photographs for the slide show, made room reservations, invited the President as a speaker and done many of the preliminary arrangements that are necessary – even before the school year has begun. As the committees get back on campus, they will begin their marketing campaigns, work on design strategies and compile budgets in an effort to double the number of attendees from the previous year.

Veterans Day

Each year Student Foundation helps sponsor the Texas State Veterans Day observance on the Quad. This year’s guest speaker was veteran Clay Patterson, 2009-2010 Student Foundation President and founder of the Texas State Veteran’s Alliance. Patterson was also recently selected the Student Regent for the Texas State University System Board of Regents. Student Foundation members escort veterans and their families from designated parking areas to the seating in the Quad, hand out programs and provide assistance to visiting dignitaries and the University President as needed. Foundation plans to join with the Veterans Alliance in 2009-2010 to expand the numbers of students who participate in this program and increase the marketing substantially.

Presidential Hosts

Student Foundation members represent the university and President Trauth at various events during the year. They assisted with events such as the name change flag ceremony, dedication of the LBJ Statue, dedication of new buildings on campus, the annual LBJ Picnic and other events as requested by the president’s Special Events Coordinator. During the annual Board of Regents meeting, they provide directions, schedules and transportation for the regents and other special guests. Each fall President holds a reception for Foundation members and the President’s Cabinet.

Members are required to dress appropriately for all events (Khaki pants/skirts and black polos for informal events; khakis and blazers for formal events). Polos are purchased for each member and blazers are provided for members to check out. The Parents Association assists by donating $500 to help with the annual costs ($1,000) for these “uniforms.”
**Etiquette Dinner**

Early in the year members are required to attend an etiquette dinner that prepares them to better represent the university and president at more formal events. Part of this training includes not only how to handle one’s knife and fork, but also how to engage in polite conversation, phone etiquette, sending thank you notes and all varieties of social etiquette. Student Foundation members are leaders on campus and many have gone on to be highly successful in their chosen fields. Having the confidence to properly enter social situations is critical for these leaders of tomorrow. Many alumni have commented that this training is invaluable. Costs for this event have been in the range of $1,200 to $1,500 each year and now that our membership has grown to a solid 55-60 members, the funding (which includes dinner, room rental small centerpieces to name tags) has become very difficult to manage. The guest speaker each year has donated his or her services, so the costs are kept to a minimum.

**Scholarships**

As recently as three years ago, Student Foundation gave out one scholarship for $500 – the Bill Hogue Scholarship. Thanks to the efforts of former Dean of Students John Garrison who worked to develop strong alumni involvement, Student Foundation handed out $10,000 in scholarships at their Spring Banquet in May 2009. The Bill Hogue Scholarship is now $5,000 and there are five $1,000 scholarships awarded to outstanding members of Student Foundation. This investment by alumni is critical on many fronts: it establishes a relationship between our alumni and current students; alumni demonstrate that they genuinely care about current students by being a helpful resource and assisting with internships and jobs. Current student will be expected to carry on this legacy of continued involvement in Texas State.

**Spring Banquet**

Each May members of Student Foundation gather to celebrate the year’s accomplishments, hand out awards, listen to inspirational speakers and receive scholarships from their Alumni Board of Directors. Because of retooling and a highly successful recruiting campaign in 2007-2008, strategies which carried over into 2008-2009, Foundation moved to a once-a-year spring recruiting paradigm. This gave them significantly more time in the fall to focus on their Fall Retreat and plan and organize major events such as Foundations of Excellence and Bobcat Pause. Because Student Foundation is comprised of leaders of other organizations, their time is very precious. Efficiency and organization is critical as any perceived waste of time is an absolute anathema for most of them. Spring recruits observe the Foundation in action, interact with members and consequently are interviewed. Prospective members receive invitations to be “pinned” and letters of membership at the Spring Banquet.

