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

Information not available at this time.

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

Indirect Assessment-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

Results are not available at this time.

Method 2

Direct Assessment-At the conclusion of each case, there will be a thorough review 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

Results are not available at this time.

Action Plan

Due to transition in leadership, distribution of surveys was delayed. Satisfaction surveys will be administered at the conclusion of each case during the 2009-2010 academic year. The Office of the Dean of Students will modify methods for effectiveness and consistency by September 30, 2009.

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

Direct Assessment-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
Survey respondents' satisfaction level from 329 surveys distributed was an average 6.9 on a scale of 1 to 7 with 1 being least satisfied and 7 being most satisfied.

Method 2
Indirect Assessment- 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
Due to a implementation of a new database to track client status, data is only available from January 2009 to current. Five percent of clients returned to the Attorney for Students Office with new cases for needed assistance.

Action Plan
The Office of the Dean of Students will modify existing learning outcomes to better reflect the services provided by the Attorney for Students. Therefore, the assessment methods will also be modified to reflect the new learning outcomes. This will be done during the fall 2009 semester.

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
Indirect Assessment-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
Survey respondents' satisfaction level from surveys distributed was an average 1.46 on a scale of 1 to 4 with 1 being most satisfied and 4 being least satisfied.

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.

Method 2
Direct Assessment-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
Out of a total of 216 students adjudicated by Student Justice, only 1.4% (3 students) were found responsible for violating the Code of Conduct two or more times.

Action Plan
The Office of the Dean of Students will review existing learning outcomes to better reflect the services provided by Student Justice. Therefore, the assessment methods may also be modified to reflect the new learning outcomes. This will be done during the fall 2009 semester.