Texas State University-San Marcos
Administrative and Educational Support Outcomes Assessment

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<th>Year</th>
<th>2007-2008</th>
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<td>College/D</td>
<td>Student Affairs</td>
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<td>Program Name/Department</td>
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<td>Contact</td>
<td>John Garrison or Vincent Morton</td>
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Mission Statement
The Texas State Dean of Students Office is an integral component of student life at the university and strives to facilitate student success and retention through educational experiences that promote leadership opportunities, civic, cultural, and intellectual development and learning. The office serves as an active interface between students, university officials and the surrounding community and provides legal, mentoring, disciplinary and ombudsman services designed to result in better adjusted graduates, productive citizens and active alumni.

Evidence of Improvement

Outcome Number 1
The majority of students who utilize Ombudsman Services will learn the appropriate processes (University Policies and Procedures Statements, etc.) to address their concerns and where to find the information to address future university-related concerns.

Method 1
Satisfaction Survey: Upon completion of individual cases, all students who utilized Ombudsman Services will be mailed a Satisfaction Survey requesting that they complete the survey and return it. A return postage paid envelope will be provided and will accompany the survey. The learning outcomes question will ask, "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?"

Result 1
There were a total of 19 Ombudsman cases and each student was a mailed a survey but only six students responded. Five (83%) of the six respondents answered yes to the 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?"

Method 2
At the conclusion of each case, there will be a thorough review of each case, including written correspondence with the intent of verifying that the student took the correct actions according to the governing university document/process provided by the Ombudsman.

Result 2
Of the 19 cases accounted for, 17 of the respondents minimally took the correct initial step to address their case.

**Action Plan**

An assessment tool will be created to allow for the faculty or staff member to assess the Ombudsman process from their perspective.

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**Outcome Number 2**

Students who utilize the Attorney for Students Office will learn specific laws (federal or State of Texas), what the next step is in their case, how to anticipate future legal issues and take preventative measures to assure that their situation does not arise again. As a result of their involvement with the office, the majority of students will respond that they are confident enough in the process to be a self-advocate.

**Method 1**

Students will be asked to complete a Satisfaction Survey upon completion of their final appointment in the Attorney for Students Office. The learning outcomes question will be stated as, "Do you think this service will help to handle similar situations in the future?"

**Result 1**

There was a total of 388 respondents who completed the satisfaction survey form. 379 (98%) of the 388 respondents answered yes to the question, “Do you think this service will help to handle similar situations in the future?”

**Method 2**

Analysis of Recidivism. There will be no more than 2% of the students who seek assistance from the Attorney for Students Office during an academic year who will seek additional assistance during the same year.

**Result 2**

Of the 379 students who participated in the survey, none have sought additional assistance during the 2007-2008 academic year.

**Action Plan**

The primary goal is to help the student become a self-advocate and understand where to locate the resources to confidently address legal matters they may experience in the future and the results indicate we are meeting the goals of the office. Next year we will specifically focus on the area where we see most of the cases originating from, Landlord & Tenant conflict.

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**Outcome Number 3**

The majority of students who utilize the services offered through the Student Justice Office will learn what behaviors the university considers inappropriate and the consequences of engaging in inappropriate behaviors.
Method 1
Students will be asked to complete a Satisfaction Survey once the Coordinator has made a determination and the student has indicated acceptance or not, by signature, regarding allegation(s) of violating the Code of Student Conduct. The learning outcomes question will be stated as, "My experience with the discipline process and Student Justice will positively influence future choices I make concerning my behavior as a student." A minimum of 75% of those responding will state that their experience with Student Justice and the discipline process will positively influence future choices.

Result 1
There were a total of 46 respondents who completed a satisfaction survey form. 35 (76%) of the 46 respondents answered yes to the question, “My experience with the discipline process and Student Justice will positively influence future choices I make concerning my behavior as a student.”

Method 2
Analysis of Recidivism. Each year, Student Justice adjudicates/contacts approximately 200 students. Of all students seen each year, no more than 3% will be students found responsible for a second or subsequent violation of the Code of Student Conduct during his/her tenure at Texas State.

Result 2
In fall '07-spring '08, 213 students were adjudicated/contacted. Six (6) of the students were found responsible for a second or subsequent violation of the code of student conduct, a 2.8% recidivism rate over tenure.

Action Plan
Modify the assessment tool to increase the response rate and make students aware of the expected learning outcomes.