The cost of the Spring Banquet in May of 2009 was approximately $1,600. This included the facility rental (which included space for the Board of Director’s meeting prior to the banquet at no additional cost), catering, awards plaques (paid for out of the member’s club account) and lapel pins. The event was held at the San Marcos Baptist Academy at a substantially reduced rate from the previous venue of Onion Creek Country Club in order to keep costs down.
National ASAP Conference

Each summer the advisor and four incoming officers attend the National Affiliated Student Advancement Programs (ASAP) Networking Conference to meet with other student foundation and student alumni groups from around the country to exchange ideas, make plans and get excited about the upcoming academic year. This year the conference will be held in Baltimore, Maryland at an estimated cost of $4,000 including registrations. A donation of $2,000 from the Alumni Association helped cover a portion of the members’ expenses, and the Attorney for Students office funded the advisor’s expenses of $825.00.

In August of 2008, the 2008-2009 officers attended the National ASAP Conference in Salt Lake City where they acquired the latest information on fundraising, teambuilding, marketing, PR and alumni relations to name a few. At the conclusion of the conference, the advisor took them (at no cost to the university) to tour the Mormon Tabernacle and temple complex and then to hear a Sunday performance of the Mormon Tabernacle Choir. Each year the students are taken on a tour of the location of the conference – in Portland they went to the zoo and saw a AAA baseball game between the Portland Beavers and the Iowa Cubs and watched the Stray Cat races; in Boston the following year they attended services in the Old North Church, took a tour of Boston Harbor and visited Paul Revere’s grave. This year in Baltimore at the conclusion of the conference we plan to go to Ft. McHenry, visit the aquarium and visit the grave of Edgar Allen Poe. The officers for Student Foundation put in hundreds of hours for this organization and this university during their tenure as elected officials. These trips bring them back both energized and excited about their university, not just for the upcoming year, but for a lifetime.

The Budget

With an annual Maintenance and Operating budget of $7,325, the mission of this organization could not be carried out without the generous donations from other university departments who value the role that Student Foundation plays in the promotion and image of Texas State University-San Marcos. This year (as is typical), Student Foundation spent approximately $14,980 in partnership with many offices, individuals and organizations to accomplish its ongoing charge.

Major Objectives for 2009-2010

1. Provide Student Foundation with leadership development opportunities.
2. Develop an operational procedures manual.
3. Enhance outreach efforts.
Major Accomplishments/Retention Initiatives

1. Investigated and adjudicated cases that involved 251 students (216 suspects, 19 victims & 16 witnesses).

2. Student Justice Coordinator (coordinator) continues to have “view” access to the UPD database system which contains information vital to addressing student and university safety and wellness issues, including those addressed by the Behavior Assessment Team (BAT). This access allows the coordinator to review reports that may not need to be adjudicated but are appropriate as “care and concern” cases (4 in this reporting period). In these cases, the coordinator may meet with students exhibiting risky behavior as well as students being negatively affected by the behavior of others - a form of early alert/intervention and referral. Access to this system results in the coordinator receiving the information more quickly with minimal involvement of UPD records staff and resources previously dedicated to photocopying reports for Student Justice.

3. The administration of the student justice system led to the suspension or expulsion of 22 students. In addition, 9 students have indicated they will not return. Should they reconsider, they will have the opportunity to have their case heard and finalized. While suspensions, expulsions and non-enrollment may intuitively be seen as negatively impacting retention, these cases generally involved students whose conduct is detrimental to the safety and well-being of persons or disruptive to the university community. For those whose removal is temporary, the sanction allows them the opportunity to assess their interest and commitment to completing their degree at Texas State.

4. The coordinator continued to lead the Behavior Assessment Team (established by UPPS 07.10.05). After reviewing its University Policies and Procedures, the team recommended significant revisions to the Policy for Handling Sexual Offenses, UPPS 07.09.03.

5. The coordinator served on the following university teams, committees and councils that address student retention or wellness: Wellness Team; Diversity Team; and the Financial Aid Advisory, Appeals and Scholarship Committee.

6. Though not new, the impact of the change in the drug policy is significant enough to note. Of 12 students found responsible for possession of a controlled substance, 8 were allowed to remain enrolled. Of 54 students found responsible for possession of marijuana, 47 were allowed to remain enrolled. This is a total of 62 students who expressed a desire to continue their education at Texas State “saved”.

7. The Student Justice Administrative Assistant continued to serve as co-leader of the Community Staff Development Team, dedicating significant time and effort to advance the team’s goals and the division’s mission.
8. The addition of Kathryn Weiser, Assistant Dean of Students, who is experienced in adjudicating violations on campus, has been able to adjudicate cases perceived as a possible conflict of interest, cases involving a preference for a female staff member, or when the coordinator is not available.

Progress on 2004-2012 Administrative Support Plan

1. Provide student educational sessions on relevant Student Justice issues.
   a. Coordinator made two group presentations and three one-on-one presentations to students participating in a Study Abroad program (Dr. Moriuchi’s program to Japan).
2. Provide annual updates of the student judicial process and issues for relevant academic offices and departments as well as the Department of Housing and Residential Life (DHRL).
   a. Since the change in the drug policy, there have not been any significant changes that would warrant an annual update. Collaboration with and consultation to other offices, including individual faculty, academic administrators, and the chair of the Honor Code Council, is on-going and typically engaged in as specific issues arise.
   b. The coordinator and the Associate Dean of Students engaged Academic Affairs in the revision of the Honor Code UPPS with substantial changes expected by the end of summer 2009. This UPPS update will warrant an update to the academic community, however, the update should be spearheaded by Academic Affairs.
   c. Regular meetings with DHRL staff and UPD have provided an avenue for timely sharing of information between these offices and student justice.
   d. The coordinator explained and presented on the student judicial process to three new UPD recruits as part of their new officer training.

Assessments

In the second half of spring 2009, surveys were given to most suspects at the conclusion of their administrative review. The surveys were completed anonymously and contained 10 numbered statements. Two of these further elaborated on statements (a) and (b), resulting in 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 one and the least desirable response would be the one with the highest score of four. Twenty surveys were completed and returned to the DOS front office. Overall satisfaction (average of all surveys) was averaged at 1.46 (improved from 2007-2008’s average of 1.56).

A cursory review of these surveys indicates that overall customer satisfaction has improved. It is also evident that despite gains, timeliness remains a concern for students. The biggest improvement was in the perception of the adequacy of the time involved in the discipline
process. This is most likely attributable to the decrease in time involved in the process because students involved in drug violations do not have to schedule two meetings with the coordinator. This decreases the number of appointments overall—decreasing the likelihood of back to back appointments that may delay one another when one runs longer than the scheduled 30 minutes.

**Presentations presented by Department Staff**

1. Ismael Amaya, Study Abroad: Things to Remember Wherever You Go, group of 20 students going on a Study Abroad program in Japan (Dr. Mayumi Moriuchi). Centennial Hall.
2. Ismael Amaya, Study Abroad: Things to Remember Wherever You Go, group of 5 students going on a Study Abroad program in Japan (Dr. Mayumi Moriuchi). LBJSC.
3. Ismael Amaya, Study Abroad: Things to Remember Wherever You Go, individually to three (3) students going on a Study Abroad program in Japan (Dr. Mayumi Moriuchi). LBJSC.
5. Though not presented by department staff, Student Justice collaborated with the Counseling Center to present a video online seminar entitled “Returning Veterans: Implications for Higher Education.” This was a Magna Publications seminar featuring Brett Sokolow and Scott Lewis, both from the National Center for Higher Education Risk Management. Approximately forty-five (45) faculty and staff were in attendance for this presentation in Alkek Library.

**Special Recognitions for Department and/or Staff**

1. Coordinator recognized as the Multicultural Greek Council “Advisor of the Year” for his work advising Phi Iota Alpha.
2. Coordinator inducted into Pi Alpha Alpha (The National Honor Society for Public Affairs and Administration).

**Major Objectives for 2009-2010**

1. Transition to a more effective (web-based) judicial database to facilitate case tracking, data analysis, and record retention.
2. Implement a comprehensive training program for Student Justice Hearing Committee members.
3. Assist Academic Affairs as needed in order to facilitate complete transition of the adjudication and record retention of alleged Honor Code violations to that division.
# 2008-2009 Student Justice Customer Satisfaction Survey Results

## Survey Scores

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**NOTE:** Due to rounding to whole percentages, not all columns will add up to exactly 100%.
### Student Justice
#### Customer Satisfaction Survey Results
2008-2009

#### Survey Comments

All comments included in surveys are listed below. Surveys were numbered during the analysis and offer no way to tie a survey to a respondent.

<table>
<thead>
<tr>
<th>Survey #</th>
<th>Comment</th>
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</table>
| 1        | -1- Very Flexible  
          | -2- Staff members made the situation, punishment clear as well as giving helpful moral advice.  
          | -4- Very respectful as well as professional, under the unfortunate situation, the meeting was very enjoyable  
          | -5- given complete opportunity  
          | -6- very informative with his and my options |
| 2        | Polite, friendly, not nearly as scary and mean as I expected. |
| 3        | Mr. Amaya was real clear and helpful with me during the meeting. |
| 4        | -9- It made me think of what could’ve happened and that I could’ve hurt other people |
| 5        | -2- Contacted through mail only. Don’t check mail often. |
Student Justice
Customer Satisfaction Survey Results
2008-2009

Analysis of Survey

The objective of the survey is to assess student satisfaction in regards to their experience with our student judicial system. The survey questions touch on matters of timeliness of the adjudication process, treatment received by the student from the judicial personnel, education/information presented by the coordinator, due process, fairness of the process and sanctions, and impact of the process on future decisions.

In the second half of spring 2009, surveys were given to suspects at the conclusion of their administrative review. The surveys were completed anonymously and contained 10 numbered statements, however two of these further elaborated to statements (a) and (b) which resulted in 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 one and the least desirable response would be the one with the highest score of four. Twenty surveys were completed and returned to the DOS front office.

1. Overall satisfaction (average of all surveys) was averaged at 1.46 (improved from 2007-2008’s average of 1.56).

2. Question response averages ranged from 1.3 to 1.75.
   a. This range was overall an improvement from the 2007-2008 range of 1.29 to 2.07.
   b. Statements with the best average responses were similar to 2007-2008:
      i. (Q4- avg. 1.3) During the initial meeting I had with the Student Justice staff, I was treated respectfully and professionally. This question also received the highest average score last year (1.29).
      ii. (Q2a- avg. 1.32) Staff members were courteous and respectful (staff were polite and friendly). This question was received the third highest score last year (1.36).
      iii. (Q6- avg. 1.35) 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. This question received the second highest score last year (1.33).
   c. The statements with the least desirable average responses were also similar to last year’s responses (regarding the timeliness of the adjudication of the case) with a bit of a shift. It was the improvement in the lowest scores of the range that made the 2008-2009 range better than 2007-2008 surveys:
      i. (Q1a- avg. 1.75) The initial contact made to set up a discipline meeting was timely (occurred within a reasonable time after the incident). Last year this question scored in the middle in relation to all other questions (1.58).
Analysis of Survey 2

the explanation for this shift may be that UPD no longer e-mails a blotter but posts it online. Rather than reviewing blotters 2-3 times per week (as they were e-mailed in the past), the coordinator now sets time aside on a weekly basis to review the blotter. It is possible that the coordinator’s delay in reviewing blotters from one week to the next may result in an almost two week cumulative delay in reviewing some incidents. Also, when an incident is reported by the San Marcos Police Department, rather than UPD, the reporting delay may be from 2-6 weeks; SJ has no control over this.

ii. (Q9- avg. 1.6) My experience with the discipline process and Student Justice has had a positive impact on my values and attitudes. This question ranked third lowest last year (1.73). Although the question ranked second lowest this year, the average score was improved from last year.

iii. (Q1b- avg. 1.75) The amount of time I waited to see the Coordinator of Justice once I arrived for my appointment was reasonable. This was the lowest ranked question last year (2.07). The most likely reason for this improvement is that although the number of cases reviewed increased from last year, the total number of appointments decreased due to not having to see every student involved in a drug violation two times anymore.

iv. Note regarding Q10- (avg. 1.5). The amount of time I was involved in the discipline process was reasonable. This question dropped from second worst ranked last year (1.82) to fourth this year. This improvement in the ranking and the average score is undoubtedly attributable to no longer needing to see students involved in drug violations more than once in order to adjudicate their cases.

3. Survey response averages ranged from 1.0 to 4.0.
   a. This range negatively increased slightly from the 2007-2008 range of 1.0 to 3.83.
   b. A number of respondents (20%) rated all statements 1 (Very true); very similar to last year’s 22%.
   c. This year one student (5%) rated all statements as 4 (Not true at all); the student did not offer any comments.